



# BOARD OF DIRECTORS

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Chair

**Mark Hamm**

Moore Councilmember

Vice-Chair

**Rod Cleveland**

Cleveland County  
Commissioner

Secretary/Treasurer

**Carrie Blumert**

Oklahoma County  
Commissioner

Executive Director

**Mark W. Sweeney, AICP**

association of central oklahoma governments

4205 N. Lincoln Blvd. | Oklahoma City, OK 73105 | 405.234.2264 | [acogok.org](http://acogok.org)

## 9-1-1 ACOG BOD AGENDA:

**THURSDAY, APRIL 29, 2021, 1 P.M.**

**IF UNABLE TO ATTEND IN-PERSON,  
PLEASE ACCESS THE CALL-IN  
INSTRUCTIONS:**

**DIAL-IN NUMBER: 1-800-326-0013**

**PARTICIPANT PASSCODE: 5987365**

THE ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS BOARD OF DIRECTORS WILL HOLD A COMBINATION **IN-PERSON AND CALL-IN** REGULAR MEETING ON THURSDAY, APRIL 29, IN THE OKLAHOMA COUNTY BALLROOM (BEHIND THE ACOG BOARD ROOM), 4205 N. LINCOLN BLVD., OKLAHOMA CITY, OKLAHOMA.

The Ballroom ([download a short video of the Ballroom here](#)) is setup to follow social distancing guidelines. Masks are required during the meeting. For your convenience, masks and sanitizer will be available.

PLEASE NOTIFY ACOG AT 405-234-2264 (TDD/TTY CALL 7-1-1 STATEWIDE) BY 5 P.M. MONDAY, APRIL 26, IF YOU REQUIRE ACCOMMODATIONS PURSUANT TO THE AMERICANS WITH DISABILITIES ACT OR SECTION 504 OF THE REHABILITATION ACT.

# AGENDA

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1. **CALL TO ORDER** ([ATTACHMENT 1](#))
2. **APPROVAL OF MARCH 25, 2021 MINUTES** ([ATTACHMENT 2](#))
3. **COMMUNICATIONS:**
  - A. CHAIRPERSON'S REPORT
  - B. EXECUTIVE DIRECTOR'S REPORT
4. **PUBLIC COMMENTS FROM CITIZENS OR DELEGATIONS**

## BEGINNING OF CONSENT DOCKET

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### 5. **APPROVAL OF THE CONSENT DOCKET:**

**INFORMATION:** Requires a motion to approve, with a second, that all items under the Consent Docket be considered in one vote.

#### **CONSENT DOCKET ITEMS:**

- A. Finance Report – March 2021 Claims - Deborah Cook, CPA, Director of Finance ([ATTACHMENT 5-A](#)) Action requested.

## END OF CONSENT DOCKET

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**6. REGULAR AGENDA ITEMS THAT MAY REQUIRE 9-1-1 ACOG BOARD OF DIRECTORS ACTION:**

- A. Communications Roadmap for NG9-1-1 Implementation – Rachel Meinke, Public Information Director, ([ATTACHMENT 6-A](#)) For information only.
- B. Public Safety Answering Point (PSAP) Operational Efficiency Study – Brent L. Hawkinson, Director of 9-1-1 and Public Safety ([ATTACHMENT 6-B](#)) For information only.
- C. NG9-1-1 Implementation Status Report – Brent Hawkinson, Director of 9-1-1 and Public Safety ([ATTACHMENT 6-C](#)) For information and discussion only.

**7. GENERAL STATUS REPORT-** Brent Hawkinson, Director of 9-1-1 & Public Safety For information only.

**8. NEW BUSINESS**

**9. ADJOURN**

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**NEXT MEETING:**

Thursday, May 27, 2021

# ATTACHMENT 1

## 9-1-1 ACOG BOARD OF DIRECTORS

CITY/ORGANIZATION	MEMBERS	ALTERNATES
ARCADIA (1)	Hon. James Woodard Mayor	Hon. Marcus Woodard Vice-Mayor
BETHANY (8)	Hon. Chris Powell Vice-Mayor	Hon. Kathy Larsen Councilmember ----- Hon. Nikki Lloyd Mayor
CEDAR VALLEY (1)	Hon. Stan Wieczorek Mayor	Hon. Jerry Cole Trustee
CHOCTAW (5)	Hon. Mike Birdsong Councilmember	Hon. Roger Malone Councilmember
DEL CITY (9)	Hon. Floyd Eason Mayor	Hon. Pam Finch Councilmember ----- Hon. Michael Dean Councilmember
EDMOND (33)	Hon. Josh Moore Councilmember	Hon. Daniel O'Neil Mayor
EL RENO (7)	Hon. Matt White Mayor	Hon. Tim Robinson Councilmember
FOREST PARK (1)	No Designee	No Designee
GUTHRIE (4)	Hon. Steven J. Gentling Mayor	Hon. Jeff Taylor Councilmember
HARRAH (2)	No Designee	Hon. Tom Barron Councilmember
JONES CITY (1)	Hon. Ray Poland Mayor	No Designee
LAKE ALUMA (1)	Hon. John Kenney Mayor	Hon. Tom Steiner Treasurer
LEXINGTON (1)	Hon. Mike Donovan Councilman	Hon. Max Punneo Vice- Mayor
LUTHER (1)	Hon. Jenni White Mayor	Hon. Brian Hall Trustee ----- Hon. William (Terry) Arps Trustee
MERIDIAN (1)	Hon. Ronald Dumas Mayor	Hon. Joyce Swanson Vice-Mayor

## 9-1-1 ACOG BOARD OF DIRECTORS (CONT.)

CITY/ORGANIZATION	MEMBERS	ALTERNATES
MIDWEST CITY (24)	Hon. Matt Dukes Mayor	Hon. Pat Byrne Councilmember ----- Hon. Christine Allen Councilmember
MOORE (24)	Hon. Mark Hamm Councilmember	Hon. Glenn Lewis Councilmember ----- Any Moore Councilmember
MUSTANG (8)	Hon. Brian Grider Vice Mayor	Hon. Michael Roy Councilmember
NEWCASTLE (4)	Hon. Mike Fullerton Vice-Mayor	Hon. Joe Covey Councilmember ----- Hon. Marci White Councilmember
NICHOLS HILLS (2)	Hon. Peter Hoffman Vice-Mayor	No Designee
NICOMA PARK (1)	Hon. Brian Foughty Mayor	Hon. Mike Czerczyk Vice-Mayor
NOBLE (3)	Hon. Phil Freeman Mayor	Hon. Ezra Roesler Vice-Mayor ----- Hon. Gary Hicks Councilmember
NORMAN (37)	Hon. Breea Clark Mayor	Hon. Stephen Holman Councilmember
PIEDMONT (3)	Hon. Kevan Blasdel Councilmember	Hon. Melissa Ashford Councilmember ----- Hon. Austin Redus Councilmember
SLAUGHTERVILLE (2)	Hon. Valerie Stockton Trustee	Hon. Steve Easom Mayor
SMITH VILLAGE (1)	No Designee	Hon. Kathy Jordan Trustee
SPENCER (2)	Hon. Frank Calvin Mayor	Hon. John Scalan Vice-Mayor ----- Hon. Kerry Andrews Councilmember
THE VILLAGE (4)	Hon. David Bennett Mayor	Hon. Sonny Wilkinson Councilmember ----- Cathy Cummings Councilmember

## 9-1-1 ACOG BOARD OF DIRECTORS (CONT.)

CITY/ORGANIZATION	MEMBERS	ALTERNATES
TUTTLE (3)	Hon. Mary Smith Vice-Mayor	Hon. Austin Hughes Councilmember
VALLEY BROOK (1)	No Designee	No Designee
WARR ACRES (4)	Hon. Jim Mickley Mayor	Hon. Roger Godwin Councilmember ----- Hon. John Knipp Councilmember
WOODLAWN PARK (1)	Hon. Jim Gilbert Mayor	No Designee
YUKON (10)	Hon. Shelli Selby Mayor	Hon. Rick Cacini Councilmember
CANADIAN COUNTY (3)	Hon. Marc Hader Commissioner	Hon. Jack Stewart Commissioner ----- Hon. David Anderson Commissioner
CLEVELAND COUNTY (6)	Hon. Rod Cleveland Commissioner	Hon. Darry Stacy Commissioner ----- Hon. Harold Haralson Commissioner
LOGAN COUNTY (12)	Hon. Kody Ellis Commissioner	Hon. Marven Goodman Commissioner ----- Hon. Monty Piearcy Commissioner
OKLAHOMA COUNTY (9)	Hon. Carrie Blumert Commissioner	Hon. Brian Maughan Commissioner ----- Hon. Kevin Calvey Commissioner

## ATTACHMENT 2

### SUBJECT:

### MINUTES OF THE 9-1-1 ACOG BOARD OF DIRECTORS MEETING

### DATE:

MARCH 25, 2021

The regular meeting of the 9-1-1 Association of Central Oklahoma Governments Board of Directors was convened at 1:00 p.m., on March 25, 2021, in the Oklahoma County Ballroom (behind ACOG Board 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

Hon. Mark Hamm, Councilmember

#### ENTITY/AGENCY

Moore

#### BOARD MEMBERS PRESENT

Hon. James Woodard, Mayor

Hon. Chris Powell, Councilmember

Hon. Stan Wieczorek, Mayor

Hon. Josh Moore, Councilmember

Hon. Steven Gentling, Mayor

Hon. Kim Bishop, Vice-Mayor

Hon. Ray Poland, Mayor

Hon. John Kenney, Mayor

Hon. Joyce Swanson, Vice-Mayor

Hon. Matt Dukes, Mayor

Hon. Mike Fullerton, Vice-Mayor

Hon. Kevan Blasdel, Councilmember

Hon. Shelli Selby, Mayor

Hon. Marc Hader, Commissioner

Hon. Rod Cleveland, Commissioner

Hon. Kody Ellis, Commissioner

Arcadia

Bethany

Cedar Valley

Edmond

Guthrie

Harrah

Jones City

Lake Aluma

Meridian

Midwest City

Newcastle

Piedmont

Yukon

Canadian County

Cleveland County

Logan County

#### BOARD MEMBERS ABSENT

Hon. Mike Birdsong, Councilmember

Hon. Floyd Eason, Mayor

Hon. Matt White, Mayor

No Designee

Hon. Max Punneo, Vice Mayor

Hon. Jenni White, Mayor

Hon. Brian Grider, Vice-Mayor

Hon. Peter Hoffman, Vice- Mayor

Hon. Brian Foughty, Mayor

Hon. Marge Hill, Councilmember

Hon. Breea Clark, Mayor

Hon. Ronnie Faulks, Trustee

Hon. Kathy Jordan, Trustee

Choctaw

Del City

El Reno

Forest Park

Lexington

Luther

Mustang

Nichols Hills

Nicoma Park

Noble

Norman

Slaughterville

Smith Village

**BOARD MEMBERS ABSENT (Cont.)**

Hon. Frank Calvin, Mayor  
Hon. David Bennett, Mayor  
Hon. Mary Smith, Vice-Mayor  
No Designee  
Hon. Jim Mickley, Mayor  
Hon. Jim Gilbert, Mayor  
Hon. Carrie Blumert, Commissioner

Spencer  
The Village  
Tuttle  
Valley Brook  
Warr Acres  
Woodlawn Park  
Oklahoma County

**GUESTS**

Pete White  
Hon. Shelia Stevenson, Mayor  
Lance Terry (CALL-IN)

ACOG Legal Counsel  
Langston City  
9-1-1 Oklahoma Management Authority

**STAFF**

Mark W. Sweeney  
Brent Hawkinson  
John M. Sharp  
Rachel Meinke  
Debbie Cook (CALL-IN)  
Patricia Buckley  
Beverly Garner  
Shana Sapp

**POSITION**

Executive Director  
9-1-1 & Public Safety Director  
Deputy Director  
Public Information Director  
Finance Director  
Chief Accountant  
Executive Assistant  
9-1-1 Administrative Assistant

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**1. CALL TO ORDER**

Chairman Mark Hamm called the meeting to order at 1:05 p.m. A quorum was present.

**2. APPROVAL OF MINUTES - REGULAR MEETING FEBRUARY 25, 2021**

Director Ray Poland made a motion to approve the February 25, 2021 minutes.  
Director Josh Moore second the motion. The motion carried unanimously.

**3. COMMUNICATIONS:**

A. CHAIRPERSON'S REPORT - None

B. EXECUTIVE DIRECTOR'S REPORT - Mr. Sweeney announced that he would be scheduling a second 9-1-1 ACOG Agreement and Bylaws Steering Committee meeting in April or May. He said the last meeting was held in November 2020 in which the committee reviewed the 9-1-1 ACOG Agreement and made recommended changes. He said for the next meeting, the committee will provide examples of other 9-1-1 district bylaws and staff will prepare a working draft copy of the proposed bylaws for their review. He went over the list of committee members:

Hon. Josh Moore, Councilmember  
Hon. Steven Gentling, Mayor  
Hon. Brian Grider, Vice-Mayor  
Hon. Mary Smith, Vice-Mayor  
Hon. Cathy Cummings, Councilmember  
Hon. Rod Cleveland, Commissioner

Edmond  
Guthrie  
Mustang  
Tuttle  
The Village  
Cleveland County



Mr. Sweeney said the Board will receive an email regarding scheduling of the April/May meeting.

#### **4. PUBLIC COMMENTS FROM CITIZENS OR DELEGATIONS**

None

#### **5. CONSENT DOCKET**

Chairman Hamm presented the Consent Docket, saying staff recommended that item 5-A be placed on the Consent Docket, and if this item that is proposed does not meet with the approval of all Board of Directors, it will be heard in regular order.

##### **A. FINANCE REPORT - AUTHORIZATION OF PAYMENT OF MARCH 2021 CLAIMS**

Director Ray Poland made a motion to accept the finance report with the amended claims. Director Kody Ellis seconded the motion. The motion carried unanimously.

#### **6. REGULAR AGENDA ITEMS THAT MAY REQUIRE 9-1-1 ACOG BOARD OF DIRECTORS ACTION**

##### **A. NG9-1-1 IMPLEMENTATION STATUS REPORT**

Mr. Hawkinson went over the NG9-1-1 implementation status report. He said NGA 911 Call Routing Solution and Solacom Call Handling Solution reports are provided as status updates to the progress 9-1-1 ACOG staff and our vendors are making with implementing the Next Generation 9-1-1 (NG9-1-1) Program. He said NGA 911 has successfully completed interoperability testing with Text to 9-1-1 Interface (Solacom) and with Session Initiation Protocol (SIP) Call Delivery from AT&T Mobility. He said those tests will be conducted with each of the major carriers. He said the NG 9-1-1 Project updates are the circuits to connect with NGA 911 Network ordered for TierPoint and MidCon Data Centers and they will be installed at the beginning of April. He said NGA 911 Network Equipment delivery to Data Centers will be coordinated with Circuit delivery and installation will be coordinated with ACOG technical staff. He said the Wireline Interconnection Notices to Oklahoma Attorney General have been set out and those are required for every wireline company doing business in the 9-1-1 ACOG region. He said the Wireless Carrier Notification to Interconnect with NGA 911 Network are progressing well and staff is expecting interconnection orders to start within 45 to 60 days.

Mr. Hawkinson said Solacom, with ACOG technical staff, has completed the Project Specification Workbook which includes a Tab for both Host Sites and all 21 PSAPs, and provides a detailed listing of all Customer Provided Equipment (CPE) components. He said the PSAPs will be arranged into CUT GROUPS, with the Host Sites (TierPoint & MidCon) and the Training PSAP in the first cut group. This first cut group is scheduled for April 15, 2021. He said training for PSAP equipment delivery is scheduled for March 31 and Core "A" and Core "B" equipment will be delivered the same day. He said installation of Core "A" and Core "B" and the training PSAP begins April 5, 2021.

Mr. Sweeney reminded the Board that NGA 911 is the vendor and NG9-1-1 is the abbreviated name for Next Generation 9-1-1.

B. Intrado Texting Control Center (TCC) Contract for Service Extension

Mr. Hawkinson went over the Intrado contract for Text-to-9-1-1 Services. He said the contract will expire April 12, 2021 and requested the Board to authorize the Executive Director to negotiate a contract extension with Intrado for renewal of Text-to-9-1-1 services from April 13, 2021 through April 12, 2022, at a cost not to exceed \$46,800.

Director Matt Dukes made a motion to authorize the Executive Director to negotiate a contract extension with Intrado for renewal of Text-to-9-1-1 services from April 13, 2021 through April 12, 2022, at a cost not to exceed \$46,800. Director Ray Poland second the motion. The motion carried unanimously.

C. NGA 911 Texting Control Center (TCC) and Real Time Text (RTT) Contract for Service

Mr. Hawkinson went over the NGA 911 Texting Control Center and Real Time Contract for services. He said this contract is the transition to NGA 911 and that both services are required to be offered through the ESInet, which staff has acquired from NGA 911. He asked the board to authorize the Executive Director to negotiate a contract for services with NGA 911 which will be coterminous with ACOG's existing contract for services at a cost not to exceed \$75,800. He said this amount is more than Intrado services due to the request for Real Time Text services through NGA 911. He said Intrado offers the same services, but since ACOG is transitioning away from Intrado, staff is requesting the same services from NGA 911.

Director Poland asked if the agreement with Intrado will end in April 2022.

Mr. Hawkinson responded that the contract will end in April 2022 and that the contract will allow staff to engage with both Intrado and NGA 911 to coordinate the transitioning of services. Director Poland asked if this was a budgeted item.

Mr. Sweeney responded that it is part of the overall cost plan of what staff will be spending going forward. He said some of the numbers will be adjusted, but that the cost will be in line with the targeted amount. Director Poland asked if the cost for services with NGA 911 will be the same next year as the cost of service with Intrado.

Mr. Hawkinson answered that this amount will be the cost of services for years one through five. Mr. Sweeney reminded the Board that in year six there will be an equipment update and that there may be an increase in cost depending on the equipment. Director Gentling asked if the \$75,800 is the maximum cost for the five-year window. Mr. Hawkinson said that it will cover years one through five, but that staff will have options for years six and seven. Director Moore asked if population growth will increase the price. Mr. Hawkinson said according to NGA 911, the price will not increase and that the price was based on the 2019 totals. He said in year six, staff will be replacing the hardware. Mr. Sweeney added that this transition will not only be for the equipment but for personal training to handle the new system. He said this transition will ensure that the lines of communication are open with both vendors and that everyone is on the same page.

Director Ray Poland made a motion to authorize the Executive Director to negotiate a contract for TCC and RTT Services from NGA 911, coterminous with the existing 9-1-1 ACOG/NGA 911 ESInet and Next Generation Core Services Contract at a cost not to exceed \$75,800, annually. Director Josh Moore second the motion. The motion carried unanimously.

## 7. GENERAL STATUS REPORT

**9-1-1 Administrative:** - The 2021 Mandatory PSAP Boundary Map & Certifications emailed to PSAP Directors on February 3, 2021, have been completed and delivered to the Oklahoma 9-1-1 Management Authority, meeting the March 22, 2021 deadline.

**Personnel-** In alignment with the NG9-1-1 Program, staff will be advertising the 9-1-1 Programs Manager position in April, with plans to hire in May. This budgeted position will report directly to the Director of 9-1-1 & Public Safety.

### **9-1-1 Operations:**

**Technical Staff-** Preparing for implementation of ESInet by segregating the AT&T and Cox Metro-E Fiber Networks at the TierPoint and MidCon Data Centers.

**PSAP Requests** – Staff is managing PSAP moves for Warr Acres, Yukon, and Tuttle.

**Personnel** – Staff is conducting interviews with prospective candidates for the 9-1-1 Systems Specialist II Position, with plans to complete the interview process in March and hire in April.

### **9-1-1 GIS:**

**GIS Staff:** While continuing to provide data and information to Solacom, our 9-1-1 Call Handling Solution vendor, staff is working through multiple map requests from PSAPs and Member Entities, Cell Tower Routing Sheet changes, 9-1-1 Address Requests, MSAG Updates, and Plat updates.

### **9-1-1 Institute:**

**New Attendees** – We have (3) new agencies taking classes at the Institute: Durant PD, OSU PD, and Stillwater PD.

**National Telecommunicator Week** – Staff will start delivering the 100 gift baskets and 400 T-shirts the week of April 11, in celebration and recognition of the 9-1-1 Telecommunicator.

**Personnel** – Staff has completed the interview process for the 9-1-1 Training & Education Coordinator position, with plans to hire in April. This budgeted position will report directly to the 9-1-1 Institute Programs Manager.

### **PSAP Call Volume Statistics:**

Monthly PSAP Call Volume Statistics are available for you on the front table.

## 8. NEW BUSINESS:

None

## 9. ADJOURN

There being no further business to discuss, Chair Mark Hamm adjourned the meeting at 1:25 p.m.

ADOPTED THIS 29TH DAY OF APRIL 2021.

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CHAIR

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SECRETARY-TREASURER

# CONSENT DOCKET

## ATTACHMENT 5-A

**SUBJECT:**

**FINANCE REPORT MARCH 2021 CLAIMS**

**DATE:**

APRIL 29, 2021

**FROM:**

**DEBORAH COOK, CPA**

Finance Director

**INFORMATION:**

In accordance with the revised ACOG claims list process, March claims were paid biweekly during the month. A copy of the [claims list](#) for payments made during March is included for ratification. The March cash status report is also included for information.

**ACTION REQUESTED:**

Motion to ratify payment of the March 2021 claims checks dated March 12 and March 26, 2021.

***In accordance with the revised ACOG claims process, this list of claims paid during March is offered  
for the Board of Directors to ratify.***

**ACOG Administrative Services**

Personnel	\$	95,812.70	
Development		149.00	
Legal		1,437.50	
Postage		21.25	
Special Projects - Institute		3,150.00	
Supplies		43.13	
Telephone & Internet		2,038.16	
<i>Total MSAG/Education/Training</i>	\$		102,651.74
Vehicle Operations		226.93	
<i>Items in 9-1-1 ACOG Budget</i>			226.93
OKC Professional Services Agreement			3,237.86
Total ACOG Administrative Services	\$		106,116.53

**9-1-1 Operating/Maintenance**

AT&T (Network, Database)	\$	39,926.48	
AT&T (Tribbey Circuit)		90.00	
AT&T (Service - Help Desk iPads)		233.71	
Cox Communications		21,501.09	
Dobson Telephone		297.58	
Hinton Telephone Company		246.20	
Intrado (Maintenance)		33,537.00	
Logix Communications		199.32	
MIDCON Recovery Solutions, LLC (Maintenance - 2 mo)		8,820.00	
Oklahoma Communication Systems		374.65	
Pioneer Telephone (9-1-1 Trunks )		213.51	
Pioneer Long Distance (Meet Point El Reno to Newcastle)		207.32	
Pottawatomie Telephone Co (Tribbey Circuits)		138.02	
TierPoint Oklahoma, LLC (Maintenance)		4,750.00	
WEX Fleet Services		31.25	
Windstream		80.70	
<i>Total 9-1-1 Operating/Maintenance</i>			110,646.83
Total March Claims	\$		216,763.36

**ATTEST:**

\_\_\_\_\_  
**CHAIRMAN**

\_\_\_\_\_  
**SECRETARY/TREASURER**

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
CASH STATUS REPORT  
FOR THE MONTH ENDED MARCH 31, 2021

	OPERATING ACCOUNT	SAVINGS ACCOUNT	TOTAL
Beginning Balance <i>March 1, 2021</i>			
Cash on Deposit	\$ 7,962,328.12	\$ 12,023,514.37	\$ 19,985,842.49
Cash Receipts			
Fee Income - Wireline	\$ 59,444.55	\$ -	\$ 59,444.55
Fee Income - OTC	439,728.39	-	439,728.39
Contracts	3,623.91	-	3,623.91
Transfers of Funds	-	-	-
Interest/Dividend Earned	-	100.64	100.64
Miscellaneous	753.60		753.60
Total Cash Receipts	\$ 503,550.45	\$ 100.64	\$ 503,651.09
Cash Disbursements			
Claims/Operating Expense	\$ 216,763.36	\$ -	\$ 216,763.36
9-1-1 Fund Disbursement	-	-	-
OTC Service Fees Disb	116,398.70	-	116,398.70
Transfers of Funds	-	-	-
Miscellaneous - Void Check	-	-	-
Total Cash Disbursements	\$ 333,162.06	\$ -	\$ 333,162.06
Ending Balance <i>March 31, 2021</i>			
Cash on Deposit	\$ 8,132,716.51	\$ 12,023,615.01	\$ 20,156,331.52

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
DISBURSEMENT OF OKLAHOMA TAX COMMISSION SERVICE FEES  
MARCH 2021

Bethany	\$	3,870.40
Cleveland County		4,129.10
Del City		4,118.33
Edmond		20,157.46
El Reno		4,613.09
Guthrie		6,164.41
Midwest City		10,865.16
Moore		11,658.37
Mustang		3,601.66
Newcastle		1,864.25
Nichols Hills		706.48
Noble		1,336.25
Norman		21,984.01
Oklahoma County		9,840.92
The Village		1,774.37
Tuttle		1,317.31
Warr Acres		2,017.10
Yukon		<u>6,380.03</u>
 Total March Disbursements	 \$	 <u><u>116,398.70</u></u>



**REGULAR  
AGENDA ITEMS  
THAT MAY REQUIRE  
9-1-1 ACOG BOD  
ACTION**

## ATTACHMENT 6-A

**SUBJECT:**

**COMMUNICATIONS ROADMAP FOR NG9-1-1 IMPLEMENTATION**

**DATE:**

APRIL 29, 2021

**FROM:**

**RACHEL MEINKE**

Public Information Director

**INFORMATION:**

To inform Central Oklahomans about the Next Generation 9-1-1 (NG9-1-1) implementation, the ACOG Public Information Department, with the assistance of the 9-1-1 & Public Safety Division, has developed a Communications Roadmap in partnership with our consultant, Mission Critical Partners.

The goal of this communications campaign is to educate board members, PSAP leaders, RPAC members, and citizens living in the 9-1-1 ACOG service area on NG9-1-1 basics, by providing an implementation timeline, project updates, and PSAP staff training schedules, as well as a useful list of frequently asked questions (FAQs).

The attached table is an outline of the communications initiatives that will be executed throughout the process. The first information one-page flyers will be prepared and presented at the May 27 9-1-1 ACOG Board meeting.

**ACTION REQUESTED:**

For information only.

## 9-1-1 ACOG COMMUNICATION INITIATIVES (NG9-1-1 Implementation)

TIMING	ACTION/MESSAGE	AUDIENCE	CONTENT
Quarterly	Develop and update informational one-pagers	9-1-1 ACOG Board PSAPs	<ul style="list-style-type: none"> <li>• Project Updates (Call Handling, NG9-1-1)</li> <li>• NG9-1-1 Tutorial/Overview</li> <li>• Training Schedule and Content</li> </ul>
One-Time	Update the website and create a brochure	9-1-1 ACOG Board Legislators	<ul style="list-style-type: none"> <li>• NG9-1-1 Educational Materials</li> </ul>
Monthly	Educate 9-1-1 ACOG board members	9-1-1 ACOG Board	<ul style="list-style-type: none"> <li>• Status Report</li> <li>• Board 101 Training</li> <li>• Blog Posts</li> </ul>
Quarterly	Refresh 9-1-1 ACOG website	9-1-1 ACOG Board PSAPs Public	<ul style="list-style-type: none"> <li>• NG9-1-1 Transition Overview</li> <li>• Transition Progress Maps</li> <li>• One-pager Repository</li> <li>• FAQ Section</li> </ul>
Bi-annually	Publish a bi-annual newsletter	9-1-1 ACOG Board PSAPs ACOG Staff	<ul style="list-style-type: none"> <li>• Deployment Status</li> <li>• Technology Updates</li> <li>• Training Opportunities</li> <li>• Industry News</li> <li>• Conference Highlights</li> <li>• Staff/PSAP Personnel Spotlights</li> </ul>
Quarterly	Engage Regional Planning Advisory Committee (RPAC)	RPAC Members	<ul style="list-style-type: none"> <li>• Email</li> <li>• Status Report</li> <li>• Vendor Presentations</li> </ul>
Bi-Annually	Conduct a 9-1-1 Member Satisfaction Survey	PSAP Leadership	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Survey Result Readout</li> </ul>
Annually	Draft and Review 9-1-1 ACOG Crisis Communications Plan	ACOG Staff	<ul style="list-style-type: none"> <li>• Crisis Communications Plan</li> </ul>

## ATTACHMENT 6-B

**SUBJECT:**

**PUBLIC SAFETY ANSWERING POINT (PSAP) OPERATIONAL EFFICIENCY STUDY**

**DATE:**

APRIL 29, 2021

**FROM:**

**BRENT HAWKINSON**

Director of 9-1-1 & Public Safety

**INFORMATION:**

Bonnie Maney, MCP Enterprise Client Manager, will be in attendance and will present the findings of the 9-1-1 ACOG PSAP Operational Efficiency Study. A link to the Operational Efficiency Study Presentation, including questions and answers from today, will be provided in its entirety following the April 29 9-1-1 ACOG Board of Directors meeting. An Executive Summary of the Operational Efficiency Study is included for your review. The full study report will be finalized and made available within the next two weeks.

**ACTION REQUESTED:**

For information only.



## Public Safety Answering Point Operational Efficiency Study

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### Executive Summary

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PREPARED APRIL 2021 FOR  
ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS

[MissionCriticalPartners.com](https://www.MissionCriticalPartners.com)

Dallas Office | 502 N. Carroll Ave. Suite 120 | Southlake, TX 76092 | 888.8.MCP.911 or 888.862.7911

## Executive Summary

The 9-1-1 Association of Oklahoma Governments (9-1-1 ACOG) tasked Mission Critical Partners, LLC (MCP) with conducting an operational efficiency study that strategically analyzed operations, capital and ongoing operational costs, governance models, and cost-sharing systems available. The goal was to identify where efficiencies—operational, technical, or other—could be gained in the ACOG region to improve emergency response and support the delivery of a consistent level of care to field responders and citizens.

With the support of ACOG Executive Director Mark W. Sweeney, 9-1-1 & Public Safety Director Brent L. Hawkinson, Public Safety Answering Point (PSAP) staff and stakeholders, MCP conducted 21 virtual PSAP tours, four regional town halls, four focus groups, and numerous individual interviews.<sup>1</sup> The information garnered through data collection, research, and observations provided a view of the current state. The analytical portion of the study measures findings to national standards and best practices, as well as MCP's industry experience and knowledge.

The current and historical data MCP elicited from each PSAP and interviews and town halls focused on the areas outlined below.

Leadership and Planning	Operations	Workforce	Technology	Facilities
<ul style="list-style-type: none"><li>•Organizational Structure</li><li>•Governance</li><li>•Strategic Planning</li><li>•Continuity of Operations</li><li>•Change Management</li></ul>	<ul style="list-style-type: none"><li>•Policies, Procedures, and Protocols</li><li>•Quality Assurance and Performance Management</li></ul>	<ul style="list-style-type: none"><li>•Recruiting</li><li>•Hiring</li><li>•Training</li><li>•Retention</li><li>•Staffing</li><li>•Workload</li><li>•Compensation</li></ul>	<ul style="list-style-type: none"><li>•Redundancy</li><li>•Maintenance and Replacement</li><li>•Interoperability</li></ul>	<ul style="list-style-type: none"><li>•Primary</li><li>•Backup</li><li>•Expansion Capabilities</li><li>•Infrastructure</li></ul>

Figure 1: ACOG Operational Efficiency Study Focus Area

Each area is a critical component of a PSAP and when reviewed opportunities to reduce risk and improve operational efficiencies often can be identified.

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<sup>1</sup> Due to restrictions and risks presented with COVID-19, each PSAP tour, townhall, focus group, and individual interview was virtual.

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## *Initial Findings and Observations*

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### *Leadership and Planning*

- Most PSAPs fall under the organizational structure of law enforcement
- PSAPs are in direct competition with municipal priorities for funding resources
- Many PSAPs have flat organizational structures without much opportunity for career advancement
- Lack of industry knowledge in emergency communications (Next Generation 9-1-1 [NG9-1-1])
- A need for strategic planning exists
- Very few PSAPs have formal continuity of operations (COOP) plans; if they exist, they are not exercised
- A limited number of PSAPs have equipment replacement plans for mission-critical equipment
- Most PSAPs either do not have adequate cybersecurity plans or have no cybersecurity plans in place
- Several PSAPs are directly involved in physical consolidation planning with one or more neighboring agencies
- Many smaller agencies have a need for short- and long-range financial planning directly related to PSAP needs (e.g., facilities, technology, and operations)

### *Operations*

- Multiple PSAPs are in the same geographical area
- Numerous PSAPs serve low population and small geographical areas
- Majority of PSAPs have two workstations with a minimum of one on duty
- Emergency medical dispatch (EMD) service level is inconsistent throughout the region
- Calls transferred to private emergency medical services (EMS) dispatch do not include the respective location
- Many PSAPs need to adopt formal SOPs that align with emergency communications standards and best practices
- There are some reported issues with multiple transfers, sometimes involving the same caller, occurring in the region
- Most PSAPs do not have a formal quality assurance/quality improvement (QA/QI) program
- Most PSAPs have no established emergency communications center (ECC) or personnel performance metrics and monitoring

### *Workforce*

- Ancillary duties are common in small PSAPs that are a subdepartment of a law enforcement agency
- Pay disparity is common and, in some cases, causes hiring competition
- Staffing and retention challenges are common
- Most PSAPs experience their largest turnover in the first three to six months of a telecommunicator's employment



- Many agencies take full advantage of ACOG training offerings and certifications
- Most PSAPs provide adequate training to new hires; however, statistics indicate a high turnover in the first three to six months
- Continuing education is plentiful but complicated by staffing limitations

### *Technology and Systems*

- Lack of automation
- Disparate systems
- Gaps in interoperability (computer-aided dispatch (CAD) and radio)
- Maintenance and support challenges
- Systems are redundant in small geographical areas
- Call transfers in some areas are inefficient (misdirected, multiple transfers)
- Support is needed in many agencies to refine and enhance their GIS capabilities
- Lack of cybersecurity protection and policies

### *Facilities*

- Almost all PSAPs are housed in a police department or sheriff facility
- Many agencies are suitable for the current size and scope of the PSAP but nothing more
- Most PSAPs are in good to excellent condition
- Most agencies lack the ability to expand
- Many primary agencies lack the ability to support staff from another agency for a prolonged period of time

A holistic analysis of the above findings has identified numerous opportunities to improve operational efficiencies on an individual PSAP level throughout the ACOG region. MCP also identified multiple areas within the ACOG region in which service levels and operational efficiencies could be gained and improved on a broader level through organic regionalization.

Organic regionalization occurs naturally within an organization without external forces (e.g., funded or unfunded government mandate). It occurs when agency stakeholders work collaboratively toward a common goal focused on improving emergency response outcomes. Although used interchangeably, regionalization is different from consolidation in that regionalization involves a larger geographical area and can result in a reduction in the number of PSAPs in the region.

There are three categories or levels of organic regionalization that would improve operational efficiencies within 9-1-1 ACOG: policy and operations, technology and shared systems, and physical.



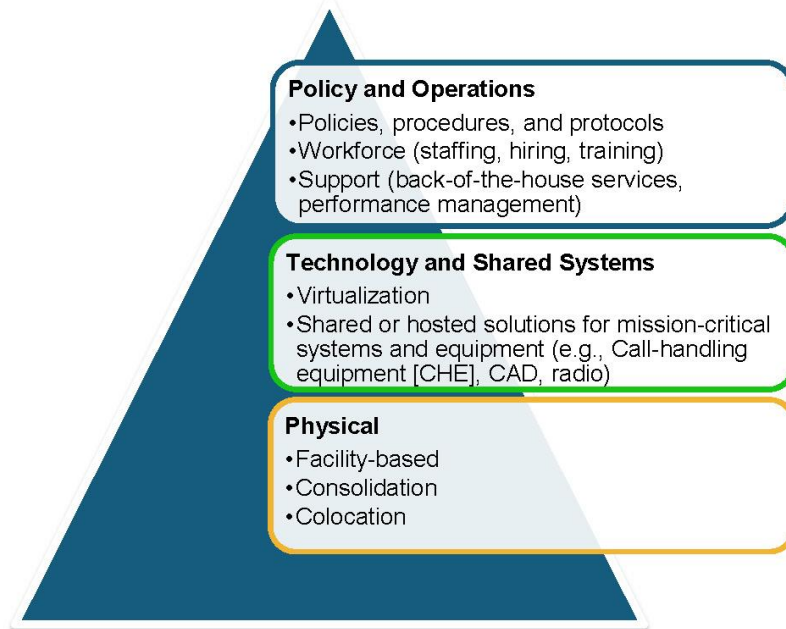


Figure 2: Organic Regionalization Categories or Levels

The three levels of organic regionalization can be executed concurrently or independently of each other. Two levels (policy and operations and technology and shared systems) can be implemented as effective building blocks to full or physical regionalization.

Organic regionalization is not easy to accomplish and can often take years to achieve. Given the complexity of these opportunities, it is MCP's recommendation that 9-1-1 ACOG, with valued input from PSAP staff and stakeholders, consider developing a long-term strategic plan to help guide organic regionalization. A strategic plan is essential to an organization's ability to achieve its long-term goals proactively and incrementally. A concise and well-formatted strategic plan, which establishes annual commitments (initiatives) and maintains a rhythm for alignment and accountability, can mitigate distractions that do not enhance emergency response. 9-1-1 ACOG and local stakeholders can benefit from an effective and executable strategic plan, factoring in MCP's findings and recommendations, to help improve public safety emergency response in the region.

Without regionalization, many PSAPs within the ACOG region are bound to the current state and constrained in their efforts to provide a higher, more efficient level of service. The most prevalent constraints throughout the ACOG region are interoperability and increasing technology costs.

PSAPs across the country, including in Oklahoma, are following similar paths as ACOG to explore regionalization as agencies recognize the value and efficiencies of sharing technologies, services, and common practices. Organic regionalization, especially technology and physical, has the potential to:

- Leverage shared resources
- Eliminate duplicate costs
- Improve coordinated responses
- Increase interoperability
- Create effective and efficient service levels
- Improve emergency response outcomes

MCP acknowledges that organic regionalization is initiated at the local level, outside of the purview of 9-1-1 ACOG; however, 9-1-1 ACOG supports using this information and approach to promote the achievement of standards and best practices while advocating for actions that will result in efficiencies and provide consistent emergency communications throughout the region.

# ATTACHMENT 6-C

## **SUBJECT:**

### **NG9-1-1 IMPLEMENTATION STATUS REPORT**

## **DATE:**

APRIL 29, 2021

## **FROM:**

**BRENT HAWKINSON**

Director of 9-1-1 & Public Safety

## **INFORMATION:**

NGA 911 Call Routing Solution and Solacom Call Handling Solution reports are provided as status updates to the progress 9-1-1 ACOG staff and our vendors are making with implementing the NG9-1-1 Program.

### **NGA 911 CALL ROUTING SOLUTION**

NGA 911 Project Updates:

- Cross Connect Circuits to NGA 911 Network delivered to TierPoint and MidCon Data Centers.
- NGA 911 Network Equipment delivered to Data Centers. Installation coordinated and completed with 9-1-1 ACOG Staff.
- Cross Connect Circuits terminated to NGA 911 Network Equipment, and communication testing successfully completed.

### **SOLACOM CALL HANDLING SOLUTION**

Solacom Project Updates:

- Host Equipment Installed and successfully tested at TierPoint and MidCon Data Centers.
- Training PSAP (4 Positions) installed and successfully tested.
- Network segregation to be completed week of May 3.

## **ACTION REQUESTED:**

For Information only.