

# 9-1-1 RPAC



## 9-1-1 REGIONAL PLANNING AND ADVISORY COMMITTEE

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### Virtual Meeting Instructions

AGENDA: **Tuesday | June 1, 2021 | 9:30 a.m.**

If you are unable to attend in-person, please follow the instructions below to virtually join the June 1, meeting of the 9-1-1 Regional Planning and Advisory Committee.

**If you have the GoToMeeting application, please click this link to join the meeting:**

<https://www.gotomeet.me/ACOGBoardRoom/911rpac>

**Then click “Open Go To Opener” button.**

This application is available on your computer, tablet, or smartphone.

**If you do not have the GoToMeeting application.**

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Download the application now to install and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/208707173>

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The 9-1-1 RPAC meeting will be held at the physical location of 4205 N. Lincoln Blvd., Oklahoma City, OK.

**Masks are encouraged, not required, to enter the building, if you do not have one, a mask will be provided. The Board Room will be set up classroom style, so there will be spacing between the seats.**

To virtually attend the meeting, access the meeting by joining via the web link above.

If you have technical difficulties with the virtual meeting, please text 405-436-6261 and explain your current situation.

If we experience technical difficulties, ACOG staff will attempt to restore communications for a maximum of 30 minutes; if communications cannot be restored, then the meeting will convene at another date and time to be announced. During technical difficulties, you may have to reconnect.



# REGIONAL PLANNING AND ADVISORY COMMITTEE

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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](http://associationofcentraloklahomagovernments.org)

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

**9-1-1 ACOG RPAC AGENDA:**

**TUESDAY, JUNE 1, 2021, AT 9:30 A.M.**

THE 9-1-1 REGIONAL PLANNING AND ADVISORY COMMITTEE OF THE 9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS WILL HOLD A COMBINATION **IN-PERSON** AND **VIRTUAL MEETING** ON TUESDAY, JUNE 1, 2021, IN THE ACOG BOARD ROOM, 4205 N. LINCOLN BLVD., OKLAHOMA CITY, OKLAHOMA.

The Board Room will be setup classroom style to follow social distancing guidelines. Masks are encouraged, not 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. FRIDAY, MAY 28, 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 2, 2021 MINUTES** ([ATTACHMENT 2](#)) Action requested.
3. **ITEMS FOR INFORMATION ONLY**
  - A. **General Status Report** – Brent L. Hawkinson, ENP, Director of 9-1-1 & Public Safety
  - B. **Communications Roadmap for NG9-1-1** – Brent L. Hawkinson, ENP, Director of 9-1-1 & Public Safety ([ATTACHMENT 3-B](#))
  - C. **Current 9-1-1 Technical Systems Projects** – Chris Camp, 9-1-1 Systems Support Manager
    - 1) Tech Staff assist NGA 911 with circuit & network equipment installation.
    - 2) Network segregation nearing completion – EMSA and Norman remain.
    - 3) Solacom Host & Training Positions installed – turn-up week of June 1.
  - D. **Update on 9-1-1 Training and Upcoming Institute Classes and Other Training Needs** - Robin Murray, 9-1-1 Institute Programs Manager
    - 1) Introduction of Kristen Gonul, 9-1-1 Education Coordinator
    - 2) APCO new pre-requisites for attending classes (CTO, CCS)
    - 3) Development of new classes (Generational Teaching, Gangs, Stress, and Burnout)
    - 4) Upcoming Classes
    - 5) CritiCall

**E. Recent 9-1-1 GIS (Geographic Information Systems) Activities – Tanner Jones, 9-1-1 GIS Manager**

- 1) NGA 911 GIS Preparation/Status
- 2) Solacom GIS Preparation/Status
- 3) GIS Staff Update
- 4) General GIS Status

**F. 9-1-1 ACOG PSAP Operational Efficiency Study Presentation – Mission Critical Partners**

Bonnie Maney, MCP Enterprise Client Manager, will present the 9-1-1 ACOG PSAP Operational Efficiency Study results. The full study will be available within the next two weeks on the ACOG website.

4. **PSAP UPDATES – RPAC Members**
5. **NEW BUSINESS**
6. **ADJOURN**

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**NEXT MEETING:**

Tuesday, September 7, 2021, 9:30 a.m.

# ATTACHMENT 1

## REGIONAL PLANNING AND ADVISORY COMMITTEE MEMBERS

CITY/ORGANIZATION	MEMBERS	JOB TITLE
BETHANY PD	John Reid ----- Kyle Hayes	Deputy Chief ----- Communications Supervisor
CANADIAN COUNTY SHERIFF'S OFFICE	Cindy Bowers	Communications Supervisor
MOORE	Tammy Koehn	PSAP Manager
DEL CITY	Marvin Stanford ----- Steven Robinson	Communication Supervisor ----- Acting Police Chief
EL RENO	Paul Ratliff ----- Jodi Baeriswyl	Lieutenant ----- Communications Supervisor
GUTHRIE	Shelly Clemons	Communications Supervisor
MIDWEST CITY	Becky Bruce ----- Sherri Strong	Communications Supervisor ----- Communications Supervisor
MUSTANG	Jana Brence	Communications Supervisor
NICHOLS HILLS	Steven Cox	Chief of Police
NOBLE	Tara Alexander Leshar	N/A
NORMAN	Russell Anderson	N/A
YUKON	Major Matt Fairchild ----- Kelli Reese	Major/Training Supervisor ----- Communications Supervisor

# REGIONAL PLANNING AND ADVISORY COMMITTEE MEMBERS (Cont.)

CITY/ORGANIZATION	MEMBERS	JOB TITLES
CLEVELAND COUNTY SHERIFF'S OFFICE	Aubrey Scanlon	Supervisor
EDMOND EOC	Christie Jaggi Matt Stillwell	Supervisor Director
EMSA	Barry Coleman Frank Gresh	N/A N/A
LEXINGTON POLICE DEPT	Deanna Moore	Chief of Police
LOGAN COUNTY SHERIFF	Troy Dykes Mary Polly	Undersheriff Communications Supervisor
NEWCASTLE	Amber Baker	Supervisor
NICHOLS HILL POLICE/FIRE	Casey Nix	N/A
NOBLE	Tara Alexander	Police/Fire
OKLAHOMA COUNTY SHERIFF	Jill Stover	Communication Supervisor
OU POLICE DEPARTMENT	Matt Robinson	Lead Police Communication Officer
THE VILLAGE	Russ Landon Nikki Braden	Deputy Police Chief Communications Supervisor
SLAUGHTERVILLE	Marsha Blair	Town Administrator
TUTTLE POLICE/FIRE	M. Scott	Assistant Police Chief
WARR ACRES POLICE/FIRE	Tischia Guthrie	Communications Supervisor

## ATTACHMENT 2

### SUBJECT:

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

### DATE:

MARCH 2, 2021

The regular meeting of the 9-1-1 Regional Planning and Advisory Committee (RPAC) was convened at 9:30 a.m., on March 2, 2021, in the 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

Brent Hawkinson

#### ENTITY/AGENCY

9-1-1 Division Director

#### PRESENT (IN-PERSON)

Kyle Hayes  
Andrea Burgess  
Marvin Stanford  
Jody Baeriswyl  
Becky Bruce  
Tammy Kohen  
Andrea Lewis

Bethany Police Department  
Del City Police Department  
Del City Police Department  
El Reno Police Department  
City of Midwest City  
City of Moore  
City of Norman

#### PRESENT (VIRTUAL)

Tara Alexander  
Matt Stillwell  
Christie Jaggi  
Matt Robinson  
Candance Allred  
Darold Whitmer  
Michelle Bland  
Ollie Galam

City of Noble  
Edmond EOC  
Edmond EOC  
OU Police Department  
NGA 911  
NGA 911  
NGA 911  
NGA 911

#### STAFF

Mark W. Sweeney  
Robin Murray  
Chris Camp  
Tanner Jones  
Rachel Phillips  
Shana Sapp

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

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### 1. CALL TO ORDER

Brent Hawkinson called the meeting to order at 9:30 a.m. and welcomed everyone to the RPAC meeting.

## **2. INTRODUCTIONS**

Introductions were made around the room.

## **3. DIRECTOR'S REPORT**

None

## **4. GENERAL STATUS REPORT**

### PSAP Call Volume Statistics:

Monthly PSAP Call Volume Statistics were available at the front table.

## **5. 9-1-1-SYSTEMS UPDATE**

Chris Camp went over the current 9-1-1 systems project. He said that staff is currently working on deploying NextGen 911 Call Routing and Call Handling solutions. He said the core servers are rebooted monthly, and that last month staff lost the primary server at the secondary host. He said the equipment is nearing a decade old. He said Intrado was able to send hardware overnight and staff was able to get that back up within a few days. He said that the outage did not affect service and no calls were lost.

Mr. Camp said staff is in the middle of interviewing candidates for the 9-1-1 System Specialist II position. He said Solacom is staging the equipment now and they will be shipping both host and training PSAPs shortly.

## **6. 9-1-1 EDUCATION UPDATE**

Robin Murray went over the upcoming 9-1-1 training classes. She said the first inaugural CTO refresher class was held and that it went well; there were no changes that needed to be made. She said ACOG will continue to offer the CTO refresher class.

Ms. Murray went over National Telecommunicator Week. She said she has received a list of all the PSAP's dispatchers and supervisors, along with T-shirt sizes, and that gifts should be completed by end of the week.

Ms. Murray stated that staff is in the process of hiring an Education Coordinator to add to the institute division. She said this will allow more access to CritiCall services and access to classes. She said the position should be filled at the end of this month or next month. Mr. Hawkinson asked if she was receiving any participation for CritiCall. Ms. Murray answered that she has been receiving participation.

## **7. 9-1-1 GIS UPDATE**

Tanner Jones went over the GIS activities. He said new hires, Giovanni Pena and Rayyan Aldossary, are having positive impacts on 9-1-1 GIS. He said both are currently in the middle of a mass database change that both have contributed to, and they are progressing well on the GIS test; such as, address points, MSAG updates, and maintenance. He said they are doing very well learning those processes and procedures of GIS, and Rachel Phillips has been instrumental in extending her knowledge to them.

Mr. Jones said staff has received a quote for the next aerals for 2021 to be flown to capture Logan County. He said the COAGA group selected Sanborn to capture the aerial images for the region and that they have been selected for the last six to seven years. He said once the contracts are signed, Sanborn should begin flying the region.



Mr. Jones said GIS is working with ACOG's two vendor partners, NGA 911 and Solacom. He said staff has weekly meetings with both vendors, as well as GIS specific meetings. He said both are working to help staff better understand what requirements and specifications they have for the data. He said they have requested data, and Solacom has recently provided a QA/QC report for the data. He said that is a quality check for all of our data and staff will begin making any necessary corrections to this error report.

Mr. Jones announced that GIS staff has attended the first state provided NG9-1-1 training. He said this course was provided by the Management Authority and overseen by the GIS subcommittee. He said there are weekly meetings and discussions over certain aspects of all the courses, and staff will have two more courses to attend in the coming months. He said the first class was mainly GIS standard concepts and that the classes will get more specific as staff progresses through the courses. He said staff will continue to do address points and community updates. He said if there are any boundary changes, road additions, or road changes for any communities, to please let staff know.

Mr. Hawkinson added that the GIS Department is now fully staffed. He said Solacom has communicated with GIS Data and NGA 911 and staff is pleased with the level of quality in regard to going forward with ESInet and Next Generation Core Services.

## **8. ESINET AND NEXT GENERATION CORE SERVICES PRESENTATION**

Mr. Hawkinson introduced Darold Whitmer and Michelle Bland from NGA 911 to discuss the NGA 911 overview and Deployment Status.

Mr. Hawkinson said ACOG is excited for this transition and staff will provide the best training available to the PSAP directors and to the dispatchers. He said Ms. Murray has received the training manuals from Solacom, and staff is looking forward to the opportunity, which has not been done since 2009.

Becky Bruce asked if there will be anything on the outline area that is not covered by ACOG that will allow the PSAPs to see calls coming from outside the GIS mapping area. Mr. Jones answered that staff has data from McClain County and will look into the accuracy of the data information.

To view the complete NGA 911 Power Point Presentation, please click on link below:  
<http://www.acogok.org/wp-content/uploads/2021/05/NGA-911-Presentation-030221-RPAC-Final.pdf>

## **8. NEW BUSINESS**

Marvin Stanford said Del City is currently down in staffing but has one applicant. He said next week they will have new equipment and a new recorder arriving.

Jodi Baeriswyl announced that El Reno has two positions open. She said that Pathford (Samaritan) will be moving into the PSAP building. They will cover the Yukon, Bethany, and Warr Acres area, as well as El Reno.

Kyle Hayes said Bethany still has open positions and interviews this week and next week.

Ms. Bruce stated that Midwest City has received new radio consoles for their dispatch centers.

Andrea Lewis said they are hiring for two open positions with one applicant starting and one being interviewed next week. She said CAD will be down next week for updating.

Tammy Kohen announced that the PSAP facility in Moore is fully staffed. She said Moore is now EMD Certified and are scheduled to go live June 29. She said there will be upcoming events and she will keep the committee updated.

Matt Robinson said OUPD has two new hires.

Christie Jaggi announced that Ben Curry and staff has returned to the center. She said there are two openings for Edmond.

Tara Alexander stated that Noble PD has one position open. She said they are working to get new radio consoles and a recorder system. She said they are openings in the fire department as well.

## **9. ADJOURN.**

There being no further business to discuss, the meeting adjourned at 10:20 a.m.

### What is Next Generation 9-1-1?

The mission of 9-1-1 ACOG is to provide state-of-the-art, lifesaving, emergency communication technology to Central Oklahomans. To improve public safety emergency communications in an ever-increasing wireless mobile society, Next Generation 9-1-1 (NG9-1-1) was developed as a nationwide initiative aimed at updating the 9-1-1 service infrastructure in the United States. 9-1-1 ACOG has entered the process of transitioning from a legacy 9-1-1 system to an NG9-1-1 system for the over 50 communities and Central Oklahoma region this organization serves.

NG9-1-1 is a standards-based, all Internet Protocol (IP) emergency communications infrastructure that will enable voice and multimedia communications between a 9-1-1 caller and the Public Safety Answering Point (PSAP) to be passed on to responders in the field. 9-1-1 ACOG has 21 PSAPs that service our regional system.

### What are the Benefits of NG9-1-1?

Today, the current Enhanced 9-1-1 (E9-1-1) system supports voice calling for wireline, cellular, and Voice over IP (VoIP) service providers. NG9-1-1 has the capability to evolve more quickly to meet advancements in technology and the expectations of individuals seeking emergency assistance. NG9-1-1 uses an IP-based system and modernizes the 9-1-1 infrastructure to accommodate communications through mobile and digital devices. As technology evolves, NG9-1-1 will allow for the delivery of data, images, text, and video with an emergency request for assistance.

#### Additional advantages of NG9-1-1:

- Enhanced location accuracy of 9-1-1 wireless callers because of additional location information provided through geographic information system (GIS) technology
- IP-based network that is not proprietary to one vendor and works in conjunction with many communication systems
- Public is able to send digital data to PSAPs from transmitting devices other than wireless phones, such as wearable medical devices, vehicle computers, and building alarms
- Meeting the expectations of public users operating in a wireless, high-tech society by providing capabilities for voice, text, and, ultimately, video and images
- Interconnectivity with personal safety devices such as Advanced Automatic Collision Notification (AACN) systems, medical alert systems, and sensors
- Improved reliability and resiliency, which decreases chances of 9-1-1 calls going unanswered or system failures
- Further security that protects against cyberattacks
- Improved coordinated emergency response
- Equal access for individuals with special needs
- Added flexibility to support additional PSAPs during a large-scale emergency
- Reduced costs based on regionally shared costs of maintaining interconnected systems and networks