9-1-1 ACOG BOARD OF DIRECTORS

Chair
Rod Cleveland
Cleveland County Commissioner

Vice-Chair
Carrie Blumert
Oklahoma County Commissioner

Secretary/Treasurer
Brian Grider
Mustang Mayor

Executive Director
Mark W. Sweeney, AICP

ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
4205 N. Lincoln Blvd. | Oklahoma City, OK 73105 | 405-234-2264 | acogok.org

9-1-1 ACOG BOD AGENDA:
THURSDAY, SEPTEMBER 30, 2021, 1 P.M.
THE 9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS BOARD OF DIRECTORS WILL HOLD A REGULAR IN-PERSON MEETING ON THURSDAY, SEPTEMBER 30, IN THE ACOG BOARD ROOM, 4205 N. LINCOLN BLVD., OKLAHOMA CITY, OKLAHOMA.

PLEASE NOTIFY ACOG AT 405-234-2264 (TDD/TTY CALL 711 STATEWIDE) BY 5 P.M. MONDAY, SEPTEMBER 27, IF YOU REQUIRE ACCOMMODATIONS PURSUANT TO THE AMERICANS WITH DISABILITIES ACT OR SECTION 504 OF THE REHABILITATION ACT.

AGENDA

1. CALL TO ORDER (ATTACHMENT 1)

2. APPROVAL OF AUGUST 26, 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

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 – August 2021 Claims: Deborah Cook, CPA, Director of Finance (ATTACHMENT 5-A) Action requested.

END OF CONSENT DOCKET

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


   B. New TierPoint Master Services Agreement for Data Center Services: Brent L. Hawkinson, Director of 9-1-1 & Public Safety (ATTACHMENT 6-B) Action requested.
C. NG9-1-1 Implementation Status Report: Brent L. Hawkins, Director of 9-1-1 & Public Safety (ATTACHMENT 6-C) For information only.

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

8. NEW BUSINESS

9. ADJOURN

NEXT MEETING:
Thursday, October 28, 2021, 1 p.m.
## 9-1-1 ACOG BOARD OF DIRECTORS

<table>
<thead>
<tr>
<th>CITY/ORGANIZATION</th>
<th>MEMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARCADIA (1)</td>
<td>Hon. James Woodard Mayor</td>
</tr>
<tr>
<td>BETHANY (8)</td>
<td>Hon. Nikki Lloyd Mayor</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>BLANCHARD (4)</td>
<td>Hon. Chuck Kemper Councilmember</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>CEDAR VALLEY (1)</td>
<td>Hon. Stan Wieczorek Mayor</td>
</tr>
<tr>
<td>CHOCTAW (5)</td>
<td>Hon. Chad Williams Councilmember</td>
</tr>
<tr>
<td>DEL CITY (9)</td>
<td>Hon. Floyd Eason Mayor</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>EDMOND (33)</td>
<td>Hon. Josh Moore Councilmember</td>
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<tr>
<td>EL RENO (7)</td>
<td>Hon. Matt White Mayor</td>
</tr>
<tr>
<td>FOREST PARK (1)</td>
<td>No Designee</td>
</tr>
<tr>
<td>GUTHRIE (4)</td>
<td>Hon. Steven J. Gentling Mayor</td>
</tr>
<tr>
<td>HARRAH (2)</td>
<td>Hon. Chris Lally Councilmember</td>
</tr>
<tr>
<td>JONES CITY (1)</td>
<td>Hon. Ray Poland Mayor</td>
</tr>
<tr>
<td>LAKE ALUMA (1)</td>
<td>Hon. John Kenney Mayor</td>
</tr>
<tr>
<td>LEXINGTON (1)</td>
<td>Hon. Mike Donovan Councilman</td>
</tr>
<tr>
<td>LUTHER (1)</td>
<td>Hon. Terry Arps Mayor</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>CITY/ORGANIZATION</td>
<td>MEMBERS</td>
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<tr>
<td>-------------------</td>
<td>---------</td>
</tr>
<tr>
<td>MERIDIAN (1)</td>
<td>Hon. Ronald Dumas Mayor</td>
</tr>
</tbody>
</table>
| 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 Mayor | Hon. Michael Ray Councilmember |
| NEWCASTLE (4)     | Hon. Gene C. Reid Councilmember | Hon. Mike Fullerton Vice-Mayor |
| NICHOLS HILLS (2) | Hon. E. Peter Hoffman Jr. Mayor | No Designee |
| NICOMA PARK (1)   | Hon. Mark Cochell Mayor | Hon. Mike Czerczyk Vice-Mayor |
| NOBLE (3)         | Hon. Phil Freemen Mayor | Hon. Ezra Roesler Vice-Mayor  
|                   |                     | Hon. Gary Hicks Councilmember |
| NORMAN (37)       | Hon. Brea 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. Cathy Cummings Councilmember | Hon. Sonny Wilkinson Mayor  
<p>|                   |                     | Hon. Adam Graham Vice-Mayor |</p>
<table>
<thead>
<tr>
<th>CITY/ORGANIZATION</th>
<th>MEMBERS</th>
<th>ALTERNATES</th>
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<tbody>
<tr>
<td>TUTTLE (3)</td>
<td>Hon. Mary Smith Vice-Mayor</td>
<td>Hon. Austin Hughes Councilmember</td>
</tr>
<tr>
<td>VALLEY BROOK (1)</td>
<td>No Designee</td>
<td>No Designee</td>
</tr>
<tr>
<td>WARR ACRES (4)</td>
<td>Hon. Jim Mickley Mayor</td>
<td>Hon. Roger Godwin Councilmember</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hon. John Knipp Councilmember</td>
</tr>
<tr>
<td>WOODLAWN PARK (1)</td>
<td>Hon. Jim Gilbert Mayor</td>
<td>No Designee</td>
</tr>
<tr>
<td>YUKON (10)</td>
<td>Hon. Shelli Selby Mayor</td>
<td>Hon. Rick Cacini Councilmember</td>
</tr>
<tr>
<td>CANADIAN COUNTY (3)</td>
<td>Hon. Marc Hader Commissioner</td>
<td>Hon. Jack Stewart Commissioner</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hon. David Anderson Commissioner</td>
</tr>
<tr>
<td>CLEVELAND COUNTY (6)</td>
<td>Hon. Rod Cleveland Commissioner</td>
<td>Hon. Darry Stacy Commissioner</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hon. Harold Haralson Commissioner</td>
</tr>
<tr>
<td>LOGAN COUNTY (12)</td>
<td>Hon. Kody Ellis Commissioner</td>
<td>Hon. Marven Goodman Commissioner</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hon. Monty Pieary Commissioner</td>
</tr>
<tr>
<td>OKLAHOMA COUNTY (9)</td>
<td>Hon. Carrie Blumert Commissioner</td>
<td>Hon. Brian Maughan Commissioner</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hon. Kevin Calvey Commissioner</td>
</tr>
</tbody>
</table>
SUBJECT:
MINUTES OF THE 9-1-1 ACOG BOARD OF DIRECTORS MEETING

DATE:
AUGUST 26, 2021

The regular meeting of the 9-1-1 Association of Central Oklahoma Governments Board of Directors was convened at 1 p.m. on August 26, 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
Hon. Rod Cleveland, Commissioner

ENTITY/AGENCY
Cleveland County

BOARD MEMBERS PRESENT
Hon. Nikki Lloyd, Mayor
Hon. Chuck Kemper, Councilmember
Hon. Stan Wieczorek, Mayor
Hon. Steven Gentling, Mayor
Hon. Ray Poland, Mayor
Hon. John Kenny, Mayor
Hon. William Arpss, Mayor
Hon. Joyce Swanson, Vice-Mayor
Hon. Matt Dukes, Mayor
Hon. Melissa Hunt, Councilmember
Hon. Brian Grider, Mayor
Hon. Gene C. Reid, Councilmember
Hon. E. Peter Hoffman Jr, Mayor
Hon. Breea Clark, Mayor
Hon. Kevan Blasdel, Councilmember
Hon. Valerie Stockton, Trustee
Hon. Frank Calvin, Mayor
Hon. Cathy Cummings, Councilmember
Hon. Mary Smith, Vice-Mayor
Hon. Roger Goodwin, Councilmember
Hon. Shelli Selby, Mayor

ENTITY/AGENCY
Bethany
Blanchard
Cedar Valley
Guthrie
Jones City
Lake Aluma
Luther
Meridian
Midwest City
Moore
Mustang
Newcastle
Nichols Hills
Norman
Piedmont
Slaughterville
Spencer
The Village
Tuttle
Warr Acres
Yukon

BOARD MEMBERS ABSENT
Hon. James Woodard, Mayor
Hon. Stan Wieczorek, Mayor
Hon. Chad Williams, Councilmember
Hon. Floyd Eason, Mayor
Hon. Josh Moore, Councilmember
Hon. Matt White, Mayor
No Designee
Hon. Chris Lally, Councilmember
Hon. Mike Donovan, Councilmember
Hon. Mark Cochell, Mayor

ENTITY/AGENCY
Arcadia
Cedar Valley
Choctaw
Del City
Edmond
El Reno
Forest Park
Harrah
Lexington
Nicoma Park
BOARD MEMBERS ABSENT (Cont.)
Hon. Phil Freemen, Mayor
No Designee
No Designee
Hon. Jim Gilbert, Mayor
Hon. Marc Hader, Commissioner
Hon. Kody Ellis, Commissioner
Hon. Carrie Blumert, Commissioner
Noble
Smith Village
Valley Brook
Woodlawn Park
Canadian County
Logan County
Oklahoma County

GUESTS
Pete White
Chief Don Sweger
Kurt Swanson
ACOG Legal Counsel
Guthrie Police Department
Meridian

STAFF
Mark W. Sweeney
Brent Hawkinson
John M. ShArps
Debbie Cook
Rachel Meinke
Beverly Garner
Shana Sapp

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

1. CALL TO ORDER
Chairman Rod Cleveland called the meeting to order at 1:06 p.m. A quorum was present.

2. APPROVAL OF MINUTES - REGULAR MEETING JUNE 24, 2021
Director Peter Hoffman made a motion to approve the June 24, 2021, minutes. Director Steven Gentling seconded the motion. The motion carried unanimously.

3. COMMUNICATIONS:
A. CHAIRPERSON’S REPORT - Chair Rod Cleveland introduced himself as the new Chair for 9-1-1 ACOG Board.

B. EXECUTIVE DIRECTOR’S REPORT - Mark W. Sweeney went over the Next Generation 9-1-1 Project flyer that was passed out to the Board members. He said the flyer will be a guide to any questions the Board members may receive from their constituents. Mr. Sweeney reminded the Board that the 2022 9-1-1 Telephone Service Fee Resolutions are due by September 24, 2021.

Mr. Sweeney also reminded the Board about the recent amendments to the Agreement Creating 9-1-1 ACOG. He said the changes were emailed to all forty-seven members and the deadline for submitting resolutions for adoption is no later than October 12, 2021. He said once the changes have been approved by a majority of the membership, the amendments will be sent to the Attorney General for his signature and final acceptance.

4. PUBLIC COMMENTS FROM CITIZENS OR DELEGATIONS
None
5. CONSENT DOCKET

Chairman Cleveland 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 Payments of June and July 2021 Claims

Director Ray Poland made a motion to approve that all the items under the consent docket to be considered in one vote. Director Roger Godwin 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 Status Update – Progress Report on Vendor Deliverables and Project Timeline

Brent Hawkinson introduced David Jones, Mission Critical Partners (MCP) Senior Vice President, Strategic Accounts. Mr. Jones presented the NG9-1-1 Status of the NGA 911 Call Routing Solution and Solacom Call Handling Solution, as a progress report on vendor deliverables and current project timeline.


Director Gene C. Reid asked if the providers are working with other COGs and if there have been any issues in the past. Mr. Jones said that 9-1-1 ACOG is the first in the State of Oklahoma to advance this far into Next Generation 9-1-1. He said there are other regions and states that are further ahead in the Next Generation 9-1-1 process; for example, parts of Texas have a fully functional NG9-1-1 system. He said there are at least 26 states that are in various levels of advancement within Next Generation 9-1-1. Mr. Jones said part of the process during the procurement phase was accessing the success of implementation in other 9-1-1 organizations.

Director Terry Arps asked what was the nature of the deficiencies between Solacom and NGA 911. Mr. Jones responded that communication and scheduling issues with interoperability testing were not to MCP’s satisfaction. He said that staff reached out to the project manager for Solacom with five specific items and gave them 30 days for improvement. Director Arps asked if the schedule has been impacted by the delays. Mr. Jones answered that the schedule will be affected, and implementation may be extended into early 2022. Director Arps asked if a delay would affect the need for added staffing and if there will be vendor penalties for delays. Mr. Sweeney said that the additional ACOG staffing was for the implementation phase and for ongoing operations. He said the deadline for implementation was originally November 30, 2021, and no penalties were written into the contract other than legal and termination actions for non-compliance with the contract. He said 9-1-1 GIS and Operations staff members are working daily with the two vendors to implement the system.

Mr. Hawkinson said that staff has added an accountability measure for both vendors. He said the vendors provide daily status to the ACOG staff by the close of each
business day. He said this will be provided throughout the remaining time frame of the project.

7. GENERAL STATUS REPORT

9-1-1 Administrative:

CY 2022 Telephone Service Fee Resolutions: Staff emailed 9-1-1 ACOG Member City, Town, and County CY 2022 Telephone Service Fee Resolutions in July, with a no later than September 24 return date. Members have been responding accordingly and we expect all to comply by the deadline.

9-1-1 Operations:

NextGen9-1-1 Implementation: Once IoT (Inter-operability Testing) is complete between NGA 911 & Solacom and a 9-1-1 Test Call is successfully pushed through the new system, Dispatcher Training and PSAP Installation Schedules will be communicated to PSAP Directors.

9-1-1 GIS:

Blanchard PSAP: 9-1-1 GIS is in the beginning stages of processing, converting, and inputting City of Blanchard data to fit into the Next Generation 9-1-1 and Oklahoma State Standard schema. GIS staff is going through the raw data Blanchard provided and constructing the data to be loaded into the ACOG 9-1-1 database.

9-1-1 Institute:

Managing Different Generations in the Dispatch Center: The 911 Institute has added a new course to their curriculum, Managing Different Generations in the Dispatch Center. This course will introduce 911 Communication Center Supervisors and Communication Training Officers to the different generations and the challenges they may have when supervising a multigenerational workforce. The course describes the generations from Baby Boomers to Gen Z. It provides valuable information on the characteristics of each of these generations, as well as helpful information on how to manage a communication center accordingly.

Director Gentling asked if the training classes will be recurring. Mr. Hawkinson answered that initially the classes will be one time to get all the dispatchers trained. He said staff will be using GeoCom for database needs, as well as the new Solacom Guardian system for training. Director Arps asked if the new system will be able to detect the location of cell phones if they are powered off. Mr. Hawkinson said that it is a public safety feature that the wireless companies have agreed to, and the dispatchers are trained to request a Manual Automatic Location Information Bid.

Director Cathy Cummings asked if Facetime will be an option for emergency calls. Mr. Hawkinson answered that it will be an available feature.

PSAP Call Volume Statistics:

Monthly PSAP Call Volume Statistics were available for the Board members on the front table.
8. **NEW BUSINESS:**
No new business was discussed.

9. **ADJOURN**

There being no further business to discuss, Chair Rod Cleveland adjourned the meeting at 1:50 p.m.

ADOPTED THIS 30TH DAY OF SEPTEMBER 2021.

__________________________________________  ______________________________
CHAIR                                      SECRETARY-TREASURER
ATTACHMENT 5-A

SUBJECT:
FINANCE REPORT - AUGUST 2021 CLAIMS

DATE:
SEPTEMBER 30, 2021

FROM:
DEBORAH COOK, CPA
Finance Director

INFORMATION:
In accordance with the revised ACOG claims list process, August claims were paid biweekly during the month. Copies of the claims lists for payments made during August are included for ratification. The August cash status reports are also included for information.

ACTION REQUESTED:
Motion to ratify payment of all claims paid during the month of August 2021.
In accordance with the revised claims process, this list of claims paid in August is offered for the Board of Directors to ratify.

### 9-1-1 Operating/Maintenance

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T (Network, Database)</td>
<td>$36,335.02</td>
</tr>
<tr>
<td>AT&amp;T (Tribbey Circuit)</td>
<td>90.00</td>
</tr>
<tr>
<td>AT&amp;T (Service - Help Desk iPads)</td>
<td>107.31</td>
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<tr>
<td>Cox Communications</td>
<td>25,309.75</td>
</tr>
<tr>
<td>Dobson Telephone</td>
<td>280.00</td>
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<tr>
<td>GeoComm, Inc. (GeoLynx Server Maintenance &amp; Add-on) 2 m</td>
<td>15,538.00</td>
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<tr>
<td>Hinton Telephone Company</td>
<td>246.20</td>
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<tr>
<td>Insurica (Auto Insurance)</td>
<td>4,382.00</td>
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<tr>
<td>Intrado (Maintenance)</td>
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<td>Language Line</td>
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<td>Logix Communications</td>
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<td>MIDCON Recovery Solutions, LLC (Maintenance)</td>
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<td>Mission Critical Partners, LLC</td>
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<td>Oklahoma County Public Building Authority</td>
<td>1,724.77</td>
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<tr>
<td>Oklahoma Tax Commission (Vehicle Expenses)</td>
<td>36.50</td>
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<tr>
<td>Pottawatomie Telephone Co (Tribbey Circuits)</td>
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<tr>
<td>TierPoint Oklahoma, LLC (Maintenance)</td>
<td>6,386.00</td>
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<tr>
<td>WEX Fleet Services</td>
<td>179.07</td>
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<tr>
<td>Windstream</td>
<td>80.70</td>
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<tr>
<td><strong>Total August Claims</strong></td>
<td><strong>$138,533.59</strong></td>
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ATTEST:

______________________________  ______________________________
CHAIRMAN                        SECRETARY/TREASURER
# 9-1-1 Association of Central Oklahoma Governments

## Cash Status Report

For the Month Ended August 31, 2021

### Beginning Balance

**August 1, 2021**

<table>
<thead>
<tr>
<th>Operating Account</th>
<th>Savings Account</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash on Deposit</td>
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### Cash Receipts

<table>
<thead>
<tr>
<th>Description</th>
<th>Operating Account</th>
<th>Savings Account</th>
<th>Total</th>
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<tbody>
<tr>
<td>Fee Income - Wireline</td>
<td>$27,528.76</td>
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<td>$27,528.76</td>
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<td>Fee Income - OTC</td>
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<td>Contracts</td>
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<tr>
<td>Transfers of Funds</td>
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</tr>
<tr>
<td>Interest/Dividend Earned</td>
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<td>523.33</td>
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<tr>
<td>Miscellaneous</td>
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<td><strong>Total Cash Receipts</strong></td>
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<td>$523.33</td>
<td>$474,257.01</td>
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### Cash Disbursements

<table>
<thead>
<tr>
<th>Description</th>
<th>Operating Account</th>
<th>Savings Account</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Claims/Operating Expense</td>
<td>$138,533.59</td>
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<td>$138,533.59</td>
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<tr>
<td>9-1-1 Fund Disbursement</td>
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<tr>
<td>Wireline Disbursement</td>
<td>$659.38</td>
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<td>OTC Service Fees Disb</td>
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<td>122,555.11</td>
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<tr>
<td>Transfers of Funds</td>
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</tr>
<tr>
<td>Miscellaneous - Void Check</td>
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<tr>
<td><strong>Total Cash Disbursements</strong></td>
<td>$261,748.08</td>
<td>-</td>
<td>$261,748.08</td>
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### Ending Balance

**August 31, 2021**

<table>
<thead>
<tr>
<th>Operating Account</th>
<th>Savings Account</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Cash on Deposit</td>
<td>$7,817,104.56</td>
<td>$12,025,632.09</td>
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</tbody>
</table>

*Refunding Pioneer Telephone wireline fees to McClain County until the conversion has been completed with Blanchard.*
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DISBURSEMENT OF OKLAHOMA TAX COMMISSION SERVICE FEES
AUGUST 2021

<table>
<thead>
<tr>
<th>Location</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bethany</td>
<td>$3,782.17</td>
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<tr>
<td>Cleveland County</td>
<td>4,097.24</td>
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<td>Del City</td>
<td>4,081.95</td>
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<td>Edmond</td>
<td>20,038.47</td>
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<tr>
<td>El Reno</td>
<td>5,529.63</td>
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<td>Guthrie</td>
<td>6,129.55</td>
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<tr>
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<td>Norman</td>
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<td>Oklahoma County</td>
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<td>The Village</td>
<td>1,746.54</td>
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<tr>
<td>Tuttle</td>
<td>1,315.38</td>
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<tr>
<td>Warr Acres</td>
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<tr>
<td>Yukon</td>
<td>6,289.49</td>
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Total August Disbursements $122,555.11

*McClain County is refunded 100% of the OTC service fees until the conversion to Blanchard has been implemented.
REGULAR AGENDA ITEMS THAT MAY REQUIRE 9-1-1 ACOG BOD ACTION
ATTACHMENT 6-A

SUBJECT: INTRADO 9-1-1 SYSTEM ANNUAL MAINTENANCE AND SUPPORT AGREEMENT (TRANSITIONAL SUPPORT AGREEMENT)

DATE: SEPTEMBER 30, 2021

FROM: BRENT HAWKINSON
Director of 9-1-1 & Public Safety

INFORMATION:
The current Intrado 9-1-1 System Annual Maintenance and Support Agreement for the Viper Call Handling system expires October 31, 2021. As 9-1-1 ACOG has awarded a contract to Solacom for a new 9-1-1 Call Handling System for NG9-1-1 implementation, a Transitional Support Agreement with Intrado is required (refer to attached pages). The time frame for this new contract is November 1, 2021, through October 31, 2022 and includes a 30-day termination clause. The total cost of the agreement is $103,294.20.

ACTION REQUESTED:
Motion to authorize the Executive Director to enter into contract negotiations with Intrado for 9-1-1 System Annual Maintenance and Support Services to begin November 1, 2021, with a 30-day termination clause, for an amount not to exceed $103,294.20.
Addendum #16 to the Master Service Agreement

This Addendum #16 (“Addendum #16”) is by and between Intrado Life & Safety Solutions Corp. (“Intrado”) and 9-1-1- Association of Central Oklahoma Governments (“Customer”), and amends that certain original Master Service Agreement effective August 23, 2013, as amended, (“Agreement”). This Addendum #16 is effective as of the latest signature date below (“Addendum #16 Effective Date”).

1. Attachment 1, Term

The term of the Agreement extends maintenance services for one year starting November 1, 2021, to be billed in four quarterly payments. Customer must provide written notice of cancellation to Intrado within 30 calendar days. Maintenance services include Software Protection and Remote Technical Support, Hardware Protection, Sentry Monitoring, and Antivirus.

2. Quote Numbers and Payments

The total amount for this addendum is $103,294.20 for one year Maintenance Renewal. The following quote is attached hereto and made a part of the Agreement.

- New Quote – 68272v1 in the amount of $103,294.20 for Maintenance Services as follows:
  - Software Protection & Remote Technical Support, Hardware Protection, and Sentry Monitoring from November 1, 2021 – October 31, 2022, for a total of $96,427.20 to be billed in four quarterly invoices. Each invoice will be for the amount of $24,106.80. If Customer provides 30-day written notice of cancellation, the final invoice will be adjusted for the unused portion.
  - Antivirus from December 18, 2021 – December 17, 2022, to be billed in December 2021 for a total of $6,867.00. Antivirus cannot be pro-rated and is quoted for one full year.

- A one-year extension for TXT to 911 was ordered in April 2021 via quote 59134 v4. Coverage dates for the TXT renewal are April 14, 2021 – April 13, 2022.

3. Defined Terms

Capitalized terms used but not defined in this Addendum #16 have the same meanings as in the Agreement.
1. Entire Agreement
Except as stated herein, the Agreement continues in full force and effect. This Addendum #16 amends the Agreement as stated herein, constitutes the parties’ entire agreement and supersedes any prior written or oral agreements related to its subject matter. This document may be executed in counterparts, by facsimile or electronically, and is not enforceable unless signed by both parties.

2. Accepted and Agreed

<table>
<thead>
<tr>
<th>9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS</th>
<th>INTRADO LIFE &amp; SAFETY SOLUTIONS CORPORATION</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Authorized Signature</td>
</tr>
<tr>
<td>Name Typed or Printed</td>
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<tr>
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</table>

Intrado
ATTACHMENT 6-B

SUBJECT:
NEW TIERPOINT MASTER SERVICES AGREEMENT FOR DATA CENTER SERVICES

DATE:
SEPTEMBER 30, 2021

FROM:
BRENT HAWKINSON
Director of 9-1-1 & Public Safety

INFORMATION:
The new TierPoint Master Services Agreement secures additional Data Center Services to accommodate the new NGA 911 Call Routing (ESInet & NGCS) and Solacom Call Handling (NENA i3 Compliant Call Taking) vendor solutions. This 36-month annually renewable agreement will begin on October 1, 2021, and will not exceed $68,472 in cost for year one.

ACTION REQUESTED:
Motion to authorize the Executive Director to enter contract negotiations with TierPoint for a 36-month annually renewable contract to begin October 1, 2021, with year one costs not to exceed $68,472.
ATTACHMENT 6-C

SUBJECT:
NG9-1-1 IMPLEMENTATION STATUS REPORT

DATE:
SEPTEMBER 30, 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: PART A

NGA 911 is the selected vendor for ESInet and Next Generation 9-1-1 Core Services (NGCS). They utilize a cloud-based solution for the call routing and network services. Overall, the NGA 911 transition work is progressing relatively seamless, and obligatory milestones have been met.

- Interoperability (IoT) Testing
  - NGA 911 has been available to support Solacom with lab testing; as reported last month, Solacom had unexpected delays due to software updates, but they are now testing again
  - Solacom and NGA 911 have daily calls to test and work to resolve any identified issues with subsequent status updates provided to all project teams
  - IoT testing is the final step prior to progressing towards production network testing

- PSAP Migrations
  - Following Call Handling Equipment (CHE) installations – which are still pending completion of Solacom software updates, and when the CHE and network are verified, NGA 911 will work with 9-1-1 ACOG to schedule PSAP transitions

SOLACOM CALL HANDLING EQUIPMENT PRODUCT SOLUTION: PART B

Solacom (Comtech) is the selected vendor for Call Handling Equipment (CHE). They continue to support the transition to the Guardian Call Handling solution, and until June, the project milestones met 9-1-1 ACOG’s expectations. Issues that were delaying the project were identified, escalated, and acknowledged. Solacom is now progressing on a revised project schedule.
• Solacom Lab Testing
  ○ As reported last month, there were delays with the software update; Solacom responded to the escalation notice and have demonstrated actions that align with the expectations set in their response letter
  ○ Lab testing is still in progress, and Solacom is also providing daily updates to the project teams and meeting with NGA 911 daily to continue testing

• PSAP Training & Installation
  ○ This work is pending completion of Solacom and NGA 911 testing, and then another 3-4 weeks of training and technical testing by the 9-1-1 ACOG staff

ACTION REQUESTED:
For information only.