



ASSOCIATION OF  
CENTRAL OKLAHOMA  
GOVERNMENTS

# 911 ACOG REGIONAL PLANNING & ADVISORY COMMITTEE

**AGENDA:** TUESDAY  
SEPTEMBER 12, 2023  
9:30 A.M.

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

**THE 911 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS REGIONAL PLANNING & ADVISORY COMMITTEE WILL HOLD A REGULAR MEETING ON TUESDAY, SEPTEMBER 12, AT ACOG IN THE OKLAHOMA BOARD ROOM, 4205 N. LINCOLN BLVD., OKLAHOMA CITY, OKLAHOMA.**

Please notify ACOG at 405.234.2264 (TDD/TTY Call 711 Statewide or email [title.vi@acogok.org](mailto:title.vi@acogok.org)), 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 THE MINUTES - JUNE 6, 2023** ([ATTACHMENT 2](#))
  3. **ITEMS FOR INFORMATION ONLY**
    - A. NG911 Implementation Status Report: Brent Hawkinson, 911 & Public Safety Director
    - B. Current 911 Technical Systems Projects: Chris Camp, 911 Systems Support Manager
      1. Solacom Guardian Implementation Schedule through December 2023
      2. Solacom Guardian Implementation Schedule from January 9, 2024 through April 2024.
    - C. 911 Training/Schedule: Robin Murray, 911 Institute Programs Manager
    - D. Recent 911 Geographical Information Systems (GIS) Activities: Tanner Jones, 911 GIS Manager
  4. **NEW BUSINESS** - Presentation and Discussion of the FY 2023 Registration Forms: Lance Terry, State 911 Coordinator, and Stacey Root, 911 Programs Officer from the Oklahoma 911 Management Authority.
  5. **ECC UPDATES - ECC Members**
  6. **ADJOURN**
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### NEXT MEETING:

Tuesday, December 5, 2023, 9:30 a.m.

## RPAC MEMBERS

CITY/ORGANIZATION	MEMBERS	JOB TITLE
BETHANY PD	Chad Meek	Deputy Chief
	Kyle Hayes	Communications Supervisor
BLANCHARD	Robert Floyd	City Manager
CANADIAN COUNTY SHERIFF'S OFFICE	Cindy Bowers	Communications Supervisor
CLEVELAND COUNTY SHERIFF'S OFFICE	Lt. Greg Couch	Supervisor
	Caitlin Noel	Communications Supervisor
DEL CITY	Marvin Stanford	Communication Supervisor
	Steven Robinson	Acting Police Chief
EDMOND EOC	Christie Jaggi	Manager
	Ben Curry	Training Coordinator
EL RENO	Paul Ratliff	Lieutenant
	Jodi Baeriswyl	Communications Supervisor
EMSA	Frank Gresh	Chief Information Officer
GUTHRIE	Chief Don Sweger	Police Chief
	Brianna Evans	Dispatch Supervisor
LEXINGTON POLICE DEPT	Lt. Kean Allison	Lieutenant Police
LOGAN COUNTY POLICE	Troy Dykes	Undersheriff
	Det. George Hannon	Detective
MIDWEST CITY	Becky Bruce	911 Coordinator
	Debi Wagner	Communications Supervisor
MOORE	Tammy Koehn	ECC Manager
MUSTANG	Jana Brence	Communications Supervisor
NEWCASTLE	Chief Gary Norman	Chief of Police
NICHOLS HILLS	Steven Cox	Chief of Police
	Shana Jones	Communications Supervisor
NOBLE	Tara Alexander	Communication Supervisor
NORMAN	Russell Anderson	N/A

## RPAC MEMBERS (Cont.)

CITY/ORGANIZATION	MEMBERS	ALTERNATES
OKLAHOMA COUNTY SHERIFF	Jill Stover	Communications Supervisor
OU POLICE DEPARTMENT	Matt Robinson	Lead Police Communications Officer
SLAUGHTERVILLE	Ashley Furry	Town Administrator
THE VILLAGE	Russ Landon	Deputy Police Chief
	Jaylene Garcia	Communications Supervisor
TUTTLE POLICE/FIRE	M. Scott	Assistant Police Chief
WARR ACRES POLICE /FIRE	Tischia Guthrie	Communications Supervisor
YUKON	Major Matt Fairchild	Major/Training Supervisor
	Kelli Reese	Communications Supervisor



**SUBJECT:**

**MINUTES OF THE 911 REGIONAL PLANNING AND ADVISORY COMMITTEE MEETING**

**DATE:**

JUNE 6, 2023

A regular meeting of the 911 Association of Central Oklahoma Governments Regional Planning & Advisory Committee (RPAC) was convened at 9:30 a.m. Tuesday, June 6, 2023, at the Association of Central Oklahoma Governments (ACOG) in the Oklahoma Board Room, 4205 N. Lincoln Blvd., 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 CHAIR**

Brent Hawkinson, 911 & Public Safety Director

**ENTITY**

ACOG

**PRESENT**

Russell Anderson  
Becky Bruce  
Ben Curry  
Troy Dykes  
Jaylene Garcia  
Kyle Hayes  
Christie Jaggi  
Shana Jones  
Matt Robinson  
Jill Stover

**ENTITY**

City of Norman  
City of Midwest City  
Edmond EOC  
Logan County Sheriff  
City of The Village  
Bethany Police Dept.  
Edmond EOC  
City of Nichols Hills  
OU Police Department  
Oklahoma County Sheriff

**GUESTS PRESENT**

Steve Chandler  
George Hannon  
Matt Stillwell

**ENTITY/AGENCY/BUSINESS**

OU Police Department  
Logan County Sheriff  
Edmond EOC

**ACOG STAFF PRESENT**

Mark W. Sweeney  
Chris Camp  
Kale Littlefield  
Ben Bailey  
Adrian Lamoreux  
Tanner Jones  
Rachel Phillips  
Rayyan Aldossary  
Giovanni Penna  
Robin Murray  
Kristin Gonul  
Shana Sapp  
Jimmy Smith

**POSITION**

Executive Director  
911 Systems Support Manager  
911 Systems Specialist III  
911 Systems Specialist II  
911 Systems Specialist II  
911 GIS Manager  
911 GIS Specialist II  
911 GIS Specialist I  
911 GIS Specialist II  
911 Institute Program Manager  
911 Institute Education Coordinator  
911 Administrative Assistant  
IT Operations Specialist I

# MINUTES

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## 1. CALL TO ORDER - INTRODUCTION OF GUESTS

Brent Hawkinson called the meeting to order at 9:30 a.m.

## APPROVAL OF MINUTES - DECEMBER 6, 2022 MEETING

Kyle Hayes made a motion to approve the December 6, 2022 minutes of the 911 ACOG RPAC meeting. Matt Stillwell seconded the motion. The motion carried unanimously.

## 2. NG911 STATUS UPDATE

Mr. Hawkinson highlighted the information as detailed in the agenda memorandum regarding the NG911 Status Update. He said on May 2, three workstations were up and receiving calls and texts. He said on May 4, it was determined that calls be rerouted to a ten-digit number due to static on both ends and dropped calls. He said text-to-911 was unavailable and was restored on May 9. He said on May 11, NGA provided a Root Cause Analysis (RCA) to Mission Critical Partners (MCP) and ACOG, and staff responded to the RCA on May 19. He said on May 24 staff noticed several issues during the weekly MCO and NGA 911 project call.

He said on March 16 staff received updated pricing quotes for the Solacom solution for the Legacy environment. He said staff is working with both vendor partners and the cut-over dates are on hold until the issue is resolved. Matt Stillwell said the City of Edmond will maintain their position not to cut-over until all the issues have been resolved. He said the City of Edmond supports ACOG's decision and thanked staff for their service.

## 3. CURRENT 911 TECHNICAL SYSTEMS PROJECTS

Chris Camp highlighted the 911 Technical Systems Project. He said there were no open tickets with the call handling provider and one open ticket with AT&T for Midwest City. He said the Call-Handling system is aging and the primary Voight server was replaced and is working properly now. He said Bethany and El Reno had issues transferring calls and that it has been cleared. He added that staff had the opportunity to tour the Oklahoma County's new dispatch facility.

## 4. UPDATE ON 911 TRAINING, UPCOMING INSTITUTE CLASSES AND OTHER TRAINING NEEDS

Robin Murray highlighted the upcoming 911 Training and Schedule. She said upcoming classes are listed on the ACOG website. She said APCO will now require instructors to enroll and enter student information. She said this process only works for training employees and she is now required to list students as taking classes at the ACOG building but will show herself and Kristin Gonul as instructors on their APCO page. Russell Anderson asked if this change would affect ECC's APCO membership and if their in-house trainers can be listed. Ms. Murray said it will not affect membership, and the instructor who taught the class must be listed on the page. She said if anyone has questions, to contact her.

She said she has a new class called "De-escalation: Controlling the call, Not the caller," that she will be teaching at the APCO convention.

## RECENT 911 GEOGRAPHICAL INFORMATION SYSTEMS (GIS) ACTIVITIES

Tanner Jones said staff has upgraded the GIS system and database for 911 ACOG GIS. He said The ArcGIS mapping software is now on version 10.8.2 and the SDE that holds all the GIS data to 10.8. He said this allows better interoperability and stability between ACOG and our vendor partner GeoComm, while also gaining more functionality. He said that functionality includes schema changes and updates, and it should now be easier for staff to make small changes to the GIS schema to better follow NENA and the Oklahoma state GIS standard.

Mr. Jones said staff has been rectifying QA/QC reports, as well as correcting audit and MSAG record errors. He said various entity maps and updates to address point projects have been underway and are being worked on by staff. He said staff sent out the monthly GIS data push to the GIS ECC contacts, so if any committee member needs access to that information or have any questions about the data, to let him know.

He said staff will continue the normal address requests, MSAG information updates, road additions and changes, and subdivision requests. He said if anyone has any updates or changes needed for GIS, to please let staff know.

## **7. ECC UPDATE**

Jill Stover said Oklahoma County is building a new facility in conjunction with Metro Tech south Byrant campus and is going in front of the County Commissioner this week. She said they still have open positions they are trying to fill.

Matt Robinson said OUPD is fully staffed and is in the process of opening another position.

Russell Anderson said Norman is planning to open their new building in July of 2024. He said Norman is down one person and currently have three in training.

Troy Dykes introduced George Hannon as the new Dispatch Supervisor. Mr. Hannon said Logan County Sheriff is fully staffed.

Shana Jones said Nichols Hills currently has one opening.

Kyle Hayes said Bethany filled one spot and has one out on medical leave. He said Bethany is working on getting a new radio system.

Becky Bruce said Midwest City has two openings.

Matt Stillwell of Edmond announced that he will be retiring this week. Christie Jaggi said Edmond has two shift supervisors leaving and five dispatcher positions open. She said she attended the first APCO Staffing Crisis Summit in Virginia and intends to make it a regular conference event.

Jaylene Garcia said The Village is fully staffed and has a new consoles setup in the dispatch center.

## **8. NEW BUSINESS**

Ms. Murray reminded the committee of the “De-escalation: Controlling the call, not the caller” class and encouraged the ECCs to enroll.

## **ADJOURN**

There being no further business, the meeting was adjourned at 10:05 a.m.