

# Oklahoma

# 9-1-1

# Management Authority

THURSDAY NOV. 4, 2021 1:30PM

OKLAHOMA CAPITOL BUILDING

**ROOM CHANGE: ROOM 230**



OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY  
REGULAR MEETING AGENDA  
Thursday, November 4, 2021 at 1:30 PM

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Oklahoma Capitol Building  
Room 230  
2300 N. Lincoln Blvd.  
Oklahoma City, OK 73105

1. Call to Order
2. Roll Call
3. Welcome to Members and guests in attendance.
4. Approval of Meeting Minutes from the September 2021 meeting, the October meeting was canceled.
5. Approval of the Financial Reports for the months of June, July, August, and September 2021.
6. Discussion and possible action to elect officers pursuant to [OAC 145:15-3-1](#).
7. Recognition of the Emergency Telecommunicator and 9-1-1 Technologist of the Quarter.
  - I. Oklahoma Chapter of APCO's [Emergency Telecommunicator of the Quarter](#)
    - Jenny Williams, Carter County Sheriff's Office
  - II. Oklahoma Chapter of NENA's [Emergency Technologist of the Quarter](#)
    - Zach Davis, City of Shawnee
8. Discussion and possible action to approve the NG9-1-1 Strategic Plan and Cost Estimate facilitated by Mission Critical Partners (MCP), at a cost of \$236,756.00. 63 O.S. § 2864(9).
9. Discussion and possible action to approve the dates and location for the 2022 meetings of the Oklahoma 9-1-1 Management Authority Board meetings.
10. Discussion and possible action to approve the application for the following Grant request in the amount listed:

APPLICANT NAME	GRANT TYPE	APPLICATION TITLE	REQUEST AMOUNT	COMMITTEE RECOMENDATION
Woodward County	GIS	Woodward GIS License Update	\$ 4,722.00	Fund
TOTAL REQUEST AMOUNT				\$ 4,722.00

11. Committee Reports:
  - I. Administration Committee
    - a. Update on the process to "establish an eligible use list for 9-1-1 funds" as directed in 63 O.S. § 2864(18).
    - b. NENA Consolidation Class held in Glenpool, OK
    - c. Mr. Roy Tucker - Appointed Grant Review Committee Chair

- II. Technical Committee
    - a. Statewide NG9-1-1 GIS Training
      - Total of 211 Attendees
      - B1: GIS Concepts - 244 views
      - B2: GIS Sustainability Concepts - 42 views
      - B3: GIS Applications - 2 views
    - b. State and Local Agreement for Sharing of GIS Data
  - III. Operations Committee
    - a. Update of the RFP for Online Training
  - IV. Legislative Committee
    - a. Update on Legislative Initiatives
12. 9-1-1 Authority Staff Reports (Discussion Only)
- I. 9-1-1 Grants
    - a. Funding Sustainability Grant
    - b. Grant program updates
  - II. 9-1-1 Programs
    - a. Registration Forms
    - b. Training Opportunities
13. State 9-1-1 Coordinator Report to the Board (Discussion Only)
- I. The Office is Currently Working On:
    - a. [9-1-1 Strike Force to "End 9-1-1 Fee Diversion Now"](#)
    - b. 988 Coalition
    - c. Interim Studies
      - 21-035: Rep. Randleman and Rep. Walke - Utilizing Mental Health Services to Provide Alternatives to Arrest
      - 21-006: Rep. Jim Grego - Rural Ambulance Service on County Lines
  - II. Update on Local PSAP Meetings (#WhereIsThe911Guy)
    - a. Oklahoma Municipal League Conference
    - b. OKSCAUG Conference
    - c. Missouri Public Safety Communications Conference
    - d. Oklahoma Rural Broadband Association Conference
    - e. NENA Education Consolidation Class
    - f. City of Moore and Cleveland County
    - g. New Chiefs Training
    - h. NASNA Conference
  - III. Upcoming Events
    - a.
14. Chairman's Comments. (Discussion Only)
15. New Business. (New business not reasonably foreseen at the time of posting this agenda)

16. Public Comments. (Comments are to be limited to items under the purview of the Oklahoma 9-1-1 Management Authority. Each speaker shall be limited to five minutes. Under Oklahoma Open Meeting laws, the 9-1-1 Management Authority cannot respond to or discuss any public comment not on today's agenda)

17. Adjournment

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY  
Regular Meeting Minutes  
Thursday, September 2, 2021 at 1:30 PM

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1. Call to Order

13:30

2. Roll Call

The following members were present at the time of roll call.

Belinda McGhie

Brent Hawkinson

Brent Trease

Darry Stacy

Justin Carnagey

Mary Harris

Randy Mowdy

Regeneia Van  
Arsdale

Rob Stolz

Shaun Barnett

Travis Clark

Vicki Atchley

*A quorum is present with twelve members in attendance*

3. Welcome to Members and guests in attendance.

Mr. Barnett welcomed the members and guests in attendance.

4. Approval of Meeting Minutes from the August 2021 meeting.

Mr. Barnett stated the August 2021 meeting minutes were included in the meeting packet; a few moments were allowed for review.

Mr. Barnett called for further discussion or questions.

*Hearing none, a motion to approve the August 2021 meeting minutes was made by Mr. Hawkinson, with a second by Mr. Stacy. The motion passed with nine ayes, zero nays. Mr. Trease, Mr. Carnagey, and Mr. Stolz abstained.*

5. Approval of the Financial Reports for the month of June 2021.

Mr. Barnett explained the Financial Report for the month of June 2021, were delivered to the 9-1-1 office with an error and were sent back for corrections. He stated they will be included in next month's report.

6. Discussion and possible action to approve Matt Hackler to the Grant Review Committee pursuant to OAC 145:15-3-2(b).

Mr. Barnett explained Mr. Hackler reached out stating he would like to be involved with this organization, on one of our committees. The chairman of that committee, Ms. Van Arsdale spoke with him and made the recommendation that Mr. Matt Hackler, of McIntosh County, join and serve on the Grants Review Committee.

Mr. Barnett called for further questions.

*Hearing none, a motion to approve Mr. Matt Hackler of McIntosh County to the Grants Review Committee was made by Ms. Van Arsdale, with a second by Mr. Clark. The motion passed with twelve ayes, zero nays.*

1. Discussion and possible action to approve Riley Weatherford to the Technical Committee pursuant to OAC 145:15-3-2(b).

Mr. Barnett yielded to Mr. Terry.

Mr. Terry informed the Board Mr. Weatherford spoke with Mr. Terry at the APCO conference last week, that he has a background and degree in cyber security; along with being a line-level dispatcher for the city of Edmond. Mr. Terry noted, Mr. Weatherford designed the Authority logo. Mr. Terry explained Mr. Weatherford is passionate about 9-1-1 and the dispatch center in general.

Cyber security being an area this body is about to be working on, we need to welcome him, as someone with some expertise in that.

Mr. Terry spoke with Ms. Harris, she gave her support and recommendation.

Mr. Barnett called for further questions.

*Hearing none, a motion to approve Mr. Riley Weatherford of the City of Edmond to the Technical Committee was made by Ms. Harris, with a second by Mr. Hawkinson. The motion passed with twelve ayes, zero nays.*

2. Discussion and possible action on the adoption of the Oklahoma 9-1-1 Management Authority 9-1-1 Funding Sustainability Grant.

Mr. Barnett yielded to Mr. Terry.

Mr. Terry explained when the grant program was first put together in the legislature in 2016, one of the main focuses for the program was to assist the areas of the state which were having a difficult time maintaining and purchasing 9-1-1 locally; though in the process of deploying E9-1-1 across the state, the office has discovered walls relating to funding.

The idea for this grant came out of meetings with Cimarron County while trying to put together a package with myself and Mr. Carnagey. Trying to determine how this can be done with 2,200 people

in the county. While doing research, and looking at the State of Kansas, in 2019 the state changed their minimum amount to each county \$50,000 to \$60,000 to maintain 9-1-1 in their county.

Mr. Terry reviewed how using this model and reviewing how it would impact our grant program by bringing all PSAPs up to a minimum of \$60,000 in wireless revenue by some process, understanding changing the state statute along with all the implications that may happen across the state - similar to what Kansas has done would take work and a few years to get accomplished; however, with NG9-1-1 coming, we need to find funding and a way to sustain NG9-1-1 across the state.

Mr. Terry explained the idea to provide a grant program, similar to a block grant. Block grants award X amount of dollars per year to use for a certain function. That's what this is. The Funding Sustainability Grant.

Mr. Terry referenced the meeting packet.

The authority will determine the qualifying PSAPs, who will be invited to apply. Application is only open to governing authorities, with a primary PSAP that provides county-wide 9-1-1 call-taking services.

Mr. Terry continued to the next section Grant Application Rules - explains the Authority will determine a list of eligible applicants based on the wireless revenue from the fiscal year (July 1 to June 30) from a single county 9-1-1 center. The total wireless revenue from the previous fiscal year will be subtracted from \$60,000, and the sum will be the eligible amount for the county-wide PSAP will be eligible to apply for.

Mr. Terry explained, in essence, the previous year's revenue is being reviewed to determine how much money would it take for PSAPs to have at least \$60,000 in wireless revenue. Then grant that entity, or PSAP, having under the \$60,000 mark, the funding to make up the \$60,000. This is grant planned every year until we determine a different method through state statute or rules to provide sustainability for those rural counties.

Mr. Terry informed the Board, eligible expenses will be the same as what we have in a wireless statute, which is the maintenance, installation, and operation of the emergency telephone system. It will be exactly what you spend your money on today. A list of eligible expenses carried over from the previous grant program.

Mr. Terry again referenced the Grant Guidelines provided in the meeting packet.

The Administrative Committee wanted to ensure some things need to be accomplished to receive this funding.

- Telecommunicator CPR must be provided by all telecommunicators in the center and must have six months to be able to receive those certifications. [911.gov](http://911.gov) provides this information for

training, which can be downloaded and used for training. The Authority Operations Committee is in the process of securing free training as part of our online training platform which should be going out to bid within the next couple of weeks. It is anticipated by January February we'll have a program that will be able to be up and running and able to provide this online training to all of our PSAPs statewide. Therefore, this is not necessarily an unfunded mandate, but a low cost to cost-effectiveness as it relates to being able to deploy telecommunicator CPR.

- Biannual reports. Instead of quarterly reports, there will be biannual reports. These will need to explain what the money was spent on or provide receipts for what the money was spent on; as well as what sections of maintenance, installation, and operations that funding purchased during the reporting period.
- Hire date and the date of CPR training completed for staff that was added or a new Call Taker.
- Provide a one, three, and five-year strategic plan. This needs to be completed within the first year, or they will not be eligible for funding the following year, or until the strategic plan is complete.
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Ms. Atchley asked for confirmation, that the sustainability plan is only for those applying for the Funding Sustainability Grant.

Mr. Terry confirmed this was correct.

Mr. Terry continued explaining the Sustainability Grant.

- Within one year of application, PSAP must deliver an updated training program manual that meets or exceeds the Oklahoma Call taking Minimal Training Standards.

The remaining information explains the rules that prohibit the moving funds, using 9-1-1 for non-9-1-1 costs, and the misuse of funds of this program, the PSAP will no longer be able to receive funding. Mr. Terry discussed reimbursement - those with awards under \$5,000 will be reimbursed in one payment. If the award is greater than \$5,000, it will be divided into two payments; this can be paid as soon as the Authority office has the state and local agreement signed. PSAPs can request that through EMGrants.

The second payment will be disbursed after the PSAPs submitted the biannual report. Mr. Terry explained to the Board the cost to the Board, which \$200,000 has been set aside and approved a budget of \$3.5 million for the grants. \$3.3 million has been approved for the grant program in anticipation of moving forward with something like to assist underfunded, or lower funded PSAPs. Mr. Terry explained based on last year's estimates, ten PSAPs would qualify. Ranging from \$7,200 to \$39,600 for the year and a total of \$202,500.

Mr. Terry expressed concern to the Board, stating Cimarron County will not be able to provide 9-1-1 if this is not approved. He stated a different formula can be discussed, but for the number one mission

of the body to be accomplished - which is providing E9-1-1 across the state, something has to be done.

The strategic plan of one, three, and five years is specific helping to provide an understanding of a long-term process related to this. The PSAPs could find another option, maybe at a lower cost but what are they going to do in year five when they need equipment replaced.

The idea is to make sure these strategic plans are in place to help them understand there needs to be a savings account for them to move forward, to have money set aside specific for 9-1-1 to help cover a replacement as they move forward.

Mr. Terry felt some discussions relating to this, this is the proposal carried by Mr. Terry on behalf of the Administrative Committee.

Mr. Terry called for questions.

Mr. Clark asked if there was an estimate of the number of PSAPs that will be eligible for this grant.

Mr. Terry responded ten. The cost estimate is \$202,500; depending on the final numbers it may be necessary to move over \$2,500. This is based upon the estimates completed two months ago when this idea started, ten PSAPs fell below \$60,000 and \$202,500 was sufficient to cover those teams.

Mr. Barnett explained for the first year and then annually, the Board will review where the budget is going, we'll track that annually to determine if another county is starting to fall below that level, in which one is added, or one has grown enough that they're not going to be needed anymore. This can be review at the spring budget discussion, which we can build into the already set aside \$200,000 knowing this was the area that we're heading to. It's already budgeted, there, and exceeded by \$2,500; it is possible to complete a budget transfer a line item if needed.

Mr. Barnett called for further questions.

Ms. Harris asked if under the category of Operations if salary included.

Mr. Terry responded it does.

Ms. Harris proposed having items 1, 2C, and 4 are related to training requirements in the Sustainability Grant requirements mentioned above be waived until the Online Training is available, to prevent spending money on training the PSAP does not have. She agreed that T-CPR is necessary and should be used but would like to see it made available through the online training first.

Mr. Carnagey stated he agreed with Ms. Harris' statement - the training should be there and a requirement, but not before the online training program is available. Having a new center work through a plan on top of trying to add and implement training would be difficult.

Ms. Harris asked if the online training would be available to everyone around the beginning of 2022.

Mr. Terry stated the hope is to have the training available in the first quarter, availability will depend on the vendor and set up time.

Ms. Atchley stated she felt would be somewhere in between April and July.

Ms. Van Arsdale commented that the Requirements state the training should be completed in the first year.

Mr. Terry clarified, it's six months from the time the state-local agreement was signed, which he felt would be around January and maybe a moot point, since the end of this grant period is June 30. Mr. Terry acknowledged the Board's comments and offered two approaches; adding additional language "when the state makes this available through the online training"; or strike it and add it next year. Mr. Terry commented that having the language and not having it available until next year, only serves to get the PSAPs attention. He left it up to the Authority to determine how to handle this item.

Mr. Mowdy asked if this grant would be managed by Ms. Douglas.

Mr. Terry confirmed it would. Although, this grant is by invitation to apply, and with less of a process of review, and will bring the applicants to this body along with the amount they have applied for approval. This grant is not an 80/20 grant - the goal is to give them money does not take money.

Mr. Mowdy asked if Mr. Terry's staff would be able to handle the extra and current workload.

Mr. Terry appreciated his question and confirmed they would.

Mr. Trease, referencing the Introduction and the statement that the funds can be used for reoccurring costs, would this be allowed for monthly reoccurring costs and one-time costs.

Mr. Terry explained it would. As stated it falls under the exact statute of title 63.2068.A, which explains what the PSAP can use the funding for, which is the maintenance, installation, and operations of the emergency telephone system. This includes the installation of new equipment and hardware. The goal is to bring everybody to the same level. Which is what this Board is charged with.

Mr. Clark questioned if a PSAP is Phase, is considered to be a Public Safety Answering Point.

Mr. Terry referenced the Application Requirements, stating four items have to be met. Item "D" is the local 9-1-1 deployment plan. There is only one County that has not provided a 9-1-1 deployment plan - Cimarron County, which is Phase 0. To apply, a 9-1-1 deployment plan will need to be submitted. Ideally, Cimarron County would develop a deployment plan, present that deployment plan along with

two grant proposals to this body in the same meeting; that would be for the capital outlay items needed to deploy 9-1-1, and then the sustainability grant to bring them up to the same level as others in the state. This prevents them from receiving the money and putting it in your savings account. A deployment plan is necessary to see action being taken to move forward with Enhanced 9-1-1 Phase II as the statute allows. In my mind, but so you guys can get.

Mr. Barnett called for further questions.

*Hearing none, a motion to strike the training requirements until the next grant cycle to allow for the online training to be established; and accept the other discussed requirements and guidelines was made by Ms. Harris; a second by Mr. Stacy. The motion passed with twelve ayes, zero nays.*

## 9. Committee Reports

- a. **The Administrative Committee Report was given by Mr. Terry for Mr. Maggard.** He stated the Committee met to review and discuss the Funding Sustainability Grant; the other item was the approved expenditures for 9-1-1 fees. The Committee supplied a list from the State of Washington, which are within their rules. The Committee will be reviewing and using this as a baseline. They also have the recent FCC ruling relating to what would be a qualified expenditure to assist with that list.

Mr. Terry stated he hoped these resources would help get the work started and prevent starting from scratch. The Committee is also looking into the timeline for Administrative Rules. After a meeting with legal counsel, it was advised that emergency rules could be submitted up to the next cycle which allows an opportunity to get the list going.

Mr. Terry explained the Administrative Committee continues to watch the continuing work being done by the FCC; and how that may impact the 9-1-1 fee funding in the future.

Mr. Barnett called for questions.

Mr. Terry added there is still a need for a chairperson to step into Ms. Van Arsdale's role as Grants Review Committee Chair. Mr. Maggard has stated he will be reaching out to a few people, and this typically comes from this body, and therefore, will someone from this body will probably be asked to chair that committee. He commented he understands how busy everybody's schedules are; however, it's very important to the state.

Mr. Barnett called for questions.

Mr. Trease asked what role or oversight the Board has in regards to what is or is not allowed.

Mr. Terry explained that within state statute is the authority to audit the local PSAP to ensure they comply. He stated there has been some discussion at the administrative level about having a percentage of PSAP audits done every year, which appears to be needed as the State moves forward. The first step is a list of approved expenditures, right now it's very vague. Once the list is complete it can be given to an auditor and build upon it, ensuring PSAPs comply; if PSAPs are found not to comply, the withholding of their funding can be done until they comply.

Mr. Terry stated having his office or himself complete the audits would be difficult and he would proceed that be outsourced. He informed the Board he had spoken with the state auditor about performing audits, they were willing to do that with this Board criteria. There's money associated with that, and we have to do our due diligence, not dismissing or moving money around. The consequences would involve the FCC. Mr. Terry stated this is coming out of the group he is part of a part of

Mr. Trease asked if this was something that would be sourced out of the Authority office.

Mr. Terry explained the best way and only way to source people that perform audits regularly. He said the audits need to be more in-depth than what the Authority has seen in some of the audits relating to trust and other issues. There need to be more details from expenditures of things so not that it's a bad audit - they cover their things that the state requires, and our office covers the things that we require. It will be required to ensure the approved expenditures are being followed. If not, then not only will the state be held accountable, but the local agency will also, to the point of some pretty serious consequences. Mr. Terry explained it is imperative to get everyone's attention. And it's unfortunate but that's the situation.

Mr. Barnett called for questions.

- b. **The Technical Committee Report was given by Ms. Harris.** She stated that the Committee has been focused on the GIS classes. Which all three are now complete, with good participation and feedback; the people felt it was good information. Ms. Harris thanked Ms. Shellie Willoughby and Charles Brady with the office of Geographic Information for their work, without whom it would have been a much higher cost to outsource and provide this training.

Ms. Harris reported on the GIS Subcommittee, and there is an urgency to complete the strategic plan for NG9-1-1 with realistic costs and a plan of how it will look in Oklahoma.

Ms. Harris deferred to Mr. Terry.

Mr. Terry reminded the Board of the American Relief [Rescue] Act funding, which was brought to the Board's attention under new business at the last meeting; and it was approved to move forward with writing a proposal. A proposal was written, which was discussed with Director Mark Gower; however, the state has determined an application process is needed and they are working on an application process now to allow for the application of the \$1.9 billion.

Mr. Terry explained the proposal is not public and will not be able to be used for the developing application process. He stated the collection of confident numbers from the Feasibility Study, that would secure about \$100 million for five years. Being that large a number, work has been done to see where we stand within this, within the national equivalents - Oklahoma is in the bottom third relating to NG9-1-1 deployment and certain components, Oklahoma is in the bottom 20%. We are certainly not a top ten state, as it relates to 9-1-1.

Mr. Terry did explain that within the proposal there are some very good points, that he feels will bring interest and funding which affects every citizen in the state of Oklahoma. For now, we wait for that application to come out and then start working on and through the application for this funding.

Ms. Harris commented that Mr. Terry and herself have been working and attending the Broadband Council meetings, they directly affect the rural PSAPs and what goes on there to provide NG9-1-1. Ms. Harris stated she has applied to be on the Committee there, and Mr. Terry was going to do the same. She will bring more information to those meetings. Ms. Harris reiterated the need to get numbers, information, and a plan for NG9-1-1 to be ready when the money becomes available.

Ms. Harris called for questions

- c. **Ms. Atchley provided the report for the Operations Committee.** Ms. Atchley stated the first agenda item, the Minimum Straining Standards are on hold for now as the Committee has been focusing on the RFP for an online training platform.

Ms. Atchley stated she turned all information and documentation over to Cini, with OMES, and looking to release that if all the information is ready. There has been some back and forth with the items the Committee feels mandatory, and it is mandatory to be able to score the vendors on those items. This will allow for a process that works now, and in the five years - so as not to have to go through this process again in five years because it did not meet the standards. The Committee has been working hard on this; however, Cini and Ms. Atchley have different working hours, both working hard to get everything turned in, but have not left time for much other work. The submission is on a thirty-day turnaround, with the hope to have it awarded in January and be online the first or second quarter of next year; definitely by June 30th.

Mr. Barnett called for questions.

- d. **The Legislative Committee was reported by Mr. Stacy.** He referenced the three interim studies related to 9-1-1 listed on the agenda. The study over the state Broadband network is of interest as it relates to NG9-1-1 in the State and will be profitable; therefore, there will be American Rescue Act funds available, and the Board will want to watch this closely.

Mr. Stacy stated the Committee has been working through schedules to get the Committee together and will continue to work to get a meeting scheduled. He offered to answer questions or if anyone had any interest or items to discuss to contact him.

Mr. Barnett called for further questions.

Ms. Harris asked if there was any way to change the funding structure in the upcoming legislative cycle. She stated the grant money would not be able to sustain the cost of operations and the monthly cost of NG9-1-1 without funding changes.

Mr. Stacy responded that it can be reviewed but that it may not be received.

Ms. Harris agreed but made the statement that this year “knocking on doors” may be needed.

Mr. Terry stated the FCC rule changes are coming out with the Strikeforce documentation comes out and there may be additional action taken. He stated he thought this would be happening well before the next legislative cycle. This also includes possible ideas of how to find \$12 - \$13 million a year to sustain NG9-1-1 connectivity of core services.

Mr. Terry agreed with Ms. Harris’ previous statement, there's an urgency to create a plan with real costs. It would be great if everything can be in order by the legislative cycle, but we certainly have got to have everything to find success.

Ms. Atchley asked what is needed, what are the steps.

Ms. Harris explained there is an outline of what is needed along with a good discussion of what the desired picture of the state is, but figures are needed from multiple vendors.

Ms. Atchley asked what specifically was needed to move the plan forward.

Mr. Clark asked if, by vendors, the meaning is 9-1-1 equipment vendors, server track storage, transport connect fees.

Ms. Harris replied the meaning is for vendors who provide NG9-1-1 core services, databases, GIS databases that provide the routing services, infrastructure for the broadband network all the centers will connect to if they chose to participate in the network.

Mr. Terry explained this is an IP network, the ESInet, the core services, the server, the redundancy within the servers, the redundancy within the ESInet, to connect to the PSAP. There are already multiple NG9-1-1 compliant at the local level with multiple vendors. Now it’s a matter of finding is costs related to the ESInet, the network, and the costs related to core services.

Mr. Terry explained he has reviewed costs from other states based upon the number of PSAPs, population, and the call numbers we have. He stated it can’t make it public because it's more of an adapted formula; but knowing what those costs are will help move this forward with potential funding. Within state statute that begins November 1st, each PSAP will have to meet our plan or possibly have their funding escrowed. That means that other NG9-1-1 solutions that are not the state solutions work with the state solution and visa-versa. This is difficult if you don't know whom the vendor is going to be, or potentially going to be or you need to get more information from all the vendors that provide NG9-1-1.

Mr. Terry explained knowing more details related to ESInet and core services regarding the exact cost. To assist with this Mr. Terry said he has been working to outline the exact location on a map of every PSAP, to share the location, and see who has the availability to provide service to that location.

Mr. Terry has stated he has been discussing with Ms. Douglas the federal money that will have to be sent back if it is not spent. By the last estimate, there were around one million dollars and can use about \$400,000 of that towards hiring a third party if we choose to and working with Ms. Harris to determine if this is a possibility, option. He said he felt confident this can be put on our shoulders to carry this thing through; by our, it is 99% volunteer and 1% knee. Therefore, it may be useful to take advantage of federal funding to get a third party. Mr. Terry said he was not sure, discussions were ongoing over that.

He said may or may not have answered the question, but that is what is needed to make this happen.

Ms. Atchley asked if anything was needed from the Board, such as, approval to continue to complete the above-mentioned plan.

Mr. Terry stated he would work with Ms. Harris and bring something to this Board next month if needed to approve a third party. He commented the time to do so and use the money is closing, as of now, the work lies with the Committees.

Mr. Clark commented and offered his knowledge on IP networks - saying that in the state of Oklahoma, connectivity there are a couple of options. Regarding Tier I, like AT&T to transport the rural co-ops or rural entities from smaller companies, they may not be seen as an Ethernet-based carrier and therefore cannot get an ethernet trunk into the facility. He explained there are other ways to do that.

Ms. Harris asked if he was referring to inbound trunks into the network.

Mr. Clark said if and ESInet is present, there would be a database and multiple locations for redundancy purposes. Hypothetically, one in the panhandle, far bottom, and one in the middle are tied together where they are all acting working to allow for the updates that are done simultaneously to all databases. He stated there is a way to get this done, but not all ILECs are seen by other ILECs - which is a struggle in the rural areas where PSAPs are.

Ms. Harris comments on Mr. Clarks' statement, saying she has heard the opposite. The big carriers are saying the small carriers are not stepping up to go IP as far as trunking.

Both Mr. Clark and Ms. Harris agreed this is an issue.

Mr. Clark stated he wanted the Board to be aware of the process larger carrier can't put a circuit in a location because the ILEC there is not taking it. For example, if you were to try to order an ethernet circuit to a rural area that's not seen by a tier-one carrier as an ethernet qualified carrier...

Mr. Harris said she sees AT&T extending fiber into Dobson territory; by extending I mean a handshake with Dobson and handing off to their fibers and completing IP circuits that way.

Mr. Clark said Dobson is bigger than some small ILECs, and he would like to and offered his assistance with this issue to Ms. Harris.

Ms. Harris stated she would like that.

Mr. Trease commented that AT&T has and stated he heard Ms. Harris and Mr. Clark saying no ethernet capability when they have done a point-to-point tee, not the best way to go but it can be done. Point-to-point tees can be done until the ethernet comes available for core services. Mr. Trease agreed there are some areas with ethernet is not available.

Mr. Clark stated he disagreed, but as an example trying to order for 2000 in Cimarron County - would be told it's not available. Call him, he can call Mr. Mowdy and make it happen, connecting to Woodward. Options are available and talking to the right people can help make the connections.

Mr. Terry agreed this is a problem; what's it going to cost to go from this one to this one, to this one, and to get back to our core. We can throw a number out there but really, none of those are regulated services; whatever you charge is what the charge is. The question is what is that cost; when more connections and people are included, the higher their cost is going to be.

Mr. Terry explained that he and Ms. Harris have met with and discussed with the Corporation Commission and attorneys, to find out what is happening with the Universal Service Fund because the cost will be higher in rural Oklahoma than it will be for the metro. Where the core services will be placed, it has the best redundancy. In Colorado, for example, there's no way Colorado can do it unless it's tariffed, which they can do. We do not. These issues all add to the bottom line and a dollar amount - but we know we need an IP network with as much redundancy as possible; knowing redundancy may not be available to everybody. The idea being certain locations, for example, the City of Woodward who would need to have redundant connections because they back up everyone in the area. What would be the cost to have 9-1-1 calls come to through that centralized hub.

There needs to be a focus on regions to ensure calls can be received in the region If there is an outage. He asked what needs to be included in core services because checklists can get pretty long sometimes. These types of things we'll want to put together. He acknowledged this is a heavy task to take on. Mr. Terry suggested somebody to help steer us through that and facilitate some discussions might be a good idea. Mr. Terry stated he will discuss this with Ms. Harris. He commented to Ms. Atchley, in response to her questions, that Technical Committee will bring that back. He stated this is a project that takes years to complete.

Ms. Atchley commented that she wants to make Mr. Terry has all the help he needs to support and complete the project successfully.

Mr. Terry thanked Ms. Atchley for her concern for the project and informed her help will be needed once the right information and plan is created. He took the opportunity to inform the

Board there is only a small number of people who are doing the work, we may need to expand that in order to get some other people involved in those discussions.

Mr. Barnett called for questions.

10. **The Grants Coordinators report was provided by Ms. Douglas.** Ms. Douglas clarified that on grant reimbursements from 2019, the 2019 grant program if the grant was funded with federal funds two checks will be sent. One check for the state portion, and a second for the federal portion because there are two different systems; a request for the drawdown out of the federal system that goes into the state system which can't combine the two checks. This does not pertain to the 2021 grant program, that is all state funds. You can look in EMGrants under funding sources, and it will show you if your grant was funded with federal funds, to know what to expect.

Mr. Barnett thanked Ms. Douglas.

11. **The State 9-1-1 Coordinators report was given by Mr. Terry.** He explained the 9-1-1 Strike Force report has been finalized and is out for the Committee members to vote and approve it to the FCC. Once it's approved, the report will be publicized on the FCC website. He stated he will let the Board know when that happens. Mr. Terry stated what excellent work was done by those involved in this project. He stated he could not give enough accolades to the Richard, who chaired the Committee Mr. Terry was on, overseeing diversion punishments - an attorney out of North Carolina. Excellent, excellent work in writing the piece that I was involved in. There was a public meeting recently where there was some discussion related to the definition of what fees can be spent on. The recording of the meeting is on the FCC website and can be reviewed if you choose to. There was good information that came out of that.

The 988 Coalition, a committee of 9-1-1 and 988 was asked to be put together to work on policy and procedures that relate to the coordination between 9-1-1 and 988 related to calls and how to handle calls for service on both sides. What call needs to go to 988 and what call needs to go to 9-1-1; if 988 received a call that needs to go to 9-1-1 or visa-versa how is that handled, how will they notify the police department to respond, etc. The work continues to answer those questions and review materials and information related to them. No teeth there yet, and work continues through some of the details.

The American Rescue Plan was discussed earlier in the meeting and waiting on the application process from the state.

Mr. Terry informed the Board of the meeting the Monday prior with the Cimarron County Commissioners, which was the first time we've met with all three county commissioners at their County Commissioner meeting. Mr. Terry stated he appreciated Mr. Carnagey's leadership in this area, as well as helping them understand the overall impact of 9-1-1 and how we can help move things forward. Mr. Terry stated at this meeting he informed the County about the grant funding that would be potentially available, which was approved during this meeting. This funding is what Mr. Terry said he believed allowed the County to approve moving forward. They did not want to do something they couldn't sustain. Mr. Terry said he felt, and Mr. Carnagey would concur, after that

meeting they are confident they can sustain the service as long as they continue to receive this additional funding.

With the addition of Cimarron County's plan, all plans will be received. The next step will be getting the plans finalized and deployed. Excellent work as it relates to that.

Mr. Terry explained he had hoped to have an update for the 2022 Registration Forms process, approved at the August meeting was not available. The contact is on vacation this week and was not available to request the information before the meeting. Mr. Terry stated he is aware the final documentation has been received to be able to move the Registration Form information into EMGrants.

Ms. Root worked with Mr. Terry before the meeting this week to finalize the Registration Forms based upon the changes that were requested at the August meeting. These changes have been made, a snippet of what to expect as it relates to the new platform and some of the things that the platform will offer will be sent out. The Registration Forms will also be sent out as a .pdf, to allow you to start gathering information in preparation for that new platform to be up hopefully within the next 60 to 90 days.

Mr. Terry has visited with PSAPs this month, Delaware County a couple of times; and one evening with all the fire departments there to discuss consolidation along with the County Commissioner who joined via the WebEx we provided. It was a good meeting. Mr. Terry said he thought everyone is beginning to move in the right direction in Delaware County. They continue to work on their feasibility study, to determine the best options for Delaware County. Mr. Terry will be continuing to work with them.

Mr. Terry stated his appreciation to the Board for sending him and Ms. Root to the national APCO Conference. He reported excellent meetings, discussions, a lot of energy, and NG9-1-1 information. Being present to hear some of the things that are going on with the NG9-1-1 bill that's at the federal level right now and the funding that potentially could be made available was valuable.

Continual meetings with Beaver County, they have approval for the grant and moving forward with Woods County.

Upcoming events:

The Authority Office will be attending the Oklahoma Municipal League Conference in Oklahoma City next week. To those listening, send your mayor, city manager, commissioners, etc. tell them to opt by our booth and see our team. We will be teaming up with Homeland Security and Emergency Management to occupy the same booth to share our customers.

At the OKSCUAG GIS Conference, Mr. Terry will be presenting along with Charles Brady, and whoever else we could wrangle to join him. Mr. Terry will be speaking on where Oklahoma is with GIS.

The Missouri Public Safety Communications Conference September 28, in Springfield, Missouri. Mr. Terry has will be attending and have been asked to speak regarding what this body is doing to move NG9-1-1 forward in the state.

NENA will be providing the Consolidation Class. This class is designed by high-level executives. The date was changed to for executives, the date was changed and is now on October 1st in Bristow. The address is listed in the agenda. There have been people from Durant to El Reno who reach out and say, they are interested in attending the class. It may be warranted to perhaps host another class somewhere on the other side of the state as we continue to move forward. This class covers at a high level, information concerning consolidation or regionalization. In this class you can expect a high level of information, agreements to use to put plans into place. It provides good discussion is as a whole, related to the roadblocks that may be in place at an executive level relating to consolidation.

Mr. Terry will also be speaking at the Oklahoma Rural Broadband at the last class of that conference. He stated he will leave Missouri Wednesday the 29th, travel to Tulsa, and present to the Oklahoma Rural Broadband Association Conference. Mr. Terry shared his appreciation and thanked the Association for the opportunity to talk about what we have going on with this Board.

We have postponed the Bullying and Negativity class that the board approved since the cancellation of the Oklahoma Public Safety Conference was canceled. The Conference is working to provide an online option and looking for an opportunity and location to host the class in the future.

Mr. Terry reminded those in attendance and watching, the need for nominations, nominations, nominations! Nominations for Technologist and Emergency Telecommunicator of the Quarter; Technology and Operational personnel. The nomination link is on the Authority website and set up to celebrate those who do great work!

Mr. Barnett thanked Mr. Terry.

12. Mr. Barnett provided Chairman's comments. (Discussion Only)

Mr. Barnett thanked the Committee's for their hard work and recognized the work moving this forward. He reiterated the need for help. The Grant Review Committee needs a Chair. Ms. Van Arsdale is leaving the board in October. He reminded the Board this person needs to be a board member. He asked those interested to contact himself or Mr. Terry, the grants are important to success across the state.

He reminded the Board the October meeting is typical during the Oklahoma Public Safety Conference. That conference has been canceled; so, the meeting has been moved back to the Capitol on the 7th of October in room 535, which is the senate room on the fifth floor; this is the same room for the November December meeting as well.

Ms. Atchley asked who was on the Grants Review Committee.

Ms. Van Arsdale and Ms. Douglas responded, Lucien Jones, Ms. Van Arsdale, Ms. Atchley, and Ms. Christina Oldham.

Ms. Van Arsdale and Ms. Douglas responded, Lucien Jones, Ms. Van Arsdale, Ms. Atchley, and Ms. Christina Oldham.

13. New Business. (New business not reasonably foreseen at the time of posting this agenda)

Mr. Barnett called for any new business.

No new business.

14. Public Comments. (Comments are to be limited to items under the purview of the Oklahoma 9-1-1 Management Authority. Each speaker shall be limited to five minutes. Under Oklahoma Open Meeting laws, the 9-1-1 Management Authority cannot respond to or discuss any public comment not on today's agenda)

Mr. Barnett called for any public comments.

No public comments.

13. Adjourn.

14:31

The minutes of the regular meeting dated September 2, 2021, of the Oklahoma 9-1-1 Management Authority have been reviewed and approved on this the 4th day of November, 2021.



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Shaun Barnett  
Board Chair

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY FY22 DEPOSITS and EXPENSES as of JUNE 30, 2021

DATE of DEPOSIT	DEPOSIT	EXPENSES (Inc. Payroll/Fringe)	BALANCE	FY22 AVG COLLECTIONS	FY22 FEDERAL COLLECTIONS
Beginning Balance			\$ 6,363,915.97		
July, 12 2020	\$ 199,749.68	\$ 0.00	\$ 6,563,665.65	\$ 199,749.68	\$ 0.00
July 31, 2020	\$ -	\$ 52,620.51	\$ 6,511,045.14		
Aug. 12, 2020	\$ 206,073.96	\$ 0.00	\$ 6,717,119.10	\$ 202,911.82	\$ 0.00
Aug. 31, 2020	\$ -	\$ 142,986.83	\$ 6,574,132.27		
Sept. 12, 2020	\$ 209,689.46	\$ 0.00	\$ 6,783,821.73	\$ 205,171.03	\$ 0.00
Sept. 30, 2020	\$ -	\$ 89,974.24	\$ 6,693,847.49		
October 12, 2020	\$ 201,298.08	\$ 0.00	\$ 6,895,145.57	\$ 204,202.80	\$ 0.00
October 31, 2020	\$ -	\$ 58,583.89	\$ 6,836,561.68		
November 12, 2020	\$ 203,892.26	\$ 0.00	\$ 7,040,453.94	\$ 204,140.69	\$ 0.00
November 30, 2020	\$ -	\$ 172,891.84	\$ 6,867,562.10		
December 12, 2020	\$ 205,908.16	\$ 0.00	\$ 7,073,470.26	\$ 204,435.27	\$ 0.00
December 31, 2020	\$ -	\$ 238,382.83	\$ 6,835,087.43		
January 12, 2021	\$ 198,358.49	\$ 0.00	\$ 6,680,936.94	\$ 203,567.16	\$ 0.00
January 30, 2021	\$ -	\$ 61,891.02	\$ 6,725,162.94		
February 12, 2021	\$ 230,190.02	\$ 0.00	\$ 7,201,744.92	\$ 206,895.01	\$ 73,678.09
Feburary 28, 2021	\$ -	\$ 256,403.24	\$ 6,945,341.68		
March 12, 2021	\$ 206,138.91	\$ 0.00	\$ 7,151,480.59	\$ 206,811.00	\$ 0.00
March 30, 2021	\$ -	\$ 299,422.64	\$ 6,852,057.95		
April 12, 2021	\$ 192,196.01	\$ 0.00	\$ 7,044,253.96	\$ 205,349.50	\$ 57,932.21
April 30, 2021	\$ -	\$ 120,810.00	\$ 6,923,443.96		
May 12, 2021	\$ 223,886.08	\$ 0.00	\$ 7,147,330.04	\$ 207,034.65	\$ 0.00
May 31, 2021	\$ -	\$ 46,397.52	\$ 7,100,932.52		
June 12, 2021	\$ 206,272.93	\$ 0.00	\$ 7,307,205.45	\$ 206,971.17	\$ 51,755.01
June 30, 2021	\$ -	\$ 154,649.94	\$ 7,152,555.51		
TOTAL	\$ 2,483,654.04	\$ 1,695,014.50			\$ 183,365.31

# FY2021 CONTINUAL BUDGET

REVENUE						
PROJECT	FY21 BUDGETED					
Projected Annual Income	\$ 2,373,133.00					
FY2020 Carry Over	\$ 4,213,383.00					
FY2020 Carry Over Actual	\$ 6,363,915.97					
Federal Grant Funding	\$ 2,721,656.00					
To - Date Revenue	\$ 11,235,921.00	\$ 192,196.01	\$ 223,886.08	\$ 206,272.93	\$ 2,483,654.04	104.66%
EXPENSES						
SALARIES and BENEFITS		21 - Apr	21 - May	21 - June	TOTAL	
Total Salaries and Benefits	\$ 325,905.00	\$ 27,864.60	\$ 27,330.89	\$ 27,283.69	\$ 330,803.96	98.52%
MAINTENANCE and OPERATIONS						
Cellular Telephone	\$ 2,200.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training/Travel	\$ 23,300.00	\$ 1,512.00	\$ 2,676.78	\$ 0.00	\$ 8,595.74	36.89%
Professional Memberships	\$ 1,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Board Liability Insurance	\$ 1,700.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Internal Services	\$ 24,000.00	\$ 276.25	\$ 85.00	\$ 0.00	\$ 2,071.85	8.63%
Communication & Publications	\$ 2,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Meeting Facilitation	\$ 7,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Software Maintenance	\$ 10,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,128.98	11.29%
Subtotal	\$ 72,700.00	\$ 1,788.25	\$ 2,761.78	\$ 0.00	\$ 11,796.57	16.23%
CAPITOL OUTLAY						
Administrative Committee						
Annual PSAP Report	\$ 25,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set aside to meet Board Goals	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 7,660.00	7.66%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 145,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 7,660.00	5.28%
Technical Committee						
NG9-1-1 Feasibility	\$ -	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set aside to meet Board Goals	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 120,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Operations Committee						
Developed Training Standards	\$ 50,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set aside to meet Board Goals	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 50,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 200,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
2019 FEDERAL GRANT						
Federal Grant Awarded	\$ 2,721,656.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Federal Grant Match Awarded	\$ 1,814,437.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
State Grant Awarded	\$ 3,435,563.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Total Grant Awarded	\$ 7,971,656.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%

<i>Federal Grant Reimbursements</i>	\$ 342,047.10	\$ 57,932.21	\$ 0.00	\$ 51,755.01	\$ 183,365.31	53.61%
<i>State Grant Reimbursements</i>	\$ 1,872,097.10	\$ 91,157.15	\$ 16,304.85	\$ 126,342.25	\$ 1,200,638.74	64.13%
NG9-1-1 FEASIBILITY STUDY						
NG9-1-1 Feasibility Study	\$ 260,291.00	\$ 0.00	\$ 0.00	\$ 1,024.00	\$ 144,123.21	55.37%
RESERVE FUND						
Reserve					\$ 440,369.00	
TOTAL EXPENDITURES	\$ 3,338,040.20	\$ 120,810.00	\$ 46,397.52	\$ 154,649.94	\$ 1,409,523.04	42.23%

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY FY22 DEPOSITS and EXPENSES as of SEPTEMBER 30, 2021

DATE of DEPOSIT	DEPOSIT	EXPENSES (Inc. Payroll/Fringe)	BALANCE	FY22 AVG COLLECTIONS	FY22 FEDERAL COLLECTIONS
Beginning Balance			\$ 7,152,555.51		
July 12, 2021	\$ 207,459.32	\$ 0.00	\$ 7,360,014.83	\$ 207,459.32	
July 31, 2021	\$ 0.00	\$ 191,932.08	\$ 7,168,082.75		
August 12, 2021	\$ 327,905.59	\$ 0.00	\$ 7,495,988.34	\$ 206,347.58	\$ 122,669.76
August 31, 2021	\$ 0.00	\$ 238,335.60	\$ 7,257,652.74		
September 12, 2021	\$ 211,688.69	\$ 0.00	\$ 7,469,341.43	\$ 249,017.87	
September 30, 2021	\$ 0.00	\$ 30,556.44	\$ 7,438,784.99		
<b>TOTAL</b>	<b>\$ 747,053.60</b>	<b>\$ 460,824.12</b>			

# FY2022 CONTINUAL BUDGET

REVENUE						
PROJECT	FY22 BUDGETED					
Projected Annual Income	\$ 2,481,732.00					
FY2021 Carry Over	\$ 6,643,969.95					
FY2021 Carry Over Actual	\$ 7,152,555.51					
Federal Grant Funding	\$ 2,721,656.00					
FY2022 Revenue	\$ 12,355,943.51	\$ 207,459.32	\$ 327,905.59	\$ 211,688.69	\$ 747,053.60	6.05%
EXPENSES						
SALARIES and BENEFITS		21 - July	21 - Aug.	21 - Sept.	TOTAL	% Budgeted
Total Salaries and Benefits	\$ 330,200.00	\$ 27,247.71	\$ 27,558.07	\$ 29,542.24	\$ 84,348.02	25.54%
MAINTENANCE and OPERATIONS						
Cellular Telephone	\$ 2,200.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training/Travel	\$ 23,300.00	\$ 2,144.69	\$ 3,589.33	\$ 1,014.20	\$ 6,748.22	28.96%
Professional Memberships	\$ 1,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Board Liability Insurance	\$ 1,700.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Internal Services	\$ 24,000.00	\$ 106.25	\$ 105.28	\$ 0.00	\$ 211.53	0.88%
GIS State Repository	\$ 96,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Communication & Publications	\$ 2,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Meeting Facilitation	\$ 7,500.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Software Maintenance	\$ 10,000.00	\$ 0.00	\$ 1,128.99	\$ 0.00	\$ 1,128.99	11.29%
Subtotal	\$ 168,700.00	\$ 2,250.94	\$ 4,823.60	\$ 1,014.20	\$ 8,088.74	4.79%
CAPITOL OUTLAY						
Administrative Committee						
Annual PSAP Report	\$ 25,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set aside to meet Board Goals	\$ 80,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 125,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Technical Committee						
NG9-1-1 Feasibility	\$ -	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set aside to meet Board Goals	\$ 80,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Operations Committee						
Developed Training Standards	\$ 25,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set aside to meet Board Goals	\$ 80,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 75,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 180,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
2019 GRANT PROGRAM						
Federal Grant Awarded	\$ 2,721,656.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Federal Grant Match Awarded	\$ 1,814,437.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%

<i>State Grant Awarded</i>	\$ 3,435,563.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
<i>Total Grant Awarded</i>	\$ 7,971,656.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
<i>Federal Grant Reimbursements</i>	\$ 342,047.10	\$ 0.00	\$ 122,669.76	\$ 0.00	\$ 122,669.76	35.86%
<i>State Grant Reimbursements</i>	\$ 1,872,097.10	\$ 162,433.43	\$ 82,269.97	\$ 0.00	\$ 244,703.40	13.07%
<b>2021 GRANT PROGRAM</b>						
<i>2021 Grant Program</i>	\$ 3,300,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
<i>2021 Sustainability Program</i>	\$ 200,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
<b>NG9-1-1 FEASIBILITY STUDY</b>						
NG9-1-1 Feasibility Study	\$ 59,223.58	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
<b>RESERVE FUND</b>						
Reserve					\$436,626.00	
<b>TOTAL EXPENDITURES</b>	\$ 3,177,267.78	\$ 191,932.08	\$ 238,335.60	\$ 30,556.44	\$ 460,824.12	14.50%

Oklahoma 9-1-1 Management Authority  
November 4, 2021 Meeting  
Wireless Funding Report

PSAP	5/12/21	6/12/21	7/12/21	8/12/21	9/12/22	2021 TOTALS	ALL TOTAL
Adair Co Trust AUTH	\$16,940.49	\$15,822.85	\$15,836.50	\$15,735.67	\$16,246.87	\$ 143,710.32	\$ 665,025.03
Alfalfa County	\$4,351.93	\$4,064.81	\$4,061.05	\$4,035.20	\$4,166.29	\$ 36,896.53	\$ 212,286.85
Atoka County	\$11,258.07	\$10,515.32	\$10,509.56	\$10,442.65	\$10,781.89	\$ 95,460.15	\$ 530,663.05
Beaver County	\$4,342.09	\$4,055.62	\$3,901.33	\$3,876.49	\$4,002.42	\$ 36,358.53	\$ 203,790.53
Elk City SWORD 911 True	\$12,406.82	\$11,588.29	\$11,294.87	\$11,222.96	\$11,587.55	\$ 104,333.91	\$ 618,138.91
Sayre PD SWORD	\$5,478.72	\$5,117.26	\$5,147.60	\$5,114.82	\$5,280.99	\$ 46,555.58	\$ 269,425.47
Weatherford SWOR 911	\$7,770.92	\$7,258.24	\$7,269.55	\$7,223.26	\$7,457.92	\$ 65,937.87	\$ 361,060.66
Durant Bryan Co	\$35,178.16	\$32,857.29	\$32,987.22	\$32,777.18	\$33,842.01	\$ 298,731.58	\$ 1,681,322.67
El Reno 911 ACOG	\$18,809.39	\$17,568.45	\$21,024.03	\$20,890.16	\$21,568.82	\$ 169,953.14	\$ 987,956.23
Caddo County 911 Comm	\$22,901.59	\$21,390.66	\$18,582.64	\$18,464.31	\$19,064.16	\$ 185,745.01	\$ 904,047.35
Mustang 911 ACOG	\$14,685.40	\$13,716.53	\$13,863.77	\$13,775.49	\$14,223.02	\$ 124,988.64	\$ 706,522.41
Yukon 911 ACOG	\$26,013.89	\$24,297.64	\$23,913.08	\$23,760.81	\$24,532.73	\$ 219,457.67	\$ 1,151,980.73
Carter County	\$37,524.89	\$35,049.20	\$34,325.96	\$34,107.40	\$35,215.44	\$ 316,057.57	\$ 1,799,261.21
Cherokee County	\$37,841.42	\$35,344.84	\$34,611.09	\$34,390.71	\$35,507.95	\$ 318,710.23	\$ 1,780,190.99
Choctaw County	\$11,437.54	\$10,682.95	\$10,696.61	\$10,628.50	\$10,973.79	\$ 97,040.83	\$ 549,085.95
Moore 911 ACOG	\$47,535.77	\$44,399.61	\$43,230.58	\$42,955.32	\$44,350.80	\$ 399,611.81	\$ 2,188,423.49
Noble 911 ACOG	\$5,448.43	\$5,088.97	\$5,127.98	\$5,095.33	\$5,260.86	\$ 46,324.89	\$ 253,304.01
Norman 911 ACOG	\$89,637.49	\$83,723.68	\$82,800.82	\$82,273.60	\$84,946.40	\$ 757,411.74	\$ 4,231,790.41
Cleveland Co 911 ACOG	\$16,835.99	\$15,725.24	\$15,578.00	\$15,478.81	\$15,981.67	\$ 142,338.22	\$ 782,829.31
Coal County	\$4,551.84	\$4,251.54	\$4,345.48	\$4,317.81	\$4,458.08	\$ 38,886.98	\$ 216,150.06
Comanche Co 911	\$93,491.90	\$87,323.80	\$86,941.74	\$86,388.15	\$89,194.62	\$ 791,733.27	\$ 4,384,528.23
Cotton County	\$4,653.32	\$4,346.32	\$4,466.67	\$4,438.23	\$4,582.41	\$ 39,827.32	\$ 222,928.39
Craig Co 911	\$13,840.30	\$12,927.19	\$12,560.06	\$12,480.08	\$12,885.52	\$ 116,268.36	\$ 646,529.57
City of Bristow	\$6,482.08	\$6,054.43	\$5,981.95	\$5,943.86	\$6,136.95	\$ 54,754.42	\$ 301,898.95
City of Drumright	\$5,298.50	\$4,948.93	\$4,826.75	\$4,796.02	\$4,951.82	\$ 44,566.60	\$ 244,463.67
City of Mannford	\$5,807.37	\$5,424.23	\$5,440.43	\$5,405.79	\$5,581.40	\$ 49,300.11	\$ 261,829.97
City of Sapulpa	\$29,159.52	\$27,235.73	\$24,395.75	\$24,240.41	\$25,027.91	\$ 238,720.86	\$ 1,253,446.86
Creek County	\$10,378.90	\$9,694.16	\$12,251.12	\$12,173.11	\$12,568.57	\$ 95,742.33	\$ 590,379.38
Clinton PD SWOR	\$10,455.38	\$9,765.59	\$9,720.05	\$9,658.16	\$9,971.92	\$ 88,532.59	\$ 508,312.33
Weatherford PD	\$12,758.95	\$11,917.18	\$12,015.03	\$11,938.53	\$12,326.37	\$ 108,501.67	\$ 619,352.89
City of Grove	\$13,743.37	\$12,836.66	\$13,151.32	\$13,067.58	\$13,492.10	\$ 117,505.05	\$ 634,688.00
Delaware County	\$15,920.48	\$14,870.13	\$15,191.30	\$15,094.57	\$15,584.95	\$ 135,988.31	\$ 742,543.91
Dewey County	\$3,712.81	\$3,467.86	\$3,405.35	\$3,383.66	\$3,493.59	\$ 31,298.87	\$ 178,109.72
Woodward 911 Ellis Co	\$3,078.99	\$2,875.85	\$2,880.64	\$2,862.30	\$2,955.28	\$ 26,126.77	\$ 150,153.99
Enid Garfield	\$46,918.60	\$43,823.16	\$43,304.84	\$43,029.10	\$44,426.98	\$ 396,342.59	\$ 2,265,672.43
Garvin Co Sheriff 911	\$21,666.51	\$20,237.07	\$19,777.06	\$19,651.14	\$20,289.54	\$ 182,360.50	\$ 915,000.08
Tuttle 911 ACOG	\$5,371.19	\$5,016.83	\$5,001.18	\$4,969.34	\$5,130.78	\$ 45,504.81	\$ 246,630.85
City of Chickasha	\$12,172.83	\$11,369.73	\$11,245.84	\$11,174.23	\$11,537.24	\$ 102,861.34	\$ 572,766.26
Grady County	\$23,878.44	\$22,303.07	\$22,249.28	\$22,107.61	\$22,825.82	\$ 202,346.07	\$ 1,128,695.49

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Grant/Woods Co 911	\$3,484.12	\$3,254.25	\$3,373.12	\$3,351.64	\$3,460.53	\$ 29,907.07	\$ 164,555.64
Greer Co 911 Tr Auth	\$4,585.16	\$4,282.66	\$4,216.58	\$4,189.73	\$4,325.84	\$ 38,686.35	\$ 221,372.24
Hollis PD SWOR 911 Tru	\$2,204.36	\$2,058.93	\$1,995.15	\$1,982.45	\$2,046.85	\$ 18,502.18	\$ 103,661.78
Harper County	\$0.00	\$2,578.79	\$2,521.96	\$2,505.90	\$2,587.31	\$ 10,193.96	\$ 106,912.80
Stigler/Haskell Co 911	\$10,018.45	\$9,357.49	\$9,090.26	\$9,032.38	\$9,325.81	\$ 84,157.66	\$ 480,872.94
Hughes County	\$10,886.26	\$10,168.04	\$9,698.33	\$9,636.58	\$9,949.64	\$ 90,905.98	\$ 503,801.40
Altus/Jackson Co 911	\$19,507.58	\$18,220.57	\$17,959.15	\$17,844.80	\$18,424.52	\$ 164,650.67	\$ 930,344.40
Jefferson County	\$4,825.21	\$4,506.87	\$4,421.83	\$4,393.68	\$4,536.42	\$ 40,664.93	\$ 236,951.23
Johnston County E911	\$8,818.96	\$8,237.13	\$8,142.43	\$8,090.58	\$8,353.42	\$ 74,505.95	\$ 404,883.40
City of Blackwell	\$6,227.64	\$5,816.78	\$5,666.70	\$5,630.62	\$5,813.54	\$ 52,362.29	\$ 303,249.16
Ponca City 911	\$27,631.38	\$25,808.41	\$25,579.67	\$25,416.80	\$26,242.51	\$ 233,645.79	\$ 1,322,248.52
City of Tonkawa	\$2,858.63	\$2,670.03	\$2,691.49	\$2,674.35	\$2,761.23	\$ 24,308.27	\$ 136,456.51
Kingfisher County	\$11,924.45	\$11,137.74	\$10,977.53	\$10,907.63	\$11,261.98	\$ 100,645.24	\$ 569,348.16
Hobart SWOR Trust Auth	\$6,859.95	\$6,407.37	\$6,447.11	\$6,406.06	\$6,614.17	\$ 58,297.93	\$ 329,472.61
Latimer Co E911 Trust	\$8,637.98	\$8,068.09	\$7,770.44	\$7,720.96	\$7,971.79	\$ 72,358.26	\$ 398,761.03
Leflore Co 911	\$36,225.44	\$33,835.48	\$33,799.16	\$33,583.94	\$34,674.98	\$ 307,111.36	\$ 1,575,402.64
Town of Pocola	\$3,125.18	\$2,919.00	\$2,932.48	\$2,913.81	\$3,008.47	\$ 26,544.77	\$ 146,611.35
Lincoln Co 911 Tr AUTH	\$27,604.88	\$25,783.66	\$25,579.67	\$25,416.80	\$26,242.51	\$ 233,495.78	\$ 1,288,913.15
Guthrie 911 ACOG	\$25,134.72	\$23,476.47	\$23,305.00	\$23,156.61	\$23,908.90	\$ 212,645.03	\$ 1,305,868.36
Love Co Comm Centre	\$8,014.00	\$7,485.28	\$7,395.64	\$7,348.55	\$7,587.29	\$ 67,694.55	\$ 379,734.37
Newcastle 911 ACOG	\$7,601.30	\$7,099.81	\$7,177.08	\$7,131.38	\$7,363.05	\$ 64,698.50	\$ 348,818.66
Blanchard McClain Co	\$6,944.00	\$6,485.88	\$6,484.94	\$6,443.65	\$6,652.98	\$ 58,887.94	\$ 313,143.49
McClain Co Comm Centre	\$18,519.37	\$17,297.56	\$17,526.21	\$17,414.62	\$17,980.36	\$ 157,749.64	\$ 863,914.46
McCurtain Co E911	\$25,148.35	\$23,489.20	\$23,246.86	\$23,098.84	\$23,849.24	\$ 212,546.62	\$ 1,199,624.14
Checotah McIntosh Co	\$2,607.98	\$2,435.92	\$2,337.72	\$2,322.83	\$2,398.29	\$ 21,821.24	\$ 124,942.92
McIntosh Co Trust AUTH	\$12,699.12	\$11,861.30	\$11,836.39	\$11,761.03	\$12,143.11	\$ 107,623.62	\$ 566,114.70
Enid/Garfield/MajorCo	\$5,821.76	\$5,437.67	\$5,472.65	\$5,437.80	\$5,614.46	\$ 49,478.84	\$ 285,042.56
Marshall County	\$13,071.69	\$12,209.29	\$12,130.62	\$12,053.38	\$12,444.96	\$ 110,620.97	\$ 609,084.72
Mayes Co Pryor PD	\$7,366.55	\$6,880.55	\$6,708.41	\$6,665.70	\$6,882.24	\$ 61,954.55	\$ 344,757.79
Mayes County	\$25,199.09	\$23,536.59	\$23,668.59	\$23,517.88	\$24,281.90	\$ 214,107.24	\$ 1,181,781.50
Murray County	\$10,830.98	\$10,116.41	\$10,131.97	\$10,067.46	\$10,394.52	\$ 91,902.47	\$ 516,773.27
Muskogee City County	\$53,923.95	\$50,366.33	\$49,439.50	\$49,124.71	\$50,720.61	\$ 454,520.09	\$ 2,556,353.17
Perry Noble Co	\$8,292.67	\$7,745.57	\$7,724.20	\$7,675.02	\$7,924.35	\$ 70,264.06	\$ 381,847.76
Nowata County	\$8,045.81	\$7,514.99	\$7,315.78	\$7,269.20	\$7,505.35	\$ 67,633.44	\$ 385,630.40
Okfuskee County	\$9,455.81	\$8,831.97	\$8,732.98	\$8,677.38	\$8,959.28	\$ 79,894.04	\$ 455,044.58
Bethany 911 ACOG	\$15,781.14	\$14,739.99	\$14,380.07	\$14,288.51	\$14,752.70	\$ 132,750.07	\$ 745,771.87
City of Oklahoma City	\$505,828.78	\$472,456.86	\$467,648.95	\$464,671.28	\$479,766.95	\$ 4,275,319.16	\$ 23,759,614.31
Del City 911 ACOG	\$16,792.07	\$15,684.22	\$15,519.86	\$15,421.04	\$15,922.02	\$ 141,914.06	\$ 802,131.23
Edmond 911 ACOG	\$82,189.91	\$76,767.46	\$76,187.68	\$75,702.57	\$78,161.90	\$ 695,286.23	\$ 3,746,308.89
Midwest City 911 ACOG	\$44,301.54	\$41,378.76	\$40,646.97	\$40,388.16	\$41,700.24	\$ 373,503.21	\$ 2,109,975.58
Nichols Hills 911 ACOG	\$2,880.59	\$2,690.54	\$2,702.00	\$2,684.79	\$2,772.01	\$ 24,464.31	\$ 139,230.63

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Oklahoma Co 911 ACOG	\$40,125.29	\$37,478.04	\$36,840.92	\$36,606.34	\$37,795.56	\$ 338,371.11	\$ 1,909,479.60
The Village 911 ACOG	\$7,234.79	\$6,757.48	\$6,640.46	\$6,598.18	\$6,812.53	\$ 61,003.54	\$ 341,694.22
Warr Acres 911 ACOG	\$8,224.52	\$7,681.91	\$7,524.55	\$7,476.63	\$7,719.53	\$ 69,275.41	\$ 390,058.72
City of Henryetta	\$8,004.92	\$7,476.79	\$7,118.93	\$7,073.60	\$7,303.40	\$ 66,807.57	\$ 377,698.79
Okmulgee County 911	\$22,193.55	\$20,729.34	\$20,101.41	\$19,973.42	\$20,622.29	\$ 186,323.23	\$ 1,051,207.09
Osage County	\$25,836.70	\$24,132.13	\$23,833.91	\$23,682.16	\$24,451.51	\$ 218,215.61	\$ 1,210,973.07
Ottawa Co E911 Govern	\$25,499.72	\$23,817.38	\$23,689.60	\$23,538.76	\$24,303.46	\$ 215,872.39	\$ 1,228,879.70
City of Cleveland	\$8,854.55	\$8,270.38	\$8,221.59	\$8,169.24	\$8,434.63	\$ 74,946.45	\$ 382,016.84
City of Pawnee	\$4,135.36	\$3,862.53	\$3,891.52	\$3,866.74	\$3,992.36	\$ 35,158.71	\$ 220,763.25
Cushing PD Payne Co	\$5,789.19	\$5,407.25	\$5,249.18	\$5,215.75	\$5,385.20	\$ 48,619.72	\$ 272,804.97
Payne Co 911Comm Agncy	\$18,055.17	\$16,863.99	\$16,795.55	\$16,688.60	\$17,230.76	\$ 152,915.78	\$ 844,076.02
Stillwater PD Payne Co	\$37,886.85	\$35,387.28	\$34,991.48	\$34,768.68	\$35,898.20	\$ 320,116.02	\$ 1,617,521.69
Yale PD Payne Co	\$903.40	\$843.80	\$818.94	\$813.72	\$840.16	\$ 7,586.51	\$ 43,076.17
City of McAlester	\$34,323.22	\$32,058.76	\$31,754.27	\$31,552.08	\$32,577.10	\$ 290,169.27	\$ 1,632,804.66
Pontotoc Co Ada 911 Tr	\$29,572.22	\$27,621.20	\$27,322.62	\$27,148.65	\$28,030.62	\$ 249,894.76	\$ 1,403,372.25
City of Shawnee	\$23,463.47	\$21,915.47	\$21,939.64	\$21,799.95	\$22,508.16	\$ 199,062.16	\$ 1,177,966.96
Pottawatomie Co 911 Sys	\$31,968.17	\$29,859.08	\$29,804.65	\$29,614.88	\$30,576.97	\$ 270,951.59	\$ 1,449,059.65
Pushmataha County	\$8,863.64	\$8,278.86	\$8,503.91	\$8,449.76	\$8,724.26	\$ 75,850.36	\$ 416,107.76
Roger Mills Co SWOR Tr	\$2,919.21	\$2,726.61	\$2,774.86	\$2,757.19	\$2,846.76	\$ 24,902.91	\$ 140,230.95
Rogers County	\$65,110.84	\$60,815.17	\$60,798.83	\$60,411.70	\$62,374.28	\$ 552,143.20	\$ 2,859,514.56
Seminole County	\$18,785.16	\$17,545.82	\$17,323.76	\$17,213.45	\$17,772.66	\$ 158,642.84	\$ 903,653.82
Sequoyah County	\$32,993.49	\$30,816.75	\$30,697.85	\$30,502.38	\$31,493.31	\$ 279,452.42	\$ 1,565,690.00
City of Duncan	\$17,282.02	\$16,141.84	\$15,944.39	\$15,842.86	\$16,357.55	\$ 145,969.26	\$ 830,866.12
City of Marlow	\$3,441.71	\$3,214.65	\$3,076.79	\$3,057.20	\$3,156.52	\$ 28,772.26	\$ 164,465.17
Stephens County	\$12,690.79	\$11,853.52	\$12,099.10	\$12,022.06	\$12,412.62	\$ 108,369.72	\$ 614,611.53
Texas County	\$16,046.18	\$14,987.54	\$14,796.89	\$14,702.68	\$15,180.32	\$ 135,508.92	\$ 469,029.74
Tillman County	\$5,945.95	\$5,553.66	\$5,442.53	\$5,407.87	\$5,583.56	\$ 50,090.84	\$ 278,523.47
Tulsa County	\$35,565.88	\$33,219.43	\$32,606.83	\$32,399.21	\$33,451.76	\$ 299,777.62	\$ 1,690,291.33
City of Bixby	\$19,172.87	\$17,907.95	\$17,817.64	\$17,704.19	\$18,279.34	\$ 162,328.77	\$ 904,393.31
City of Broken Arrow	\$95,996.14	\$89,662.82	\$89,519.74	\$88,949.74	\$91,839.43	\$ 813,692.82	\$ 4,463,701.42
City of Collinsville	\$4,976.66	\$4,648.33	\$4,608.18	\$4,578.84	\$4,727.59	\$ 42,084.89	\$ 230,251.53
City of Glenpool	\$10,172.93	\$9,501.77	\$9,317.24	\$9,257.91	\$9,558.67	\$ 85,717.45	\$ 469,535.47
City of Jenks	\$16,364.98	\$15,285.31	\$15,035.78	\$14,940.04	\$15,425.40	\$ 138,034.82	\$ 755,547.30
City of Owasso	\$26,378.13	\$24,637.84	\$24,004.85	\$23,852.00	\$24,626.87	\$ 221,796.51	\$ 1,226,244.27
City of Sand Springs	\$14,917.87	\$13,933.67	\$13,556.93	\$13,470.61	\$13,908.23	\$ 125,378.05	\$ 695,881.32
City of Skiatook	\$5,622.60	\$5,251.65	\$5,151.80	\$5,119.00	\$5,285.30	\$ 47,382.70	\$ 264,540.61
City of Tulsa	\$311,517.00	\$290,964.76	\$283,852.80	\$282,045.41	\$291,208.16	\$ 2,620,441.15	\$ 14,858,763.20
City of Coweta	\$7,445.31	\$6,954.10	\$7,057.28	\$7,012.35	\$7,240.15	\$ 63,453.77	\$ 347,989.98
City of Wagoner	\$6,384.40	\$5,963.19	\$6,022.58	\$5,984.23	\$6,178.64	\$ 54,324.18	\$ 297,309.54
Wagoner County	\$20,881.99	\$19,504.31	\$19,702.81	\$19,577.35	\$20,213.36	\$ 177,695.56	\$ 961,452.08
City of Bartlesville	\$39,408.93	\$36,808.94	\$36,059.81	\$35,830.21	\$36,994.21	\$ 331,957.58	\$ 1,887,726.10

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Washita Co SWOR Trust	\$6,423.02	\$5,999.26	\$5,982.65	\$5,944.55	\$6,137.67	\$ 54,422.21	\$ 310,072.38
Woods County	\$6,871.31	\$6,417.98	\$6,231.34	\$6,191.66	\$6,392.81	\$ 57,710.70	\$ 335,320.75
Woodward County	\$15,616.82	\$14,586.50	\$14,363.26	\$14,271.80	\$14,735.45	\$ 131,769.14	\$ 766,997.41
<b>TOTAL</b>	\$ 3,041,484.01	\$ 2,843,401.86	\$ 2,813,386.86	\$ 2,795,473.08	\$ 2,886,288.98	\$ 25,713,977.84	\$ 142,568,679.38

Cimarron County (under escrow)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 49,023.19
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CONSOLIDATED PSAPs

PSAP	5/12/21	6/12/21	7/12/21	8/12/21	9/12/21	2021 Totals	ALL TOTAL
Anadarko PD Caddo Co	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$174,794.15
Stillwell Adair Co Try	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$101,309.30
Westville Adair Co Try	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$46,653.07
Garvin Co Paul's Valley	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$105,657.96
Leflore Co Poteau PD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148,396.12
Eufaula PD McIntosh Co	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$48,640.89
City of Claremore	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$176,004.20
OSU PD Payne Co	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$166,633.67
Guymon PD Texas Co	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$303,020.27



**MissionCriticalPartners**  
Because the Mission Matters

**Next Generation 9-1-1  
Strategic Planning**

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**Proposal**

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SUBMITTED OCTOBER 21, 2021  
FOR THE OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY

[MissionCriticalPartners.com](http://MissionCriticalPartners.com)

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

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## Introduction Letter

October 21, 2021

Lance Terry  
State 9-1-1 Coordinator  
Oklahoma 9-1-1 Management Authority  
2400 N. Lincoln Blvd.  
Oklahoma City, OK 73105

Re: Contract Amendment Proposal for NG9-1-1 Strategic Planning

Dear Mr. Terry:

Mission Critical Partners, LLC (MCP) appreciates the opportunity to provide this proposal to amend the current contract with the Oklahoma 9-1-1 Management Authority (OK911MA) to include Next Generation 9-1-1 (NG9-1-1) strategic planning.

MCP is prepared to incorporate the information gathered during previous project work along with our knowledge of the status of 9-1-1 in the state of Oklahoma to assist you with achieving optimal delivery of emergency communications services—**because the mission matters**. If you have any questions regarding the information submitted, please contact me at 864.809.9911, or [DavidJones@MissionCriticalPartners.com](mailto:DavidJones@MissionCriticalPartners.com).

On behalf of our entire team, we stand behind OK911MA and the State of Oklahoma to serve as your partner and your advocate.

Sincerely,

Mission Critical Partners, LLC



David F. Jones, ENP  
Senior Vice President, Director of Strategic Accounts

## About Mission Critical Partners

Mission Critical Partners (MCP) is a leading provider of NG911 planning and implementation, data integration, consulting, and network and cybersecurity solutions specializing in transforming critical-communications networks into integrated ecosystems that improve outcomes.

Through our breadth and depth of experience and an extensive network of resources, we offer innovative, vendor-independent and forward-thinking solutions that solve our clients' complex challenges.

Our capabilities span all aspects of mission-critical communications, while our expertise covers everything from wireless communications, technology, networks and 911, and facilities and operations. We provide confidence and support every step of the way, from procurement and design to implementation, integration and management. The result is an integrated, high-performing and modern ecosystem that achieves maximum value and optimal efficiency.

With MCP, the proof is in the numbers:

- Loyalty is the foundation of our business, with more than 90% of our clients remaining with us from project to project.
- Our specialized professionals are integral members of our team, with each bringing an average of 25 years or more to every project.
- We expand upon our experience year after year, completing more than 1,400 projects since our inception in 2009.
- We've performed services for clients in nearly all 50 states with a full suite of solutions and services.
- We invest more than a million dollars each year in training our subject-matter experts (SMEs).

MCP stands behind the importance and nobility of the work our clients do. We understand the criticality of effective and critical communications systems, not just for our clients, but also for the communities and customers they serve. While we are proud to have the most experienced and knowledgeable team of professionals in the industry, our greatest pride comes in seeing the successful results of our clients' mission-critical operations.

Because at the end of the day, it's the mission that truly matters.

### OFFICE LOCATIONS

Mission Critical Partners serves clients in the public safety, criminal justice, healthcare, transportation and utility markets across North America with offices in the following locations:

#### Corporate Headquarters

##### **State College Office**

690 Gray's Woods Blvd.

Port Matilda, PA 16870

Phone: 888.862.7911

Fax: 814.217.6807

Web: [MissionCriticalPartners.com](http://MissionCriticalPartners.com)

#### Branches

##### **Dallas Office**

502 N. Carroll Ave. Suite 120

Southlake, TX 76092

##### **Raleigh Office**

4208 Six Forks Road, Suite 100

Raleigh, NC 27609

##### **Pittsburgh Office**

2009 Mackenzie Way, Suite 100

Cranberry Township, PA 16066

##### **New Jersey Office**

35 Beechwood Rd. Suite 2A

Summit, NJ 07901

##### **Providence Office**

166 Valley St., Bldg. 6M, Suite 103

Providence, RI 02909

##### **Denver Office**

1512 Larimer Street, Suite 950

Denver, CO 80202

##### **Seattle Office**

810 Third Avenue, Suite 600

Seattle, WA 98104

## We're Committed to Putting our Clients First

Partnering with a firm that brings an independent, objective perspective to every engagement is a top priority of our clients. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations always are based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.

Board of Directors



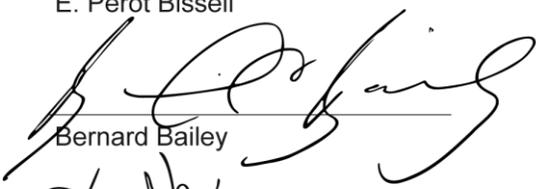
R. Kevin Murray



Robert Chefitz



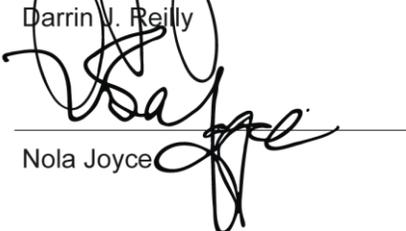
E. Perot Bissell



Bernard Bailey



Darrin J. Reilly



Nola Joyce

## Public Safety Project Management Experience

Mission Critical Partners is in its twelfth year of providing public safety consulting services to enhance and evolve mission-critical systems and operations. Our footprint includes more than 1,400 projects, many of which include Next Generation 9-1-1 (NG9-1-1) project management projects.

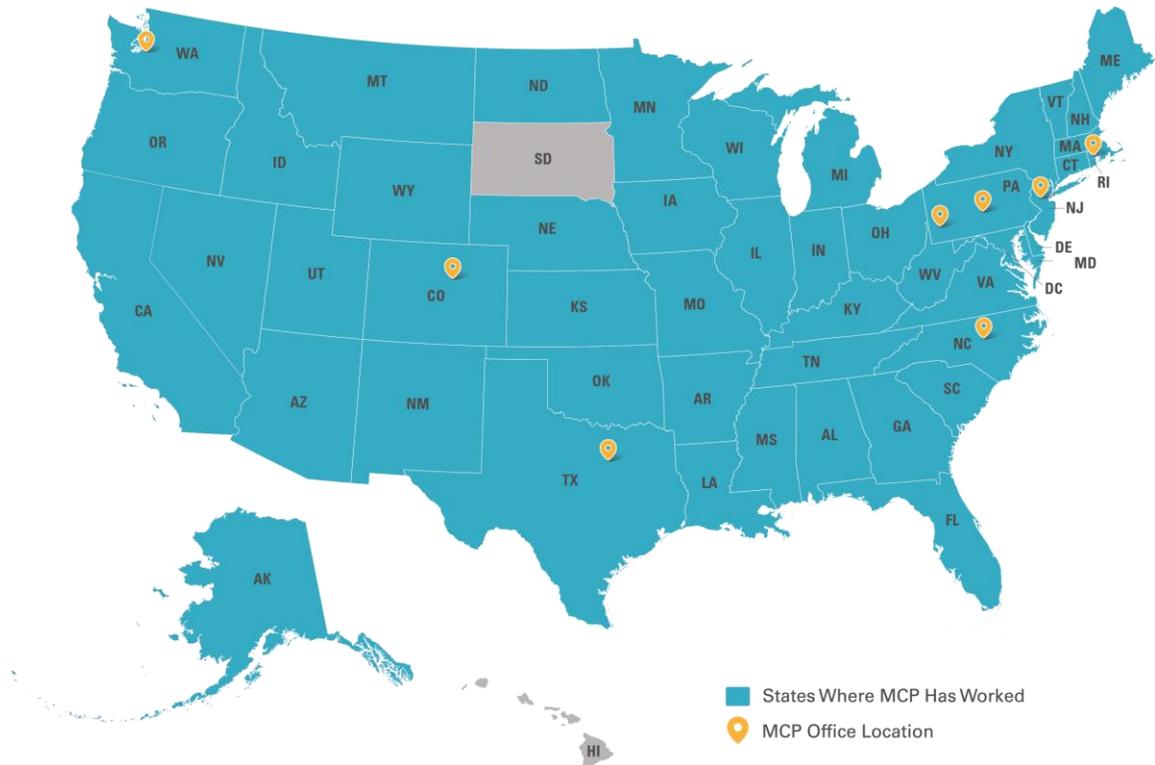


Figure 1: MCP's National Footprint

## Public Safety Ecosystem

MCP is the national leader in providing the full range of public safety, criminal justice, data integration and network and information technology services. While some firms bring a siloed approach, MCP will help agencies think of the communications ecosystem as a holistic network, interconnected on many levels, to enable the smooth flow of critical and relevant data to provide emergency responders with the best information to perform their duties. Additional information is provided in Appendix A.

## Full-Service Offering

A description of MCP's full services offered across the entire ecosystem is provided in Appendix B.

## Standards and Best Practices

MCP will use proven methods, its industry expertise and experience, and knowledge of standards and best practices to help the State of Oklahoma (State) 9-1-1 Management Authority (OK911MA) realize its vision. MCP has contributed to the development of more than 75 standards and best practices throughout the industry. Our contributions to applicable standard development organizations are highlighted on our website at <https://www.missioncriticalpartners.com/industry-standards-and-best-practices-contributions/>.

MCP will partner with OK911MA to review all relevant findings and work collaboratively to establish a recommended path of action items across all aspects of project management to bring the project to fruition.



# Scope of Work



Mission Critical Partners understands the State of Oklahoma (State) 9-1-1 Management Authority (OK911MA) has begun planning for the transition to Next Generation 9-1-1 (NG9-1-1) by conducting a statewide feasibility study. The NG9-1-1 Feasibility Study contains detailed information on the technical status of 9-1-1 within Oklahoma along with options for deploying NG9-1-1. The study highlighted the importance of creating a statewide strategic plan to ensure interoperability and collaboration between public safety answering points (PSAP) within Oklahoma. OK911MA had identified the need to obtain a professional services consulting firm to assist with NG9-1-1 strategic planning and stakeholder engagement.

MCP is an organization rooted in the principles of accountability, trust, integrity, prudence and persistence. These values form the foundation for establishing strong partnerships with our clients and ensuring project success. MCP is proposing a project team of experienced and knowledgeable consultants that embody these principles, as well as specialize in NG9-1-1, next generation core services (NGCS) and the National Emergency Number Association (NENA) i3<sup>1</sup> standards and strategic planning, call handling equipment, facilitation, and project management.

MCP has successfully worked with several states to develop NG9-1-1 strategic plans, helping them identify priorities and setting out a path to success. Each plan is unique to the client environment while incorporating a combination of best practices and pragmatic actions for progress. The premise of our planning experience centers around the question we ask our clients, "What does success mean to your state?" Upon understanding the objectives for operations, sustainability, technology preferences, service levels, scalability, schedule and governance, the planning process works with the known priorities to advance the next generation program.

MCP's NG9-1-1 planning experience includes, but is not limited to:

- State of Arizona
- State of Tennessee
- Commonwealth of Virginia
- Commonwealth of Pennsylvania
- State of Illinois
- State of Maryland
- Kansas 9-1-1 Coordinating Council
- Nebraska Public Service Commission
- New Mexico 911 Program
- North Central Texas Council of Governments (NCTCOG)
- State of Minnesota
- Colorado 9-1-1 Resource Center
- U.S. Department of Transportation National 911 Program

A strategic plan provides a set of statements describing what the organization intends to do based on:

- Current conditions

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<sup>1</sup> [https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.2\\_i3\\_Architectu.pdf](https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.2_i3_Architectu.pdf)

- A vision of the future
- Specific steps to maintain the highest level of service

The elements of the plan include the State's:

- Mission
- Policy
- Vision
- Funding
- Goals
- Governance
- Objectives

MCP will work with the State to develop a set of strategic objectives that align with the objectives and needs of the OK911MA and stakeholders and translate those into tactical plans designed to achieve a common vision. Drawing from facilitated stakeholder planning sessions and data gathered during the NG9-1-1 Feasibility Study, MCP will work with the OK911MA leadership to develop a mission and vision. This plan will serve as a living document that comprehensively addresses a holistic view of the State's NG9-1-1 program and emergency communications.

It is the intent of the OK911MA to develop a final strategic plan to ensure clear strategies are defined for its NG9-1-1 program and to understand the Emergency Services Internet Protocol network (ESInet) and NGCS solution that is best for both rural and densely populated urban areas and provide for parity of 9-1-1 service throughout the state. On the following pages, MCP has outlined our approach and solution for OK911MA to support the enhancement of its public safety services.

### Task 1: Project Kickoff Meeting

MCP will conduct one project kickoff meeting with the primary point of contact and designated stakeholders as defined by OK911MA. OK911MA will identify a key stakeholder group of five to seven participants, considered "Oklahoma data resources," that will be engaged in the project and responsible for helping with data gathering, strategic planning and cost estimate creation. This meeting can be an onsite meeting or a virtual meeting. The meeting is used to:

- Establish lines of communication
- Review the scope of work
- Develop an organized work/project plan
- Assign appropriate action items with clearly defined responsibilities

The State and MCP will use Task 1 to gain a mutual understanding of the State's vision.

#### Deliverable(s):

- One onsite project kickoff meeting
- Optional: one virtual kickoff meeting using GoToMeeting in lieu of onsite project kickoff
- Draft Project Charter
- Draft Project Plan
- Draft Project Communications Plan

## Task 2: NG9-1-1 Strategic Planning

### Task 2.1: Strategic Vision and Mission Facilitation

MCP will work in collaboration with the OK911MA staff and the key stakeholder group to prepare for and initiate a facilitated strategic visioning session. In this session, MCP will walk the group through creating a strategic vision and mission statement, as well as documenting a list of strategic priorities for the transition to NG9-1-1.

MCP has a proven track record of using the gameboard approach to help leaders tackle complex issues. This simple yet powerful framework focuses on five central components of any strategy:

Approach
<ul style="list-style-type: none"><li>• Current State<ul style="list-style-type: none"><li>– Where the State stands today</li></ul></li><li>• Future State<ul style="list-style-type: none"><li>– Where the State wants to go and what it is being called to do</li></ul></li><li>• Case for Change<ul style="list-style-type: none"><li>– What is the compelling reason to change?</li><li>– What will happen if 9-1-1 doesn't change?</li></ul></li><li>• Barriers to Success<ul style="list-style-type: none"><li>– What will make this hard?</li><li>– What can be controlled/influenced?</li><li>– What must be worked around?</li></ul></li><li>• Strategy (or Way Forward)<ul style="list-style-type: none"><li>– What three to five initiatives will help reach the desired future state?</li></ul></li></ul>

#### Deliverable(s):

- One in-person facilitated session
- Strategic vision and mission statements
- List of NG9-1-1 strategic priorities

### Task 2.2: Draft and Final NG9-1-1 Plan

Using the data collected from Task 2 Strategic Vision and Mission Facilitation and the recently completed NG9-1-1 Feasibility Study, MCP will have a significant amount of information on the State's public safety environment to create a comprehensive NG9-1-1 plan for the OK911MA and stakeholders.

MCP understands that the OK911MA has a current set of strategic recommendations for NG9-1-1 and it will be critical to formalize these goals in a documented NG9-1-1 strategic plan. A strategic plan aligns goals and objectives defined by both the State and its stakeholders and translates those to tactical plans designed to achieve a common vision. MCP will draw upon its experience facilitating stakeholder engagement sessions to ensure the right data is collected to help align the State and its stakeholders and formalize goals.

Working alongside the State's leadership, MCP's primary goal is to develop executable plans to be used by the State as a roadmap to achieving full NG9-1-1 capabilities and strategy for procurement and implementation of solutions to achieve this goal. MCP will work with State leadership along with engaged local stakeholders from across the state to develop a plan that works for Oklahoma.

A fully realized strategic plan will document the vision, mission for the OK911MA along with goals, objectives and tasks addressing the following areas:

- Governance
- Legislation
- Funding (Funding strategies and Rough Order of Magnitude [ROM] for NGCS and ESInet)
- Policy
- Planning
- Operations
- Technical
- Training
- Communication

MCP will review preliminary findings with the State and the designated key stakeholder group. An in-person review of the draft strategic plan will provide discussion and dialog. This will allow the OK911MA an opportunity to receive key stakeholder comments/input and to provide additional direction to the MCP team or to further clarify the information upon which the plan is based.

MCP will capture all comments and provide an edited copy to the OK911MA and the key stakeholder group for documentation and review. MCP will make any final edits requested and produce a final strategic plan.

Deliverable(s):

- Draft strategic plan
- Review the draft strategic plan with the OK911MA and stakeholders
- Final strategic plan

### Task 3: NG9-1-1 Cost Estimate by PSAP

MCP will utilize the information gathered during the NG9-1-1 Feasibility Study to create high level requirements and develop a conceptual solution design to support OK911MA in obtaining cost estimates. The conceptual solution design will take into consideration the existing or planned networks to further assess the various options pertaining to potential synergies, redundancy, and connectivity.

MCP will then use the high-level requirements and conceptual solution design in an informal process referred to as due diligence. This process includes identifying potential vendors and inviting them to participate in face-to-face meetings where specific needs and requirements are identified, and conceptual solutions may be discussed. This is accomplished during a fact-finding period before any formal procurement effort is initiated. MCP will manage expectations carefully in this process, such that both vendors and clients realize the benefits from this effort with no time being wasted on sales pitches. Instead,

concentrated focus is spent on understanding the need and determining technology features available in the marketplace that may best meet the client's needs and identifying estimated solution costs.

MCP will work with OK911MA to identify up to six vendors, with at least one last mile network vendor, that meet the requirements identified to participate in due diligence meetings. MCP will create vendor packets to guide the discussions, take notes during discussions and compile the information gathered into one document. MCP then will utilize the information gathered during due diligence to provide a cost estimate by PSAP for deploying NG9-1-1 statewide in Oklahoma. The cost estimate will include a list of NG9-1-1 cost components.

Assumptions:

- OK911MA is able to provide population per jurisdiction
- NG9-1-1 excludes the Association of Central Oklahoma Governments (ACOG)

Deliverable(s):

- High level NG9-1-1 requirements and conceptual solution design
- Due Diligence vendor packets
- NG9-1-1 cost estimate by PSAP

# Project Methodology

## Project Management

The Project Management Institute (PMI) framework has been used to develop our solution for the State.

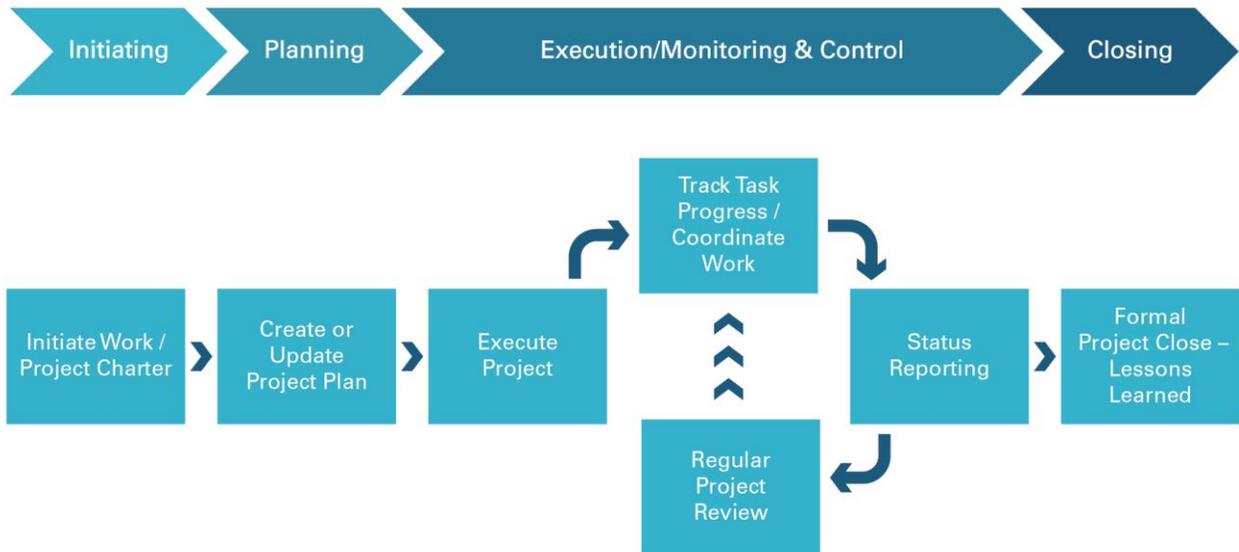


Figure 2: PMI Framework

This industry standard is used by the project manager (PM) to ensure a successful outcome and to ensure alignment with the stakeholder community through the project lifecycle.

### Initiation and Planning

Upon project initiation, MCP will develop a project plan by working closely with the State to develop the right approach for your agency and stakeholder community. Subsections can include:

- Risk Management
- Communications
- Resource Allocation
- Deliverables

Once defined, the plan drives the project from initiation through completion.

### Execution and Monitoring

MCP will conduct project reviews to ensure alignment with the developed project plan, including:

- Scope
- Quality
- Budget

## Tools

MCP will manage and track project resources, assignments, costs and maintain the schedule using a combination of manual and automated industry-recognized tools:

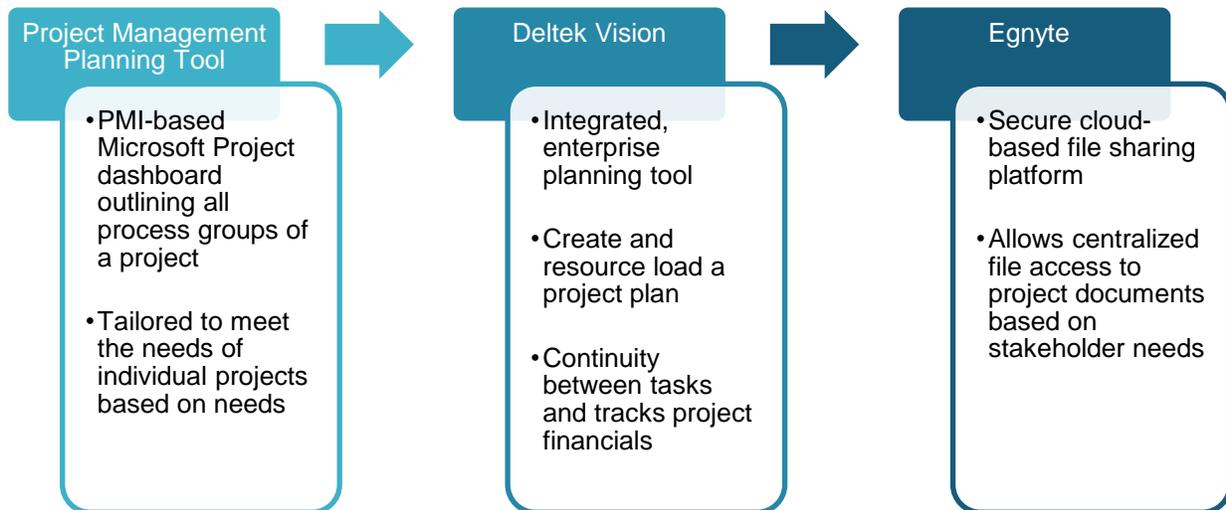


Figure 3: MCP's Project Management Tools

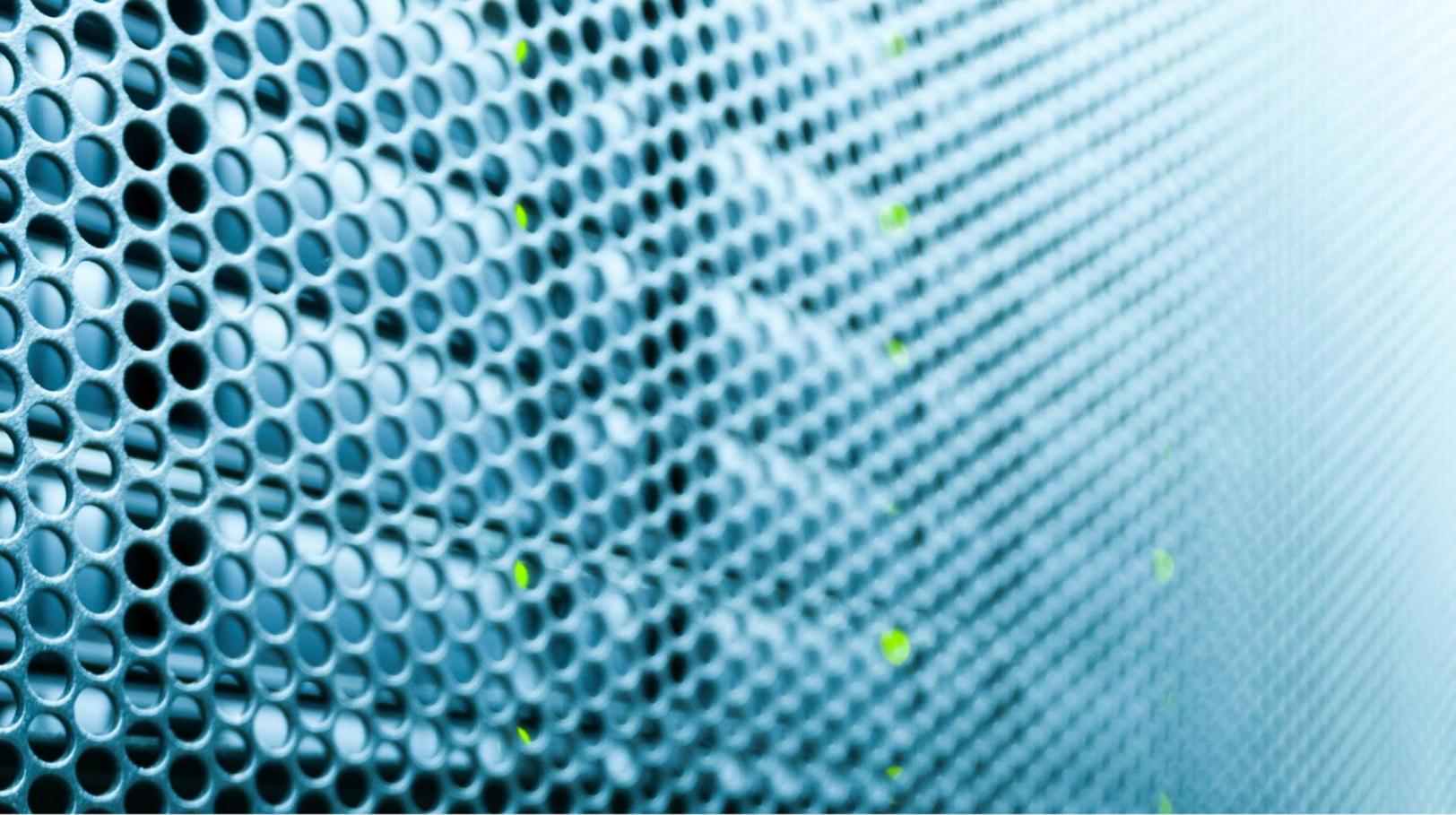
## Project Completion

MCP's tools allow the PM to:

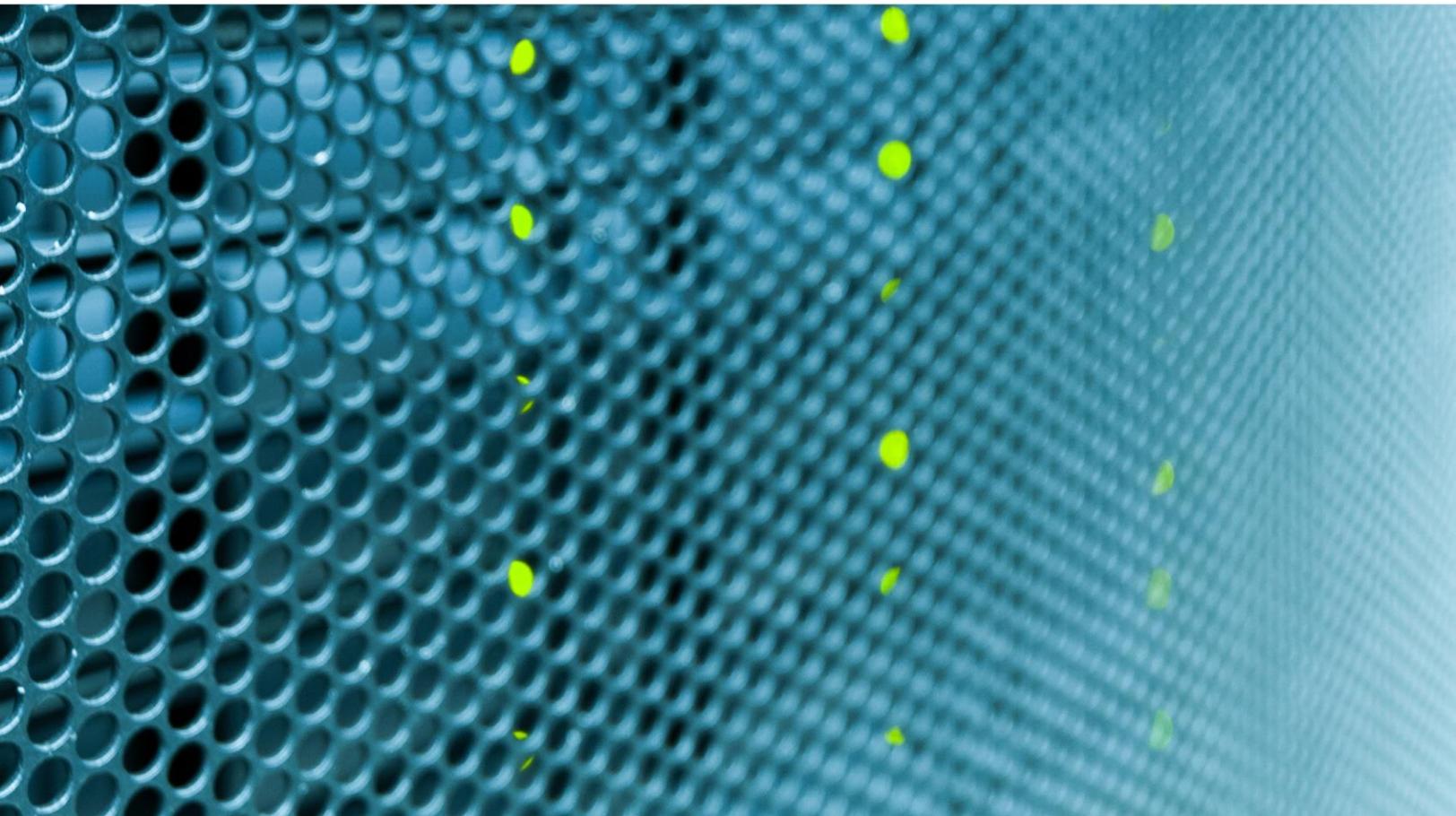
- Ensure staff are being used efficiently
- Ensure staff are not being assigned more hours in a given period than could be applied reasonably
- Monitor and compare hours planned or needed to complete a task or against the hours assigned

This allows the PM to assign time and tasking in a balanced and reasonable fashion to:

- Identify any pending shortfalls
  - Rebalancing staff assignments to accommodate and address potential shortfall
- Communicate changes in regular project meetings to ensure the State's requirements are being met



# Project Team



With more than 150 staff members, MCP's specialized professionals are integral members of our team:

MCP's Specialized Professionals	
<ul style="list-style-type: none"> <li>• Former public safety managers</li> <li>• Project Management Professionals (PMP)</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Number Professionals (ENP)</li> <li>• Technology, forensic, and policy specialists</li> </ul>

MCP will support this project with 100% internal staff to protect the State from the risk of 1099 staff or subcontractors that could delay project initiation, delivery or create contractual issues over responsibilities. The figure below identifies the key team members from our staff that we plan to assign to this important project.

### Organizational Chart

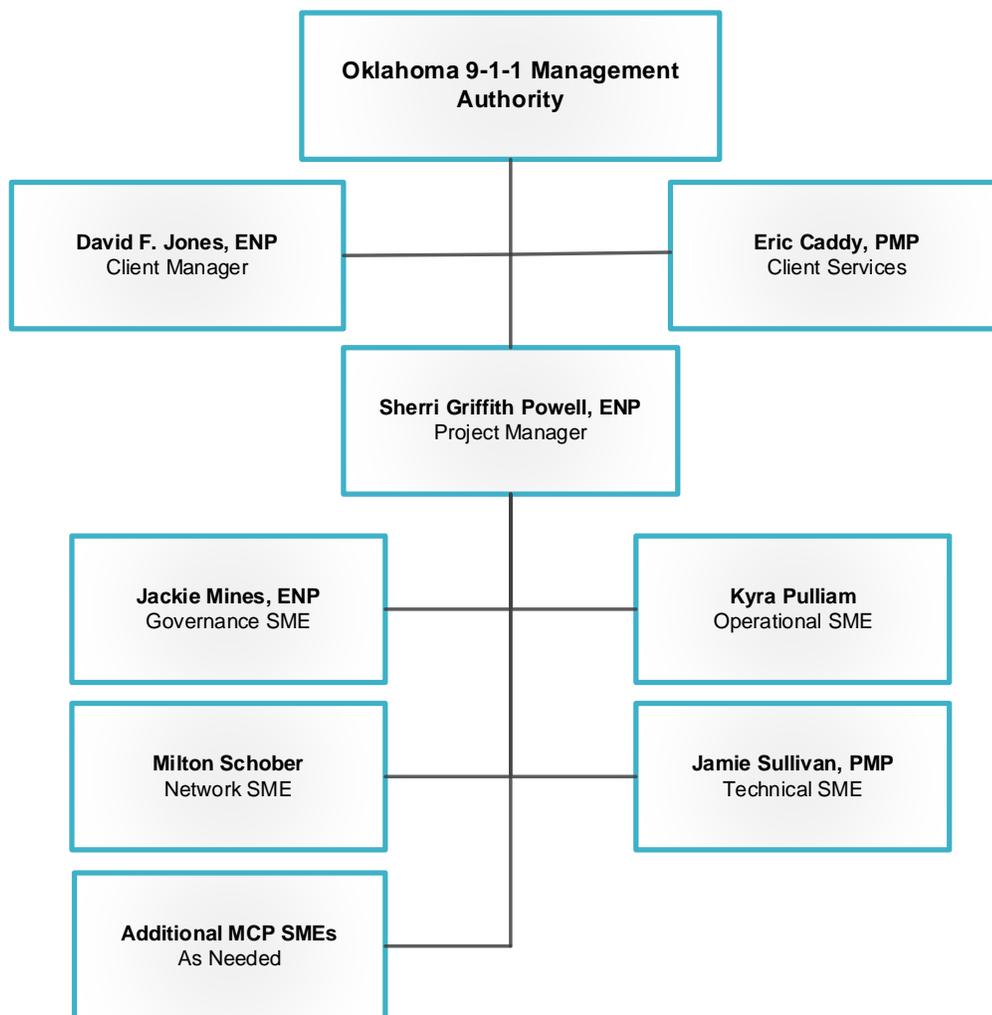


Figure 4: Project Team

Each team member brings a unique skillset and depth of experience in project management services. Additional resources and subject matter experts are available also, as we are a full-service firm focused on all aspects of public safety.

## Resumes

Resumes highlighting our qualifications and experience performing project management services are included on the following pages.

## David F. Jones, ENP

Co-Founder, Senior Vice President, Director of Strategic Accounts, Mission Critical Partners

David provides executive-level consultative services and expertise on matters related to NG911, government affairs, public policy, and legislation. He is an internationally known subject matter expert on 911, NG911, and emergency services. He has advocated for emergency services-related issues throughout North America, as well as in Asia, South America, and Europe. While serving as president of NENA, he testified before the United States Senate Commerce Committee on issues pertaining to 911 and next generation telecommunications networks. David was among the first in the nation to be certified as an ENP and has more than 25 years of experience in the public sector having administered, directed, managed, and operated emergency service agencies and 911 departments.

Areas of specialization include:

- Client management ensuring client expectations are met for success
- Program management support and executive-level consultative services

### Representative Experience

#### State Experience

- Arizona—FirstNet-related support, NG911 planning and implementation, executive-level support
- California—Leadership development/NG911 training
- Colorado—911 Resource Center NG911 system review
- Kansas—NG911 support
- Michigan—Public safety broadband
- Minnesota—Statewide 911 implementation, technology support, procurement support
- Nebraska—Public Safety Commission NG911 study, professional general consulting
- New Mexico—NG911 Planning and Implementation Support
- Oklahoma—NG911 Support
- Tennessee—Emergency Communications Board Technology consulting
- Texas—Commission on State Emergency Communications (CSEC)ESInet facilitation

#### Regional Experience

- Association of Central Oklahoma Governments (ACOG)—NG911 Design, acquisition and deployment
- North Central Texas Council of Governments (NCTCOG)—911 master planning, executive mentoring, database management, GIS assessment, NG911 implementation and PSAP feasibility study
- Lower Rio Grande Valley Development Council, TX—NG911 migration support

#### City/County Experience

- Horry County, SC—911, NG911 and radio support
- Shelby County, TN—911 District
  - Memphis Police Department—CAD consulting automatic vehicle location (AVL) procurement assistance, and radio procurement
- Charleston County, SC—Public safety system review and ESInet
- Calhoun and Talladega Counties, AL—Radio system governance and related legislation
- Tarrant County, TX—911 District customer premise equipment (CPE) review and implementation and Regional Interoperability Communications Committee (RICC) study
- Dallas, TX—NG911 System Planning/911 CPE replacement
- San Francisco, CA—911 system replacement
- Spartanburg County, SC—Director, Emergency Services - 911, Emergency Management Agency, Fire Marshal, and Emergency Services Training Academy



### Industry Experience

37 years

### Education

B.A., Political Science,  
Wichita State University, KS

### Certifications

Emergency Number  
Professional (ENP)

### Associations

National Emergency Number  
Association (NENA)

- NENA, President, 2005-2006
- NENA, Executive Board, 2001-2007

Association of Public Safety  
Communications Officials  
(APCO)

Industry Council for  
Emergency Response  
Technologies (iCERT)  
Executive and Policy  
Committee

### Awards

“Order of the Palmetto,” by  
the Governor of South  
Carolina, October 2005

- The highest civilian award in the State presented for “...efforts to improve emergency services and communications in the community of Spartanburg and throughout The State of South Carolina.”

# Eric Caddy, PMP

Vice President & Director of Network/911 Services, Mission Critical Partners

Eric has extensive experience managing multiple types of technical and operational, public safety projects for the military, state and local governments. Eric specializes in facilitating communication between broad stakeholder groups with competing priorities to achieve project success for clients. Areas of specialization include:

- Experienced project manager for statewide and regional NG911 projects, including strategic planning, budget planning, stakeholder engagement, consensus building and implementation oversight
- Planning and execution of PSAP regionalization (consolidation)

## Representative Experience

### State Experience

- Texas Commission on State Emergency Communications (CSEC)
  - State-level NG911 ESInet planning and implementation
  - Technical SME for test lab setup, build-out, configuration, and execution
- California
  - Developed request for information (RFI) for statewide text-to-911 and technical requirements for a statewide RFP soliciting NG911 equipment and services based on NENA i3 solution
  - Deployed IP solution to route wireless calls based on X/Y coordinates
- Nebraska
  - State-level NG911 ESInet planning
  - Multi-county wireless integrity testing and data analysis

### Regional Experience

- El Paso-Teller County 911 Authority, CO
  - Technology and operational assessment for NG911 and ESInet
  - PSAP consolidation supporting multiple agencies and stakeholders
  - Creation of regional NG911 roadmap
  - Implementation project management for five agency centralized CAD platform
  - Implementation project management for five agency call handling equipment
  - Procurement support for regional Fire Station Alerting
  - Deployment oversight for regional call handling equipment system

### City/County Experience

- San Francisco, CA—NG911 telephone system replacement project
  - Technology assessment and recommendations supporting the San Francisco Department of Emergency Management (SFDEM)
  - Requirements development for a NG911 capable solution for SFDEM
  - Deployment oversight and management for NG911 capable solution
- Imperial County, CA—Led a team in the development of a feasibility study for the regionalization of four PSAPs
- Cuyahoga County, OH—Managed deployment of NG911 to 47 PSAPs, performed stakeholder outreach and vendor solutions technical review

### Additional Experience

- Experience with public safety analysis and comparison projects
- Experience with market analyses of public safety trends
- Experienced project manager with more than 19 years leading projects focused on improving public safety



## Industry Experience

21 years

## Education

B.S., Information Technology, University of Phoenix, AZ

## Certifications

Project Management Professional (PMP)

## Associations

Project Management Institute (PMI)

National Emergency Number Association (NENA), NG911 Working Group

Association of Public-Safety Communications Officials (APCO)

# Sherry Griffith Powell, ENP

## Senior Communications Consultant, Mission Critical Partners

Sherry brings years of experience in the public safety industry as a consultant, director and manager. As a senior communications consultant, she specializes in NG911 planning, funding and text-to-911. Sherry has presented text-to-911, as well as other industry topics at the national, state and local levels and is recognized as an industry subject matter expert on the interim short message service (SMS) text-to-911 solution. Sherry chairs the NENA NG9-1-1 Education and Training working group and is on the NENA Women in 9-1-1 Committee.



### Representative Experience

#### Federal Experience

- U. S. Department of Transportation (USDOT), National 911 Program
  - Responsible for State 911 webinar series, creating procurement considerations document and assisting with strategic planning
  - National NG911 Cost Study, assisted in documenting cost projections for NG911 nationwide deployment

#### State Experience

- Arizona—SME on 911 program assessment
- Illinois—NG911 Feasibility Study consulting
- Maryland—Facilitated working group and funding SME for 911 Commission Report to Legislature; created text-to-911 public education campaign
- Minnesota—Project manager, crisis communications planning, NG911 deployment assistance, facilitated the statewide text-to-911 deployment
- Nebraska—NG911 Master Strategic Plan and consulting SME
- New Mexico—Project manager, NG911 Assessment, Strategic Plan, and requirements
- Oklahoma—Project manager, NG911 feasibility study and assessment report to deploy E911 in five counties
- Tennessee Emergency Communications Board (TECB)—SME assistance on public education materials for text-to-911
- Texas—Project manager, facilitated ESInet governance policy development

#### Regional Experience

- North Central Texas Council of Governments (NCTCOG)—Led efforts to create Master Plan, Crisis Communications Plan, Certificated Telecommunications Utility requirements policy, NG911 Core Services requirements, call handling equipment RFP, SmartRegion network design and continuity planning
- 9-1-1 Association of Central Oklahoma Governments (ACOG)—Participated in strategic planning and workforce optimization reports and led funding assessment
- Capital Area Council of Governments (CAPCOG), TX—Strategic Plan consulting

#### City/County Experience

- Cincinnati, OH—GIS operational support, CAD network assessment, radio microwave requirements, PSAP assessment and assessment of the incident review
- Tarrant County, TX—Text-to-911 feasibility study

#### Additional Experience

- State-level 911 funding studies project resource and facilitator
- Administered Broadband Technology Opportunities Program (BTOP) grant funds, supported statewide text-to-911 procurement solution, supported several state-level NG911 planning studies, radio interoperability training materials and budgetary projections for PSAP consolidation projects

### Industry Experience

26 years

### Education

B.A., Theatre Arts, St. Edwards University, TX

### Certifications

Emergency Number Professional (ENP)

Public Communication and Issues Management Certificate Series, University of Texas

Leadership Development Training, McDaniels School of Business, MD

### Associations

National Emergency Number Association (NENA)

Association of Public-Safety Communications Officials (APCO)

Chair, NENA NG9-1-1 Education and Training Working Group

Communications Security Reliability and Interoperability Council (CSRIC)

# Jackie Mines, ENP

## Senior Consultant, Mission Critical Partners

Jackie brings a unique blend of public safety expertise in technical knowledge, strategic planning, operations coordination and establishing and leveraging existing partnerships. As the former director of a state-level Department of Public Safety, Jackie was a change agent with outstanding strategic vision, leadership, communication and organizational skills that resulted in one of the first national deployments of an NG911 system backbone. She was responsible for overseeing the statewide radio system and initiatives for E-911, NG911, First Responder Network Authority (FirstNet) consultation and the Integrated Public Alert and Warning System (IPAWS) services. She leverages her experience and team leadership to support mission critical infrastructure and public safety initiatives.



**Industry Experience**  
23 years

**Education**  
B.A., International Studies,  
the University of St. Thomas,  
MN

**Certifications**  
Emergency Number  
Professional (ENP)

**Associations**  
National Emergency Number  
Association (NENA)

Association of Public Safety  
Communications Officials  
(APCO)

Project Management Institute  
(PMI)

### Representative Experience

#### Federal Experience

- U. S. Department of Transportation (USDOT), National 911 Program—Senior Project Manager and SME for 911 efforts within the Highway Traffic Safety Administration
  - Manages client interface, resources, scope, budget and deliverables
  - Performs research, analysis and makes recommendations on 911 and NG911 technical, operational and policy topics
  - Provide NG911 SME support to National 911 Program vendor

#### State Experience

- Arizona—Senior Project Manager and SME on 9-1-1 program assessment
- Oklahoma—SME on interlocal agreements supporting E9-1-1 deployment in five counties
- Maryland—NG911 Commission Governance and Legislative SME supporting the creation of the NG911 Commission report to legislation
- Maryland—Emergency Number Systems Board—NG911 State-level Strategic Plan
- New Jersey—NG911 SME for FirstNet/PSAP integration
- Michigan—NG911 SME for FirstNet/PSAP integration
- Tennessee—Emergency Communications Board (TECB) NG911 Strategic Plan
- Illinois—Statewide NG911 State Police NG911 procurement
- Nebraska—Funding workgroup and operations workgroup support
- New Mexico—Statewide NG911 assessment and NG911 strategic planning
- Missouri—Statewide NG911 assessment, strategic planning and procurement

#### Additional Experience

- Director, Department of Public Safety
  - Responsible for funding and operations of the statewide E911, NG911, radio system, FirstNet consultation and IPAWS
  - Led one of the first states in the deployment of an NG911 backbone to 87 counties and 104 PSAPs; a statewide 800 MHz radio system with participation from all but one county; state and federal agencies that participate in public safety response in the state; and deployed IPAWS in 68 out of 87 counties in one year
  - Supported the Statewide Emergency Communications Board and similar boards replicated at the local level with seven regional board and advisory committees
  - Directed the statewide public safety interoperable communications program that provides a critical linkage between legacy communication systems and modern communications infrastructure.
  - Provided leadership and engagement of stakeholders in the transition of a 911 network from legacy infrastructure to a next generation IP enabled environment
- Project Manager
  - Managed Wireless E911 implementation throughout a 14-state region; provided technical support to all the PSAPs throughout those regions

# Kyra Pulliam

Communications Consultant, Mission Critical Partners

Kyra is a seasoned professional with an extensive background in public safety communications, and top tier consulting. She has experience in public safety dispatch encompassing progressive roles from dispatch through supervisory roles. Kyra has a demonstrated history of solid support, multi-system upgrade and migration, project management and targeted stakeholder outreach, support and education via facilitated sessions as an operations supervisor in a busy 911 center in the metropolitan Washington DC area. Her teaching roles included courses in CPR, emergency medical dispatch (EMD) manager, stress management, and peer support. As part of a county department of public safety communications and emergency management, she managed daily operations, scheduling and needs assessment. Kyra has provided targeted contact center and change management support for a nationwide frequency transition implementation in compliance with a federal mandate. Her strengths include training of adult learners, contact center and communications team management, project management, process design and implementation, and strong interpersonal communications.

## Representative Experience

Communication: Presentations/Stakeholder Management

- Managed communications team and program stakeholder outreach efforts
- Designed and delivered webinar series for program stakeholders, providing interactive, informative content appropriate to recent/pending milestones
- Managed program website content and supporting collateral
- Organized facilitated sessions, gathering regional public safety stakeholder schedules and dependencies
- Communicated program milestones to facilitate understanding among impacted stakeholders
- Acted as liaison with program legal team aligning website and print collateral, inquiries from stakeholders to contact center personnel/dispute resolution
- Conducted large/small group trainings
- Created continuity-of-operations concept for team, ensuring attention to task management

Customer Service/Problem Solving

- Developed and implemented strategic initiatives to meet trending demands
- Updated training program content, requirements for progressing to next levels and effective trainee/trainer evaluations
- Worked to update organization standard operating procedures
- Developed a business plan and presented to administration; conducted research on best initial team selection and training methods
- Launched a critical incident stress management peer support team to support fellow dispatchers following September 11, 2001
- Conducted research on employee support, attrition and sick calls due to stress, as well as peer-driven support methods



## Industry Experience

36 years

## Certifications

National Incident Management System/ Incident Command System (NIMS/ICS)—022, 100, 100B, 200B, 247A, 546A, 700, 800B courses

## Associations

Association of Public-Safety Communications Officials (APCO)

National Emergency Number Association (NENA)

## Milton W. Schober, Jr.

Technology Specialist, Mission Critical Partners

Milton applies his experience in data communications and networking, including designing and installing local area networks (LANs), wide area networks (WANs) and critical IP-based networks and systems. Milton has proven expertise in implementing policies, procedures and project planning methodologies.

### Representative Experience

#### Federal Experience

- U. S. Department of Transportation (USDOT), National 911 Program—NG911 Cost Study
  - Developed technical requirements and system architecture. Assisted with Interstate Playbook. Developed high-level NG911 drawings and test regimen for the Department of Homeland Security Science and Technology (DHS S&T).

#### State Experience

- Texas Commission on State Emergency Communications (CSEC)
  - Contributed to statewide ESInet design and standards document outlining applicable standards
  - Worked with System Integrator to develop functional and technical specifications for the ESInet and i3 core services
  - Worked with System Integrator to develop test plans for interoperability testing of ESInet, Next Generation 911 Core Services (NGCS), and call handling systems
  - Developed Uniform Resource Identifier/Uniform Resource Name (URI/URN) taxonomy standard for the state ESInet
- Kansas 911 Coordinating Council
  - Developed technical specifications for statewide ESInet
  - Developed technical specifications for acquiring ESInet and call-handling system
  - Developed operational requirements for ESInet in conformance with Information Technology Infrastructure Library (ITIL) best practices
- Nebraska Public Service Commission—Statewide ESInet study, updated ESInet and NGCS designs, operational requirements, developed technical requirements, procurement, supporting deployment for state System Service Plan.
- Minnesota—development of RFP for the originating service provider. OSP aggregation and ingress, and statewide ESInet and NGCS

#### Regional Experience

- Lubbock Emergency Communication District (LECD), TX
  - IP selective router procurement and implementation support
  - Managed technology aspects of the District's building project
  - Designed highly redundant and survivable networks to support NG911 systems
- Potter-Randall 911 Emergency Communication District (PR911), TX
  - ESInet design, procurement, and implementation support
  - IP selective router due diligence
  - Performed network assessment and contributed to the final report and presentation
- Houston-Galveston Area Council (H-GAC), TX—Network assessment
- Lower Rio Grande Valley Development Council (LRGVDC), TX
  - Reviewed network design for readiness to implement interoperability test center
  - Researched and reviewed alternatives to an in-house test center

#### City/County Experience

- El Paso-Teller 911, CO—Developed specifications for fire station alerting system procurement and implementation for county fire departments
- Fairfax County, VA—Provided input on GIS layers and data points from the perspective of a first responder



#### Industry Experience

41 years

#### Education

BBA, Finance and Accounting, Texas Tech University

#### Associations

National Emergency Number Association (NENA)

Member of ESInet Design Working Group, ESInet-Public Switched Broadband Network (PSBN) Interconnection Working Group

#### Training & Technology Expertise

- Solacom IPSR Maintenance
- Cisco CCIE boot camp
- Cisco Catalyst 2900,3400,3800 and 6500 switch families
- Cisco 4300,4400, 7300, 7500, and 7600 routers
- Brocade MLX family
- Adtran TA5000 Multi-Service Access Platform
- Red Hat, Ubuntu, and Debian Linux
- Calix 7 Fundamentals and Video
- Optical Solutions Inc. Passive Optical Network
- Minerva IP Video Headend
- Firefighter/EMT-B

# James (Jamie) Sullivan, PMP

## Senior Technology Specialist, Mission Critical Partners

Jamie's has years of project management experience leading technical teams that develop, integrate, and deploy complex computing solutions. He has a thorough understanding of the technologies serving today's businesses, public safety agencies, and consumers (network, mobile, messaging, etc.). Jamie is a strategic thinker and practical decision maker who is responsible, accountable, influential, and resourceful.



### Representative Experience

#### Regional Experience

- Project Manager
  - Managed infrastructure and application buildout projects in support of Next Generation Core Services (NGCS) / ESInet go-live, including data center equipment deployment and physical connectivity with originating service providers (OSP) and PSAPs, E2 services, border gateway protocol configuration and session initiation protocol (SIP) format verification
  - Authored knowledge-based documents concerning the transition of legacy PSAPs to NG911 to ensure completeness with no loss of functionality and adequate redundancy, including topics such as GIS, automatic location identification (ALI) migrations, and PSAP cutover test plans.
  - Senior member of call flow logic discussions, SIP messaging flows, and proper setup and testing of the legacy, hybrid, and i3 call flows
  - Managed the interoperability testing program to ensure technical understanding, appropriate test cases, and functionality between OSPs, the network, and PSAPs
- Senior Technical Project Manager
  - Managed application acceptance testing of the AT&T NG911 ESInet
  - Managed CPE interoperability testing with the AT&T NG911 ESInet
  - Managed the implementation of i3 services in the "Direct/A911" NG ESInet
  - Forecasted, planned, and managed PSAP deployments and maintenance projects for NG911 PSAPs, (telco/circuitry, equipment installation, call flow validation, systems provisioning, consulting, reporting, testing, and cutover)
- Wireless Program Manager
  - Responsible for the delivery of 911 Phase 2 services for wireless customers
  - Deployed previously never-tried network components, configurations, and call-flows with heightened attention
- Technical Operations Project Manager
  - Managed datacenter relocation
- Competitive Local Exchange Carrier Data Integration Unit (DIU) Manager
  - Managed team of DIU analysts ensuring the proper processing of OSP service order input data into the various regional ALI systems

#### Industry Experience

20 years

#### Education

B.S, Math and Business Management, Plymouth State University, NH

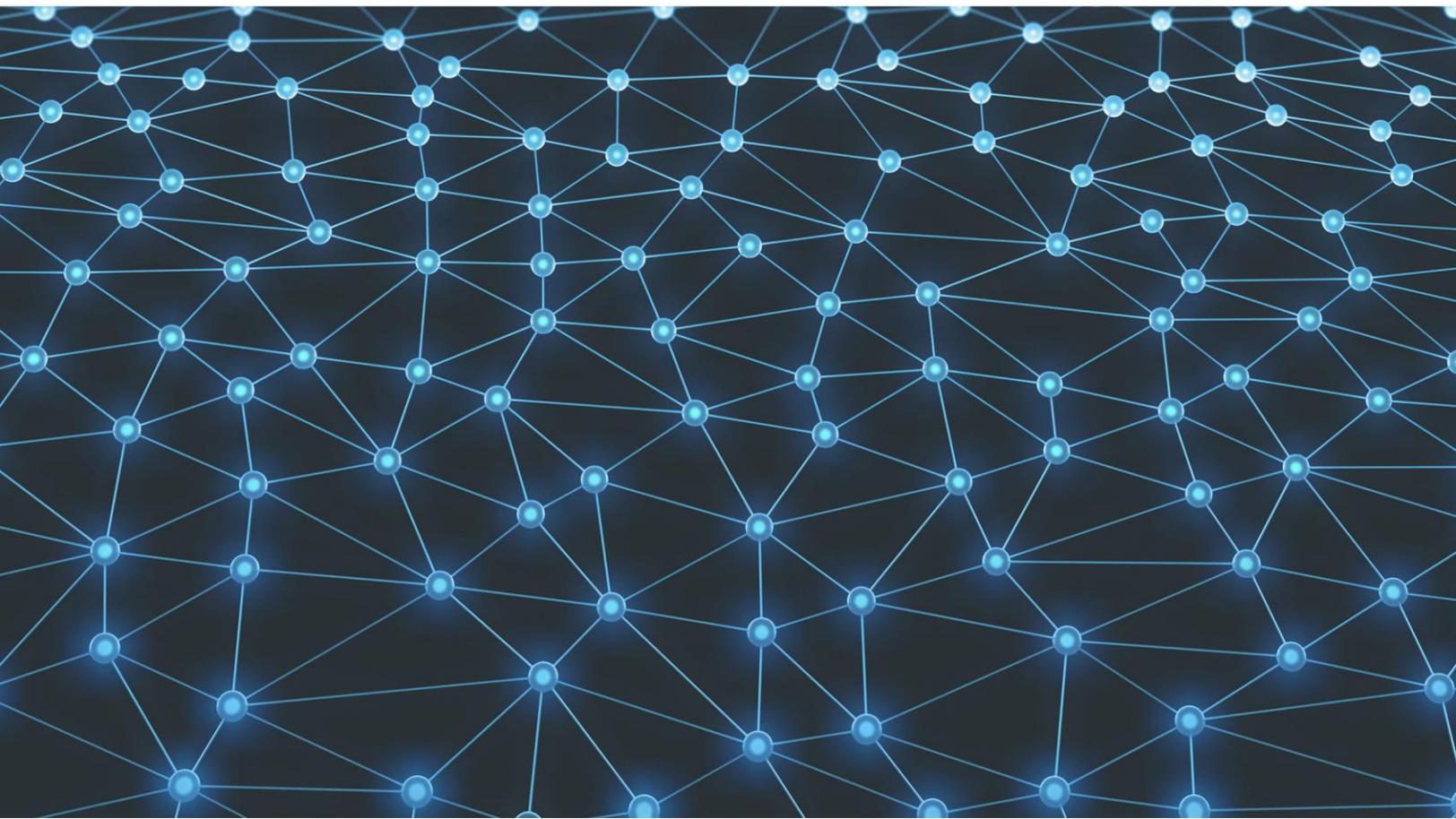
#### Certifications

Project Management Professional (PMP)

#### Associations

Project Management Institute (PMI)

# Experience



MCP's proven record of success with project management service projects is detailed on the following pages.

## Nebraska Public Service Commission



**Service Provided:** Next Generation 911 Master Plan and Strategic Roadmap

**Contact:** Dave Sankey, Nebraska State 9-1-1 Director, 402.471.0265,  
[dave.sankey@nebraska.gov](mailto:dave.sankey@nebraska.gov)

**Project Dates:** August 2016 to August 2018

**Challenge:** The State of Nebraska was seeking to implement NG911 technology statewide. To that end, the state's Public Service Commission (PSC) wanted to better understand the technological, operational, policy and economic challenges associated with implementing a statewide ESInet and Next Generation Core Services (NGCS), which in combination deliver emergency calls to PSAPs in an NG911 environment.

**Solution:** The Nebraska Public Service Commission hired Mission Critical Partners to assess the current state of 911 service in Nebraska and then to develop a comprehensive master plan for transitioning legacy 911 systems in the state to NG911. The process involved numerous meetings across the state to solicit stakeholder input. The PSC desired a master plan that would accomplish the following, at a minimum:

- Document projected costs associated with the implementation and ongoing operations of the state's 911 service system
- Provide recommendations to the legislature for cost recovery of the implementation, operation, and maintenance of the 911 service system
- Provide a proposal outlining the PSC's role as a coordinator of the 911 service system
- Provide a recommendation for the optimal number of NG911 PSAPs within the state
- Provide recommendations for any additional legislation required to implement the 911 service system
- Clearly define how Nebraska will migrate from the current 911 systems to an NG911 environment, while meeting the defined requirements established in Nebraska Legislative Bill 938

**Key Result:** In June 2017, MCP delivered a comprehensive master plan that provides recommendations concerning all aspects of provisioning NG911 service across Nebraska. The plan was well received and covered specific areas to include the following:

- ESInet and NCGS design
- ESInet and NGCS implementation and operation costs
- Data centers
- NG911's effect on call-handling and geographic information systems
- PSAP interconnection
- Governance, continuity of operations planning and disaster recovery
- Funding
- PSAP personnel training and education
- Strategy for collaboration with the nationwide public safety broadband network being implemented by the First Responder Network Authority (FirstNet)

MCP supported the PSC with technical and operational aspects of its current 911 program, as well as NG911. At the request of the PSC, MCP provided subject matter expertise in the areas of program management, text-to-911, PSAP and GIS support.



## State of Maryland Emergency Number Systems Board On Behalf of Charles County, Maryland

**Service Provided:** Maryland Next Generation 9-1-1 Strategic Plan

**Contact:** Scott Roper, Executive Director, Maryland ENSB, 410.339.6305;  
[scott.roper@maryland.gov](mailto:scott.roper@maryland.gov)

Tony Rose, Chief of Fire/EMS Communications, Charles County, 301.609.3550,  
[RoseT@charlescountymd.gov](mailto:RoseT@charlescountymd.gov)

**Project Dates:** March 2018 to October 2018

**Challenge:** In 2017, the Maryland Emergency Number Systems Board (ENSB), through a procurement managed by Frederick County, Maryland, hired Mission Critical Partners to complete an NG911 readiness assessment and strategic procurement plan. During the process of collecting data and delivering the final report to the Board, MCP recognized that a holistic strategic plan for the successful implementation of statewide NG911 was needed.

The ENSB recognized that the implementation of NG911 will require significant local coordination. Given Maryland's operational structure regarding localized procurement, close coordination and oversight will be important to NG911 integration to ensure that progress is consistent.

**Solution:** Mission Critical Partners was retained by the ENSB to support the development of a strategic plan that would assess the current state of various elements of NG911 and provide the ENSB and other state entities with direction and actionable goals to achieve regional end-state success. To assist the ENSB in developing their vision and defining a plan to align the vision with the migration to NG911 and ongoing operations, MCP performed the following services:

- Conducted focused interviews of key personnel to define key focus areas
- Developed vision statement
- Created a structured outline of the strategic plan
- Defined data needs and data collection processes
- Captured and analyzed data for the ENSB Strategic Plan

**Key Result:** In June 2018, MCP delivered a final strategic plan report and recommendations to the ENSB that included the special planning and consideration needed to migrate the 24 public safety answering points (PSAPs) to a statewide system of systems capable of interoperating. The report included recommendations across five focus areas:

- Planning and policy
- Technology
- Geographic information system (GIS)
- Communications
- Training and public education

The final strategic plan benefited not only the ENSB's mission and vision but also those of the newly created Emergency Communications Committee (ECC), which falls under the purview of the Maryland Association of Counties (MACo), and the Commission to Advance Next Generation 9-1-1 Across Maryland (Commission).

## North Central Texas Emergency Communications District



**Service Provided:** Comprehensive Next Generation 911 Services

**Contact:** Christy Williams, ENP, Chief 911 Program Manager, 817.695.9204,  
[cwilliams@nctcog.org](mailto:cwilliams@nctcog.org)

**Project Dates:** August 2009 to Present

**Challenge:** In August 2009, the 911 Program of the 16-county North Central Texas Emergency Communications District (NCT9-1-1) embarked on a long-term strategic initiative to plan, fund and manage NG911 services. During the initial phases, Mission Critical Partners worked closely with the team to provide thorough due diligence; a conceptual IP NG911 network design; and the development, distribution and evaluation of i3 Functionality and IP network facilities RFPs.

NCT9-1-1 is currently engaged in the third phase of the project. This phase is focused on improving network/customer premise equipment redundancy, supporting state-level NG911 projects, strategic planning and leading the industry to advance development and deployment of NG911 functionality to serve NCT9-1-1's jurisdiction.

**Solution:** To help NCT9-1-1 achieve Phase III objectives, MCP has again been retained and is working with them to:

- Develop and manage a multi-year strategic plan encompassing all 911 program departments
- Document and contract manage the implementation of new 911 call handling equipment
- Create a transition plan to guide the transition to an IP selective router
- Manage the implementation of i3 features and functions of NG911
- Document and manage pilot projects for advanced location and additional data sources
- Create a project plan for key GIS and data team program initiative
- Provide leadership development for the NCT9-1-1 management team

**Key Result:** Since the project's inception, MCP managed the design and implementation of the local IP network, including all related procurement efforts; completed the initial regional consortium by-laws and management documents; and developed a process to guide on-going support of the multi-year 911 Program Master Plan to guide long-term efforts. The team continues to work closely with NCT9-1-1 to help them meet additional project objectives in the transition to full NG911.

“More than a consultant, I consider MCP my partner in public safety. I value the contribution they make to my team and appreciate the wide variety of experiences that I get from their staff. MCP understands the needs and goals of my agency and they provide us with tools to help achieve excellence. They are making the transition to new technology and operations a bit easier to forge as we move into the Next Generation of 911.”

- Christy Williams, 911 Program Manager, NCT9-1-1



## 9-1-1 Association of Central Oklahoma Governments

**Service Provided:** NG911 Planning, Acquisition, and Implementation Support

**Contact:** Mark Sweeney, Executive Director, 405.234.2264, [msweeney@acogok.org](mailto:msweeney@acogok.org)

**Project Dates:** April 2019 to Present

**Challenge:** The 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) sought to retain professional consulting support of Next Generation 911 (NG911) planning, acquisition, and implementation support. 9-1-1 ACOG manages one of the largest 911 systems in the state, providing administrative, technical and educational services to 23 PSAPs that serve citizens living and working in 50 cities and four counties in Central Oklahoma.

**Solution:** MCP was selected by 9-1-1 ACOG to develop executable plans that could be used as both a pathway to NG911 and a strategy for the procurement and implementation of solution. Working with 9-1-1 ACOG leadership and engaged local stakeholders from across the region to develop a plan that works for 9-1-1 ACOG and its PSAP jurisdictions. MCP's support has included:

- NG911 Strategic Plan Development
- NG911 Readiness Assessment
- Funding analysis, NG911 implementation and on-going operational needs
- Workforce Optimization Report
- RFP Requirements
- PSAP Consolidation Study
- GIS Readiness Review
- Call handling equipment and NG911 call routing procurement including:
  - Cost and timeline evaluations
  - Vendor response analysis and support
  - Procurement and implementation of NG911 capable call handling solution
  - Contract negotiations

**Key Result:** MCP completed several key reports for 9-1-1 ACOG including a funding assessment, a NG911 readiness assessment, strategic plan, and workforce optimization highlighting findings and recommendations to support the planning, acquisition and implementation of NG911. Additionally, MCP prepared an RFP that was issued in December 2019 to procure and implement a standards-compliant ESInet along with Next Generation Core Services (NGCS) and an i3-compliant call-handling solution.

These deliverables will support 9-1-1 ACOG in establishing itself as the first NG911 solution operating in the state. 9-1-1 ACOG prides itself on delivering the highest quality solutions to its member partners. MCP continues to support 9-1-1 ACOG in the process of implementing NG911 to further enhance 911 service provided to Central Oklahoma communities and visitors.

## State of Minnesota



**Service Provided:** Next Generation 911 Network Services

**Contact:** Dana Wahlberg, Director, Minnesota Department of Public Safety Emergency Communication Networks, 651.201.7546, [dana.wahlberg@state.mn.us](mailto:dana.wahlberg@state.mn.us)

**Project Dates:** August 2009 to Present

**Challenge:** In 2009, as part of its ongoing efforts to meet the needs of its public safety partners, the Minnesota Department of Public Safety Emergency Communication Networks (ECN) began to explore ways to implement a statewide next generation-capable IP network to its 112 PSAP locations across the state. The ECN had several project requirements, including the development of a comprehensive RFP to ensure that the vendor chosen for the project could ensure enhanced E911 interconnectivity between all PSAPs; provide fully redundant IP connectivity to all PSAPs without any PSAP service disruptions; transition the 112 PSAPs to the IP-enabled network; and achieve all advanced networking and routing benefits in the most cost-effective way possible.

**Solution:** Working in partnership with ECN, Mission Critical Partners provided an array of coordinated services that enabled the State of Minnesota (State) to meet its objectives. Since that initial effort, MCP has worked with ECN to further expand its next generation IP network. Key services included:

- Design of State-level and/or regional ESInet(s) that was consistent with the National Emergency Number Association (NENA) i3 documents
- Providing RFP development, coordination, subject-matter expertise, and contract negotiation assistance
- Overall technical assistance and project coordination
- A migration plan of the State IP NG911 network to current industry specifications
- Plan and deploy text-to-911 services statewide
- Implement firewall services
- Create a statewide GIS transition plan
- Elimination of some legacy 911 network elements
- Consult on ingress network RFP content and technical requirements
- National 911 Program Grant Application Assistance

**Key Result:** MCP assisted the State of Minnesota in implementing a cost-effective statewide next generation-capable IP network with the ability to transfer 911 calls between all PSAPs in the state with automatic number identification (ANI) and automatic location identification (ALI). Upon project completion, all State PSAPs were operating on the IP-enabled statewide ESInet. As a result of MCP's recommendations and support, the State is poised to offer NG911 services and some PSAPs have already converted to Session Initiation Protocol (SIP) delivery.

**Service Provided:** E911 Technical Consulting Services

**Contact:** Curtis Sutton, Executive Director, 615.253.2164, [curtis.sutton@tn.gov](mailto:curtis.sutton@tn.gov)

**Project Dates:** July 2013 to Present

**Challenge:** The State of Tennessee Emergency Communications Board (TECB) is in the midst of one of the nation's largest and most complex NG911 deployments. It partnered with Mission Critical Partners to help modernize its 911 infrastructure and achieve its public safety goals. MCP's role as an NG911 subject-matter expert is to provide comprehensive technical, financial and operational advice and assistance to the TECB and the Emergency Communications Districts (ECDs) that they serve.

**TECB Mission ~  
Ensuring that every  
citizen can effectively  
access the life-saving  
power of 911**

**Solution:** At the direction of the TECB, MCP supported several efforts to help broaden and extend the TECB's 911 services across the state, such as:

- Financial support, including contractual support with the state's communications service providers.
- Creating a statewide training plan, a career path educational strategy and executing an ECD satisfaction survey.
- The development of a five-year strategic plan.
- Serving as an advisor to the TECB's Training Advisory Committee.
- Technical support that included a comprehensive analysis of the policy-routing provisioning for each of the ECDs.

MCP also helped the TECB identify trends and persistent issues that are reported and managed by its NG911 vendor network operations center. Acting as TECB's advocate, MCP advises vendors on potential solutions and opportunities for operational improvements, resulting in increased integrity of the NG911 solution.

**Key Result:** Because of these efforts, the TECB and ECDs have a greater understanding of the potential overflow scenarios that could occur and are better prepared by knowing which PSAPs could experience call overloads if neighboring agencies experience high call volumes due to a localized disaster. Working alongside MCP, the TECB has strengthened its level of emergency response service across Tennessee and has a clearer understanding of the key initiatives that lie ahead.

MCP's relationship with the TECB is entering its fifth year. Today's focus is on new initiatives, such as text-to-911 deployment, hosted call-handling solution implementation and increasing redundancy and resiliency of the State's 911 infrastructure. The MCP team has been, and continues to be, a partner with the TECB in executing its mission.



# Project Pricing



Professional services outlined in the contract amendment scope of services will be provided for a **not to exceed fee of \$236,756**, including expenses. These services are provided under an amendment to our current contract with the Oklahoma 9-1-1 Management Authority: SW1050MI Deliverable-Based IT Services.

Task	Fee
Tasks 1 and 2: Stakeholder Engagement and Strategic Planning	\$123,076
Task 3: NG911 Pricing Estimate	\$113,680
Total Fee	\$236,756

Mission Critical Partners recognizes that it is responsible for costs related to travel, housing, transportation, per diems, communications devices, and computer equipment. Any additional services contracted in subsequent years will be performed at MCP's then current fee schedule. Prior to initiating any such additional work, MCP would require a formal letter of authorization from OK911MA.

An invoice shall be submitted each month and include the percentage of work completed relevant to the fee and shall be reviewed and paid within 30 days of receipt.

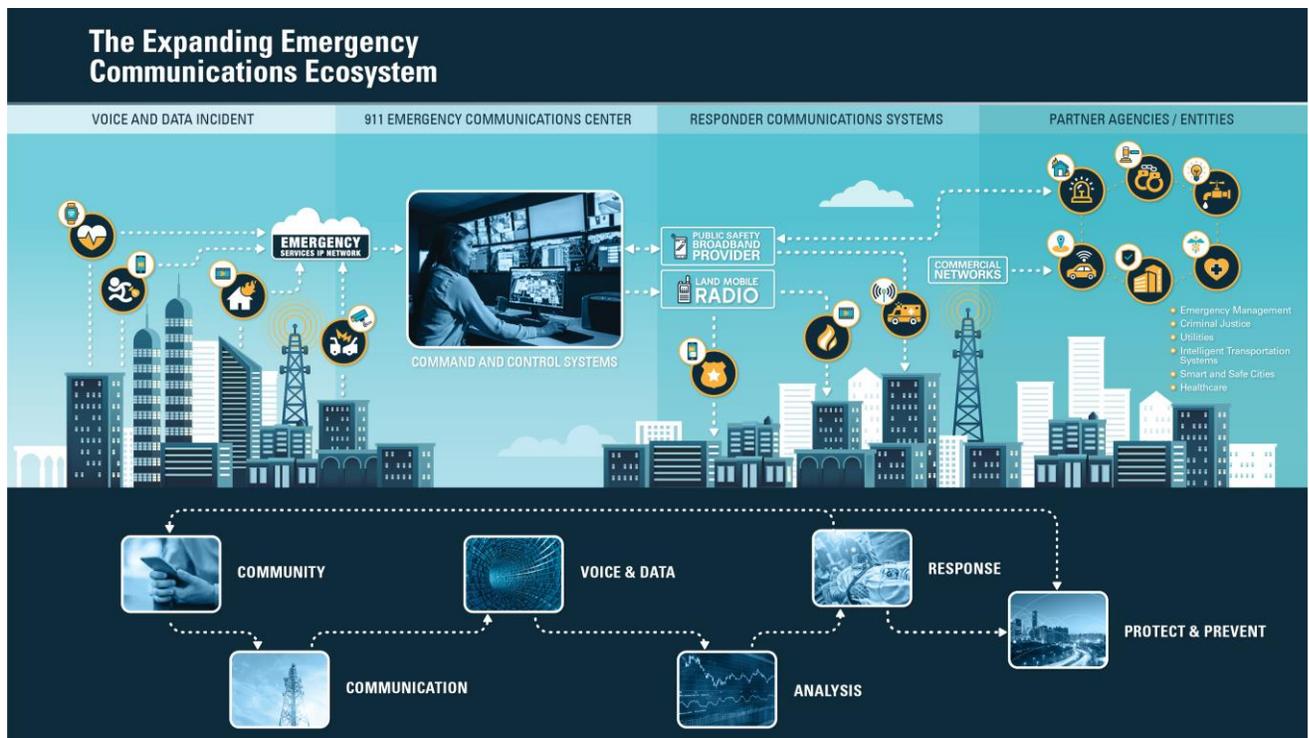
Based on the current MCP understanding of what is to be accomplished, the pricing identified above represents an estimate of the work anticipated for the project to be successful. MCP's priority is for this project to be successful for the Oklahoma 9-1-1 Management Authority.

## Appendix A: The Public Safety Ecosystem

Since 911's inception in 1968, public safety officials have continued to leverage technology advancements to make emergency response even more efficient and effective. The counterbalance is these advancements occurred in distinct silos that developed within the emergency communications ecosystem (enhanced 911 service, digital land mobile radio networks, and computer-aided dispatch systems).

Today, we stand on the precipice of another technology transformation like the advent of 911 service. As public safety moves through this transformation over the next several years and beyond, it is critical that the agencies begin thinking of the ecosystem as a holistic network, i.e., a network of networks.

The new public safety ecosystem will interconnect on many levels to enable the smooth flow of critical and relevant data to provide emergency responders with the best information to perform their duties.



Only MCP can provide the public safety, criminal justice, data integration, network and information technology services required to help agencies start thinking of the ecosystem as a single entity, taking into consideration how each piece will interconnect and interact with the others. With MCP's support, agencies will transition from siloed communication environments to realizing significant improvements in emergency-response outcomes.

## Appendix B: MCP's Areas of Specialization

### Network 911 Services



Our professionals have extensive experience with planning, designing, procuring, negotiating and implementing all Next Generation 911 (NG911) call delivery and processing elements. The public safety answering point (PSAP) environment continually will evolve with new technologies, processes and expectations. MCP's goal is to help our clients implement resilient, effective and future-focused solutions that enhance emergency response and result in better outcomes for public safety—**because the mission matters.**

The MCP approach considers funding models, system lifecycle analysis, objectives, incident processing, network resources and governance opportunities to establish a thorough understanding of a client's unique PSAP environment.

Our NG911 experts have extensive experience with incident processing in the PSAP, as well as incident dispatch and data management. MCP can develop a comprehensive master plan for the agency or region and a conceptual design for NG911 deployment. The master plan assesses all options and ensures timely deployment by incrementally upgrading technology and recommending policy, funding and governance modifications. Our offerings include, but are not limited to, master planning and design and procurement support for a wide variety of communications networks, including Internet Protocol (IP)-based networks, such as Emergency Services IP Networks (ESInets).

## LEADING THE WAY IN ADVANCING NG911



BACKED **16+** REGIONAL NG911 DEPLOYMENTS



WORKED ON GIS PROJECTS IN **27** STATES



CONTRIBUTING TO NG911 ADVANCEMENT AT THE NATIONAL LEVEL WITH THE **NATIONAL 911 PROGRAM**



CONTRIBUTED TO 911 LEGISLATIVE LANGUAGE IN **8** STATES



DELIVERED **11+** STATE AND REGIONAL NG911 STRATEGIC PLANS



AUTHORED **20+** ESINET, NGCS, CPE AND TEXT-TO-911 RFPS



INTERCONNECTED **650+** PSAPS WITH ESINET DEPLOYMENTS



DESIGNED **15+** STATE AND REGIONAL ESINETS

## Shared Services and Consolidation



In today's market, everyone is asking, "How can we do more with less?" Communications centers are impacted by this question as budgets become tighter, technology matures, operational demands become more complex and training needs increase. Many are finding that consolidation is a solution to consider. The MCP team has extensive experience with consolidation efforts in past public-sector roles and as consultants.

We recognize that elected and public safety leaders strive to provide the most effective and efficient emergency response system possible. Ultimately, the delivery of quality life-safety services is the achievable objective. We develop a collaborative approach with our clients to assess the opportunity for operational and administrative efficiencies through potential consolidation, colocation or organizational change. Our professionals use an impartial and even-handed approach that has a proven track record of success.

Today's economic realities require a thorough program analysis to define a future path to economizing, while effectively delivering service. Appropriately applied, consolidation or colocation can achieve operational efficiencies through systemic interoperability via staffing, scheduling, technology, training and reduction in system's costs.

We appreciate the necessary balance required of seemingly competing objectives with operations, organizational, technology, fiscal, human resources and governance issues. The variables and constraints associated with each are carefully weighed to develop an approach with a lasting solution. MCP is sensitive to the sense of ownership and loyalty each community and agency has with a local communications center. We honor the history of service while providing an independent view of how the community is best served by advancing to the future. To ensure a comprehensive, yet smooth, transition, we provide migration assistance and help address the challenges inherent in combining organization, facility, technology and operational resources.

## Radio Wireless Services



Our radio experts bring an average of 25 years of experience to every project and have supported large municipal radio system implementations in ten of the top Metropolitan Statistical Areas. One hundred percent of our experts have hands-on experience using two-way radios. MCP's leadership and support for your project means that your new system will boost coverage and capacity, exceed the needs of the user community and create maximum value.

Our team approaches your project with only one task in mind—helping you achieve your goals. This is accomplished through our unique approach that determines your operational requirements and designs a

radio network around your needs and budget. Many agencies face constraints because of the design and operation of their radio network. The network should serve public safety users, as well as be another tool to keep our emergency responders and communities safe. The protection of life and property begins with a single dispatch. From there, the radio system is the link that connects and delivers your response and services to your citizens. It is far too important to trust to anyone other than your partner, your advocate, and your agent for innovative solutions—**because the mission matters**. Our professionals work tirelessly to provide the necessary guidance for our clients to evolve to a radio communications system that is capable, reliable and affordable—custom designed for their needs and budgets. Offerings include, but are not limited to, operational and technical assessments, procurement support, Federal Communications Commission (FCC) licensing, performance acceptance testing and First Responder Network Authority (FirstNet) support.

## Executive Consulting Services



MCP partners with clients to develop customized technical and operational solutions for public safety communications—**because the mission matters**.

Our staff has extensive experience serving in public sector and public safety management roles. We draw on our real-world experience when advocating for our clients. Through first-hand experience, we have earned the reputation for being accountable, prudent, persistent, progressive and reliable problem solvers and innovators.

We provide services that are initiated at a strategic level. An integral part of our executive-level consulting is providing master planning services. Our team of policy specialists collaborates with clients to create comprehensive plans that help direct decision-making in the public safety sector. When developing a strategic plan, MCP incorporates master planning, organizational structuring, hiring assistance, fiscal planning, operations and technology and policy solutions.

We first seek to gather insights into our client's unique organization. We then apply these insights with our deep industry experience to formulate a strategy designed to serve as a guide to our client's future. We focus on combining a comprehensive yet tactical approach that addresses every element of the client's sphere of influence. Our team directs its collective energy on understanding the full scope of the client's responsibilities and objectives. We uncover the unique challenges that stand in the way of achieving success. Our goal is to mitigate those challenges by leveraging policy, technology, fiscal and human assets to develop a sustainable solution.

Our clients are responsible for delivering reliable service 24 hours a day, seven days a week to emergency responders and the public while operating with limited resources. In recognition of the need to achieve more with less, we aim to put the client in a position to do more with more. This means structuring organizations, programs and projects for available grant funding through policy development, technology and appropriate fiscal planning.

## Operations and Facilities Services



When everything you do is considered mission-critical, you require reliable systems to meet the demands of your always-on operation. Our planning, designing and integration services improve the return on your technology investments, while delivering project success. And our project management expertise helps you complete your

initiatives on time and on budget.

MCP is passionate about creating environments, processes and systems that enable our clients to experience greater success. We do this by bringing innovative ideas to every project with the end goal of improving your operations. Our applications expertise spans all aspects of public safety communications including emergency services studies, computer-aided dispatch (CAD), logging, records management systems (RMS), geographic information systems (GIS), mobile data and more. We believe that the way in which these applications combine with other systems and your agency's unique organization is fundamental to success. Our specialized team of experts work shoulder to shoulder with our clients to align requirements with their goals to implement the best possible solution.

Our operations and facilities services include operations consulting; technology procurement and implementation; shared services and consolidation; strategic and executive-level consulting; facility planning services; and professional development and mentoring.

## Facility and Technology Design and Integration

MCP is well-versed about the requirements of mission-critical facility architectural and engineering design and we are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction—including site selection and development, and implementation of electrical, mechanical, structural, security and other technology systems—to coordinate systems installation, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the space for operational integrity. We work closely with the client to develop technology solutions, migration schedules and a forward-looking operations floor layout that scales as each client's needs grow. Our team has a profound passion for results, an indefatigable work ethic, and a proven record of success; we utilize industry-leading intellectual capital to provide highly responsive, customized, solutions and strategies for our clients.

## Network and IT Support Services



We help our clients increase the reliability of their network and IT environment long after implementation. Our holistic IT and network support solution help our clients realize significant IT cost-savings, while remaining confident that their systems are running at peak performance, protected by unplanned network outages.

Clients partner with us so that they can focus on the strategic aspects of managing their public safety operations while we provide expanded continuity, capacity, and capability. We provide solutions that achieve our clients' goals, not their vendors, by applying a technology-independent approach.

With MCP's help maintaining their network environment, our clients have greater confidence that their IT infrastructure and related systems are running smoothly. Our objective is to help our clients drive a greater return from their maintenance investments while reducing their operating expenses. We provide a broad portfolio of assessment, monitoring, and support solutions that improve network reliability and provide agencies with a greater pulse on their IP network and IT enterprise.

IT Network and Support Solutions	Network Management and Monitoring Solutions	Cybersecurity Solutions	Additional Offerings
Mission-Critical NetInform® discovery services	Mission-Critical NetPulse® 24x7 network monitoring	Mission-Critical NetInform® security assessments	On-request services
Mission-Critical NetInform® enterprise IT assessments		Mission-Critical NetPulse® security monitoring	IT helpdesk services
			Integrated vendor support services

These support solutions can provide a holistic, end-to-end view into an agency's entire network and supporting infrastructure with support available for the following networks and applications:

- CAD systems
- Call-handling equipment (CHE)
- RMS
- Microwave and fiber optic backhaul systems
- ESInets
- Telephony
- 911 and administrative networks
- Environmental site networks

## Data Integration Services

In the courts, justice and public safety arena, the business environment includes vendors, suppliers, partners, community, private organizations, and various government agencies. MCP's Data Integration Services team specializes in the planning and implementation of complex data exchange and integration projects for the criminal justice market. Our successes include integration initiatives that span all major entities within the criminal justice community, including:

- Law Enforcement
- Courts
- State Bureaus of Investigation
- Social Services
- Prosecution
- Probation
- Human and Health Services
- Department of Motor Vehicles
- Public Defenders
- Adult/Juvenile Corrections
- Child Support

We've made it our business to help you facilitate, integrate, and improve your ability to work together—by focusing on workflow integration—to achieve real-time accessibility to information that is relevant to the business environment. This event-triggered information sharing has the benefit of reducing paper dependencies, cutting costs and uncovering innovative revenue opportunities that exist in your ecosystem.

MCP has implemented large-scale, multi-year workflow integration projects at the state, county and local level. The benefit to our clients is that our full range of system integration capabilities is augmented with real-world experiences, proven methodologies, industry standards, and best practices that are demonstrated in the breadth, depth, and realism of our strategic planning and implementation efforts.

Our court, justice, and public safety capabilities include, but are not limited to:

Services
<ul style="list-style-type: none"><li>• Strategic Planning and Governance</li><li>• Analysis</li><li>• Exchange Architecture</li><li>• Integration</li><li>• Project Management</li><li>• National Standards</li><li>• Product Solutions</li></ul>

MCP uses national standards, modeling tools, and open technologies day in and day out, including:

- Justice Information Exchange Model (JIEM)
- Service-Oriented Architecture (SOA) and Global Reference Architecture (GRA)
- Web Services Standards
- eXtensible Markup Language (XML) Standards and National Information Exchange Model (NIEM)

## 2022 AUTHORITY BOARD MEETINGS

MONTH	DAY	TIME
January	6	1:30 PM
March	3	1:30 PM
May	5	1:30 PM
July	7	1:30 PM
September	1	1:30 PM
November	3	1:30 PM

Meetings will be held at the Oklahoma Capitol -  
meeting rooms to be determined.

# Oklahoma 911 Management Authority

## Grant Approval Form



Organization Information			
Applicant Organization Name: Woodward, City Of			
Address: 722 Main Street, Woodward, OK 73801			
Phone: 580-254-8586			
Email: bsmith@cityofwoodward-ok.gov			
County: Woodward	Type: City or Township Government	DUNS#: 138061908	EIN#: 73-6005512
Primary Contact Name/Title: Ben Smith (Director)		Authorized Contact Name/Title: Shaun Barnett (Assistant City Manager)	
Project Information			
Project Title: Woodward - GIS License Update			
Project Type: GIS projects that meet the OK NG911 GIS and Address		Project Category: Creation or improvement of 9-1-1 Addressing	
Brief Project Description: This project is to upgrade our current ESRI software from a basic license to a standard license to allow us to run the needed tools for the Oklahoma Addressing Standard.			
Request Amount: \$4,722.00	Award Amount: \$4,722.00	Project Start Date: September 5, 2021	Project End Date: December 31, 2021
Approvals - Required Signatures <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved			
911 Management Authority Chair		Date	
911 State Coordinator		Date	

### State Office Use Only

Funding Sources
a. Federal \$2,833.20
b. State \$944.40
c. Local \$944.40
d. Other
e. TOTAL \$4,722.00

**SUPERCEDED**

Effective: November 1, 2021

**63 O.S. § 2864 (OSCN 2021), Oklahoma 9-1-1 Management Authority Act<sup>1</sup>**

The powers and duties of the Oklahoma 9-1-1 Management Authority created in Section 3 of this act shall be to:

1. Approve or disapprove the selection of the Oklahoma 9-1-1 Coordinator by majority vote of the members. The Authority shall direct the Oklahoma 9-1-1 Coordinator to administer grants approved by the Authority pursuant to this section and perform other duties as it deems necessary to accomplish the requirements of the Oklahoma 9-1-1 Management Authority Act;
2. Prepare grant solicitations for funding for the purposes of assisting public agencies with funding for consolidation of facilities or services, deployment of Phase II technology or successor technology, development of next-generation 9-1-1 regional emergency service networks, and for other purposes it deems appropriate and necessary;
3. Work in conjunction with the Oklahoma Department of Emergency Management to create an annual budget for the Authority, which shall be approved by majority vote of the members;
4. Direct the Oklahoma Tax Commission to escrow all or any portion of funds collected pursuant to the Oklahoma 9-1-1 Management Authority Act attributable to a public agency, if the public agency fails to:
  - a. submit or comply with master plans to deliver Phase II 9-1-1 wireless locating services as required by this act and approved by the Authority,
  - b. meet standards of the National Emergency Number Association (NENA) limited to call-taking and caller-location technology or comply with an improvement plan to meet such standards as directed by the Authority,
  - c. submit annual reports or audits as required by this act, or
  - d. comply with the requirements of this act or procedures established by the Authority;
5. Establish and submit to the Tax Commission a list of eligible governing bodies entitled to receive 9-1-1 telephone fees and establish annual population figures for the purpose of distributing fees collected pursuant to Section 5 of this act, to be derived by dividing the population of each public agency's response area by the total population of the state using data from the latest available Federal Decennial Census estimates as of July 1 of each year;

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<sup>1</sup> <https://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=489484>

6. Assist any public agency the Authority determines is performing below standards of the NENA, as limited by paragraph 4 of this section, according to the improvement plan required by the Oklahoma 9-1-1 Management Authority Act. The Authority shall establish a time period for the public agency to come into compliance after which the Authority shall escrow funds as authorized in this section. Improvement plans may include consideration and recommendations for consolidation with other public agencies, and sharing equipment and technology with other jurisdictions;
7. Require an annual report from public agencies regarding operations and financing of the public safety answering point (PSAP) and approve, modify or reject such reports;
8. Conduct and review audits and financial records of the wireless service providers and review public agencies' audits and financial records regarding the collection, remittance and expenditures of 9-1-1 wireless telephone fees as required by the Oklahoma 9-1-1 Management Authority Act;
9. Develop a plan to deploy next-generation 9-1-1 services statewide. The Authority may fund feasibility and implementation studies it deems necessary to create the plan;
10. Facilitate information-sharing among public agencies;
11. Create and maintain best practices databases for PSAP operations;
12. Encourage equipment- and technology-sharing among all jurisdictions;
13. Develop training program standards for 9-1-1 call takers;
14. Mediate disputes between public agencies and other entities involved in providing 9-1-1 emergency telephone services;
15. Provide a clearinghouse of contact information for communications service companies and PSAPs operating in this state;
16. Make recommendations for consolidation upon the request of public agencies; and
17. Take any steps necessary to carry out the duties required by the Oklahoma 9-1-1 Management Authority Act.

### ***Historical Data***

Laws 2016, HB 3126, c. 324, § 4, eff. November 1, 2016.

**SUPERCEDED**

Effective: November 1, 2021

**63 O.S. § 2866 (OSCN 2021), Oklahoma 9-1-1 Management Authority Act<sup>1</sup>**

A. 9-1-1 telephone fees authorized and collected by wireless service providers and Voice over Internet Protocol (VoIP) providers, pursuant to paragraphs 1 and 2 of subsection A of Section 5 of this act, from each of their end users residing in this state shall be paid to the Oklahoma Tax Commission no later than the twentieth day of the month succeeding the month of collection.

B. From the total fees collected pursuant to paragraphs 1 and 2 of subsection A of Section 5 of this act, one percent (1%) shall be retained by the wireless service provider or VoIP provider, and one percent (1%) shall be retained by the Tax Commission as reimbursement for the direct cost of administering the collection and remittance of the fees.

C. Every billed service subscriber shall be liable for any 9-1-1 wireless telephone fee imposed pursuant to the Oklahoma 9-1-1 Management Authority Act until the fee has been paid to the wireless service provider.

D. Fees imposed pursuant to the Oklahoma 9-1-1 Management Authority Act which are required to be collected by the wireless service provider or VoIP provider may be added to and shall be stated separately in any billings to the service subscriber.

E. The wireless service provider or VoIP provider shall have no obligation to take any legal action to enforce the collection of any 9-1-1 wireless telephone fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act. Should any service subscriber tender a payment insufficient to satisfy all charges, tariffs, fees and taxes for wireless telephone or VoIP service, the amount tendered shall be credited to the 9-1-1 wireless telephone fee in the same manner as other taxes and fees.

F. Any 9-1-1 fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act shall be collected insofar as practicable at the same time as, and along with, the charges for wireless telephone or VoIP service in accordance with the regular billing practice of the provider.

G. Nothing in the Oklahoma 9-1-1 Management Authority Act shall be construed to limit the ability of a wireless service provider or VoIP provider from recovering its costs associated with designing, developing, deploying and maintaining enhanced 9-1-1 service directly from the service subscribers of the provider, whether the costs are itemized on the bill of the service subscriber as a surcharge or by any other lawful means.

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<sup>1</sup> <https://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=478821>

H. The wireless service provider or VoIP provider shall maintain records of the amount of 9-1-1 telephone fees collected in accordance with the provisions of the Oklahoma 9-1-1 Management Authority Act for a period of three (3) years from the time the fee is collected. The State Auditor and Inspector, the Oklahoma 9-1-1 Management Authority or any affected public agency may require an annual audit of the books and records of the wireless service provider or VoIP provider concerning the collection and remittance of fees authorized by this act. Auditors shall have access to all information used by the wireless service provider or VoIP provider to calculate and remit the 9-1-1 telephone fee. Audit expenses shall be reimbursable pursuant to procedures established by the Oklahoma 9-1-1 Management Authority if the audit is approved by the Authority.

I. The wireless service provider or VoIP provider shall provide to the Oklahoma 9-1-1 Management Authority an annual census showing the primary place of use of its subscribers located by county and either a municipality or unincorporated area. The census shall contain all subscribers as of December 31 of each year, and shall be provided to the Authority no later than February 1 of each year.

J. All proprietary information provided by a wireless service provider or VoIP provider to the Authority shall not be subject to disclosure to the public or any other party.

K. Within thirty (30) days of receipt, the Oklahoma Tax Commission shall pay available fees remitted pursuant to Section 5 of this act to the governing bodies that the Oklahoma 9-1-1 Management Authority has certified in accordance with Section 4 of this act as eligible to receive funds. The share to be paid to or escrowed for each governing body shall be determined by dividing the population of the governing body by the total population of the state using the latest Federal Decennial Census estimates.

### ***Historical Data***

Laws 2016, HB 3126, c. 324, § 6, eff. November 1, 2016.

**SUPERCEDED**

Effective: November 1, 2021

**63 O.S. § 2867 (OSCN 2021), Oklahoma 9-1-1 Management Authority Act<sup>1</sup>**

A. Prepaid 9-1-1 wireless transaction fees authorized and collected pursuant to paragraph 3 of subsection A of Section 5 of this act from retailers shall be paid to the Oklahoma Tax Commission under procedures established by the Tax Commission that substantially coincide with the registration and payment procedures that apply under the Oklahoma Sales Tax Code and as directed by the Oklahoma 9-1-1 Management Authority. The audit and appeal procedures, including limitations period, applicable to the Oklahoma Sales Tax Code shall apply to prepaid 9-1-1 wireless telephone fees.

B. From the total fees collected pursuant to paragraph 3 of subsection A of Section 5 of this act, three percent (3%) shall be retained by the seller and one percent (1%) shall be retained by the Tax Commission as reimbursement for the direct cost of administering the collection and remittance of such fees.

C. The prepaid 9-1-1 wireless transaction fee shall be collected by the retailer from the consumer for each retail transaction occurring in this state. The amount of the prepaid 9-1-1 wireless fee shall either be separately stated on the invoice, receipt or similar document that is provided to the consumer by the seller, or otherwise disclosed to the consumer.

D. The prepaid 9-1-1 wireless telephone fee is the liability of the consumer and not of the seller or of any provider, except that the seller shall be liable to remit all prepaid 9-1-1 wireless telephone fees that the seller collects as provided in this section, including all charges that the seller is deemed to collect where the amount of the fee has not been separately stated on an invoice, receipt or other similar document.

E. If the amount of the prepaid 9-1-1 wireless telephone fee is separately stated on the invoice, receipt or similar document, the prepaid 9-1-1 wireless telephone fee shall not be included in the base for measuring any tax, fee, surcharge or other charge that is imposed by the state, any political subdivision of this state or any intergovernmental agency.

Historical Data

Laws 2016, HB 3126, c. 324, § 7, eff. November 1, 2016.

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<sup>1</sup> <https://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=489486>

**SUPERCEDED**

Effective: November 1, 2021

**63 O.S. § 2868 (OSCN 2021), Oklahoma 9-1-1 Management Authority Act<sup>1</sup>**

A. Public agencies recognized by the Oklahoma 9-1-1 Management Authority and authorized to receive funds collected pursuant to the provisions of this act shall use the funds only for services, equipment and operations related to 9-1-1 emergency telephone systems.

B. Money remitted to public agencies pursuant to the Oklahoma 9-1-1 Management Authority Act and any money otherwise collected by any lawful means for purposes of providing 9-1-1 emergency telephone services shall be deposited in a separate 9-1-1 emergency telephone service account established by a public agency or its governing body to carry out the requirements of this act. Monies remaining in such accounts at the end of a fiscal year shall carry over to subsequent years. The monies deposited in the Oklahoma 9-1-1 Management Authority Revolving Fund shall at no time be monies of the state and shall not become part of the general budget of the Office of Emergency Management or any other state agency. Except as otherwise authorized by this act, no monies from the Oklahoma 9-1-1 Management Authority Revolving Fund shall be transferred for any purpose to any other state agency or any account of the Office of Emergency Management or be used for the purpose of contracting with any other state agency or reimbursing any other state agency for any expense. Payments from the Oklahoma 9-1-1 Management Authority Revolving Fund shall not become or be construed to be any obligation of the state. No claims for reimbursement from the Oklahoma 9-1-1 Management Authority Revolving Fund shall be paid with state monies.

C. If the Oklahoma 9-1-1 Management Authority determines that the public agency has failed to deploy Phase II service or has failed to deliver service consistent with National Emergency Number Association (NENA) standards, the public agency shall submit an improvement plan within the time prescribed by the Authority. The Authority may order the Oklahoma Tax Commission to escrow fees attributable to public agencies which have not submitted plans or complied with improvement plans.

D. A public agency shall be required to have conducted separately or as a part of the annual audit required by law of the municipality or county an annual audit of any accounts established or used for the operation of a 9-1-1 emergency telephone system. The audit may be conducted by the State Auditor and Inspector at the discretion of the public agency. The cost of the audit of the 9-1-1 emergency telephone system may be paid from and be considered a part of the operating expenses of the 9-1-1 emergency telephone system. Proprietary information of the wireless service providers shall be confidential. Audit information pertaining to revenue collected or disbursed may be

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<sup>1</sup> <https://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=489487>

released only in aggregate form so that no provider-specific information may be extrapolated.

E. Public agencies shall be required to annually submit to the Authority:

1. A report, on a form to be prescribed by the Authority, covering the operation and financing of the public safety answering point which shall include all sources of funding available to the public agency for the 9-1-1 emergency telephone system; and

2. A copy of the most recent annual audit showing all expenses of the public agency relating to the 9-1-1 emergency telephone system.

F. The Authority shall have the power to review, approve, submit for further information or deny approval of the annual report of each public agency required pursuant to subsection E of this section. Failure by a public agency to submit the report annually or denial of a report may cause the Authority to order the Tax Commission to escrow the 9-1-1 emergency telephone fees due to the public agency until the public agency complies with the requirements of the Oklahoma 9-1-1 Management Authority Act and the procedures established by the Authority.

G. The governing body of the public agency shall meet at least quarterly to oversee the operations of the 9-1-1 emergency telephone system, review expenditures and annually set and approve an operating budget, and take any other action as necessary for the operation and management of the system.

H. Records and meetings of the public agency shall be subject to the Oklahoma Open Records Act and the Oklahoma Open Meeting Act.

Historical Data

Laws 2016, HB 3126, c. 324, § 8, eff. November 1, 2016.

# An Act

ENROLLED SENATE  
BILL NO. 687

By: Weaver of the Senate

and

Humphrey and Ford of the  
House

An Act relating to the Oklahoma 9-1-1 Management Authority; amending Sections 4, 6, 7 and 8, Chapter 324, O.S.L. 2016 (63 O.S. Supp. 2020, Sections 2864, 2866, 2867 and 2868), which relate to powers and duties, collection and distribution of fees and use of funds; modifying requirements; directing establishment of certain rules; providing training program standards; requiring certain reporting; providing certain oversight of fees; and providing an effective date.

SUBJECT: Modifies the Oklahoma 9-1-1 Management Authority Act, modifying powers and duties and authorizing the escrow of certain funds upon certain conditions

BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

SECTION 1. AMENDATORY Section 4, Chapter 324, O.S.L. 2016 (63 O.S. Supp. 2020, Section 2864), is amended to read as follows:

Section 2864. The powers and duties of the Oklahoma 9-1-1 Management Authority created in Section ~~3 of this act~~ 2863 of this title shall be to:

1. Approve or disapprove the selection of the Oklahoma 9-1-1 Coordinator by majority vote of the members. The Authority shall direct the Oklahoma 9-1-1 Coordinator to administer grants approved

by the Authority pursuant to this section and perform other duties as it deems necessary to accomplish the requirements of the Oklahoma 9-1-1 Management Authority Act;

2. Prepare grant solicitations for funding for the purposes of assisting public agencies with funding for consolidation of facilities or services, deployment of Phase II technology or successor technology, development of next-generation 9-1-1 regional emergency service networks, and for other purposes it deems appropriate and necessary;

3. Work in conjunction with the Oklahoma Department of Emergency Management to create an annual budget for the Authority, which shall be approved by majority vote of the members;

4. Direct the Oklahoma Tax Commission to escrow all or any portion of funds collected pursuant to the Oklahoma 9-1-1 Management Authority Act attributable to a public agency, if the public agency fails to:

- a. submit or comply with master plans to deliver ~~Phase II~~ Next Generation 9-1-1 wireless locating (NG9-1-1) services as required by ~~this act~~ the Oklahoma 9-1-1 Management Authority Act and approved by the Authority. Local plans must align with the State's Master plan to deploy NG9-1-1,
- b. meet standards of the National Emergency Number Association (NENA) limited to call-taking and caller-location technology or comply with an improvement plan to meet such standards as directed by the Authority,
- c. submit annual reports or audits as required by ~~this act~~, or the Oklahoma 9-1-1 Management Authority Act,
- d. provide connectivity and interoperability between state, regional and local next-generation systems, or
- e. comply with the requirements of ~~this act~~ the Oklahoma 9-1-1 Management Authority Act or procedures established by the Authority;

5. Establish and submit to the Tax Commission a list of eligible governing bodies entitled to receive 9-1-1 telephone fees and establish annual population figures for the purpose of distributing fees collected pursuant to Section ~~5 of this act~~ 2865 of this title, to be derived by dividing the population of each public agency's response area by the total population of the state using data from the latest available ~~Federal Decennial~~ Census estimates as of July 1 of each year;

6. Assist any public agency the Authority determines is performing below standards of the NENA, as limited by paragraph 4 of this section, according to the improvement plan required by the Oklahoma 9-1-1 Management Authority Act. The Authority shall establish a time period for the public agency to come into compliance after which the Authority shall escrow funds as authorized in this section. Improvement plans may include consideration and recommendations for consolidation with other public agencies, and sharing equipment and technology with other jurisdictions;

7. Require an annual report from public agencies regarding operations and financing of the public safety answering point (PSAP) and approve, modify or reject such reports;

8. Conduct and review audits and financial records of the wireless service providers and review public agencies' audits and financial records regarding the collection, remittance and expenditures of 9-1-1 wireless telephone fees as required by the Oklahoma 9-1-1 Management Authority Act;

9. Develop a master plan to deploy next-generation 9-1-1 services statewide. The Authority may fund feasibility and implementation studies it deems necessary to create the plan This will include the development of performance criteria critical to the function and performance of NG9-1-1 networks and systems;

10. Establish rules for interoperability between state, regional and local NG9-1-1 systems;

11. Facilitate information-sharing among public agencies;

~~11.~~ 12. Create and maintain best practices databases for PSAP operations;

~~12.~~ 13. Encourage equipment- and technology-sharing among all jurisdictions;

~~13.~~ 14. Develop training program standards for 9-1-1 call takers.

a. Training program standards shall include instruction on recognizing the need for and delivery of High-Quality Telecommunicator CPR (T-CPR) that can be delivered by 9-1-1 call takers for acute events requiring CPR including, but not limited to, out-of-hospital cardiac events (OHCA).

b. T-CPR training shall follow evidence-based, nationally recognized guidelines for high-quality T-CPR which incorporates recognition protocols for OHCA and continuous education;

~~14.~~ 15. Mediate disputes between public agencies and other entities involved in providing 9-1-1 emergency telephone services;

~~15.~~ 16. Provide a clearinghouse of contact information for communications service companies and PSAPs operating in this state;

~~16.~~ 17. Make recommendations for consolidation upon the request of public agencies; ~~and~~

~~17.~~ 18. Establish an eligible use list for 9-1-1 funds; and

19. Take any steps necessary to carry out the duties required by the Oklahoma 9-1-1 Management Authority Act.

SECTION 2. AMENDATORY Section 6, Chapter 324, O.S.L. 2016 (63 O.S. Supp. 2020, Section 2866), is amended to read as follows:

Section 2866. A. 9-1-1 telephone fees authorized and collected by wireless service providers and Voice over Internet Protocol (VoIP) providers, pursuant to paragraphs 1 and 2 of subsection A of

Section ~~5 of this act~~ 2865 of this title, from each of their end users residing in this state shall be paid to the Oklahoma Tax Commission no later than the twentieth day of the month succeeding the month of collection.

B. From the total fees collected pursuant to paragraphs 1 and 2 of subsection A of Section ~~5 of this act~~ 2865 of this title, one percent (1%) shall be retained by the wireless service provider or VoIP provider, and one percent (1%) shall be retained by the Tax Commission as reimbursement for the direct cost of administering the collection and remittance of the fees.

C. Every billed service subscriber shall be liable for any 9-1-1 wireless telephone fee imposed pursuant to the Oklahoma 9-1-1 Management Authority Act until the fee has been paid to the wireless service provider.

D. Fees imposed pursuant to the Oklahoma 9-1-1 Management Authority Act which are required to be collected by the wireless service provider or VoIP provider may be added to and shall be stated separately in any billings to the service subscriber.

E. The wireless service provider or VoIP provider shall have no obligation to take any legal action to enforce the collection of any 9-1-1 wireless telephone fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act. Should any service subscriber tender a payment insufficient to satisfy all charges, tariffs, fees and taxes for wireless telephone or VoIP service, the amount tendered shall be credited to the 9-1-1 wireless telephone fee in the same manner as other taxes and fees.

F. Any 9-1-1 fee imposed pursuant to the provisions of the Oklahoma 9-1-1 Management Authority Act shall be collected insofar as practicable at the same time as, and along with, the charges for wireless telephone or VoIP service in accordance with the regular billing practice of the provider.

G. Nothing in the Oklahoma 9-1-1 Management Authority Act shall be construed to limit the ability of a wireless service provider or VoIP provider from recovering its costs associated with designing, developing, deploying and maintaining enhanced 9-1-1 service directly from the service subscribers of the provider, whether the

costs are itemized on the bill of the service subscriber as a surcharge or by any other lawful means.

H. The wireless service provider or VoIP provider shall maintain records of the amount of 9-1-1 telephone fees collected in accordance with the provisions of the Oklahoma 9-1-1 Management Authority Act for a period of three (3) years from the time the fee is collected. The State Auditor and Inspector, the Oklahoma 9-1-1 Management Authority or any affected public agency may require an annual audit of the books and records of the wireless service provider or VoIP provider concerning the collection and remittance of fees authorized by ~~this act~~ the Oklahoma 9-1-1 Management Authority Act. Auditors shall have access to all information used by the wireless service provider or VoIP provider to calculate and remit the 9-1-1 telephone fee. Audit expenses shall be reimbursable pursuant to procedures established by the Oklahoma 9-1-1 Management Authority if the audit is approved by the Authority.

I. The wireless service provider or VoIP provider shall provide to the Oklahoma 9-1-1 Management Authority an annual census showing the primary place of use of its subscribers located by county and either a municipality or unincorporated area. The census shall contain all subscribers as of December 31 of each year, and shall be provided to the Authority no later than February 1 of each year.

J. All proprietary information provided by a wireless service provider or VoIP provider to the Authority shall not be subject to disclosure to the public or any other party.

K. Within thirty (30) days of receipt, the Oklahoma Tax Commission shall pay available fees remitted pursuant to Section 5 ~~of this act~~ 2865 of this title to the governing bodies that the Oklahoma 9-1-1 Management Authority has certified in accordance with Section 4 ~~of this act~~ 2864 of this title as eligible to receive funds. The share to be paid to or escrowed for each governing body shall be determined by dividing the population of the governing body by the total population of the state using the latest Federal Decennial Census estimates.

L. The Oklahoma Tax Commission shall provide the 9-1-1 Management Authority a monthly report showing the 9-1-1 wireless fee deposits including the name of the provider and the amount of each

deposit. Upon request the 9-1-1 Authority may request telephone or mailing address information of the provider.

SECTION 3. AMENDATORY Section 7, Chapter 324, O.S.L. 2016 (63 O.S. Supp. 2020, Section 2867), is amended to read as follows:

Section 2867. A. Prepaid 9-1-1 wireless transaction fees authorized and collected pursuant to paragraph 3 of subsection A of Section ~~5 of this act~~ 2865 of this title from retailers shall be paid to the Oklahoma Tax Commission under procedures established by the Tax Commission that substantially coincide with the registration and payment procedures that apply under the Oklahoma Sales Tax Code and as directed by the Oklahoma 9-1-1 Management Authority. The audit and appeal procedures, including limitations period, applicable to the Oklahoma Sales Tax Code shall apply to prepaid 9-1-1 wireless telephone fees.

B. From the total fees collected pursuant to paragraph 3 of subsection A of Section ~~5 of this act~~ 2865 of this title, three percent (3%) shall be retained by the seller and one percent (1%) shall be retained by the Tax Commission as reimbursement for the direct cost of administering the collection and remittance of such fees.

C. The prepaid 9-1-1 wireless transaction fee shall be collected by the retailer from the consumer for each retail transaction occurring in this state. The amount of the prepaid 9-1-1 wireless fee shall either be separately stated on the invoice, receipt or similar document that is provided to the consumer by the seller, or otherwise disclosed to the consumer.

D. The prepaid 9-1-1 wireless telephone fee is the liability of the consumer and not of the seller or of any provider, except that the seller shall be liable to remit all prepaid 9-1-1 wireless telephone fees that the seller collects as provided in this section, including all charges that the seller is deemed to collect where the amount of the fee has not been separately stated on an invoice, receipt or other similar document.

E. If the amount of the prepaid 9-1-1 wireless telephone fee is separately stated on the invoice, receipt or similar document, the

prepaid 9-1-1 wireless telephone fee shall not be included in the base for measuring any tax, fee, surcharge or other charge that is imposed by the state, any political subdivision of this state or any intergovernmental agency.

F. The Oklahoma Tax Commission shall provide the 9-1-1 Management Authority with a monthly report showing the 9-1-1 wireless fee deposits including the name of the provider and the amount of each deposit. Upon request the 9-1-1 Authority may request telephone or mailing address information of the provider.

SECTION 4. AMENDATORY Section 8, Chapter 324, O.S.L. 2016 (63 O.S. Supp. 2020, Section 2868), is amended to read as follows:

Section 2868. A. Public agencies recognized by the Oklahoma 9-1-1 Management Authority and authorized to receive funds collected pursuant to the provisions of ~~this act~~ the Oklahoma 9-1-1 Management Authority Act shall use the funds only for services, equipment and operations related to 9-1-1 emergency telephone ~~systems~~ services.

B. The 9-1-1 Management Authority will oversee all 9-1-1 fees collected under the Oklahoma Emergency Telephone Act and the fees collected by this act. The Authority may order the Oklahoma Tax Commission to escrow fees attributable to public agencies which have misspent, diverted or supplanted 9-1-1 collected fees to a purpose other than what is authorized by the Oklahoma Emergency Telephone Act or this act.

C. Money remitted to public agencies pursuant to the Oklahoma 9-1-1 Management Authority Act and any money otherwise collected by any lawful means for purposes of providing 9-1-1 emergency telephone services shall be deposited in a separate 9-1-1 emergency telephone service account established by a public agency or its governing body to carry out the requirements of ~~this act~~ the Oklahoma 9-1-1 Management Authority Act. Monies remaining in such accounts at the end of a fiscal year shall carry over to subsequent years. The monies deposited in the Oklahoma 9-1-1 Management Authority Revolving Fund shall at no time be monies of the state and shall not become part of the general budget of the Office of Emergency Management or any other state agency. Except as otherwise authorized by ~~this act~~ the Oklahoma 9-1-1 Management Authority Act,

no monies from the Oklahoma 9-1-1 Management Authority Revolving Fund shall be transferred for any purpose to any other state agency or any account of the Office of Emergency Management or be used for the purpose of contracting with any other state agency or reimbursing any other state agency for any expense. Payments from the Oklahoma 9-1-1 Management Authority Revolving Fund shall not become or be construed to be any obligation of the state. No claims for reimbursement from the Oklahoma 9-1-1 Management Authority Revolving Fund shall be paid with state monies.

~~C.~~ D. If the Oklahoma 9-1-1 Management Authority determines that the public agency has failed to deploy Phase II service, failed to meet the State master plan for NG9-1-1 services or has failed to deliver service consistent with National Emergency Number Association (NENA) standards, the public agency shall submit an improvement plan within the time prescribed by the Authority. The Authority may order the Oklahoma Tax Commission to escrow fees attributable to public agencies which have not submitted plans or complied with improvement plans.

~~D.~~ E. A public agency shall be required to have conducted separately or as a part of the annual audit required by law of the municipality or county an annual audit of any accounts established or used for the operation of a 9-1-1 emergency telephone system. The audit may be conducted by the State Auditor and Inspector at the discretion of the public agency. The cost of the audit of the 9-1-1 emergency telephone system may be paid from and be considered a part of the operating expenses of the 9-1-1 emergency telephone system. Proprietary information of the wireless service providers shall be confidential. Audit information pertaining to revenue collected or disbursed may be released only in aggregate form so that no provider-specific information may be extrapolated.

~~E.~~ F. Public agencies shall be required to annually submit to the Authority:

1. A report, on a form to be prescribed by the Authority, covering the operation and financing of the public safety answering point which shall include all sources of funding available to the public agency for the 9-1-1 emergency telephone system; and

2. A copy of the most recent annual audit or budget showing all expenses of the public agency relating to the 9-1-1 emergency telephone system.

~~F.~~ G. The Authority shall have the power to review, approve, submit for further information or deny approval of the annual report of each public agency required pursuant to subsection ~~E~~ F of this section. Failure by a public agency to submit the report annually or denial of a report may cause the Authority to order the Tax Commission to escrow the 9-1-1 emergency telephone fees due to the public agency until the public agency complies with the requirements of the Oklahoma 9-1-1 Management Authority Act and the procedures established by the Authority.

~~G.~~ H. The governing body of the public agency shall meet at least quarterly to oversee the operations of the 9-1-1 emergency telephone system, review expenditures and annually set and approve an operating budget, and take any other action as necessary for the operation and management of the system.

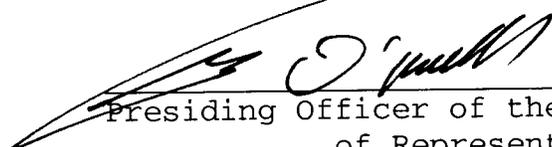
~~H.~~ I. Records and meetings of the public agency shall be subject to the Oklahoma Open Records Act and the Oklahoma Open Meeting Act.

SECTION 5. This act shall become effective November 1, 2021.

Passed the Senate the 9th day of March, 2021.

  
Presiding Officer of the Senate

Passed the House of Representatives the 21st day of April, 2021.

  
Presiding Officer of the House  
of Representatives

OFFICE OF THE GOVERNOR

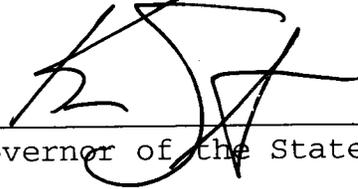
Received by the Office of the Governor this 22<sup>nd</sup>

day of April, 20 21, at 5:30 o'clock pm M.

By: James Curry

Approved by the Governor of the State of Oklahoma this 27<sup>th</sup>

day of April, 20 21, at 2:07 o'clock pm M.

  
Governor of the State of Oklahoma

OFFICE OF THE SECRETARY OF STATE

Received by the Office of the Secretary of State this 27<sup>th</sup>

day of April, 20 21, at 3:17 o'clock p M.

By: Paul Blugie