

ORIGINAL

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY REGULAR MEETING MINUTES

WILL ROGERS TUNNEL RM C48

August 2, 2018, 1:30 PM

The Board may discuss, vote to approve, vote to disapprove, vote to table, change the sequence of any agenda item, or vote to strike or not discuss any agenda item. Any conflicts of interest on any agenda item must be disclosed prior to discussion of that item and that board member must recuse from voting on it.

1. Call to Order

1:32 PM

2. Roll Call

Roll Call was taken with the following Authority members in attendance:

Ms. Darita Huckabee
Mr. Darry Stacy
Mr. Darryl Maggard
Mr. Gene Thaxton
Mr. Greg Fisher
Mr. Justin Carnagey
Mr. Major Berry
Ms. Mary Harris
Mr. Matt Stillwell
Ms. Regeneia Van Arsdale
Mr. Rob Stolz
Mr. Shaun Barnett
Ms. Terry O'Malley
Mr. Travis Clark

Quorum present. 14/20 Members Present at the time of Roll Call.

3. Introduction of Board Members and Guests

Mr. Maggard introduced Mr. Darry Stacy as the newest member of the Board, attending his first meeting since being appointed. Guests introduced themselves.

4. Approval of meeting minutes from the July 2018 Regular Meetings.

Review by the board over the previous month's minutes.

Motion to approve the July Regular Minutes by Ms. Harris, second by Mr. Berry.

Motion carries with twelve ayes; zero opposed. Mr. Stacy and Mr. Stillwell abstained.

5. Approval of the July 2018 Financial Report.

The reports were distributed, reviewed, and explained by Mr. Terry. There are four documents within the financial report: July 2017 to June 2018, the July 2018 report, and the wireless revenue report from the Oklahoma Tax Commission. Mr. Terry introduced the "FY2019 Continual Budget," a monthly revolving budget which will show what payments, expenses, the

remaining balance, and the percentage of income v. expenses. Mr. Terry explained, the idea behind this budget, is being able to see month – to – month where the accounts are.

Ms. Harris asked why there was no reporting for Stacey Root’s salary in the month of July.

Mr. Terry explained that Ms. Root did not become a full-time employee until August first, and she pay up until August first, was paid from a Galt mitigation grant by Oklahoma Emergency Management.

Mr. Barnett added to Mr. Terry’s comments, by saying that this is an opportunity to show leaders around the state what this body is trying to do; by putting out the program in front of these individuals at the OML conference they will have a clear insight when we come back to them in the future. With that understanding, Mr. Barnett stated he felt the leaders would be more open to attending other opportunities and conferences, allowing for an ongoing and building partnership between state leaders and this body through training.

6. Discussion and possible action to approve \$4,000.00 to the National Emergency Number Association for Leadership Training, be delivered as a pre-conference class, at the Oklahoma Public Safety Conference on September 30, 2018.

Mr. Terry explained that this was one of the two classes in the upcoming months. This course is designed for supervisors and managers within the 9-1-1 centers. The course is titled “Recruit, hire, retain, and promote for success.” The course is a flat fee of \$4,000.00 for the eight-hour class. This course was prepared by the conference committee to be a pre-conference class at the Public Safety Conference; which combines NENA and APCO with a target audience of 9-1-1, dispatchers, and radio type classes. The meeting space is being provided by the Marriott Southern Hills in Tulsa on Sunday as part of the conference. NENA will help publicise and bring software for registration. This was discussed last week with the Administration Committee. Mr. Terry yielded the floor to Ms. Huckabee for her comments.

Ms. Huckabee confirmed that the committee did meet and discuss this training. The committee recommended that the Board approve this training.

Motion to approve \$4,000.00 to the National Emergency Number Association for Leadership Training at the Oklahoma Public Safety Conference September 30, 2018, by Ms. Huckabee, second by Mr. Thaxton.

Motion carries with fourteen ayes; zero opposed.

7. Report and discussion regarding PSAP compliance with submission of 2017 Registration Form.

Mr. Terry reminded the board at the last meeting there were three agencies that had not turned in their Registration Form; however, those forms were turned in by the end of the week following that meeting. The Chairman requested a report over the Registration Form, which was included in your packet. Mr. Terry reviewed the pertinent points of the report, bringing attention to the percentages on the front page representing the number of questions answered in each section. Not all questions were answered on the Registration Form, therefore, Mr. Terry explained the

numbers are not one hundred percent accurate. It was also pointed out that the questions spanned a two year period, with the last two months being on a different funding mechanism, which made this form difficult to fill out and understand. The main part of the report to review is the income verse expenses. The income was \$51,498,000 with \$99,479,000 in expenses. Next year there will be a more zero balance procedure to we get the most accurate view as possible.

Ms. Huckabee stated the call type does not match anything that is happening in the nation anywhere. This tells me that some were confused about what calls where actually what calls.

Mr. Terry responded by saying he agreed. That this was what was given in the form and therefore what was reported. He mentioned that anyone could have sat with these agencies and gone through each question, and still been given these answers. One agency gave information regarding call types that were not the normal call-types. Words used were "manual, and function;" even during a phone conversation to clarify, the same answers where given. When asked about call reports it was reported they didn't know how to run a call report. So if they are not running reports, how are they solving problems, monitoring call times, mitigating problems? Some just answered with estimates, or didn't even answer with anything more than "don't know." That being said this is the report. Mr. Terry informed the Board that he has begun to edit and rewrite some of the questions for this year's form. Changing the way the wording is done, adding in more information to clean up and make the form easier to read and answer. There will be a one hour course at the Public Safety Conference in September, which I hope to record and off on the website; there will be a webinar and an informational fact sheet. The form will be three parts, contacts, equipment statistics, and financials. The idea is that different people can fill out different parts without having to include the entire form.

Mr. Maggard asked about the percentage totals on the front page of the report – this fifty percent is saying that fifty percent of the questions regarding finance were answered?

Ms. Root explained that the questions may have been answered, but the answers were a nonconforming answer – for example, "untracked", "don't know", etc. To get the percentages each nonconforming answer was removed. These percentages are showing only conforming answers.

Mr. Maggard stated that in the future some response and push back would be helpful in getting the full answer.

Mr. Terry responded with a reminder that the budgeted item of a compliance officer will be charged with the task to make sure each answer is complete and correct. He made it known that he has made phone calls, sent emails, made in-person visits. However, we need to put it out there an take action if it's not complete or returned. We have a responsibility to the legislature to get this done.

Ms. Harris commented that the majority of the individuals do not know how to complete this form or who to speak to get the information. It's about knowing how to weave through small-town government. Maybe use the contacts and share the information to help them know who has the information.

Mr. Terry stated he felt what happened in most instances, was the Sheriff or Chief received the request and handed it off to his lead dispatcher who may have been working for six months. That dispatcher didn't even know how there was a financial officer – so you ask them to make a call, look at the city or county website. That kind of assistance is what might be needed. A good capture of contacts was completed on this form, so in the future sending out those to the direct individuals that have the targeted information will be beneficial. This was a great first time, a great experiment, and a great learning experience.

Ms. Harris asked if this had two years represented on this form.

Mr. Terry replied it was over two years, which he agreed was confusing.

Mr. Terry stated, using Norman as an example as he stated he is familiar with Norman; this PSAP has GIS costs for an internal GIS for specific 9-1-1. They also have GIS cost from ACOG, since they are governed by ACOG there is an external cost for those GIS services. This needs to be taken into account in multiple PSAPs. The plan is to now revisit, review, and rewrite the Registration form, give that renewed form to the Administration Committee, have them review and make comments on the form, make changes and turn it over to this body for approval. Once approved it will be sent to out to the local PSAPs.

Mr. Thaxton asked if, within the expenditures, the questions were broken down to separate leased and purchased equipment.

Mr. Terry explained that the questions were regarding the yearly equipment cost; which was 9-1-1 equipment first, then anything else under capital expenses. This has been better defined with a new question asking if the PSAP is hosted locally or by a contracted party. Which we need to make sure that this is answered correctly, not just by the lead dispatcher trying to get this form completed by the end of the shift.

Ms. Van Arsdale brought up the FCC report, which is done each year, asks specifically how many dispatchers there are in the state, and on the Registration Form?

Mr. Terry responded by saying that he is asking for this to be changed so that it reflects the number the PSAP is allowed, how many they have currently trained and working alone full – time and part – time, how many calls – taking positions they have fully equipped, how many limited workstation, and how many supervisors are fully trained and working alone. He stated he will be asking how many are paid for by the 9-1-1 fees.

8. **Committee Reports:**

Administration Committee report was given by Ms. Huckabee, she stated that in addition to the other items they are working on the committee reviewed the job description for the Grant/Compliance Officer and are giving that back to Mr. Terry to proceed with that process. The committee also began working on the new fiscal year's goals, as well as set up monthly meetings. Ms. Huckabee stated anyone who is interested in working with the committee or would like to be included in the meeting each month to contact her.

Technical Committee report was given by Ms. O'Malley; she stated the committee has continued to work on the Scope of Work, scoring it down from 21 to 13 pages of more clarified content. The

committee will make one last pass over the work and then submitted to the Authority office for the next steps. Ms. O'Malley reported on Ms. Harris's group worked diligently to get the GIS paragraph complete and within the Scope of Work.

Ms. Harris added to Ms. O'Malley's report, stating the group worked well together on completing the GIS portion of the Scope of Work. This being the first and only meeting, Ms. Harris explained the group worked through the GIS paragraph and discussed what everyone's goals were. The group seemed to agree the next step should be to review the NENA GIS Standard against the Oklahoma Standard to make sure everything matches up and is correct.

Mr. Terry stated that there will be a GIS panel at the upcoming Conference, which will include some members of the group.

Operations Committee report was given by Mr. Stillwell, who stated there were no updates from the committee at this time.

Mr. Maggard called for questions.
No questions.

9. **State 9-1-1 Coordinator Report to the Board**

Mr. Terry gave the report of the 9-1-1 Coordinator, he began by reminding the Board that the time is approaching for the nomination of Chair and Vice – Chair. There will be a need for the AD-HOC nomination committee to meet this month to prepare the timelines and make sure everything needed is available and correct. There are placeholders to make sure that gets done.

Mr. Terry explained the draft for the Grants/Compliance officer has been turned over the state and the position title will read as Emergency Management Officer/9-1-1 Compliance Officer, this is because any job that has to do with Emergency Management within the state is preceded by that title. However, in the description and in the process of interviewing it will be made known this is a 9-1-1 position, and if they are called out for an emergency they will only be called out for a 9-1-1 emergency. We will get this posted in the next coming weeks.

Mr. Terry introduced the handout of House Bill 6424 which has been pushed by a commissioner from the FCC board, due to what is happening with funds being added to budgets. This bill supersedes state statutes that allow the federal government to go above state statutes and say what 9-1-1 fees can fund, and or have a higher restriction on what is funded by 9-1-1 funds. There are currently salaries paid for by 9-1-1 funds if the bill passes and says only technical can be paid with 9-1-1 funds then it could cause us problems, and problems in out dispatch centers. This is why I bring it to the attention of the Board, the internet, and this meeting.

Mr. Stillwell asked if the purposed bill language includes the rules, or has not yet defined what the definition will be, and the bill doesn't contain what it can or cannot be used for.

Mr. Terry replied that the rules have yet to be defined within the rulemaking process within the FCC and you are correct as it has not defined what it can or cannot be used for. The FCC can introduce the permanent rules, which will stand, or they can make changes without changing the federal law. It could be beneficial it could not be. It would take some work from the state to ensure that we are protected, with the way the legislation was passed.

Ms. Harris asked if the FCC has the power of authorization over the landline and the wireless fees or just wireless.

Mr. Terry responded by saying it is only wireless. Which complicate things as some are combining those into one. State Statute §63.2812 is wireline and overseen by the local body; whereas, §63.2861 is wireless and overseen by this body. There have been conversations between internal and external partners if these should be joined or not. Without getting too far into a discussion Mr. Terry recommended adding an agenda item for this issue if there were further questions.

Mr. Terry introduced the handout from the FCC with some ideas on how to resolve Accidental calls to 9-1-1. He stated that it was informative to read and added it to the packet for the benefit of the 9-1-1 centers.

Mr. Terry continued his report on Population Modeling, which was assisted last year by the Conservation Commission, who is the State GIS Statutory office. The office helped complete the work on the redevelopment of the Scope of Work and will be used for State agency to State agency population modeling again. Mr. Terry stated this would be paid for from the already approved budgeted item approval through the budget cycle that is allowed OEM to fund Internal Services, not to exceed \$7500.00. This will be paid for at an hourly rate for we use and not what we don't use for the population modeling. The Population Modeling is to draw a polygon around the answering area for the PSAP, do a population estimate, and work with the local leaders to make adjustments if needed.

Ms. Harris stated the new NENA GIS Standard requires a "provisional boundary" is this the same boundary you are asking for?

Mr. Terry replied it could be, it could be different – it may not be the same but it is close. Ms. Harris inquired if the board could send out a recommendation for jurisdictions to start working to provide that accurate boundary as part of the NENA GIS Standards – which would help the Board with the population model.

Mr. Terry explained there are gaps within the data collected and what is known today; these gaps are usually between waterways and areas like that. There's not a lot of population data that can be gathered from that, but we do need to think about doing something to try and get the most information possible from those boundaries. In the State Statute, the July 2018 data is used for the 2019 allocations; July 1, 2018, was when the snapshot of the population estimate is taken, and that is what is used moving forward. All the information needed has been collected, with the exception being if jurisdictional boundary changes during that twelve-month year land are incorporated into a municipality then it must be taken into consideration. This process will begin as soon as possible.

Update on Local PSAP Meetings from Mr. Terry. Mission Critical Partners was onsite for two weeks. The first week was spent visiting with Cimarron, Beaver, Harper, Texas, Woods, and Woodward County. Meetings went well, discussing the options that Cimarron and Beaver Counties have to be able to deploy Enhanced Wireless Phase II.

Mission Critical Partners second week was spent with Cotton and Nowata County; discussions went well with INCOG, Coffeyville Kansas, Tillman, Rogers, Craig, and Washington County over how to create partnerships to help Nowata and Cotton County to get off high center.

Plans are being written to determine what the options are for these five counties to deploy that service, those plans will be able to be delivered to each county and based on State Statute and who will be making those decisions we will be able to determine where they go. More news to come on that.

Mr. Terry met with the Shawnee Police Department who had some questions on possibly moving their dispatch center to another location.

Mr. Terry had a conference call with Sheriff Jump of Coal County who has been tasked by the County Commissioners, with combining their two PSAPs into one.

Ms. Huckabee asked which the commissioners had brought this up.

Mr. Terry responded by saying Sheriff Jump explained the County is currently funded by County Commissioners, although the City of Coalgate is housing the PSAP and the Sheriff's Office has their own dispatcher. Coalgate is the PSAP, but there are two dispatch centers and the Sheriff is wanting to consolidate. This is an ongoing discussion.

Upcoming Events which the Authority office will be participating in:

- a. APCO Conference in Las Vegas August 6 – 9
- b. APCO Training in Woodward August 14
- c. OEM Conference in Norman August 15 – 16
- d. Albert Ashwood's Retirement August 30

Mr. Terry stated the Authority Office launched their social media accounts – on Facebook @ok911authority, Twitter @911oklahoma, and Instagram @ok911authorty. We will send out an info sheet once we have everything up and running. We have a plan to make sure it will not go stale and stagnate.

Mr. Terry stated he will be out of the office from August 17th – through the 31st. Stacey will be in the office and available; Mr. Terry stated he would have limited availability.

Mr. Stillwell reminded Mr. Terry of Albert Ashwood retirement bullet on the agenda – and asked if his party was the 29th.

Mr. Terry stated he thought a formal invite was sent out with the date in an email.

Ms. Root confirmed there was an email sent out with the formal invite – and asked anyone to contact her if the email was not received.

10. Chairman's comments (information only, no discussion).

Mr. Maggard stated he was impressed with the tremendous work that has been done in the last year, and though there is more work to do, great things have been done in such a short amount of time.

11. 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 (5) 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. Maggard called for any public comments.
No comments.

12. New Business. Any new business not reasonably foreseen at the time of posting this agenda.

Mr. Maggard called for any new business.
No new business.

13. Adjournment.
2:26 PM

These Minutes of the Regular Meeting dated August 2, 2018, for the Oklahoma State 9-1-1 Authority has been reviewed and approved by the Authority on the day of 2018.

A handwritten signature in black ink, appearing to read 'Darryl Maggard', is written over a horizontal line. The signature is stylized and cursive.

Darryl Maggard
Chairman