

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY
REGULAR MEETING MINUTES
Thursday, July 11, 2019

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 before the discussion of that item and that board member must recuse from voting on it.

1. Call to Order

Vice-Chairman Barnett called the meeting to order at 1330

2. Roll Call

Mr. Tucker
Mr. Barnett
Mr. Carnagey
Mr. Page
Ms. Harris
Mr. Fisher
Mr. Hawkinson
Mr. Clark
Mr. Trease
Mr. Stolz
Mr. Thaxton
Ms. Vanarsdale

Quorum Present, twelve members present at the time of roll call

3. Introduction of Board Members and Guests

Mr. Barnett welcomed the Board members and allowed the guests to introduce themselves.

4. Approval of Meeting Minutes from the June 2019 Regular Meeting.

A motion to approve the Minutes from the June 2019 Meeting offered by Mr. Thaxton, with a second by Mr. Hawkinson. The Motion to approve the May Minutes approved with eleven ayes, and zero opposed. Ms. Vanarsdale abstained.

5. Approval of the June 2019 Financial Report.

Mr. Barnett yielded the floor to Mr. Terry to review the June Financial Report.

Mr. Terry explained that within the packet there is the June 2019 Wireless Revenue Report. Mr. Terry reminded the Board that last month the report was missing information. He informed the Board that from this month forward the report would show the previous month's financials; this is to be able to capture all the closeouts from the previous month, ensuring that everything was accounted for. He explained that the reports given to the Board are based on the reports created by Oklahoma Emergency Management, and reports were being generated at different times; which during an audit within the 9-

1-1 Office, it was noticed that some reports were missing or had incorrect information. To correct this, he asked that from this month forward the reports be a month behind, to capture and present the accurate information. Mr. Terry offered to answer any questions and asked those with questions to call his office.

Mr. Terry reported on the May Financial report, the deposits were \$203,136.46, expenses totaled \$48,568.40, leaving an ending balance of \$4,398,954.64. Regarding the expenditures, looking on the Continual Budget, Mr. Terry pointed out the payment to Mission Critical Partners (MCP) of \$22,055.50 in October 2018. This payment did not go through electronically and was returned to Oklahoma Emergency Management. This was one of the items noticed during the office audit. It has been verified that this payment did get sent to MCP; however, it was paid from the account twice, since it had been returned and gone through the system. The office is working with OEM to correct this and monitoring for it to be deposited into the account. It is the offices understanding that the paperwork has been completed and it should be back in the revolving fund soon.

Mr. Terry explained that we take very close action to make sure the reports are correct and will continue to monitor for the deposit.

Mr. Terry called for questions.

Mr. Clark asked if this needed a motion.

Mr. Terry responded that it was not a take action item, Mr. Moak agreed. Mr. Terry continued; this was needed to get the Meeting Packet sent out in a timely fashion.

A motion to approve the May 2019 Financial Report offered by Mr. Hawkinson, with a second by Ms. Harris. The Motion to approve the June Financial Report approved with twelve ayes, and zero opposed.

6. Discussion and possible action to approve the Deployment Objectives that apply to Phase II Emergency 9-1-1 Master Plans submitted under 63 O.S. § 2871(J) and 63 O.S. § 2864(4)(a) by public agencies starting a new PSAP or that do not currently provide Phase II services.

Mr. Barnett yielded the floor to Mr. Tucker

Mr. Tucker explained why he is reporting on this action. He stated that Mr. Maggard has resigned from the Board and Mr. Stillwell had asked if he would serve as interim Chair while Mr. Maggard is working on rejoining the Board.

Mr. Tucker reminded the Board that a meeting was held to discuss the Phase II Deployment Objectives. That the objectives were distributed and discussed briefly at the last meeting. The committee discussed and made some amendments; which under 2781(J) the Authority has the authority to prescribe terms for the PSAPs to develop terms and the Authority has the authority to approve or disapprove those terms. This document will provide an outline to PSAPS of what is required.

Mr. Tucker went over the objectives. Section I, related to Governance – nothing has changed since the last meeting. Under Operational Considerations, the committee added a request for an explanation from the person seeking approval for how the 9-1-1 calls will be recorded, what the retention rate is, identify the management tools, and provide the number of 9-1-1 calls received. The committee added a third section, Supplemental information; which was included to show that there would be no

degradation in service of how calls are handled. Additionally Mr. Tucker stated that the committee wanted to ensure that there would not be an increase in transfer calls and that all calls are recorded.

Mr. Tucker continued to report that the committee in addition to Section three, has requested the PSAP send along a letter of support from the head of the public agency to consider and notify the Authority that the NFPA requirements will be met, that emergency dispatch will be identified, toning notification, and OLETS, operational considerations, letting the Authority know that services will be provided, and explain how the PSAP will ensure that there will not be an increase in calls transferred.

Mr. Tucker yielded to Mr. Terry or the Board for any additional comments or questions.

Mr. Trease asked if, in section three, those were requirements or guidelines.

Mr. Tucker explained that they are items to be considered when submitted. Explaining that this was the one time they could ask for these items to be considered and therefore the committee is putting them out there. He also stated that things are different in different places, this is the PSAP opportunity to explain their situation, rather than just a yes or no.

Mr. Terry answered the main purpose of this was to gain support letters from Police Chiefs, Fire Chiefs EMS Directors, etc. and provide PSAPs a list of things they should specifically look at. The letters are meant to provide an opportunity for a Chief or Director to support a requirement or not and put that in their letter, to be full disclosure in what we are asking.

Ms. Harris asked if in Governance there two separate items or duplicates were.

Mr. Terry explained they are duplicates; one will be removed. He asked the Board if there was a preference in which one is removed.

Mr. Tucker replied that the geographic maps should be removed.

Mr. Barnett asked if everyone agreed that the geographic map would be removed.

No comment was made towards any other action.

A motion was offered by Mr. Tucker to approve the Deployment Objectives that apply to Phase II Emergency 9-1-1 Master Plans with the change to remove the geographic map requirement in Section One, number seven, with a second by Ms. Vanarsdale. The approved with twelve ayes, and zero opposed.

7. Discussion and possible action to approve the following as members of the Grants Review Ad-Hoc Committee under OAC 145:15-3-2(b).
 - a. Mary Harris
 - b. Regeneia Vanarsdale
 - c. Tommy Arnold
 - d. Marty Kimble
 - e. Vickie Atchley

Mr. Barnett introduced this action, saying that Mr. Stillwell had brought these names before the Board to serve on the Ad Hoc Grant Review Committee as presented to the Board for approval to serve on this committee.

A motion was offered by Mr. Thaxton to approve the Ad Hoc Grant Review Committee with a second by Mr. Hawkinson. The Grant Review Committee is approved with twelve ayes, and zero opposed.

8. Discussion regarding the 9-1-1 annual reports submitted to the Federal Communications Commission (FCC) and 911.gov.

Mr. Barnett yielded to Mr. Terry

Mr. Terry explained that this annual report was more a discussion, as the report was not in the packet. He stated the reporting deadline was met and the required documents submitted to the FCC. This year the report was substantially different from previous years; there were more questions regarding the deployment NG9-1-1 in Oklahoma. He did note that the report will be mailed out to the Board review, based on the Registration Form information that was received.

9. **Committee Reports: The Administration Committee** report was given by Mr. Tucker; he stated the committee is commencing to work on **the** Grants Application review process, which includes the scoring process. The committee is aware that it is needed by September/October to meet the deadline. Additionally, the committee is working on Registration Form II, which is quality control and there will be grading done on the information within the submitted forms to help the PSAPs become more efficient and improve the scores. The idea being that the PSAPs will see the grade and want to improve their scores in the upcoming years.

Mr. Tucker informed the Board, this year, there will be an open text box for comments or questions. This box will be limited so they cannot just put all the information for the form there, just feedback pertinent to the process.

Mr. Barnett called for Questions

None.

Technical Committee report was given by Ms. Harris; she stated that the Technical Committee meeting was canceled due to travel schedules and vacations.

The GIS Committee did get a document created for the vendor criteria. There is an upcoming WebEx meeting on Monday to discuss and refine.

Operation Committee report was given by Mr. Barnett: he shared the committee had a WebEx meeting last Tuesday discussing the standards update.

Mr. Barnett yielded the floor to Ms. Jamie O'Leary, to give an update on the standards. She handed out handouts. The blanks are due to the committee being on vacation. She reported on the excel spreadsheet first, mentioning that the cells that have names and colors are spoken for. There was some confusion from the committee about how to complete the information. The handouts, some will be PowerPoint some outlines – this is the work and information from those signed up on the spreadsheet.

These are the integrations and rough draft of the training that is being developed. The issue is breaking that down into something that is usable and is just for call taking. Ms. O'Leary stated the committee wants to make sure that smaller agencies can provide the training as well. The gaps are for examples, and they will be sent out to the committee, to be done. Ms. O'Leary mentioned the scope of work is being worked on as well, now that the committee is moving forward, it will be in the process.

Mr. Barnett called for questions for Ms. O'Leary or Mr. Barnett

Ms. O'Leary noted that this is the beginning of the work and not to get caught up in the details, that there are three different ideas represented for the working being done. She called for volunteers for the committee, or if they have an area of expertise and would like to contribute.

No questions.

10. **The Grant and Compliance Officer** report given by Ms. Douglas; she stated there has been no word from the Feds yet on the grant approval. There was no word of the grants at the NASNA/NENA conference, as she had hoped; the grant program from the Federal office told her at the conference that they are experiencing delays. Ms. Douglas stated that the office is working on instructions manuals, videos, and information in the meantime. The manuals, videos, and information will be posted on the 9-1-1 Authority website and will be available to everyone to view and use to prepare for the grant release.

There will be six video training that will be available on the website; they will give an overview of the grants, how to apply, the award process, requesting and working in EMGrants, reimbursements, and how to do quarterly reports.

Ms. Douglas explained that the office is concerned about the deadline was given to complete the work the grants will be funding. October 2022 is the date that all work must be done, and we are concerned the delay will affect that date. It usually takes three to six months to closeout a Federal grant – this means that time must be removed from the time allowed to complete projects.

This changes the deadline to March 30, 2022. This means that all grantees must have their project completed and all funds requested by March 30.

Ms. Douglas stated she made a call to the Program Director for an update on the release and is waiting to receive a callback.

Ms. Harris asked if Oklahoma was the only state waiting.

Ms. Douglas replied that we are not. No state has been given its award or denial.

Ms. Douglas continued her report stating that the office has brainstormed to try and figure out if it would be possible to release the State Grant Programs, for work to begin. However, the disadvantage she reported, is that some of the Federal funds could be lost. The office is diligently watching and waiting, if the award comes through the office will announce it.

Ms. Douglas reported on the NASNA/NENA Conference in Orlando, stating that her biggest takeaway was during NASNA, it was interesting to hear from the state directors that all the states are dealing with

the same issues, but there were many ways to handle them. NENA was impressive; she stated she went to every GIS class she could since most of the Grants be GIS-related.

Mr. Barnett asked if the State funds could be started now for the State funding programs.

Mr. Terry informed the Board, in reply to Mr. Barnett's question – asking Ms. Douglas, can the entire Grant program be launched now and not award the funds without harm to the Federal Program for NextGen and i3 compatible.

Ms. Douglas stated that it would be better if there were not grants in the system before the award.

Mr. Terry said that the office would investigate this and contact the 911.gov office to verify. This would be essentially approving the grant on the contingency of funding and giving more time, jump-starting the grant program without funding any grants.

Mr. Barnett asked if due to the delay, would there be any push back on the date.

Ms. Douglas replying they would not, her office has already asked – no exceptions, no extensions.

Mr. Terry stated that initially four years were allowed, it is now two or two-in-half years. He stated that NASNA has stood up against this, but it was met with a letter explaining that if in the time allowed they could not spend the money do not apply. Therefore, it has been written and spoken that they will not move the deadline.

Mr. Barnett called for questions

None.

11. **The State 9-1-1 Coordinator Report** to the Board was given by Mr. Terry. He spoke about SB 1497, which also has a similar bill in the House at the Federal level; this is still being considered. There was a response filed by the Large County Sheriffs association in response to the legislation addressed to the bill's authors. The letter essentially rewrote the legislation, which put the Sheriffs in charge of 9-1-1 and the 9-1-1 grant. NENA took immediate action against it, and request NASNA do the same; they wrote a letter supporting the original legislation. At this point, it is unsure as to the status of the bill, but they take time. This brings attention to the situation and is part of the two billion grant program set aside for States. We will watch for changes with this bill.

Mr. Terry reported on his meeting today with the Education Department and Homeland Security regarding calling 9-1-1 from inside a school. He explained that he has heard from others in the past about this, that calling from inside a school doesn't meet the expectations of the caller. For the reasons from they installed a VoIP over the summer and the caller didn't know to dial out, or they were unaware of how to call from inside the school, addressing, and calling from the office. He said that most do not know that schools update their phone systems over the summer. He wanted to be able to give information to 9-1-1 Coordinators during a conversation, the schools around the state, and the 9-1-1 centers to do some testing and find ways to meeting their expectations. Along with this initiative, we would like to find a way to map the inside of a school; the rooms change, teachers change, and that needs to be addressed, and need to make that important. This is something the Department of Education is asking for as well, footprints of the building. Many schools don't have anything. That conversation led to the introduction of RAVE, which provides emergency services through an app. The

Department of Education has purchased this for \$3 million. This is voluntary and can be omitted but the local districts. The teacher on her Apple or Android phone after opening the app and tapping on a certain button for Police, Fire, EMS, 9-1-1, or Active Shooter; directs the call to 9-1-1 with the information stored in the phone to the RAVE servers and notifies the school along with information from the phone to the dispatcher. If the dispatcher is running the third-party application, the information is populated and delivered to the desktop application.

Running a third-party application is concerning and some do not have that ability. However, this will start a conversation at the dispatcher level. The schools will have the option to use this, and therefore we hope that through the kick-off meeting, discussions and education we can bring awareness and value to the school districts and the 9-1-1 Dispatch Centers.

Part of that value is RapidSOS, which is a clearinghouse used to bring information in from the RAVE app to the Dispatch Center. If a call comes from an Apple or an Android phone, the data is populated provides the location and displayed in RapidSOS through other programs. The rural 9-1-1 user could use this to provide more information that they have better picture map data and moving updates. Phase two does this, but with triangulation and GPS not handset data.

Mr. Terry continued to say that this has value; the office needs to find out how that value can be useful. He said he told the Department of Education that the need to find ways to bring many solutions to the dispatch center is what is needed. If this is one of the solutions, then being a part of it is crucial. He informed the Board that next week the Department of Education will be taking RAVE on the road and showing it to various school districts. Mr. Terry was invited to join the RAVE team during their and will attend the kickoff party in two weeks.

Mr. Terry addressed those not in the room, those who were online that he is bringing this to the Board's attention and not yet the public. If you were a dispatcher online watching that this is a positive thing and that our office wants to be a strong partner.

Mr. Terry stated that Kari's Law, Federal law states that if you are installing a new phone system it must have direct dialing to 9-1-1, bypassing dialing nine first. This will go into effect in the first quarter of 2020, so any phone manufactured after that date will have to have the capability.

The registration Audit was brought up during Mr. Tuckers' update. The timeline for those, they will be sent out at the same time as the 2019 Registration Form. The idea is that the information is used to get better.

The NASNA/NENA conference was outstanding. The connections made during this time are incredible. Mr. Terry thanked the 9-1-1 Authority for sending him to the conference.

The Police Chiefs conference was a great opportunity, Mr. Terry thanked them for their outstanding location placement of the booth, it was next to the front door and you had to see them as you came in. He shared the booth with Mr. Barnett, as he was the APCO representative. Good discussion with new and known individuals.

The McClain County Board meeting, Mr. Terry stated he would attend next month as at the last minute was invited to the INCOG meeting in Tulsa. He thanked Mr. Maggard for the invitation and stated it was very informative.

The upcoming October “Surviving the Dispatch Center” should be very informative – it’s all about surviving in the dispatch center. It will be hosted in Miami.

The Continuity of Operability (COOP) class that is upcoming is very important, it is hosted by Homeland Security in Tulsa. He stated that most people put their plan on hold, or wait for someone else to complete it; last Tuesday being an example of how you need to have it in place and know it, so when it is needed you can put it in place. It will be shared with Homeland Security and other public safety around the State.

FirstNet has a planning grant, and the planning meeting is this month to discuss how to use it to strengthen FirstNet in Oklahoma. Mr. Terry stated he asked MCP to pull the FirstNet component from the NexGen Feasibility Study, the one paragraph that discusses application and integration; which is \$8693 and turned that over to OMES, who is running the FirstNet project. They will request the NTIA to fund that.

Mr. Terry reported on the upcoming flash day August 2nd, for the Oklahoma Public Safety Conference. He stated that our office will be there, along with Mission Critical Partner’s to answer any questions you have.

Mr. Terry called for questions.

Ms. Harris stated that they have had the language in their statute since 2017, the providers must notify the buyers of the phone systems, and it’s not happening at banks, even police departments. Is there something the PSAPS can do to promote this.

Mr. Terry. He stated he wants to find if this is only VoIP and see that phone systems are set up properly. This is something both Operations and the Technical committee can do, maybe a campaign, or something similar to the partners around the state. He met with Kari’s father after a class, understanding the real problem is simple; but it’s not simple to some people. He referenced several 9-1-1 calls coming from a school and the caller getting a call center in Canada. The understanding that when people call 9-1-1 they trust to have it fixed and to work. The people don’t realize that they have some power and hold decisions in their hands, and we need to do a better job of educating them.

Ms. Harris commented that would be great; that she sees out-of-state numbers all the time for commercial calls.

There was a comment made that in schools most of the numbers are the same for a multi-campus and old PEX if a call comes from the school the phone company is unsure where the call came from since it is linked to the admin or district offices in rural areas. It, not all VoIP that is an issue.

Mr. Hawkinson stated that ATT has Private Switch 911 that will alleviate the problem.

Ms. Harris commented that old schools have old phones in different buildings.

Mr. Terry replied, saying that might be the main purpose of meeting with the Department of Education; if you can educate the school system, you can educate everyone attached to the school system. The solution may be that everyone contacts their 9-1-1 coordinator that's listed on our website and have a conversation that involves setting up some testing – you may not fix it but at a minimum, you know what to expect.

Ms. Harris stated if the school is tested, and there is a problem, they should put the school on notice.

Mr. Terry said that he has spoken with the Oklahoma Municipal Assurance Group (OMAG) and mentioned his meeting with the Department of Education, to get them involved as well.

He stated this was a great start, he also thought that getting the word out linking our website to others and taking it outside our office to get the others involved. He thanked Ms. Harris for bringing this up.

Mr. Barnett called for questions.

None.

12. Chairman's Comments (Discussion Only)

Mr. Barnett thanked everyone for being in an attendee, that he understood the Board was low on numbers. The work continues with the Governors, Speaker, and Pro Temps office to get the paperwork through. He said he felt it important to be in attendance monthly to get the work done.

13. 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.

None.

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

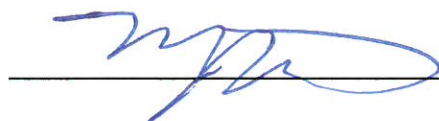
Mr. Barnett called for any new business.

None.

15. Adjourned

At 1424

The minutes of the Regular Meeting dated June 6, 2019, for the Oklahoma 9-1-1 Management Authority have been reviewed and approved by the Authority on this the 11th day of July 2019.



Matt Stillwell
Board Chairman