

OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY
REGULAR MEETING MINUTES
CONCOURSE THEATRE SEQUOYAH BUILDING
JULY 12, 2018

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

9:00 AM

2. Roll Call

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

Mr. Darryl Maggard
Mr. Shaun Barnett
Mr. Justin Carnagey
Mr. Robert Page
Ms. Mary Harris
Ms. Regeneia Van Arsdale
Mr. Greg Fisher
Ms. Darita Huckabee
Mr. Brent Hawkinson
Mr. Travis Clark
Mr. Brent Trease
Mr. Rob Stolz
Mr. Gene Thaxton

Quorum present. 15/20 Members Present at the time of Roll Call.

3. Introduction of New Board Members and Guests

The Board introduced themselves, and the area they represent on the Board. Guests introduced themselves.

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

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

Motion to approve the June Regular Minutes by Mr. Hawkinson, second by Mr. Thaxton.

Motion carries with eleven ayes; zero opposed. Mr. Maggard, Mr. Paige, Mr. O'Malley, Mr. Berry Abstained.

5. Approval of the June 2018 Financial Report.

The report was distributed and reviewed by Mr. Terry. This closes out the budget year 2017-2018, the next year will show individual accounts and what was spent on each individual accounts.

Motion to approve the June 2018 Financial reports by Ms. Vanarsdale, second by Mr. Barnett.
Motion carries with fifteen ayes; zero opposed.

6. Initiation of process to escrow funds. 63 O.S. § 2864(4); OAC 145:7-2.
 - a. Discussion and possible action pursuant to OAC 145:15-7-2(b) to determine whether the Authority, upon recommendation from the Administrative Committee, has reason to believe that grounds exist to escrow funds attributable to the public agencies listed below for failure to submit a Registration Form as required by 63 O.S. § 2864(7).
 - i. Atoka County 9-1-1
 - ii. Jefferson County Sheriff's Office
 - iii. Lincoln County 9-1-1
 - b. Discussion and possible action to provide the public agencies with a date certain to submit the Registration Form.

Mr. Maggard introduced Mr. Grant Moak of the Oklahoma AG office to speak on the statutes and the rules associated with this agenda item.

Mr. Moak stated that under Title 63 section 2864 subsection 4, public agencies are required to submit annual reports under operations of their Public Safety Answering Point (PSAP), failing to do so allows the Authority to use their authority to direct the Oklahoma Tax Commission (OTC) to escrow the tax revenue that is distributed to those agencies. Mr. Moak continued to discuss the rules for which escrow is allowed in Title 145:15-7-2 (b) if the Authority feels the agency has failed to fulfill their requirements, including the annual report, upon recommendation from the Administrative Committee, the Coordinator will relay the information to those public agencies, at which time those agencies will have an opportunity to provide information as to why not they are not in compliance.

Mr. Moak continued speaking, stating that this is the second year for the Authority, which is breaking new ground, and this is a new process and the first year for the registration form requirement. The Coordinator, and the Administrative Committee Chair, Ms. Huckabee will present the information to the Board if there is a reason to believe the public agencies have failed to complete the report, there will be a vote by the Board, and the Coordinator will relay the outcome of the vote to the public agencies.

Mr. Moak read part "b" of item number six, stating the Authority had authority to allow these public agencies until the next Authority Board meeting to complete and submit the Registration Form the Authority or be present at the next Authority Board meeting to explain why the Registration Form was not completed and submitted. This is a two-part agenda item first, the Authority determines that these public agencies have failed to submit the report; second, to direct them to complete the report and give them an opportunity to show they have completed the report.

Note: Roy Tucker joined the meeting and was recognized in attendance at 0931.

Mr. Maggard introduced the Oklahoma 9-1-1 Coordinator and gave him to the floor to speak on the process his office took regarding the Registration Form.

Mr. Terry stated that his office has been working diligently with the 134 PSAP's which are required to complete the Registration Form, which was issued by the Oklahoma 9-1-1 Authority Board in October 2017, the report was released on August 16, 2016, and was due December 16, 2017. Mr. Terry continued reporting on the Registration Form, stating that there have been challenges getting people to understand what was needed. That this form is to satisfy the state statute, and the reason the state Legislature has authorized a fee increase. Mr. Terry explained that this was required to provide a fiscal oversight, ensuring the money was being spent as it is intended to be; to know everything the money could potentially be spent on was within the grounds of the statute. This includes operations.

Mr. Terry agreed this was a challenge, and those filing it out struggled. However, there was also assistance offered; through phone calls, face-to-face visits; the office also engaged the regional representatives from Oklahoma Emergency Management (OEM) to conduct face – to – face visit with their agencies. At this time, Mr. Terry brought attention to the spreadsheet within the Board Member's packet, that shows the dates and contact attempted or made.

Mr. Terry continued to explain, the process began two months ago with thirteen agencies that were sent letters by Certified Mail and signatures were delivered back on. That mailing brought the count to eight counties, which we then sent letters by Certified Mail and closed the gap to the remaining three. Atoka County has been nonresponsive. Jefferson County we've had contact with as recently as the morning of this meeting, Jimmy D. Williams stated through email that he sent the form on June 29, 2018 – however, it has not been received yet electronically or otherwise. Mr. Terry stated he does believe Jefferson County is doing its due diligence to finish that form and come into compliance, we have left messages as early the morning of this meeting. Lincoln County, like Atoka County, has not responded to our attempts to contact them, their Certified Mailing was returned to our office signed by their county's 9-1-1 Coordinator.

Mr. Terry explained that the 9-1-1 Authority office did make attempts to contact the outstanding agencies. Under the direction of the Administrative Committee, sent out two Certified Mailings in June, the last mailing allowing two weeks' time to respond.

Mr. Terry stated that he did not want this [escrow] to happen, his office did not want this to happen; that he and his office are here to help. However, there is a need and a mandate under legislation to gather data and that the office is responsible with the fees that are collected.

Mr. Terry yielded the floor to Ms. Huckabee for her comments.

Ms. Huckabee informed the Board that the Administrative Committee met this week and discussed the documentation that was included in the Board's packet. (Escrow Documentation Spreadsheet) The Administrative Committee recommends to the Authority that grounds exist to escrow the funds of Atoka, Jefferson, and Lincoln Counties' and ask the Board to set the matter on the next month's agenda in order for each of these entities may present themselves before the Board to give reason why their funds should not be escrowed. At that time the Board will vote on whether or not to escrow the funds.

Ms. Huckabee yielded the floor to Mr. Maggard.

Mr. Maggard offered the floor to the members of the Board for questions.

Ms. O'Malley

How long does the Tax Commission need or how long is the process before the funds are actually escrowed and the funds are stopped from being deposited to the agency?

Mr. Terry responded to her questions stating that this was the first time the Authority has pursued this action, however, the Tax Commission stated they need at least two weeks. The next Authority meeting is August 2nd, and the checks are sent from the tax commission around the middle of the month. Therefore, Mr. Terry stated he would have something prepared and ready by August 2nd, and the Tax Commission will be notified so the fees will be held by the end of August or the beginning of September.

Mr. Maggard called for additional questions.

Mr. Terry explained that the next step after the County comes into compliance, by completing the Registration form in a satisfactory manner, will be the Administrative Committee reviewing the form, and making a recommendation to the Board to release the funds back to that agency. The escrowed funds are held in an account for that agency, they will get all their funds returned to them as they complete the form and come back into compliance of answering Phase II 9-1-1 calls.

Mr. Maggard called for further questions.

No questions.

Call for a motion.

Motion Ms. Huckabee called for a motion to notify Atoka, Jefferson, and Lincoln County of the Board's intent to make it a discussion at the next Board meeting, as to whether or not these counties funds will be escrowed. Mr. Moak added to the motion, that the Board does have reason to believe that these three counties are not in compliance. Second by Mr. Berry.

Motion carries with sixteen ayes; zero opposed. (The sixteenth vote was from Roy Tucker who arrived after roll call at 9:31 AM)

Mr. Maggard asked that item #7 be moved to the last part of the meeting to give time to our guests to present their work.

7. *Discussion regarding "the [development] of a plan to deploy Next Generation 9-1-1 services statewide". Overview of Next Generation 9-1-1 by the Lafayette Group (contractor for the Federal Office of Communications funded as part of the SAFECOM technical assistance program). Public Comment and questions will be allowed and facilitated by the Chair. 63 O.S. § 2864(9)*

8. Committee Reports:

Administration Committee: Ms. Huckabee addressing the Board stated the Administrative Committee met and discussed leadership training for 2019, which would provide skill-based training and leadership training in the state of Oklahoma. Ms. Huckabee explained that during the National NENA conference in Nashville, Mr. Terry, Mr. Tommy Arnold, and herself had met with Ty Wooten – the Training Director for NENA, had a chance to discuss the opportunities for leadership training in Oklahoma at the state level.

Ms. Huckabee turned the floor over to Mr. Terry to further elaborate on the Administrative Committee meeting.

Mr. Terry expressed his concerns over the growing need for leadership within the Oklahoma 9-1-1 community. The assumption that a good dispatcher will make a good supervisor, and therefore assigning that role without the proper training or leadership and if something happens to go wrong, just take care of it. This was evident in some of the answers on the Registration Form. On some forms, it appears to be delivered to the Sheriff and made its way down to the lead dispatcher, who accepted the form as the informal supervisor doing their best to complete the form with little to no knowledge of the answers.

Mr. Terry explained he sought out a friend that works for the Tennessee 9-1-1 project, reviewed some of the webinars he leads, and reviewed what they did with NENA to bring around \$300,000.00 of 9-1-1 training to their State; training for line - level dispatchers, all the way up to administrators within their organization.

Mr. Terry announced he would be working with Mr. Wooten to develop a possible scenario of training; from supervisor and management level to potential leaders within communities – groups like Oklahoma Municipal League (OML), The Corporation Commission, and similar organizations. Mr. Terry commented on the high turn – over rate within the state – which can only to be resolved through leadership.

Mr. Terry reported that with the assistance of the Administrative Committee, there was a budgeted amount set aside for training and along with the Administrative Committee, work to figure out what the training scenario would look like. This is a new development and therefore a work in progress. Mr. Terry set forth his dedication to work with the Administrative Committee to carve out a plan to deliver regional 9-1-1 training in Oklahoma within the next eighteen to twenty-four months. Mr. Terry asked for the support of everyone in the room and those watching online to help spread the word once the plan is launched.

Mr. Maggard asked if this action will be brought back to the Board, and addressed in another meeting.

Mr. Terry replied yes, the first step will be to work with NENA, who has worked with other states and been successful. It also depends on procurement and how we can make this work, another option may be to go through a local agency and do this as a grants program. There are options, the first step is to develop a plan, present the plan to the Administrative Committee for adjustments and then present the plan to the Board for final approval. Mr. Terry stated that untimely falls under your [The Board] approval, so anything the Administrative Committee does will be brought back for final approval.

Mr. Maggard called for questions. No questions were asked.

Technical Committee

Ms. O'Malley reported on the Workshop that was hosted by Ms. O'Malley and Ms. McGhie at the City of Tulsa 9-1-1 Center to create a Scope of Work with the assistance of the Lafayette Group. The group who attended was a diverse group, including technical, GIS, and networking expertise; along with public safety professionals, and upper – level individuals. The group was able to hear Mr. Terry's vision and knowing we have many skillsets working on this – now let's bring in some subject matter expertise. Through the two day process, a work was created that we could share with a consultant, or put out for RPF for a feasibility study for deploying NexGen9-1-1 in

Oklahoma. Asking questions like, is the money there do complete the study – what is the best option for Oklahoma, how do we lay down the foundation, how do we grow it, and how do we add to it. What will the legislative need be to support the study? That is the reason Lafayette is here today, to explain what we came up with and answer any questions you may have. It was a successful two days, everyone came up with great ideas and Lafayette did a great job at keeping the group on track and helping to organize thoughts and ideas.

Mr. O'Malley introduced Ms. Harris as the new GIS Subcommittee Chair, taking the place of Jana Harris if have interests in bringing GIS into NexGen9-1-1 reach out to her. Mr. Arnold continues to be the Chair for the ESINet Subcommittee and continues to do great things there.

Ms. O'Malley offered the floor for questions, yielded the floor to Mr. Terry.

Mr. Terry adding on Ms. O'Malley's comments regarding NexGen9-1-1, "I am a firm believer of early and often." Explaining that NexGen9-1-1- is the next generation of 9-1-1, an IP based system, in which servers take data and information from any device, cars, refrigerators, etc. into a server with databases and asks that device "what are you, and what do you need, and who needs to take this from you?" The other term that goes with NexGen9-1-1 is ESINet, which are the pipes; it is the network system for NexGen9-1-1. Which means 9-1-1 is going to go from an analog system to an IP based network – this is not a choice. When does this happen, I'll let the presentation share that; we are working on this with the idea of what is best for Oklahoma.

Mr. Maggard opened the floor for questions for Ms. O'Malley or Mr. Terry.
No questions.

Operations Committee

Mr. Terry stated that Mr. Stilwell is out this week, therefore the updated will be given next month.

Mr. Maggard yielded the floor over to Mr. Terry for the State 9-1-1 Coordinator report.

9. State 9-1-1 Coordinator report to the board (Discussion Only).

Update on local PSAP meetings

Mr. Terry informed the Board that he met with Greer County's 9-1-1 Board and the Mangum City Manager, very successful meeting. This may have been the first time that their Board and the City sat down together to discuss 9-1-1. They were one of the final eight counties who need to turn in their Registration Form, for whatever reason they just couldn't get the dots locally. They have since turned their form in.

Update from Conferences

Mr. Terry discussed his attendance at the NASNA (National Association of State 9-1-1 Administrators) which was about forty-five of us there. We were able to hear presentations from the Vice-President of Public Safety at Verizon and Representatives from iCERT – who are working to be able to report to your local PSAP and regional around you outages and failures. They are looking at devices to see how to make that happen, they currently have a draft they are working on with the FCC. The providers do have an obligation to notify your agencies, when there is an outage – so you want to make sure to update them with the correct and most current contacts by calling your landline and wireless providers, get in touch with the correct contact there and make sure they have your agencies correct and most up to date contacts.

Mr. Terry stated that while at NENA (National Emergency Number Association) participated in various presentations with others from the Oklahoma area. A great opportunity to meet and collaborate with other attendees. Outstanding conferences, both of them. Mr. Terry thank the Board for funding those Conferences.

Upcoming events

Mr. Terry explained his plan for the County Visits with Mission Critical Partners (MCP), This this the project with the five counties; Cimarron, Beaver, Harper, Cotton, and Nowata County; they currently only provide 9-1-1 at a trunk line level, they do not provide Enhanced 9-1-1, much less Phase II 9-1-1. This project starts next week in the Panhandle, and continues for the next two weeks, visiting each county and their neighboring counties to determine the plan to deploy NexGen9-1-1, and how to share resources. Mission Critical will be helping put these counties plans in place.

Mr. Terry offered the floor for questions.

No questions.

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

Mr. Maggard addressed the audience, saying this Authority and it's beginning as an authority under the state and State support has been about a fifteen-year journey; there are people here that have been here from the beginning: Darita Huckabee, Gene Thaxton, myself. Throughout this process, funding was a major issue, and trying to find a home with those funding issues was a problem – no one felt that starting a new state agency was an efficient way to do things, we were high center for a while. However, we did begin to gain some momentum and had some funding through Representative Cockroft and Senator Paddock, which we were enlightened to have. At which time a state agency came forward, saying come join us, and we will support you. That Agency was Oklahoma Emergency Management and that director was Albert Ashwood. Mr. Ashwood is moving on to the next chapter of his life, and we would like to present him with a small token of the Boards appreciation; so he will not forget us, as we surely will not forget him. The award reads *"Thank you for supporting the Oklahoma 9-1-1 Management Authority. Your 'open arm' promise led the way for a successful and productive home for 9-1-1 at the State. Thank you for your leadership, and we know that this effort will be felt across public safety for many generations"*.

Mr. Maggard Thanked Mr. Ashwood and presented him with the award.

Mr. Maggard asked for a motion to have a ten-minute recess. The motion was made by Ms. Vanarsdale, second by Ms. Harris.

Motion passed with sixteen ayes, zero opposed.

Recess began at 10:00 AM

Return to Session 10:10 AM

11. Picking up Item #7

Discussion regarding "the [development] of a plan to deploy Next Generation 9-1-1 services statewide". Overview of Next Generation 9-1-1 by the Lafayette Group (contractor for the Federal Office of Communications funded as part of the SAFECOM technical assistance program). Public Comment and questions will be allowed and facilitated by the Chair. 63 O.S. § 2864(9)

Mr. Terry introduced the presentation with a forward, explaining the reason the 9-1-1 Authority office sent out so many flyers, and emails were early and often. As we work on a Scope of Work, as this body approves a move toward that direction, whatever that may be in regards to an IP network and core services we need everyone's support. The way the funding is set up now, about four percent comes from the state level and the remaining ninety-six percent is sent back out to the locals, including landline. We can do what other states have done, either controlling all the money at the state level and make state-wide actions, or have a large amount of money that can be used to help out the local agency with their higher cost of infrastructure. That is what is needed to move into the next environment.

Mr. Terry continued introducing the presentation. If you remember the rotary phone from the 70's, it cost about \$19.00, your cell phone costs \$1000.00 – things are not getting cheaper. We are going to move forward, the industry is forcing us that way; plus, it is in the best interest of public safety to get the most information from a caller; through FirstNet or LTE systems, be able to send the most information out to the field, in order to make better decisions. We need more qualified and trained dispatchers to mitigate the loss of person and property. Again, early and often. Please ask questions, if you have questions on anything that is presented, the microphone will be passed around. We are asking you, now, to begin the process of taking consideration for your dispatch centers, for NexGen9-1-1, for public safety, public expectations; and how can we move into a new generation of technology, next-generation training, with the expectation the public will be demanding from us.

Mr. Terry introduced Nikki Cassingham, of the Office of Emergency Communications, had introduced this workshop to Mr. Terry as one of the three workshops offered within the Office of Communications workbook. He stated that there are no dumb questions, that the Authority is a diverse group and with a diverse background – therefore, feel free to ask questions. I would ask that those who have the NexGen9-1-1 expertise, to answer the questions asked if something is not presented the way you feel it should be, let us know.

Mr. Terry introduced David Dato and Linda Dwoloski of the Lafayette Group. Presentation .pdf attached.

Mr. Dato opened the floor for Questions

Mr. Dato yielded the floor to Mr. Terry to moderate the questions. Mr. Terry continued to discuss some of the topics touched by Mr. Dato, Mr. Terry touched on the State Statute that was shown at the beginning of the presentation –the Authority is charged by statute to complete a feasibility study. It can be one system, or it can be many systems. There are many things being done around the country. That is why we need to make sure that the feasibility study is complete, and shows what will work in Oklahoma. Making sure there are A, B, C options that we can push it out and bring it back to this body for what is going to work for Oklahoma. The most difficult thing for people to agree on in Oklahoma is what? Politics. We want to get past the conversations of “well, he doesn't like me” and “they have more of this” kind of discussions. We want to all be on the same page, asking the same questions and at the end be able to do what is right for the state.

Mr. Terry asked the group to think about what a statewide end – to – end system that is working now; answering that was a challenge. The only one that could be offered was OLETS, which was created in the early stages of the network planning. In the Radio world, a grant was given, the

money came, and they had no plan. When that money hit, they had to make a quick plan, and it was not successful. Mr. Terry stated that is not what he wants to see for NexGen9-1-1 and Oklahoma. Other states are doing it, have been doing it for a while. Kansas to our north created a plan in 2008 and signed a contract 2012. Texas has been working on this since the beginning of the century. So we have some good examples and It's time for everyone to come together, engage the right people within your agency, and write a plan, identify all federal funding you can, agree on the plan – is everyone going to get what they want, maybe not - compromise will be needed. Reach out to myself with questions, I try to make myself available 24/7, reach out to my office Stacey is a great resource and asset, the Board - anyone of the Board will be happy to help.

Question by Debbie Pennypacker

Based on the other states you have seen deploy this, how much would you think this will cost for Oklahoma?

Mr. Terry responded. It's hard to say, to purchase and provide infrastructure and connectivity etc. The cost could be around \$15 - \$20M and up. Kansas paid \$25M on a multi-year contract, they also saved from 2008 – 2012 local money and put down \$15M and signed a ten-year payback using local dollars. During the workshop we reviewed Nebraska's cost estimate, they too have about \$15 - \$20M. The state is bringing in \$2.2M. We need to develop a system where we have your buy-in, we have to have everyone come to the table. We have a huge problem with rural and urban in this state, which is going to cause a huge problem – when funds are released and rural is upset that urban is getting something that rural is not – that is not going to help get us where we need to be. We have to stop that way of thinking, and all come to the table to sustain this.

Question from Russell Anderson:

How can a regional approach affect the cost to the state and what is good and bad?

Mr. Terry responded. There is good and bad to both sides of that. We would have to look at how diverse the networks are to us. The good thing is it provides more eggs and more basket, versus putting all your eggs in one basket. However, with one system you will need more redundancy – but every one is sharing across the board; but if you have to transfer to Tulsa its directly through one system. The problem with regional is what is called “forest guide”. Say we install just four ESINet – Lawton, Oklahoma City, Tulsa, and Muskogee – which means if we transfer a call to the neighboring agency that means there is going to be a line that has to go through a forest guide to identify where the call should be going – which complicates things.

Mr. Terry yielded the floor to Mr. Maggard

Mr. Maggard thanks everyone for attending and thank the guests from Lafayette Group.

12. 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.*

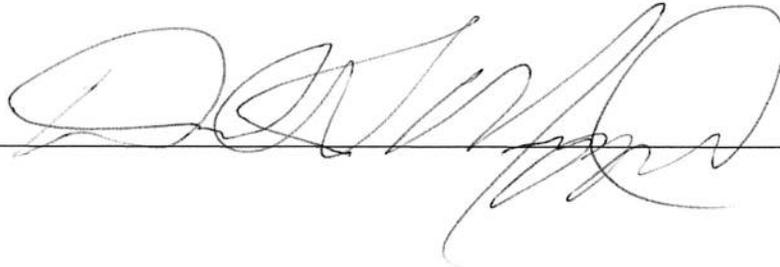
Mr. Maggard called for questions or comments from the guest.

No Questions.

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

14. Adjournment. **11:17 AM**

The minutes of the Regular Meeting dated July 12, 2018, for the Oklahoma 9-1-1 Management Authority, have been reviewed and approved by the Authority Board on the 2nd day of August 2018.



Darryl Maggard
Chairman

