

Apr 3, 2025 | 📅 Oklahoma APCO/NENA Joint Meeting

APCO MEETING MINUTES

Attendees: Chrissy Brown, Ben Smith, Lisa Porch, Benjamin Curry, Jennifer Herr, Haley Wright, Jared Hurst, Lucien Jones, Valerie Barger, Brad Siemens, Tammy Koehn, Jorian Jewell, Stacey Root, Lance Terry, Renee Martinez, Scott Walsh, Isaiah Yabut, Debbie Davis. Virtual attendees: Justin Carnegie, Gwen Goodner, Katie White, Rebecca Advants, Michael Coonfield, Morgan Johnson.

Notes

- Meeting opened at 1003 hours.
- Welcome
- OKPSC - Benjamin Curry, Tuesday during conference, time TBA will be the OK 911 Management Authority meeting.
- TERT - None present to present
- Northwest
 - Cimarron County Justin Carnegie and Lance Terry met with Cimarron County's Board to discuss advantages/disadvantages of virtual consolidation. They have deployed one 700MHz radio channel for the first time on the DPS tower and it has been successful. Dispatch does not have compatible console and is utilizing a handheld radio. They now have radio service on the OK/CO state line that that the old VHF system didn't have however that area still has no phone service.
 - Texas County is fully staffed. We will likely lose one to police academy, we have lost 3 to law enforcement in the 1 ½ years. Gathering quotes in conjunction with Cimarron County on CAD and radio systems, tower/tower repair, recorder, call handling solutions, furniture and we are looking at expanding from 3 positions to 3 and refreshing 2 backup laptops for 911 in TX County as well as adding text to 911 and translation into our systems.
 - Beaver County the Sheriff, former 911 coordinator, has hired a new 911 coordinator. Things are going well.
 - Woodward County toured the center to see the changes their after the NENA training, the changes made have been significant and great to see.
 - Alfalfa County has 2 positions slotted to retire and no plans to fill positions with no hires but to cross train jailers and fill the gaps, may go to single dispatcher for the greater part of days.
 - Dewey successfully made it through their multiple fire event. Reviewing call handling options.
 - Grant is fully staffed, they are testing radio coverage of phase two of their next edge project.
 - Woods County and Grant County having meetings on CAD projects and hope to have that up in 40 days, the dispatcher computer required many things.
 - Harper County is still working on Virtual Academy training, one is out for brain surgery, leadership is exploring ways to retain staff.

- Major County has new dispatch supervisor who was inspired by the wellness training presented by Haley and Jorian. Total Response Project was delayed due to tech issues with CAD, finalizing furniture quote with intent of adding third light position for high call volume days and for training. Initial talks of a 700 MHz radio project with local utilizing DPS infrastructure.
- Ben Smith added that Woodward Co. would be integrating 988 into the center and doing community outreach and public education for 988. Met with Entrado since having talk-to-text, Entrado has a feature that is no additional cost that SOME alarm companies can send text messages instead of calling the 911 center so that is being deployed. Woodward is also starting Pulse Point AED Registry that will alert where the nearest AED is located.
- Lance Terry added Enid will be signing a contract with Mission Critical to do a consolidation between Garfield or Enid and standalone EMS and the Sheriff's Office dispatch into one.
- Southwest
 - NENA Shelly Dragg not present
 - Cristny Halye Lawton Dispatch having budget cuts, a position was cut, travel is restricted for out of state, working on changing callhandling to Carbine and making efforts to incorporate text to 911. Duncan sent a dispatcher to regional training.
 - Debbie Davis with Caddo County added that Caddo County just issued new new 800 MHz radios to deputies, they are fully staffed in dispatch. Debbie spoke about hiring those within the disabled persons community and the success that she has had with that hire and encouraged others to remember that community when hiring. It was also mentioned that grants are available for some special conditions.
- Central
 - Micah Green was absent
 - March 14, 2025 Stillwater lost over 200 structures in fires, primarily residential. Encouraging to see their agency recognizing their people on social media. Continue to push this PR. Shawnee lost 2 residential structures, 1 commercial and approximately 300 acres of farm and wood land around twin lakes.
 - Shawnee has taken on dispatching for McCloud Fire Department as of Jan. 2025, still working on the interoperability between the agencies that they typically mutual aid with.
 - Pottawattomie County Sheriff Wood is in discussions with contracts between county 911 board and CPN about some services rendered. Some decisions may cause some reorganization amongst parties involved. Emergency Management is hosting touch a truck this weekend, it's a great event for the kids, PR and education opportunities.
 - Cleveland County staffing issues, have hired but still working on basic inhouse training and not interested at this time in pursuing additional training.
 - Norman SE district also dealt with wildfires. Hiring. Will be deploying their Command post for this weekend's medieval fair.

- Lincoln County completed phone refresh and upgrading 911 maps. Made switch from Orion to Rapid Deploy and they are now able to send outgoing messages to callers and locate non-emergency callers. They have recognized a need for a third console and potentially a third person on shift however no additional funds. They are working to obtain grants.
 - Logan County had a recent officer involved shooting they are dealing with mental and emotional fallout from this.
 - Morgan Johnson on virtually from Payne County updated that they have hired and are fully staffed and in training. They are switching to 800MHz radio system.
- Southeast
 - Stacy Pulley not present.
 - Chrissy advised that she was notified that the Ada/Pontotoc County 911 Coordinator position is open. Recent tornado last month hit downtown Ada, they were able to handle their call volume.
 - Lance Terry added Leflore County is trying to find a partner to do a shared CAD system. If anyone is interested in that area. They have successfully applied for multiple grants.
- Northeast
 - Valerie Barger has taken on the position of Northeast Representative for APCO due to Tiarr Wakefield having to resign from the position, was appointed last week.
 - Delaware County has moved into consolidated center encompassing the entire county March 17, 2025.
 - Lance Terry Added that Catoosa is scheduled to go live in May with their new 911 center. Some discussion is being had about CAD sharing in that region and utilizing the states grant program. Lance has attended many demos in the area and seen a lot of excitement about possibilities of growth.
 - Okfuskee may get a new 911 center with Creek Nation. Talks are happening.
- Approval of APCO Dec. 2024 Meeting Minutes Motion Ben Smith, Second Lisa Poarch. Motion carries.
- Senior Member Recognition
 - Lance Terry has been accepted for senior membership by APCO International. His career started in 1989. He recalls a conversation with Clovis Davis in 1994 who encouraged him to pursue his career in 911.
 - Ben Smith was asked to exit the room, he has also met the requirement for senior membership. Motion to proceed was made by Lisa Poarch at 1050 hours and seconded by Jorian Jewell. Mr. Smith, all agreed. Mr. Smith was brought back into attendance after motion approved.
 - We are still waiting for Lucien Jones and Rob Stolz approvals, APCO International is asking for more documentation photos at this time.
- Regional Reps completed/documented with NENA regional reports.
- Treasury Report - Jorian Jewell
 - \$24,644.40 no monthly statement at this time.
 - Keep receipts for the regional training to be reimbursed.

- Email National Conference receipts to Jorian.
 - Tax season. Will we be using the same company to prepare taxes? Yes
- Executive Council
 - Has not had a meeting, preparing for the National Conference, July 27th-30th in Baltimore.
- Awards and Nominations - Ben Smith
 - Voting on first quarter awards at this time
 - Stressed recognizing senior members and young professionals in the state. Recognized Haley Wright as our most recent young professional recipient. We have had seven young professionals represented at the national level.
 - Lisa Poarch added Jennifer Herr was recognized for Teammates in Action in January.
 - Young Professionals is up to the age of 35 for APCO and 40 for NENA.
- Scholarship - Ben Curry
 - Voted to have two telecommunicator scholarships. The form was carefully thought out before it was released. The scholarship was created to help APCO members grow their career.
- Regional Training Updates - Haley Wright
 - Stillwater training had 23-25 attendees.
 - Participation was good and attendees shared struggles from their centers.
 - Consistent feedback for the portion with 911 and 988 integration into our centers.
 - Consistent response and feedback for real situational training.
 - Training request included: domestic violence calls, suicidal callers, and talking to child callers. (agencies may need to seek grants or ways to have this training provided at an agency level to be most effective)
 - Good feedback for the wellness and peer support segment.
 - Some agencies showed interest in starting own peer support group within their center.
 - Some were unaware that APCO/NENA has a joint wellness program, this training was a good introduction to this committee.
 - Dispatchers are interested in what can be provided to them outside of their own agencies due to feeling uncomfortable with members within own peer team.
- 988 - Tammy Cohen
 - Recently hired by the 911 Management Authority. Hired under a grant from the Department of Mental Health and Substance Abuse for the 988, 911 Integration.
 - The biggest challenge will be changing the mindset of administrators within the police department to accept this new tool.
- Next Generation 911 - Lance Terry
 - The RFP has been turned over to OMES (state's IT department or state procurement office). It is being worked through now. There are 2 policies in the 911 Management Authority Meeting packet that went out for today, that meeting has been rescheduled for the 15th, however, the 2 policies are
 - Cyber Security Policy

- Interconnectivity Policy
- GIS Map shows the current areas being worked on.
 - We need standardized GIS data.
 - We need quarterly updates with localized GIS data.
 - The OK Tax Commission uses this GIS data to determine what addresses are in the city limits and what is not. Impacts more than 911.
 - There is a 100% grant for GIS work and a new list of vendors.
 - Currently paying for 2 years worth of maintenance on GIS leaving no excuse not to get this completed.
 - To be cut over to the new system, a center must meet the cybersecurity requirements, have GIS work completed, and have I3 compatible equipment. Once cutover is made, pending on the size of the PSAP, each should save between \$2,000 to \$100,000 monthly.
 - Utilize the grants!
- Legislative Updates
 - House Bill 2710, which joined the Management Authority with a new authority to oversee state owned radio infrastructure, has timed out. Can resurface.
 - House Bill 1417 is alive and well. Has been assigned to the Public Safety committee in the Senate.
 - It is a five million dollar grant program under the Dept. of Education to procure radio systems for schools, add them to existing radio systems, and tie or have a patching capability to local public safety radio systems.
 - PSAPs and school administrators will have the ability to turn on and off the connection.
 - Schools must have a memorandum of understanding between the PSAP and the school to apply for the grant. Lance believes this will pass.
- Mandatory Training - Gwen Goodner
 - Virtual Academy has 1,569 users statewide.
 - TCC (40-hour course offered through Virtual Academy) has 755 users enrolled and 540 completed.
 - TCPR has 816 enrolled and 674 completed.
 - Rules being discussed at the House and Senate, if you are a Primary answering point, you will have to upload certificates showing completion of minimum standards to the State 911 Management Authority's System (Virtual Academy).
- Approval for In-Person Training
 - Approval has been granted to move forward with \$250,000 dollars for local in-person training.
 - RFP will be released to third party to teach regional training classes across Oklahoma.
 - Goal is to have a 3 year process that rolls over.

- The aim is to help agencies adopt a pathway for individuals to become supervisors, utilizing free training.
 - The RFP is expected to be out before the end of the budget year.
 - This funding will continue to be included in the budget each year.
- Registration Forms/Audit Forms
 - Registration forms are complete.
 - Next year, the name of the forms will be changed to “Audit Forms”.
 - The 911 Management Authority and the Administrative Committee will randomize the registration form responsive for staff audits and basically, visit 5-10 PSAPs to verify the accuracy of the data.
- Coordinator Workshops
 - Workshop is scheduled for May 8-9.
 - Two people per PSAP can attend (primary and backup or two backups)
 - Most costs are covered, except travel.
 - A box dinner will be held at the new Norman 911 Center.
 - The agenda has been changed to include more leadership topics.
 - 89 people has signed up so far.
 - The deadline to sign up is Friday.
- Federal Grant Opportunity
 - A Federal Grant has been released through the EMS Office and the National Highway Safety Program, totaling \$900 Million.
 - The U.S. Department of Transportation has released the FY25 notice of funding opportunity for safe streets and roads.
 - Applications for planning, demonstrations, and implementation grants are due June 26.
 - The National Highway Safety Office, Office of EMS encourages EMS agencies and 911 centers to apply independently or with partners.
 - The grant is tied to EMS and saving lives on highways.
 - CAD data sharing tools like Rave Link, and Central Square’s UNITE Program are recommended, especially for metro areas.
 - The grant also covers medical and fire protocols.
 - Shawnee applies for this grant and qualifies each year.
 - There is a webinar available through Priority Dispatch.
 - Email Karen at 911 Management Authority if you have questions.
- New Business
 - Introductions
 - Watch the APCO and NENA social media scholarship applications and announcements.
 - Nominate your co-workers for awards!
 - August 19-21 - Intertribal Emergency Management Coalition Summit at Grand Casino and Hotel. Great opportunity to to build relationships with the tribes and vendors.
 - Check the OK911.org website for more information on upcoming events, job listings, quick links, and much more.

- Motion to Adjourn Lisa Poarch, 2nd by Jared Hurst
 - Adjourned at 1135 hours.

Action items

