

Dec 5, 2024 | [Oklahoma APCO & OKLANENA December 2024 Joint Meeting](#)

Attendees: In Person - Christina Brown, Ben Smith, Ashley Woodall, Jennifer Herr, Benjamin Curry, Jared Hurst, Lucien Jones, Micah Green, Lisa Poarch, Danny Manuel, Gwen Goodner, Amber Musser, Kelly Kidwell, Jorian Jewell, Haley Wright, Gabriel Smith, Michael Coonfield, Amy Cardwell, Ken Stewart, Stacey Pulley, Lance Terry, Shelly Dragg. Virtual - Michael Cordova, Cristny Halye, Jodi Wolff, Morgan Johnson, Tiarr Wakefield, Becky Bruce, Brooke Harris, Dee WD. Edmond Dispatch.

Minutes

- Call to Order 10:01 AM - Christina Brown
- Pledge - Ashley Woodall
- Welcome - Christina Brown
 - First joint meeting since we have sworn in new officers, excited to see many new faces to the boards.
- Oklahoma Public Safety Conference Update - Benjamin Curry
 - Conference held in Durant was successful.
 - Attendance was high.
 - Financials are still being finalized. Should have numbers by next meeting.
 - Please pay any outstanding invoices.
 - 2025 Conference to be held in Tulsa at Tulsa Southern Hills Marriott Oct. 5-8.
 - We will begin to look for locations for the 2026 conference after the first of the year (2025). Taking suggestions.
Question - When will hotel block open?
Response - Will have to check the contract and can update then.
 - Feedback - Shelly Dragg loved how everyone was condensed to one hall. Lisa Poarch thought that everything went well. Ben Smith felt this was one of the best conferences so far. The vendor hall was one of the largest, approx 60 vendors attended. We will probably not have this many vendors in Tulsa due to space. Feedback was positive. We are always looking to improve.
- TERT Joint Committee Report - Ken Stewart
 - New TERT Standard has just passed public review/comment. Changes were accepted. Standards should be in review.
 - Oklahoma - Stewart stated he has been unable to access the website since the the recent APCO/NENA Election and appointment of officers in Oct. Will be working with CCAM, Rob Stolz to gain access.
- NENA Business
 - Motion to approve minutes from Danny Manuel and Second by Ken Stewart. Motion passes unanimously.

- WIN Committee - Chair Stacey Pulley with additional comments from Christina Brown.
 - This is a new committee WIN stands for Women in 9-1-1.
 - Proud to be a part of this committee.
 - Must be a NENA Member to be a part of this committee.
 - Save the date
 - Virtual Happy Hour 12-5-2024 at 6pm Eastern time.
 - Help with leveraging personality strengths in the workplace and assessments. This webinar is free to NENA members and not just for women.
 - Leadership, Growth and Adaptation in the new world and new career of 911 Webinar 12-12-2024 at 12:00. Not just for Women at this time.
 - Webinars are on-demand from the NENA.org page.
 - First meeting was at the OK Public Safety Conference in Oct. at 7am, we expected low attendance, however, it was a great turn-out.
 - Our goal is to encourage women to take additional steps to earn additional certifications within this career field.
 - Oklahoma still does not have an established state committee, the national committee was supposed to finalize everything last month but there was some verbiage in the bylaws stating that you had to be a member of NENA for one year before you could participate and we didn't agree with that. Today (12-5-2024) is the first National WIN Committee meeting, and bylaws will be reviewed. Updates from this meeting will be relayed to Stacey.
 - 911 Wonder Woman - Christina Brown was contacted by Sarah Weston would like to bring this workshop to Oklahoma because it was so successful in Kansas.
 - Expected to bring this training in the Fall of 2025. Cost was approximately \$200 so remember to budget for this.
- Nominations Committee - Chair Ben Smith
 - Committee sign up is open, will close Dec. 31, 2024.
 - 29 people have signed up for committees, larger number of people than last year.
 - This year, we are going to focus on our quarterly awards and recognizing Oklahomans.
- Scholarships - Benjamin Curry
 - One ENP Scholarship will be given to a NENA Member. Funds provided by OklaNena chapter. Applications are open for this scholarship. A Committee of Oklahoma ENP's will be formed to review the applications. 3 applications have been received so far.
 - Members will also have an opportunity to earn a continuing education scholarship, it is not posted at this time. Will be posted on website soon.
- Bylaw Committee - Chair Ben Smith
 - Committee sign-ups open at this time.
 - Last updated in 2010
- Joint Compassion Care Team - Micah Green & Ben Curry
 - Outreach after the tornadoes.

- Contacted agencies on behalf of APCO & NENA, those agencies reported no immediate needs.
 - Discussed doing totes but no further action was taken due to not needing assistance.
 - Response was well received on this outreach.
Question by Lucien Jones, how does this overlap with TERT?
Response by Christina Brown - This is more how can we support your mental well being vs actually deploying a team to man consoles for the affected center. If TERT is requested, the team member would then involve Ken Stewart for that need.
- Physical Wellness Committee - Chair Danny Manuel.
 - New Committee.
 - Aims to improve physical health among dispatchers.
 - Provide practical health options for all fitness levels.
- Treasurer/Secretary Report - Secretary Gwen Goodner
 - Expenditures as of Aug. 30 totaling 478.49
 - Deposit for memberships totaling \$96.69
 - Balance \$15,141.03
- VP Reports
 - Northwest VP Ashley Woodall
 - Alfalfa County had a leadership change, down to 1 dispatcher overnight but they are not currently having to perform jailer duties as well. They are 90% complete with Virtual Academy.
 - Beaver County having ongoing turnover issues after the election of new sheriff. New personnel currently in training.
 - Cimarron County has completed IT infrastructure should help with their project with Texas County. A new Sheriff will take office in January as well as 1 new board, waiting for this change before office before moving forward with talks on this project, waiting on quotes for this project as well. Ordered 1 repeater to be put on the DPS tower at Boise City.
 - Dewey County had no new updates. They do have a need to replace current call handling equipment..
 - Grant County has a new Sheriff. They recently lost their dispatch supervisor due to a car accident. Currently only have 3 dispatchers on staff have had to use deputies in dispatch due to staffing issues
 - Harper County has new sheriff taking office in January, anticipating staff turnover at that time. .
 - Woodward County will be moving into a new area, they have been hosting tours for SWODA to observe call handling equipment and Roger Mills County is also coming to observe the new center.
 - Texas County has been working with Intrado to update the 911 maps to the new addressing scheme and standards. Hosted SWODA group to look at call handling and cad systems.
 - Southwest VP Shelly Dragg

- Received no response from anyone within the Southwest area.
 - Carter County will get a new sheriff in January. Will also be losing the lead dispatcher for the Sheriff's Department. Working on getting equipment refresh on 911 equipment through emergency callworks as well as getting a backup server across town at a fire station for 911 system with Motorola. We have requested \$20,000 server for mapping and addressing. City of Lone Grove recently deducted 26 miles of road. Shelly will be attending PSAP Summit in Dallas.
 - Central VP Micah Green
 - Sent out emails to NENA Members within region to advise of upcoming regional trainings.
 - Southeast VP Danny Manuel
 - Pontotoc County will be getting a new sheriff. Took the membership list and identified all psap that are and are not members within my region.
 - Northeast VP Ken Stewart
 - Creek and Supulpa have new facility plans in the works, Pawnee County is going through a transition with the sheriff's office and some immediate loss of staff. The city of Manford is going through some change and will be visiting Tulsa County to observe operations. INCOG is releasing their REAP. Local changes in the PDs. Also, added a national note regarding EDIO is currently under review and comment. Daily PSAP Operations Standards for NENA are currently under review for public comment. Virtual PSAP Management standard is under review for public comment, stressed the importance of members to review these standards.
 - National Report - Christina Brown
 - Repeated information from WIN, NENA scholarships will be opening soon, 9-1-1 goes to Washington is just around the corner.
- APCO Business
 - Motion to approve minutes from Lucien Jones and Second by Ken Stewart. Motion passes unanimously.
- Regional Representative Reports
 - Northeast - Tiarr Wakefield
 - Joining virtual, having connectivity issues. Ken Stewart for Tiarr Wakefield advised that Skiatook PD is working on a radio plan for Northeast Oklahoma, they are working on getting a group together.
 - Introduced guest Jared Hurst, recently with Jenks PD, now the regional 9-1-1 Coordinator for INCOG, no further updates that Ken Stewart hasn't already covered.
 - Southeast - Amber Musser
 - Working with Pittsburg County, McAlester, for the July regional APCO training, planning to use the Emergency Management Building. Looking at July 17, 2024 Thursday. Will provide Chrissy Brown with an address of the facility so she can send OLETS update/invite.
 - Central - Haley Wright

- Partnered with Micah Green to reach out to the agencies affected by Nov. 3rd tornado. The effort was received well.
 - Shawnee is taking on another fire department to dispatch for. Will go live last monday in Dec. Dec. 18 will be attending a meeting with County Officials to discuss the COOP plan.
 - RGIF has been added to the state repository, Pott County is still working on theirs.
 - Pott County has a sheriff coming and they expect to have changes within their operations. Pott County had a very successful Trunk or Treat, lots of agencies and counties attended.
 - Cleveland county is dealing with significant budget and staffing issues, dispatcher working extended hours.
 - Lincoln County is interested in getting dispatchers more training, specifically EMD. They are still in remediation for mapping data.
 - Feb. 11, Payne County, Haley and Jorian will be presenting a mental health and wellness for dispatchers class. Noted Dec. Jan. and Feb. as months with highest levels of mental angst/stress in emergency communications.
 - Northwest - Justin Carnagey (not present, no further update)
 - Southwest - Cristny Halye
 - Sent emails out to the regions membership, not much response.
 - Updates occurring in Lawton, southwest region training is scheduled for June 17 at the City of Lawton Banquet Hall. Lawton 911 holding new academy with 5 new dispatchers, IAED done on-site and open for participation, for call handling protocols. Noted in 2025 grant guidelines, there is a grant that covers training and protocols to include the equipment, and software needed. 2025 will also host a APCO CTO Course for 2025, if interested, contact Cristny Halye.
 - Treasurer Report - Jorian Jewell
 - Balance including November 2024 chapter dues \$19,043.91. There will be a reimbursement form for the regional reps to complete for their regional training.
 - Executive Council Report - Lisa Poarch
 - No new updates since October due to no meetings since Oct. Limited information was received in the Oct. and Nov. Communique. Asked present membership if we have anything we need presented - None.
- Committee Reports
 - Chrissy Brown stated that between APCO and NENA, these committees are a simple way to begin volunteering to work towards senior member status. Ben Smith explained the requirements to obtain senior member, 10 years of membership, requires 5 contributions and one must be at the national level, serving on national committees will satisfy that requirement.
 - Frequency Advisory Committee - Sean Douglas, not present.
 - Nominations Committee - Ben Smith

- Focus on the state quarterly telecommunicator and tech person.
 - Also continuing to review membership for eligibility to obtain senior membership and life membership.
 - Commercial Advisory Committee - Rob Stolz, not present.
 - Chrissy asked Ben to speak about scholarships. The board is exploring giving scholarships to members wanting to attend APCO trainings through their institute and RPL Scholarships.
 - Wellness Committee - Jorian Jewell
 - Nothing additional.
- Chrissy - Shawnee is hosting CMCP class November 3-7 2025. Cost \$1150, reminder to budget this in now.
- 911 Management Authority Update - Lance Terry
 - Introduction of Amy Cardwell, the new 911 Cyber Security Specialist with a degree in information technology management. Holds Cyber Security Certification. On 12.4.2024 did a cyber security assessment for McClain County.
 - Next Generation 911 core and esi net is on track to release RFP in Feb. 2025. Contract negotiations anticipated to end before end of 2025. Potential rollout in 2026. Controversial item on today's agenda at Authority meeting related to this topic, trying to roll out a high level product that does not break the bank. Ben Curry and committee are working diligently.
 - GIS soft deadline was at the end of year, it will not be met. Many conversations being had related to processes of GIS, much more than just getting data into the repository. We want you to focus on your process of how your obtaining address. There are gaps in the process.
 - Registration form deadline is Dec. 17, significant delays, further behind than ever. Importance of local financial management emphasized. List of those not non-completing registration forms will be submitted to the 911 management authority on Jan 23rd with request for action to be taken. This action typically involves a public hearing scheduled for early April.
 - DPS released RFI (EV 595) (request for information) regarding a statewide radio strategic plan. Closing Date Jan 8, 2025. Goal is to provide 95% coverage across OK. Looking for a firm or group to come in to assist with this. TICP that homeland security puts together, discussion of governance and funding and where that should go, Lance is currently being successful with getting joint group meetings together with OK Sheriff's, Police, and Fire Chiefs associations to come up with a local priority list. Focus is on governance and funding, stripping out brands and vendors. Rep Ford is very invested in fixing the problem and been in contact often.
- Training - Gwen Goodner
 - Motivations training platform - 60 logins last month, 1 new user added. Contract is ending Dec. 31st. Users who wish to continue will need to reach out to them and set up own contract.
 - Virtual Academy - 1,318 users over 107 sites, includes secondary sites. 3 sites signed up this week awaiting orientation. After PSC the increase was so

significant, Virtual Academy brought on a second person to handle the increase, PSC was a great platform for us. 40 hour NENA Course, currently have 543 people enrolled with 211 completions. 607 people. Feedback indicates the training is well received: module 7 is noted as tricky.

- In-Person Training Plans - Operations Committee is discussing a creation of RFP for in-person training. Goal is to open to multiple vendors with a one-year contract, renewable 3 times. Topics include advanced communications, leadership, hiring, retention and fire training, will be presenting these courses to operations committee next month. Also, discussion has been had through the operations committee about some stand-alone courses for wellness and leadership. Lance added that the budget allocated for in-person training is \$250,000. Interested parties are encouraged to provide input to the Operations Committee. Question - Lucien, "How does all of that fit into the Authorities standard for PSAP call taker training, minimum standards, and people who have not signed in for any training? Answer - Lance, Virtual Academy using NENA 40 hour course satisfies the standard. We are working on vetting local agency courses. The other training is a bonus for career development. Lucien - What is the deadline for minimum training standards to be met? Lance - Dec. 31, 2024.
- Michael Coonfield
 - Working on the GIS RFP for 2025. 9 vendors submitted proposals. The committee has reviewed and scored the vendors. Award letters will be sent out shortly and announced in January. Plan to have additional training for GIS in 2025. Proposed topics include ARC Pro, desktop toolkit, policy, MSAG and Standards. Working on cyber security policy, now in review, developing this with Mission Critical or staff. Also working on the 911 coordinator workshops. Having difficulty finding locations for the 2 days within the budget.
- New Business
 - Ashley Woodall's 40th birthday.
 - Lucien - Proposal for a session at PSC, Transitioning political elected transitions. Should be a panel including PSAP managers and a sheriff. Focus n lessons learned for PSAP Managers in counties. Lance - Gwen secured a spot in next weeks sheriff's conference. Will be promoting 911 requirements and operations. Workshop held in OKC.
- Old Business
 - None
- Meeting adjourned at 1114 hours.

Action items

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