

OKLAHOMA

9-1-1

MANAGEMENT

AUTHORITY

SPECIAL MEETING

JUNE 20, 2024 AT 1:30 PM

OKLAHOMA CAPITOL RM 230

Wednesday, June 5, 2024 at 14:58:42 Central Daylight Time

Subject: [EXTERNAL] Open Meetings Confirmation
Date: Wednesday, June 5, 2024 at 2:45:06 PM Central Daylight Time
From: meetingnotices@sos.ok.gov
To: Stacey Root

Meeting Notice Confirmation

Stacey Root
OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY
2401 N. LINCOLN BLVD.
OKLAHOMA CITY, OK 73105
4055213193

This message confirms your meeting notice posting with the Secretary of State.

DATE AND TIME OF POSTING:

Wednesday, Jun 05, 2024 02:44 PM

INFORMATION POSTED

A Special meeting has been scheduled for:

Thursday, Jun 20, 2024 01:30 PM at

Oklahoma State Capitol

2300 N Lincoln Blvd.

Room 230

Oklahoma City, OK 73105

Room: Not Specified

Meeting Description: Special meeting of the Oklahoma 9-1-1 Management Authority

You may view and print the web postings of your body's meeting notices by visiting our website at: [your meetings page](#).



Oklahoma 9-1-1 Management Authority
Special Meeting Agenda
Thursday, June 20, 2024 at 1:30PM

Oklahoma Capitol Building
2300 N Lincoln Blvd. room 230
Oklahoma City, OK 73105

1. Call to order, roll call, and determination of a quorum.
2. Welcome to members of the Authority and guests in attendance.
3. Possible discussion, revision, and vote to approve the minutes from the March 7, 2024 and May 2, 2024 Meetings.
4. Possible discussion, revision, and vote to approve the financial reports for the months of March and April 2024.
5. Possible discussion, revision, and vote to defer action on the governing bodies that have not met the minimum training requirements outlined in 63 O.S. § 2872(c)-(e) until December 31, 2024.
 - a. *The proposed interim period will be used to fully deploy the online training platform and allow for 9-1-1 Public Safety Telecommunicators to complete the necessary courses.*
6. Possible discussion, revision, and vote to approve the Oklahoma State Coordinator office to enter a proposed contract for \$54,266.00 with a consultant, Mission Critical Partners, for the purpose of assisting the City of Catoosa during the deployment of the approved plan to deploy a 9-1-1 center.
 - a. *Such action is in pursuance to an approved motion made during the May 2024 Oklahoma 9-1-1 Management Authority meeting.*
7. Possible discussion, revision, and action regarding changes to the FY23 Registration Forms as recommended by the Administrative Committee pursuant to 63 O.S. § 2864(7).
8. Possible discussion, revision, and vote to approve the Oklahoma 9-1-1 Management Authority Coordinator's office to request a Cybersecurity Grant in the amount of \$92,000 from federal funding through the Oklahoma Office of Homeland Security to fund a full-time Cybersecurity Specialist for a period of one (1) year.
9. Possible discussion, revision, and vote to approve the Oklahoma State 9-1-1 Coordinator's office to conduct a request for proposal (RFP) process for geographic information systems (GIS) for local data creation, for maintenance of GIS data to meet the Oklahoma NG9-1-1 and Addressing

Standard, and to ensure that local data is uploaded to the state repository in preparation for the deployment of Next Generation 9-1-1.

a. *The current contract expires on August 17, 2024.*

10. Possible discussion and vote to approve Mr. Josh Swenson with the Oklahoma Department of Transportation to the Technical Committee and the current Ad Hoc Committee.

11. Possible discussion and vote for approval regarding the following grant requests:

APPLICANT NAME	PROJECT TYPE	STATE AMOUNT	LOCAL MATCH	STATE %	LOCAL %	TOTAL REQUEST AMOUNT	RECOMENDATION
Adair County	CAD	\$18,912.32	\$4,728.08	80%	20%	\$23,640.40	Fund
Craig Co E9-1-1	CAD	\$169,324.17	\$42,331.04	80%	20%	\$211,655.21	Fund
Delaware County	CAD	\$18,912.32	\$4,728.08	80%	20%	\$23,640.40	Fund
City of Hobart	TRNG	\$28,995.44	\$0.00	100%	0%	\$28,995.44	Fund
McIntosh County	GIS	\$103,650.00	\$0.00	100%	0%	\$103,650.00	Fund
Sequoyah County	GIS	\$9,000.00	\$0.00	100%	0%	\$9,000.00	Fund
TOTAL		\$348,794.25	\$51,787.20			\$400,581.45	

12. Committee and Staff Reports (discussion only):

- a. 9-1-1 Programs Coordinator
 - I. Oklahoma Association of Police Chief’s Conference in Durant, OK
 - II. Registration Forms FY24 - Release – October 18th and due December 17th
- b. Administrative Committee
 - I. Review of PSAP Consolidation
- c. Grants Coordinator
 - I. Grants Program update
 - II. Changes from the Federal Office of Management and Budget
 - III. Equipment Inventory
- d. Technical Committee
 - I. Strategic Plan Update
 - II. GIS Training
- e. Technical Coordinator
 - I. Grant application to the Oklahoma Office of Homeland Security for a Cybersecurity Specialist.
 - II. Cybersecurity Assessments

- i. Identification of PSAPs for participation in cybersecurity assessments
 - ii. OklaNENA Cyber presentation
 - iii. Attended GIS Training
 - a) Ada, OK
 - b) Tulsa and Owasso, OK
 - c) Woodward, OK
 - iv. Meeting with Mission Critical Partners to discuss the Strategic Plan
 - f. Operations Coordinator
 - I. Virtual Academy Update
 - II. MOEtivations Update
 - III. Travel and visits
 - i. GIS Training - Owasso, OK
 - ii. Oklahoma Association of Police Chief's Conference in Durant, OK
 - iii. NASNA/NENA June 27-July 3 in Orlando, FL
 - g. Operational Committee
 - I. 40-hour Course Review
- 20. State 9-1-1 Coordinator Report (discussion only):
 - a. Current initiatives
 - I. Legislation
 - i. HB2426
 - ii. HB4073 - Alyssa's Law
 - II. Indian Health Services 9-1-1 – Who provides 9-1-1 within tribal jurisdictions?
 - b. PSAP Visits
 - I. LeFlore County
 - II. McAlester/Pittsburg County
 - III. OTA Summer Conference
 - IV. City of Moore
 - V. City of Catoosa
 - VI. Greer County
 - c. Upcoming PSAP Visits and Events
 - I. National Sheriff's Association Conference - Oklahoma City, June 24 - 26
 - II. NASNA/NENA Conference - Orlando, FL June 27 - July 3
 - III. Lance on vacation July 8 - 12
 - IV. SIGB July 16th
 - V. Next Authority meeting is September 5th
 - VI. Oklahoma Municipal League (OML) September 10 - 12, Tulsa, OK
 - VII. Oklahoma Public Safety Conference October 14-17, Durant, OK (Authority meeting day and time, TBD)

21. 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).

22. Adjournment.

NOTE: The Authority may, at its discretion, discuss, vote to approve, vote to disapprove, vote to table, change the sequence of any agenda item, or choose not to take up any item on the agenda.

JUNE 20, 2024 CONTINUAL BUDGET

REVENUE							
PROJECTED	FY24 BUDGETED						
Projected Annual Income	\$ 4,983,049.00						
FY2024 Carry Over	\$ 7,820,443.00						
FY2024 Carry Over Actual	\$ 8,432,980.00						
Federal Grant Funding	\$ 0.00						
FY2024 Revenue	\$ 13,416,029.00	\$ 1,031,708.74	\$ 1,018,042.14	\$ 0.00	\$ 0.00	\$ 5,451,598.09	103.49%
EXPENSES							
SALARY and BENEFITS	FY24 BUDGETED	Mar 24	Apr 24	May 24	June 24	FY24 TOTAL	% of TOTAL
Total Salaries and Benefits	\$ 504,175.00	\$ 42,217.59	\$ 43,016.31	\$ 0.00	\$ 0.00	\$ 424,957.35	84.29%
MAINTENANCE and OPERATIONS							
Cellular Telephone	\$ 3,000.00	\$ 259.81	\$ 259.81	\$ 0.00	\$ 0.00	\$ 2,550.87	85.03%
Training/Travel	\$ 44,000.00	\$ 3,960.75	\$ 4,605.82	\$ 0.00	\$ 0.00	\$ 32,532.46	73.94%
Professional Memberships	\$ 2,500.00	\$ 0.00	\$ 174.00	\$ 0.00	\$ 0.00	\$ 968.00	38.72%
Board Liability Insurance	\$ 1,700.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 544.00	32.00%
Internal Services	\$ 35,000.00	\$ 0.00	\$ 21.86	\$ 0.00	\$ 0.00	\$ 4,942.00	14.12%
GIS State Repository	\$ 105,000.00	\$ 0.00	\$ 6,307.50	\$ 0.00	\$ 0.00	\$ 21,540.00	20.51%
Online Training	\$ 150,000.00	\$ 1,089.39	\$ 820.19	\$ 0.00	\$ 0.00	\$ 9,436.32	6.29%
Communication & Publications	\$ 1,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 909.98	91.00%
Meeting Facilitation	\$ 4,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 544.54	13.61%
Computer Hardware	\$ 2,500.00	\$ 639.64	\$ 0.00	\$ 0.00	\$ 0.00	\$ 1,459.93	58.40%
Office Furniture	\$ 35,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 29,068.80	83.05%
Software Maintenance	\$ 10,000.00	\$ 1,072.73	\$ 733.64	\$ 0.00	\$ 0.00	\$ 10,518.49	105.18%
Travel Reim. for Auth Members	\$ 12,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 405,700.00	\$ 7,022.32	\$ 12,922.82	\$ 0.00	\$ 0.00	\$ 115,015.39	28.35%
CAPITAL OUTLAY							
Administrative Committee							
Statewide 9-1-1 Auditing Services	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set Aside to Meet Board Goals	\$ 80,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Legislative Committee	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 200,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Technical Committee							
Nex Gen 9-1-1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Set Aside to Meet Board Goals	\$ 100,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training	\$ 20,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 120,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Operations Committee							
Set Aside to Meet Board Goals	\$ 75,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Training Classes	\$ 45,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 120,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
PROJECTS							
NG9-1-1 Planning and Deployment	\$ 4,000,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
Subtotal	\$ 4,000,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	0.00%
GRANTS							
State Reimbursements		\$ 320,000.00	\$ 120,340.72	\$ 0.00	\$ 0.00	\$ 2,182,242.60	
RESERVE FUND							\$ 692,196

REVENUE							
TOTAL EXPENDITURES	\$ 5,349,875.00	\$ 369,239.91	\$ 176,279.85	\$ 0.00	\$ 0.00	\$ 2,722,215.34	50.88%
SRD Report		\$ 368,124.44	\$ 176,097.33				
Difference		\$ 1,115.47	\$ 182.52				

FY24 9-1-1 FINANCE SUMMARY - JUNE 20, 2024 MEETING

Date	Deposits	Expenditures	Payroll	Total Expenses	Cash Balance
					\$ 8,432,980.49
July 2023	\$ 232,072.36	\$ 102,829.37	\$ 43,170.62	\$ 145,999.99	\$ 8,519,052.86
August 2023	\$ 225,647.17	\$ 89,984.71	\$ 43,039.72	\$ 133,024.43	\$ 8,611,675.60
September 2023	\$ 225,173.66	\$ 620,863.18	\$ 42,008.24	\$ 662,871.42	\$ 8,173,977.84
October 2023	\$ 224,821.36	\$ 102,488.10	\$ 42,224.91	\$ 144,713.01	\$ 8,254,086.19
November 2023	\$ 224,446.06	\$ 134,443.42	\$ 42,224.91	\$ 176,668.33	\$ 8,301,863.92
December 2023	\$ 225,367.21	\$ 68,323.31	\$ 43,217.44	\$ 111,540.75	\$ 8,415,690.38
January 2024	\$ 1,004,071.30	\$ 419,480.41	\$ 42,000.29	\$ 461,480.70	\$ 8,958,280.98
February 2024	\$ 1,041,248.09	\$ 298,559.63	\$ 41,918.80	\$ 340,478.43	\$ 9,659,050.64
March 2024	\$ 1,031,708.74	\$ 368,124.44	\$ 42,217.59	\$ 410,342.03	\$ 10,280,417.35
April 2024	\$ 1,018,042.14	\$ 176,097.33	\$ 43,016.31	\$ 219,113.64	\$ 11,079,345.85
TOTALS	\$ 5,452,598.09	\$ 2,381,193.90	\$ 425,038.83	\$ 2,806,232.73	

JUNE 20, 2024 GRANT REPORT

	2022 FSG	2021 GRANT PROGRAM	2023 FSG	2024 GRANT PROGRAM	TOTAL
Budget	\$ 128,858.00	\$ 1,666,100.00	\$ 575,000.00	\$ 5,000,000.00	\$ 7,369,958.00
2024 Obligated	\$ 78,932.32	\$ 514,514.84	\$ 476,178.00	\$ 2,575,934.09	\$ 3,645,559.25
			TOTAL AVAILABLE GRANT BALANCE		\$ 3,724,398.75

JUNE 20, 2024 WIRELESS REPORT

PSAP	11/12/23	12/12/23	1/12/24	2/12/24	3/12/2024	4/12/2024	TOTAL
Adair Co Trust AUTH	\$14,653.04	\$16,869.75	\$25,210.02	\$25,718.60	\$25,351.21	\$25,104.20	\$191,412.40
Alfalfa County	\$4,388.09	\$9,918.21	\$14,078.32	\$14,332.00	\$14,148.74	\$14,025.53	\$88,411.35
Atoka County	\$10,809.20	\$15,433.05	\$22,909.39	\$23,365.28	\$23,035.95	\$22,814.53	\$161,525.58
Beaver County	\$3,811.32	\$13,113.97	\$19,195.80	\$19,566.65	\$19,298.75	\$19,118.63	\$109,322.68
Elk City SWORD 911 True	\$12,510.09	\$14,537.01	\$21,474.54	\$21,897.58	\$21,591.98	\$21,386.51	\$163,347.07
Sayre PD SWORD	\$5,670.92	\$9,855.81	\$13,978.40	\$14,229.79	\$14,048.19	\$13,926.09	\$94,351.63
Weatherford SWOR 911	\$6,583.69	\$11,884.95	\$17,227.72	\$17,553.51	\$17,318.16	\$17,159.93	\$114,014.82
Durant Bryan Co	\$36,314.02	\$35,475.87	\$55,004.55	\$56,195.36	\$55,335.12	\$54,756.75	\$438,073.61
El Reno 911 ACOG	\$19,904.35	\$21,381.90	\$32,435.47	\$33,109.49	\$32,622.58	\$32,295.21	\$251,221.63
Caddo County 911 Comm	\$20,299.19	\$24,129.03	\$36,834.53	\$37,609.28	\$37,049.60	\$36,673.31	\$273,644.04
Mustang 911 ACOG	\$15,865.42	\$15,626.23	\$23,218.75	\$23,681.72	\$23,347.27	\$23,122.40	\$188,208.06
Yukon 911 ACOG	\$26,111.78	\$24,064.15	\$36,730.64	\$37,503.01	\$36,945.05	\$36,569.91	\$302,181.73
Carter County	\$37,223.69	\$35,767.84	\$55,472.08	\$56,673.60	\$55,805.63	\$55,222.06	\$444,788.90
Cherokee County	\$36,510.67	\$34,977.38	\$54,206.30	\$55,378.84	\$54,531.80	\$53,962.31	\$435,344.39
Choctaw County	\$10,856.43	\$14,727.77	\$21,780.02	\$22,210.05	\$21,899.39	\$21,690.53	\$156,510.93
Cimarron County	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Moore 911 ACOG	\$49,900.23	\$42,651.89	\$66,495.71	\$67,949.65	\$66,899.33	\$66,193.15	\$559,327.91
Noble 911 ACOG	\$5,548.60	\$7,454.69	\$10,133.42	\$10,296.76	\$10,178.76	\$10,099.43	\$75,865.70
Norman 911 ACOG	\$95,291.60	\$79,189.90	\$125,005.08	\$127,798.79	\$125,780.62	\$124,423.74	\$1,057,962.98
Cleveland Co 911 ACOG	\$16,718.57	\$17,150.02	\$25,658.83	\$26,177.68	\$25,802.86	\$25,550.86	\$203,811.50
Coal County	\$3,983.19	\$8,192.49	\$11,314.89	\$11,505.28	\$11,367.74	\$11,275.27	\$73,542.66
Comanche Co 911	\$93,531.10	\$81,387.76	\$128,524.58	\$131,398.88	\$129,322.50	\$127,926.47	\$1,065,535.34
Cotton County	\$4,182.93	\$8,821.49	\$12,322.12	\$12,535.58	\$12,381.37	\$12,277.70	\$79,222.50
Craig Co 911	\$10,770.49	\$14,514.87	\$21,439.09	\$21,861.31	\$21,556.30	\$21,351.23	\$154,496.91
City of Bristow	\$6,390.91	\$8,629.42	\$12,014.55	\$12,220.97	\$12,071.85	\$11,971.60	\$88,816.47
City of Drumright	\$4,568.48	\$7,276.04	\$9,847.34	\$10,004.13	\$9,890.86	\$9,814.71	\$69,642.24
City of Mannford	\$5,716.60	\$7,883.68	\$10,820.38	\$10,999.45	\$10,870.09	\$10,783.12	\$79,898.13
City of Sapulpa	\$26,981.20	\$24,763.27	\$37,850.15	\$38,648.16	\$38,071.68	\$37,684.09	\$311,727.08
Creek County	\$12,896.41	\$15,122.34	\$22,411.85	\$22,856.34	\$22,535.24	\$22,319.35	\$169,633.36
Clinton PD SWOR	\$9,897.21	\$13,734.49	\$20,189.46	\$20,583.06	\$20,298.72	\$20,107.55	\$144,327.33
Weatherford PD	\$13,429.82	\$15,223.63	\$22,574.05	\$23,022.26	\$22,698.47	\$22,480.78	\$173,050.63
City of Grove	\$13,159.63	\$14,156.92	\$20,865.90	\$21,275.00	\$20,979.47	\$20,780.77	\$163,760.50
Delaware County	\$17,846.56	\$19,518.93	\$29,452.24	\$30,057.95	\$29,620.38	\$29,326.19	\$227,078.69
Dewey County	\$3,423.46	\$9,648.56	\$13,646.53	\$13,890.31	\$13,714.20	\$13,595.80	\$81,587.78
Woodward 911 Ellis Co	\$2,845.14	\$10,062.86	\$14,309.96	\$14,568.94	\$14,381.85	\$14,256.07	\$81,784.68
Enid Garfield	\$49,035.46	\$46,015.53	\$71,882.01	\$73,459.29	\$72,319.87	\$71,553.79	\$580,051.14
Garvin Co Sheriff 911	\$19,585.39	\$21,703.75	\$32,950.85	\$33,636.67	\$33,141.24	\$32,808.13	\$252,025.12
Tuttle 911 ACOG	\$5,815.69	\$7,725.76	\$10,567.50	\$10,740.79	\$10,615.61	\$10,531.44	\$79,217.27
City of Chickasha	\$12,333.58	\$12,864.49	\$18,796.29	\$19,158.00	\$18,896.70	\$18,721.02	\$150,014.67
Grady County	\$23,008.07	\$25,313.85	\$38,731.82	\$39,550.01	\$38,958.95	\$38,561.56	\$295,989.18
Grant/Woods Co 911	\$3,166.43	\$9,426.61	\$13,291.11	\$13,526.76	\$13,356.53	\$13,242.08	\$78,652.19
Greer Co 911 Tr Auth	\$4,183.71	\$8,829.03	\$12,334.19	\$12,547.93	\$12,393.53	\$12,289.72	\$79,282.50
Hollis PD SWOR 911 Tru	\$1,862.69	\$6,576.87	\$8,727.74	\$8,858.90	\$8,764.15	\$8,700.45	\$50,928.02
Harper County	\$2,472.75	\$9,022.78	\$12,644.46	\$12,865.30	\$12,705.76	\$12,598.50	\$72,182.58
Stigler/Haskell Co 911	\$8,786.25	\$12,406.25	\$18,062.50	\$18,407.41	\$18,158.25	\$17,990.73	\$128,892.48
Hughes County	\$10,203.01	\$14,269.43	\$21,046.06	\$21,459.28	\$21,160.77	\$20,960.07	\$149,836.46
Altus/Jackson Co 911	\$18,942.81	\$21,157.56	\$32,076.22	\$32,742.01	\$32,261.04	\$31,937.67	\$244,750.76
Jefferson County	\$3,994.81	\$9,188.15	\$12,909.27	\$13,136.17	\$12,972.26	\$12,862.05	\$81,012.87
Johnston County E911	\$7,834.00	\$11,779.67	\$17,059.13	\$17,381.06	\$17,148.50	\$16,992.14	\$119,473.51
City of Blackwell	\$5,720.47	\$8,594.13	\$11,958.04	\$12,163.17	\$12,014.99	\$11,915.36	\$85,206.43
Ponca City 911	\$27,395.39	\$27,652.46	\$42,476.69	\$43,380.64	\$42,727.63	\$42,288.59	\$335,303.68

PSAP	11/12/23	12/12/23	1/12/24	2/12/24	3/12/2024	4/12/2024	TOTAL
City of Tonkawa	\$2,830.43	\$5,791.60	\$7,470.26	\$7,572.62	\$7,498.68	\$7,448.96	\$49,913.68
Kingfisher County	\$11,476.55	\$15,630.15	\$23,225.02	\$23,688.13	\$23,353.58	\$23,128.65	\$166,324.80
Hobart SWOR Trust Auth	\$6,442.01	\$12,129.06	\$17,618.62	\$17,953.36	\$17,711.55	\$17,548.96	\$115,124.74
Latimer Co E911 Trust	\$7,127.94	\$11,496.60	\$16,605.86	\$16,917.41	\$16,692.34	\$16,541.03	\$113,841.10
Leflore Co 911	\$33,604.37	\$35,801.60	\$55,526.14	\$56,728.90	\$55,860.03	\$55,275.86	\$426,969.94
Town of Pocola	\$3,245.39	\$5,692.55	\$7,311.66	\$7,410.39	\$7,339.07	\$7,291.11	\$51,248.13
Lincoln Co 911 Tr AUTH	\$25,761.85	\$27,203.02	\$41,757.00	\$42,644.46	\$42,003.36	\$41,572.32	\$323,802.02
Guthrie 911 ACOG	\$26,801.58	\$26,985.66	\$41,408.92	\$42,288.42	\$41,653.07	\$41,225.91	\$327,374.94
Love Co Comm Centre	\$7,951.68	\$11,382.24	\$16,422.72	\$16,730.07	\$16,508.04	\$16,358.76	\$117,102.37
Newcastle 911 ACOG	\$9,051.02	\$10,409.72	\$14,865.40	\$15,137.09	\$14,940.82	\$14,808.86	\$115,351.16
Blanchard McClain Co	\$7,187.55	\$8,816.96	\$12,314.86	\$12,528.15	\$12,374.07	\$12,270.48	\$94,190.00
McClain Co Comm Centre	\$19,281.13	\$20,241.01	\$30,608.53	\$31,240.71	\$30,784.02	\$30,476.97	\$239,616.64
McCurtain Co E911	\$23,474.90	\$29,035.85	\$44,691.95	\$45,646.62	\$44,956.97	\$44,493.29	\$326,028.44
Checotah McIntosh Co	\$2,247.47	\$4,814.00	\$5,904.81	\$5,971.32	\$5,923.27	\$5,890.97	\$39,725.35
McIntosh Co Trust AUTH	\$12,181.83	\$15,406.10	\$22,866.24	\$23,321.14	\$22,992.52	\$22,771.58	\$168,178.14
Enid/Garfield/MajorCo	\$6,046.40	\$11,530.67	\$16,660.41	\$16,973.21	\$16,747.25	\$16,595.32	\$108,694.88
Marshall County	\$11,677.84	\$13,924.90	\$20,494.35	\$20,894.94	\$20,605.55	\$20,410.99	\$154,634.98
Mayes Co Pryor PD	\$7,056.72	\$8,633.74	\$12,021.47	\$12,228.05	\$12,078.82	\$11,978.49	\$92,172.82
Mayes County	\$22,871.04	\$23,762.29	\$36,247.25	\$37,008.55	\$36,458.59	\$36,088.83	\$283,754.33
Murray County	\$10,795.27	\$13,217.54	\$19,361.64	\$19,736.29	\$19,465.65	\$19,283.68	\$144,962.61
Muskogee City County	\$50,588.48	\$46,387.34	\$72,477.39	\$74,068.30	\$72,919.03	\$72,146.34	\$590,572.84
Perry Noble Co	\$7,889.74	\$11,693.62	\$16,921.34	\$17,240.11	\$17,009.83	\$16,855.00	\$119,111.22
Nowata County	\$7,039.68	\$10,847.73	\$15,566.80	\$15,854.56	\$15,646.68	\$15,506.92	\$108,569.90
Okfuskee County	\$8,615.15	\$12,284.63	\$17,867.75	\$18,208.20	\$17,962.26	\$17,796.91	\$127,132.85
Bethany 911 ACOG	\$16,547.48	\$16,141.05	\$24,043.14	\$24,524.99	\$24,176.91	\$23,942.87	\$195,445.98
City of Oklahoma City	\$540,196.06	\$433,707.03	\$692,703.64	\$708,496.68	\$697,087.90	\$689,417.25	\$5,918,463.50
Del City 911 ACOG	\$17,303.08	\$16,748.68	\$25,016.16	\$25,520.29	\$25,156.11	\$24,911.25	\$203,742.04
Edmond 911 ACOG	\$88,105.59	\$73,388.18	\$115,714.62	\$118,295.59	\$116,431.10	\$115,177.54	\$978,894.12
Midwest City 911 ACOG	\$46,343.62	\$39,837.80	\$61,989.43	\$63,340.18	\$62,364.40	\$61,708.35	\$520,621.14
Nichols Hills 911 ACOG	\$3,118.43	\$5,480.26	\$6,971.72	\$7,062.66	\$6,996.97	\$6,952.79	\$49,033.85
Oklahoma Co 911 ACOG	\$40,934.37	\$36,341.84	\$56,391.24	\$57,613.81	\$56,730.63	\$56,136.84	\$467,588.46
The Village 911 ACOG	\$7,714.00	\$9,126.17	\$12,810.01	\$13,034.64	\$12,872.37	\$12,763.26	\$99,120.34
Warr Acres 911 ACOG	\$9,011.54	\$10,156.14	\$14,459.34	\$14,721.73	\$14,532.18	\$14,404.73	\$113,266.26
City of Henryetta	\$7,261.88	\$9,305.90	\$13,097.82	\$13,329.04	\$13,162.00	\$13,049.70	\$98,201.02
Okmulgee County 911	\$20,682.41	\$21,591.12	\$32,770.49	\$33,452.18	\$32,959.73	\$32,628.64	\$256,663.76
Osage County	\$23,877.48	\$30,460.54	\$46,973.35	\$47,980.27	\$47,252.87	\$46,763.82	\$338,644.57
Ottawa Co E911 Govern	\$23,203.16	\$23,289.71	\$35,490.49	\$36,234.47	\$35,697.02	\$35,335.68	\$281,894.40
City of Cleveland	\$8,283.80	\$10,205.39	\$14,538.20	\$14,802.41	\$14,611.55	\$14,483.22	\$109,999.52
City of Pawnee	\$3,601.52	\$7,539.26	\$10,268.85	\$10,435.30	\$10,315.06	\$10,234.22	\$66,774.09
Cushing PD Payne Co	\$6,411.04	\$8,113.52	\$11,188.42	\$11,375.92	\$11,240.47	\$11,149.41	\$85,076.32
Payne Co 911Comm Agency	\$18,029.27	\$19,807.18	\$29,913.83	\$30,530.11	\$30,084.91	\$29,785.58	\$230,136.81
Stillwater PD Payne Co	\$37,864.72	\$33,136.03	\$51,257.69	\$52,362.71	\$51,564.45	\$51,027.75	\$428,396.80
Yale PD Payne Co	\$784.25	\$3,625.37	\$4,001.42	\$4,024.35	\$4,007.78	\$3,996.65	\$23,571.13
City of McAlester	\$33,587.33	\$35,006.97	\$54,253.68	\$55,427.30	\$54,579.48	\$54,009.46	\$420,969.25
Pontotoc Co Ada 911 Tr	\$29,683.11	\$29,364.90	\$45,218.88	\$46,185.62	\$45,487.25	\$45,017.71	\$359,474.00
City of Shawnee	\$24,112.06	\$22,276.97	\$33,868.76	\$34,575.60	\$34,064.98	\$33,721.68	\$278,892.89
Pottawatomie Co 911 Sys	\$32,594.83	\$31,779.44	\$49,085.34	\$50,140.62	\$49,378.29	\$48,865.75	\$391,986.48
Pushmataha County	\$8,257.48	\$15,099.20	\$22,374.80	\$22,818.45	\$22,497.96	\$22,282.48	\$146,300.22
Roger Mills Co SWOR Tr	\$2,744.49	\$9,992.57	\$14,197.40	\$14,453.80	\$14,268.58	\$14,144.05	\$80,758.89
Rogers County	\$66,985.77	\$58,833.44	\$92,407.70	\$94,454.98	\$92,976.03	\$91,981.67	\$765,095.42
Seminole County	\$17,711.08	\$19,540.66	\$29,487.03	\$30,093.54	\$29,655.40	\$29,360.82	\$226,564.02
Sequoyah County	\$29,924.66	\$29,513.24	\$45,456.42	\$46,428.59	\$45,726.30	\$45,254.11	\$361,784.26

PSAP	11/12/23	12/12/23	1/12/24	2/12/24	3/12/2024	4/12/2024	TOTAL
City of Duncan	\$17,169.92	\$16,799.93	\$25,098.23	\$25,604.24	\$25,238.70	\$24,992.93	\$203,458.74
City of Marlow	\$3,364.62	\$5,695.47	\$7,316.34	\$7,415.17	\$7,343.77	\$7,295.77	\$51,865.14
Stephens County	\$12,242.22	\$15,970.65	\$23,770.27	\$24,245.88	\$23,902.30	\$23,671.30	\$172,682.46
Texas County	\$16,665.15	\$24,207.55	\$36,960.26	\$37,737.89	\$37,176.13	\$36,798.44	\$256,084.81
Tillman County	\$5,262.15	\$10,602.92	\$15,174.77	\$15,453.55	\$15,252.16	\$15,116.76	\$97,872.64
Tulsa County	\$35,866.54	\$32,539.61	\$50,302.63	\$51,385.78	\$50,603.31	\$50,077.24	\$413,980.39
City of Bixby	\$23,245.74	\$21,535.74	\$32,681.82	\$33,361.48	\$32,870.50	\$32,540.39	\$269,049.55
City of Broken Arrow	\$101,512.97	\$83,885.51	\$132,524.30	\$135,490.18	\$133,347.64	\$131,907.13	\$1,123,981.20
City of Collinsville	\$6,287.95	\$8,017.11	\$11,034.05	\$11,218.01	\$11,085.11	\$10,995.76	\$83,744.04
City of Glenpool	\$10,683.78	\$11,512.61	\$16,631.48	\$16,943.62	\$16,718.13	\$16,566.53	\$131,713.56
City of Jenks	\$20,915.44	\$19,652.87	\$29,666.72	\$30,277.34	\$29,836.23	\$29,539.65	\$243,397.88
City of Owasso	\$30,225.81	\$27,027.89	\$41,476.56	\$42,357.61	\$41,721.14	\$41,293.22	\$344,785.63
City of Sand Springs	\$15,425.68	\$15,307.80	\$22,708.83	\$23,160.13	\$22,834.12	\$22,614.92	\$183,641.98
City of Skiatook	\$6,514.78	\$8,213.73	\$11,348.90	\$11,540.08	\$11,401.97	\$11,309.12	\$86,340.33
City of Tulsa	\$325,183.37	\$261,615.63	\$417,128.66	\$426,611.48	\$419,761.12	\$415,155.36	\$3,563,823.77
City of Coweta	\$7,769.74	\$9,202.21	\$12,931.78	\$13,159.20	\$12,994.92	\$12,884.46	\$99,964.76
City of Wagoner	\$5,954.27	\$7,760.65	\$10,623.37	\$10,797.93	\$10,671.83	\$10,587.04	\$80,168.88
Wagoner County	\$20,886.02	\$21,476.44	\$32,586.85	\$33,264.34	\$32,774.93	\$32,445.87	\$256,826.61
City of Bartlesville	\$40,733.08	\$36,951.84	\$57,368.06	\$58,613.00	\$57,713.66	\$57,109.00	\$471,124.67
Washita Co SWOR Trust	\$6,222.14	\$10,522.73	\$15,046.36	\$15,322.20	\$15,122.93	\$14,988.96	\$102,068.64
Woods County	\$6,614.65	\$13,278.20	\$19,458.79	\$19,835.66	\$19,563.41	\$19,380.36	\$124,541.57
Woodward County	\$15,905.67	\$20,473.61	\$30,981.00	\$31,621.72	\$31,158.87	\$30,847.68	\$224,495.55
TOTAL	\$3,093,706.76	\$3,090,450.33	\$4,725,132.83	\$4,824,811.97	\$4,752,804.10	\$4,704,390.44	\$37,543,620.29

Cimarron County (under escrow)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
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PSAP INFORMATION**REMOVE ALL QUESTIONS**

What is the universal email used to alert on duty Dispatchers of a technical problem?

What is the URL or website specifically for the 9-1-1 dispatch center?

What is the physical address for the PSAP's building?

What is the PSAP's mailing address?

SECTION: ADDRESSING CONTACTS for CITIZENS**EDIT NOTATION: CURRENT NOTE****REPLACE NOTE**

When a citizen calls the Authority office to obtain a 9-1-1 address or verify an assigned address, this information will be provided to them. Please provide the person or persons who the citizen can/should speak with.

The Authority office will provide a email and/or phone number for the citizen to contact to obtain and address or get addressing information.

SECTION: ADDRESSING CONTACTS for CITIZENS**REMOVE QUESTIONS****REPLACE QUESTION**

Who does a citizen contact for questions or to obtain a 9-1-1 address?

The name of the person within the PSAP or agency that responds to requests to provide, confirm, and/or assign a 9-1-1 address.

What email address does a citizen use to obtain or verify a 9-1-1 address?

The email of the person within the PSAP or agency to provide to those requesting a 9-1-1 address.

What website can a citizen use to access addressing verification?

Is there a website used by the PSAP or agency to assign, confirm, or provide a 9-1-1 address?

SECTION: ADDRESSING CONTACTS for CITIZENS

ADD QUESTION	ADD RESPONSE
<p>Who is the person that receives, reviews, makes changes, and returns the wireless routing sheets from ComTech (Verizon), Intrado, and T-Mobile?</p> <p><i>(These emails notify the PSAP of any changes to the tower directions - which may affect the PSAPs wireless routing accuracy by correcting or confirming the wireless tower sector directions. If this is new information, you have never heard of these emails, or don't know who receives them please call our office 405-521-3193.)</i></p>	Name
	Title
	Email
	Phone
<p>When was the PSAPs MSAG last updated, and by whom?</p>	Dropdown
	Date Last Updated
	Name
	Title
	Email
	Phone

SECTION: FINANCIAL CONTACT INFORMATION**REMOVE ALL QUESTIONS**

What is the name of the governing body, group, office, or agency that receives the 9-1-1 fees from the Oklahoma Tax Commission?

Who is the person who manages the 9-1-1 fees?

What is the title given to the person that manages the 9-1-1 fees?

What is the OFFICE phone number of the person managing the 9-1-1 fees?

What is the email address of the person managing the 9-1-1 fees?

What is the mailing address of the person managing the 9-1-1 fees?

SECTION: TECHNOLOGY CONTACT INFORMATION	
ADD QUESTION	ADD RESPONSE
Add before: What is the name of the person, group, office, agency, or company that provides technical/network/software support?	
For issues related to local hardware (computers), does the city or county IT respond for repairs?	Dropdown
	Yes
	No
Add before: Who do you contact when something technology/network related is not functioning? (City/County IT, Dispatch IT, Dispatcher, Officer, etc.)	
Is this person employed under the city or county as IT?	Dropdown
	Yes
	No

SECTION: GIS/ADDRESSING CONTACT INFORMATION	
ADD QUESTION	ADD RESPONSE
Add after: Does the PSAP have a contract with a mapping vendor?	
What software does the PSAP use to update and maintain local addressing GIS information to ensure the NG9-1-1 Addressing and GIS Standard is met.	Form Field
Add after: What software does the PSAP use to update and maintain local addressing GIS information to ensure the NG9-1-1 Addressing and GIS Standard is met.	
How do you maintain your mapping?	Dropdown
	City/Municipality
	County
	Within the PSAP/911 Coordinator
	Contractor/Vendor/Outsourced
Other	Form Field
If you use a contractor/vendor/outsourced,	Contractor/Vendor/Outsourced (Form Field)

SECTION: GIS/ADDRESSING CONTACT INFORMATION	
who is it and how long is the contract?	Contract Length (Form Field)

SECTION: GIS/ADDRESSING CONTACT INFORMATION		
ORIGINAL QUESTION	ADD to QUESTION	
Who maintains the MSAG for the PSAP?	Who maintains the MSAG for the PSAP? This person would have a login to the AT&T database to update and maintain the MSAG. The MSAG is a database used to add your streets and hundred blocks to the 9-1-1 system.	NAME
		TITLE
		PHONE
		EMAIL
When was the MSAG last updated, and by who?		Last Updated (Form Field)
		Who Performed Update (Form Field)

SECTION: GIS/ADDRESSING CONTACT INFORMATION
REMOVE QUESTION
Who maintains the MSAG for the PSAP?

SECTION: NG9-1-1 SYSTEM and NG9-1-1 READINESS		
REMOVE QUESTION	ADD QUESTION	
Who is the provider for the primary connection?	Please select the host that your PSAP is connect to:	Dropdown
		ACOG
		AT&T (Including INCOG contracts)
		CallWorks
		Payne County 9-1-1

SECTION: NG9-1-1 SYSTEM and NG9-1-1 READINESS		
		SWOR 9-1-1
		Woods County
		Other
If other, who is the host		Form Field
Add after: Please select the host that your PSAP is connect to.		
Hidden pop up if the offsite host is chosen.	Who is the primary provider from the offsite host to the PSAP?	Form Field
Add After: Does your PSAP operate 24 hours per day, 7 days a week, 365 days per year?		
Does your PSAP provide Primary 911 call answering services and/or dispatch services to areas or response agencies outside of your normal jurisdictional boundary i.e. services outside the city limits; county provides services to a municipality, dispatch services for stand alone EMS services; volunteer fire?	Dropdown	
	Yes	
	No	
Does your PSAP have an inter-local agreement (ILA) with the response agencies from the previous question?	Dropdown	
	Yes	
	No	

SECTION: NG9-1-1 SYSTEM and NG9-1-1 READINESS
ADD NOTE
Add After: Does your PSAP have an inter-local agreement (ILA) with the response agencies from the previous question?
REMINDER: Please upload all interlocal agreements (ILA).

SECTION: NG9-1-1 SYSTEM and NG9-1-1 READINESS
ADD QUESTION
Add After: If your PSAP is using a web-based or third-party service for text-to-9-1-1, please tell us which web service or software is being used:

SECTION: NG9-1-1 SYSTEM and NG9-1-1 READINESS	
Please list any stand alone ECC's or secondary PSAPs within your psap boundary. (Everyone should list OHP; Sheriff's office dispatch, 8-5 dispatch center)	Form Field
Does your PSAP/Agency have a comprehensive policy and/or procedure manual specific to the 9-1-1 center?	Dropdown
	Yes
	No
Is your COOP plan tested on an annual basis?	Dropdown
	Yes
	No
Add question, Does your COOP include cyber?	Dropdown
	Yes
	No
Are all staff members trained to execute and/or navigate the COOP plan?	Dropdown
	Yes
	No

SECTION: 9-1-1 EQUIPMENT USED in the PSAP	
ADD QUESTION	
Add Before: Who is the PSAP's 9-1-1 Equipment vendor/supplier?	
	Dropdown
	CallWorks
	Caliber
	Carbine
	CentralSquare
	GeoConnex
	Global

SECTION: 9-1-1 EQUIPMENT USED in the PSAP

What systems does the PSAP use to track calls for service (CAD)	Intellitech
	Mark43
	Motorola Edge
	Solacom
	Spillman
	Tyler
	Tyler New World
	Zetron
Other	Form Field
Add After: What systems does the PSAP use to track calls for service (CAD)	
Is the PSAP using OTIS?	Dropdown
	Yes
	No
Add After: What version is the PSAP's 9-1-1 software?	
What mapping software does the PSAP use to visualize 9-1-1 call information?	Dropdown
	Geocomm
	Geoconnex
	Rapid Deploy
	RapidSOS (free version)
	Rapid SOS Premium (not the free Portal)
	Vesta
Zetron	
Other	Form Field
Add After: Please list any stand alone ECC's or secondary PSAPs within your PSAP boundary. (Everyone should list OHP; Sheriff's office dispatch, 8-5 dispatch center)	
Is your 9-1-1 equipment NENA i3 compliant?	Dropdown
	Yes

SECTION: 9-1-1 EQUIPMENT USED in the PSAP	
	No
Do Calltakers use scripted protocols during calls?	Dropdown
	EMD
	EFD
	EPD
Other	Form Field
Are all staff members trained to execute and/or navigate the COOP plan?	Dropdown
	Yes
	No

SECTION: 9-1-1 EQUIPMENT in the PSAP	
REMOVE QUESTION	REPLACE QUESTION
Have you considered a grant to complete the COOP plan?	Grant money is available to assist with you COOP plan!

SECTION: PSAP FINANCE INFORAMTION - REVENUE
ADD NOTE
Add note after landlines before wireless
The FY24 (next year's request) will reflect the new funding model- this is time to review the PSAPs wireless and landline funds, how they are delivered, and what the averages are and the records are correct. OTC provides wireless dispersement reports on the 12th of each month- The Authority recommends reviewing these reports and using them to help track the wireless income to be better informed on the revenue coming into the PSAP.

SECTION: PSAP FINANCE INFORAMTION - REVENUE	
REMOVE QUESTION	ADD QUESTION

SECTION: PSAP FINANCE INFORAMTION - REVENUE		
Total revenue amount received from 9-1-1 landlines:	Total revenue amount received from 9-1-1 landlines July 1, 2024 - October 31, 2024:	Form Field
Total revenue received from 9-1-1 wireless fees:	Total revenue amount received from 9-1-1 landlines November 1, 2024 - June 30, 2024:	Form Field
Total revenue received from dedicated PSAP taxes or fees:	Total revenue amount received from 9-1-1 wireless July 1, 2024 - October 31, 2024:	Form Field

SECTION: PSAP FINANCE INFORAMTION - REVENUE
ADD NOTE
Add note after landline before wireless
The FY24 (next year's request) will reflect the new funding model- this is time to review the PSAPs wireless and landline funds, how they are delivered, and what the averages are and the records are correct. OTC provides wireless dispersement reports on the 12th of each month- The Authority recommends reviewing these reports and using them to help track the wireless income to be better informed on the revenue coming into the PSAP.

SECTION: PSAP FINANCE INFORAMTION - REVENUE	
REMOVE NOTE	REPLACE NOTE
Replace the note under: Total revenue received from Contracted Services	
i.e. A contract with for EMS dispatch, Fire and/or Police dispatch and/or income that is outside the PSAPs governing body area. ex: The County Sheriff dispatch receives funding from the volunteer fire departments to provide dispatch services.	The FY24 (next year's request) will reflect the new funding model- this is time to review the PSAPs wireless and landline funds, how they are delivered, and what the averages are and the records are correct. OTC provides wireless dispersement reports on the 12th of each month - The Authority recommends reviewing these reports and using them to help track the wireless income to be better informed on the revenue coming into the PSAP.

9-1-1 Registration Form #535

Routing in Progress: Initial Review (Step 2 of 4)

Introduction

General Information

The Registration Forms are designed to gather information; to show the cost of doing business at the local level and essential to knowing the cost to provide 9-1-1 services statewide. It is imperative the information gathered is the most accurate information in order to organize and show a complete statewide view of 9-1-1.

Please read the following instructions carefully, the PSAP may be held accountable.

- To be in compliance, ALL sections of this form must be filled AND a COPY of the PSAP BUDGET must be delivered to the Oklahoma 9-1-1 Management Authority Office before midnight, the date is yet to be determined.
- Failure to comply to the request for information pursuant to [O.S. § 63.2464.4 \(c\)](#) by submitting information on this form and the most recent PSAP budget or completed audit on or before the to be determined date, can result in action to escrow the PSAP Wireless 9-1-1 funding UNTIL compliance is met.
- The information collected is considered public information and will be included in a yearly report to the Oklahoma Legislature.

Have questions? Not sure where to get the information we are requesting? Need help with the Forms, budget, who to send the Forms to?

Call us on 405-521-3193 or send us a note by clicking 'Add Note' in the footer section below! We can walk through it with you, discuss options, provide information! We can even schedule a time to complete the Forms with you! We are here to help!

Fiscal Year:

2024

Please check the box confirming that you read the above information, and understand what is expected regarding the Registration Forms, budget, and confirms an understanding the PSAP will be held accountable for making sure the Forms and Budget are turned in by a date to be determined.

I confirm that I understand what is expected regarding the Registration Forms and budget, the submission deadline, how to get answers to questions, and to get help.

Certified by Tina Longshore on Oct 18, 2023 1:40 pm

Need Help? Contact the Oklahoma 9-1-1 Management Authority at 405-521-3193 or ask your questions by adding a note below using the 'Add Note' button in the footer section.

PSAP Information

This section will be used to provide information to the citizens calling to request information about the PSAP.

What is the name of the PSAP (Public Safety Answering Point)?

(PSAP name on file with the Oklahoma Tax Commission)

What is the 24/7 phone number for citizens or providers needing to reach the Dispatch Center without calling 9-1-1?

Please note this number may also be used by providers or citizens to request test calls.

~~What is the universal email used to alert on duty Dispatchers of a technical problem?~~

Please note this will not be provided to the general public. This would be a universal email; may be used to notify all dispatchers on duty if there was an immediate technical problem

What is the URL or website specifically for the 9-1-1 dispatch center?

If there is not one, enter N/A

What is the physical address for the PSAP's building?

Please enter Address Line, City, County, Zip Code

What is the PSAP's mailing address?

Please enter Address Line, City, County, Zip Code

Addressing Contacts for Citizens

When a citizen calls the Authority office to obtain a 9-1-1 address or verify an assigned address this information will be provided to them. Please provide the person or persons who the citizen can/should speak with.

Who does a citizen contact for questions or to obtain a 9-1-1 address?

What phone number does a citizen use to obtain or verify a 9-1-1 address?

What email address does a citizen use to obtain or verify a 9-1-1 address?

What website can a citizen use to access addressing verification?

If there is not one, enter N/A

Please continue to PSAP Contact Information

2.a

PSAP Contact Information

9-1-1 Coordinator Contact Information

What is the name of the person who provides 9-1-1 Coordination for the PSAP?

The 9-1-1 Coordinator position handles 9-1-1 equipment, 9-1-1 billing, 9-1-1 contracts, 9-1-1 equipment consolidation.

What is the title given to the person who provides 9-1-1 Coordination, or their position?

What is the 9-1-1 Coordinator's direct OFFICE phone number?

What is the 9-1-1 Coordinator's CELL phone number?

What is the 9-1-1 Coordinator's email?

What is the 9-1-1 Coordinator's mailing address?

Operation/Dispatch Contact Information

What is the name of the person who has the role of PSAP Manager? (The role is in charge of daily operations including but not limited to: identifying policy needs, scheduling, trouble reporting, overseas training, or trainers)

The Operations/Dispatch Manager handles general operations, maintains standards, staffing, and other; this will be the Authority's main contact for updates, information, correspondence etc.

What is the title given to the Operations/Dispatch Manager role?

This could be Dispatcher, Supervisor, Manager, Sergeant, Lieutenant, Chief, etc.

What is the
Operations/Dispatch
Manager's direct OFFICE
phone number?

What is the
Operations/Dispatch
Manager's CELL phone
number?

What is the
Operations/Dispatch
Manager's email?

What is the
Operations/Dispatch
Manager's mailing address?

Financial Contact Information

Let us know if we can help facilitate or help get finance information.

What is the name of the
governing body, group, office,
or agency that receives the 9-
1-1 fees from the Oklahoma
Tax Commission?

Who is the person who
manages the 9-1-1 fees?

This person(s) receives the wireless funding from Oklahoma Tax Commission, Landline fees from providers, creates and maintains the budget. Examples: City/County Clerk, Treasurer, Auditor, Chief Finance Officer, Sheriff, Chief, County Commissioner

What is the title given to the
person that manages the 9-1-
1 fees?

What is the OFFICE phone
number of the person
managing the 9-1-1 fees?

What is the email address of the person managing the 9-1-1 fees?

What is the mailing address of the person managing the 9-1-1 fees?

Technology Contact Information

What is the name of the person, group, office, agency, or company that provides technical/network/software support?

Who do you contact when something technology/network related is not functioning? (City/County IT, Dispatch IT, Dispatcher, Officer, etc.)

This person repairs/handles equipment, networks, and software, and may perform these tasks as a City, County, or PSAP employee.

What is the title of the person you contact for technology/network support?

What is the OFFICE phone number used to contact technology/network support?

What is the CELL phone number used to contact technology/network support?

How do you initiate a ticket/request for support for technology/network within the PSAP?

How do you track the time spent in the PSAP working on technology/network support?

GIS/Addressing Contact Information

This contact is the person(s) or vendor that maintains the MSAG, provides GIS data to the PSAP etc. This contact information will be used by the Authority to communicate GIS needs and changes to the NG9-1-1 Addressing and GIS Standard.

Does the PSAP have a contract with a mapping vendor?

Select the mapping vendor PSAP has a contract with:

Who provides mapping data for the 9-1-1 equipment in the PSAP? (PSAP, vendor, agency, municipality, county):

Who maintains the MSAG for the PSAP?

Have questions? Not sure where to get the information we are requesting? Need help with the Forms, budget, who to send the Forms to?

Call us on 405-521-3193 or send us a note by clicking 'Add Note' in the footer section below! We can walk through it with you, discuss options, and provide information! We can even schedule a time to complete the Forms with you! We are here to help!

By checking this box I confirm that the above information is accurate and understand what is expected regarding the submission of the Registration Forms and Budget; as well as understand the PSAP will be held accountable for making sure the Forms and Budget are correct and turned in by a date to be determined.

Certified by Tina Longshore on Oct 18, 2023 2:05 pm

[Please continue to PSAP Equipment Data](#)

PSAP Equipment Data

NG9-1-1 System and NG9-1-1 Readiness

These questions are regarding general operations, notification of standards, questions related to scheduling, staffing, and other pertinent issues.

What type of 9-1-1 server are you operating?

If hosted offsite, how is the local equipment connected to the server?

Who is the provider for the primary connection?

The cost for this service should be reported in the field "Total Cost for Telephone/Telecommunications" found in the the Financial Information tab.

Is there a redundant connection to the hosted server?

Select the level of maturity that best fits your PSAP progress towards (NG9-1-1); also known as NENA i3?

- Legacy - No change to the existing routing and location of 9-1-1 calls.
 - Foundational - Some transition to NG9-1-1 call routing and location has begun, but the call routing and location information for all 9-1-1 calls within a jurisdiction has not been fully implemented. This includes the initial database and GIS work to support NG9-1-1.
- Transitional - Transition to NG9-1-1 call routing and location has been implemented for some PSAPs or for some specific call types. PSAPs are receiving IP from the ESInet, but the call traffic is still using legacy location and data.
- Intermediate - PSAPS are utilizing NG9-1-1 geospatial routing and data for all 9-1-1 calls but are still reliant upon ALI information to verify call location.
- Jurisdictional End State - PSAPs are using a complete i3 call routing system and have fully implemented a system to meet or exceed the NG9-1-1 standard.

(In determining your status, consider any local premise equipment, network/ESInet, core services, RFP work, estimates for NG9-1-1 services, etc.)

Operations Information

What type of calls does the PSAP answer?

Does your PSAP operate 24 hours per day, 7 days a week, 365 days per year?

Does the PSAP have an inter-local agreement (ILA) with other counties, cities, tribal, or other entities concerning the operation of the PSAP?

Staffing Numbers

This section is very important. This information will help determine the number of 9-1-1 Calltakers budgeted for in the State; and will help elected officials understand the current status of staffing. This information will also be used for strategic planning for potential training across the State.

How many Full-time Calltaker(s) and/or Dispatcher(s) positions were approved for the PSAP in the most recent budget?

This is the total number of 9-1-1 Calltakers and/or Dispatchers that the PSAPs Governing authority is allowed hired. Please enter the total allowed regardless if paid with 9-1-1 fees.

2022: 18
2021: 14

As of today's date, what is the total number of Full-time Calltaker(s) and/or Dispatcher(s) currently on staff, that are fully trained, and working on their own?

Please enter the total allowed regardless if paid with 9-1-1 fees.

2022: 16
2021: 14

How many Part-time Calltaker(s) and/or Dispatcher(s) positions were approved for the PSAP in the most recent budget?

This is the total number of 9-1-1 Calltakers and/or Dispatchers that the PSAPs Governing authority is allowed hired. Please enter the total allowed regardless if paid with 9-1-1 fees.

2022: 7
2021: 5

As of today's date, what is the total number of PART - TIME Calltaker(s) and/or Dispatcher(s) currently on staff, that are fully trained, and working on their own?

Please enter the total allowed regardless if paid with 9-1-1 fees.

2022: 5

2021: 5

How many 9-1-1 Supervisor(s) position(s) does the PSAP have on staff?

If Supervisors were included in the count in the above questions DO NOT include them here, enter 0.

Please enter the total allowed regardless if paid with 9-1-1 fees.

2022: 3

2021: 3

Please provide the total number of active Telecommunicators, also known as Calltakers and/or Dispatchers in the PSAP's jurisdiction whose salary was funded through the collection of 9-1-1 or E9-1-1 fees:

2022: 0

2021: 0

Types of 9-1-1 Calls the PSAP Can Receive

What types of 9-1-1 calls can the PSAP can receive. Please select all that apply:

Click all that apply (Ctrl + Click on a PC, Command + Click on a Mac)

What type of text to 9-1-1 service does your PSAP provide?

Click all that apply (Ctrl + Click on a PC, Command + Click on a Mac)

If your PSAP is using a web-based or third-party service for text-to-9-1-1, please tell us which web service or software is being used:

Please enter N/A if this does not apply to your PSAP

9-1-1 Equipment Used in the PSAP



Who is the PSAP's 9-1-1
Equipment vendor/supplier?

Example: Motorola, Intrado, Zetron, Solacom

What brand is the PSAP's 9-1-1 Equipment?

Example: Callworks, Intrado, Vesta, Zetron

What version is the PSAP's 9-1-1 software?

Example: Vesta 2.0.3.1

What brand is the PSAPs
recording software?

What version is the PSAP's
recording software?

Is the PSAP's recorder NG9-1-1/NENA i3 compliant?

If uncertain, please contact your vendor.

Do Calltakers use scripted
protocols during calls?

Click all that apply (Ctrl + Click on a PC, Command + Click on a Mac)

How many FULL 9-1-1
Calltaking positions does the
PSAP have?

Please enter full positions with mapping at each position

How many LIMITED 9-1-1
Calltaking positions does the
PSAP have?

Please enter dark positions, and/or positions that can answer a voice call but may not have full capabilities.

2022: 0

2021: 0

How many 9-1-1 trunk lines
are delivering 9-1-1 calls to
this PSAP?

This is the number of trunk lines that are provided by AT&T or Windstream.

2022: 6

2021: 6

Does the PSAP have a
written Continuity of
Operations Plan (COOP)?

As technology advances, the chances for outages increase. Being prepared with a **COOP** is important. Knowing how the public will notify emergency responders during an outage or evacuation of the communication center is vital to mitigating the overall outcome of daily activity or disaster response.

Does the PSAP have a written Memorandum of Understandings (MoU) in place with neighboring agencies to answer 9-1-1 calls during a localized outage?

By checking this box I confirm that the above information is accurate and understand what is expected regarding the submission of the Registration Forms and Budget; as well as understand the PSAP will be held accountable for making sure the Forms and Budget are correct and turned in by a date to be determined.

Certified by Tina Longshore on Oct 18, 2023 2:24 pm

[Please continue to PSAP Call Data](#)

PSAP Call Data

9-1-1 Call Data

Call data is very important to the State and Federal Government. These numbers affect potential funding and help the State prepare for Next Generation 9-1-1. The Authority asks for the total number of calls to provide checks and balances.

The PSAPs vendor can be contacted for assistance or with questions related to running call reports.

List the total number of ALL 9-1-1 CALLS received by the PSAP from July 01, 2022 - June 30, 2023:

Please include all calls answered.
2022: 11453
2021: 7699

List the total number of ALL LANDLINE 9-1-1 CALLS received by the PSAP from July 01, 2022 - June 30, 2023:

Please include total amount of all calls answered.
2022: 869
2021: 769

List the total number of ALL WIRELESS 9-1-1 CALLS received by the PSAP from July 01, 2022 - June 30, 2023:

2022: 8622
2021: 5459

List the total number of ALL 9-1-1 VoIP CALLS received by the PSAP from July 1, 2022 to June 30, 2023:

Please include all calls answered.
2022: 502

List the total number of ALL OTHER 9-1-1 CALLS received by the PSAP from July 01, 2022 - June 30, 2023:

2022: 875
2021: 982

List the total number of ALL 9-1-1 TELEMATIC CALLS received by the PSAP from July 01, 2022 - June 30, 2023:

Telematics are automated data from devices that connect to 9-1-1; such as vehicles - OnStar, transportation, sensors, instruments - Apple Watch, etc.
2022: 0
2021: 0

List the total number of ALL 9-1-1 HANG-UP CALLS or 9-1-1 ABANDONED CALLS received by the PSAP from July 01, 2022 - June 30, 2023:

2022: 585
2021: 489

Total number of calls received by the PSAP

2022: 11453
2021: 7699

List the total number of TEXT-to-9-1-1 MESSAGES received in the PSAP from July 01, 2022 - June 30, 2023:

Please enter 0 if you do not receive texts to 9-1-1.
2022: 0
2021: 0

List the total number of 9-1-1 calls that were TRANSFERED to another PSAP from July 01, 2022 - June 30, 2023:

2022: 254
2021: 997

List the total number of all INCOMING ADMIN and/or INCOMING 10-DIGITS calls from July 01, 2022 - June 30, 2023:

2022: 100
2021: 137

List the total number of all OUTGOING ADMINISTRATIVE calls or OUTGOING 10-DIGITS calls from July 01, 2022 - June 30, 2023:

2022: 251
2021: 264

By checking this box I confirm that the above information is accurate and understand what is expected regarding the submission of the Registration Forms and Budget; as well as understand the PSAP will be held accountable for making sure the Forms and Budget are correct and turned in by a date to be determined.

Certified by Tina Longshore on Nov 29, 2023 2:18 pm

Please continue to PSAP Financial Information

PSAP Financial Information

PSAP Financial Information

Please note that all questions in this section are for the reporting period of July 01, 2022 - June 30, 2023.

The information collected is considered public information and will be included in a yearly report to the Oklahoma Legislature.

The Oklahoma 9-1-1 Management Authority (OK911MA) defines the overall cost to provide 9-1-1 service as: "all costs related to the receipt of 9-1-1 calls, the necessary equipment within the walls of the Dispatch Center needed to answer and deliver the 9-1-1 call to the radio system or data system in the field. This includes technology and employee costs."

Please check the box confirming that you read the above information, and understand what is expected regarding the Registration Forms, budget, and confirms an understanding the PSAP will be held accountable for making sure the Forms and Budget are turned in on the date to be determined.

I confirm I understand what is expected regarding the Registration Forms and budget, the submission deadline, how to get answers to questions, and to get help.

Certified by Tina Longshore on Nov 15, 2023 9:16 am

Expenses

All expenses/costs reported need to be the actual amount spent, and not the amounts from a Budget Line Item.

All expenses that are required to meet the above definition should be included within the responses to the below questions. Revenue and expenses are extremely important to the State and Federal Government. These amounts are required to be able to show checks and balances. If unsure of where to find the information requested, or unsure if the cost is a cost the PSAP has, please contact the State 9-1-1 office at 405-521-3193 or send us a note by clicking the 'Add Note' button in the footer section below.

What was the total cost for Operational personnel? (Please include the cost of Operational personnel even if funded from other revenue; including revenue reported in the 'Revenue' section)

\$

Include cost for Calltakers, Dispatchers, Operation Supervisors.

2022: \$454,439.89

2021: \$371,160.66

Were any 9-1-1 fees used to fund any portion of the Operational personnel costs?

What was the total cost of Technical personnel? (If only a portion of the employee time is used for 9-1-1, then estimate the personnel cost based on overall hours worked for 9-1-1.)

\$

Include cost for Coordinators, Office, GIS, IT Staff. This refers to the person(s) who repairs/handles equipment, networks, and software; who may perform these tasks as a City, County, or PSAP employee. Please report the employee cost that are either employed to perform IT tasks (full/part time IT staff within the PSAP) or the cost for the percentage of time they spent working on technology in the 9-1-1 center. If there is no trouble ticket system that tracks these costs, then a logical formula can be used such as an employee percentage or number of computers in the 9-1-1 center compared to all computers in the entity.

2022: \$28,600.00

2021: \$28,850.00

Were any 9-1-1 fees used to fund any portion of the Technical personnel costs?

What was the total cost for telephone/telecommunications?

\$

Please report costs for the admin phone systems, MSAG, Phase II, database circuits, network, hardware, software, RMS, internet, CAMA trunks - ACOG will provide this amount to each of their members. If there are additional local costs related to the above items, add that to the amount provided by ACOG.

AT&T includes this cost with their hosted services. Please contact AT&T billing to determine the cost of the connectivity, from the cost of the hosted software/hardware.

2022: \$63,455.75

2021: \$11,929.93

Were any 9-1-1 fees used to fund any portion of the telephone/telecommunications costs?

What was the total cost for 9-1-1 call taking equipment, maintenance, and warranty?

\$

Only include the cost of the call taking equipment and not the cost of connectivity, MSAG, and/or other charges that are reported above in the cost for telephone/telecommunications. ACOG will provide this amount to each of their members - if there are additional local costs related to the above items, add to the amount provided by ACOG.

AT&T includes this cost with their hosted services. Please contact AT&T billing to determine the cost of the connectivity, from the cost of the hosted software/hardware.

2022: \$21,064.20

2021: \$54,237.15

Were any 9-1-1 fees used to fund any portion of the calltaking equipment, maintenance, and warranty?

What was the total cost for GIS services?

\$

This is the amount paid to an outside vendor to perform GIS services/contract. If there is no contract with a vendor then all internal employee cost should be included above in Technical personnel.

2022: \$61,695.00

2021: \$2,695.00

Were any 9-1-1 fees used to fund any portion of the GIS services?

What was the total cost for Computer-Aided Dispatch (CAD) maintenance and support?

\$

Include interface costs, toning/encoding, etc.

2022: \$0.00

2021: \$0.00

Were any 9-1-1 fees used to fund any portion of the Computer-Aided Dispatch (CAD)?

What was the total cost for radio console maintenance and support?

\$

2022: \$9,500.00

2021: \$75,905.20

Were any 9-1-1 fees used to fund any portion of the radio equipment used in the PSAP?

What was the total cost to the PSAP for accounting and/or auditing, and legal experts?

\$

2022: \$4,850.00

2021: \$4,740.00

Were any 9-1-1 fees used to fund any portion of the costs associated with the accounting and/or auditing, and legal experts?

What was the total cost for dues and subscriptions? List each cost item and associated cost in the table below.

Include APCO, NENA, OLETS, 9-1-1 periodicals.

2022: \$7,060.00

2021: \$13,016.99

Description	Amount	Delete
NENA	\$ <input type="text"/>	
OLETS	\$ <input type="text"/>	
ESRI	\$ <input type="text"/>	
\$ <input type="text"/>		

Were any 9-1-1 fees used to fund any portion of the PSAP's cost for dues and subscriptions?

What was the total cost for travel and meetings?

\$

2022: \$752.09

2021: \$104.08

Were any 9-1-1 fees used to fund any portion of the PSAP's travel and meetings?

What was the total cost for training related to the PSAP?

\$

Only include the training for 9-1-1 dispatchers, not the entire department they may work under; please report actual costs, not budgetary amounts.

2022: \$0.00

2021: \$0.00

Were any 9-1-1 fees used to fund any portion of the PSAP's training?

What was the total cost of the PSAP's vehicle expenses?

\$

2022: \$100.00

2021: \$315.97

	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	

Were any 9-1-1 fees used to fund any portion of the other expenses?

Total Expenses \$
 2022: \$675,988.80
 2021: \$570,624.53

Revenue

All revenue sources that are required to meet the above definition should be included within the responses to the below questions. Revenue may come from multiple sources and/or entities. DO NOT account for only the 9-1-1 fee revenue - account for ALL revenue.

Total revenue amount received from 9-1-1 landlines: \$
 Revenue received directly from landline companies.
 2022: \$18,671.41
 2021: \$23,299.81

Total revenue received from 9-1-1 wireless fees: \$
 Funds are received from the Oklahoma Tax Commission or from ACOG.
 2022: \$192,910.92
 2021: \$189,327.41

Total revenue received from dedicated PSAP taxes or fees: \$
 Tax is voted on locally and dedicated to public safety with a specific earmark for 9-1-1 operations.
 2022: \$0.00
 2021: \$0.00

Total revenue received from Contracted Services: \$
i.e. A contract with for EMS dispatch, Fire and/or Police dispatch and/or income that is outside the PSAPs governing body area. ex: The County Sheriff dispatch receives funding from the volunteer fire departments to provide dispatch services.
2022: \$0.00
2021: \$0.00

Total revenue received from local Appropriations/General Fund \$
This revenue is provided by the governing body General Fund to offset the cost of 9-1-1 and dispatch services and help pay for 9-1-1 center costs. I.e. the City/County allocates funding to the PSAP monthly or yearly to offset the needed cost to ensure the full operation is funded.
2022: \$454,439.89
2021: \$371,660.66

Revenue received from any other source: \$
This may be a one time donation, or funding from a non-profit that is used to assist in technology or operations.
2022: \$47,250.00
2021: \$75.00

Total Revenue received from July 01, 2022 - June 30, 2023: \$
2022: \$713,272.22
2021: \$584,362.88

Total Revenue: Total Expenses:

Remember to upload a copy of the PSAP budget or completed audit.

Documentation

Documents

Please upload the most recent PSAP budget for fiscal year 2023



Final Budget for Grant- Signed copy 2023 3 MB

Nov 15, 2023

Attach Files



Proposal

Service Delivery Architecture Review

June 12, 2024

Oklahoma State 9-1-1 Management Authority for Catoosa, Oklahoma

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Introduction Letter

June 12, 2024

Lance Terry
9-1-1 Coordinator
Oklahoma 9-1-1 Management Authority
2400 North Lincoln Boulevard
Oklahoma City, OK 73105

Re: Service Delivery Architecture Review

Dear Mr. Terry:

Mission Critical Partners, LLC (MCP) appreciates the opportunity to provide this proposal to Oklahoma 9-1-1 Management Authority (OK911MA) in support of the City of Catoosa (City).

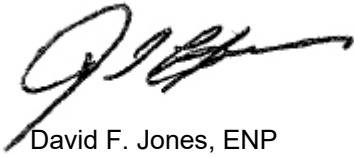
The OK911MA and stakeholders agree that a unified emergency communications center serving the City's police, fire, and emergency medical services would benefit overall operations and improve service to the community. The goal of this proposal is to provide support for in-flight plans to establish a new organization and bring emergency communications into the City in a manner that aligns with industry standards and best practices.

MCP is prepared to serve the Oklahoma 9-1-1 Management Authority by assisting you with achieving optimal delivery of emergency communications services.

If you have any questions regarding the information submitted, please contact me at 864.809.9911, or via email at DavidJones@MissionCriticalPartners.com. On behalf of our entire team, we stand behind the Oklahoma 9-1-1 Management Authority to serve as your partner.

Sincerely,

Mission Critical Partners, LLC



David F. Jones, ENP
Senior Vice President

M MissionCriticalPartners

Putting Our Clients' Missions First A Firm Unlike Any Other

At Mission Critical Partners, our mission is simple: to improve public safety and justice outcomes. Our client commitment is to act as a trusted, independent advisor, always striving to solve problems, deliver value, efficiency, and fresh ideas – all while mitigating risk.

We stand behind the significance of the work our clients do and how critical their missions truly are – not just for their organization, but for their entire community. Our greatest pride is partnering with clients to implement the best solutions that drive their mission, building upon our expertise and experience – because their mission is what matters.

We bring highly specialized expertise in public safety, justice and in other critical infrastructure sectors. Many of our professionals have been in our clients' shoes and are well attuned to their unique needs. Our vision is to transform mission-critical and public-sector networks and operations into integrated ecosystems.

A Halo Effect Over the Critical Communications Ecosystem

MCP provides its clients with a holistic approach to enhance and evolve critical communications systems and operations across the entire ecosystem. The "MCP Halo Effect" is our comprehensive integrated series of products and solutions to dramatically effect collaboration and situational awareness, improve decision-making, and ultimately influence outcomes.

SecureHalo™
Family of Cybersecurity and IT Solutions

We're designing and monitoring highly reliable, secure and easy-to-manage integrated public safety networks.

Consulting
Consultive & Advisory Solutions

We're providing expertise across all areas of the constantly evolving public safety, justice, and broader public sector ecosystem.

DataHalo™
Family of Data Solutions

We provide data analytics and software solutions that improve collaboration, productivity, and decision-making.

3,900+ projects

supporting 2,200+ public-sector and critical communications agencies since 2009

We serve clients in

48 states

and 95% of the nation's largest metropolitan areas

200+

subject-matter experts on staff with an average of 25 years of experience

90%

of our clients remain with us from project to project

15%

average project cost savings for our clients—sometimes more

Corporate Headquarters:
690 Gray's Woods Blvd.
Port Matilda, PA 16870
Phone: 888-862-7911

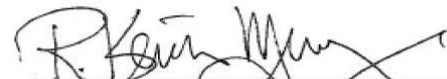
Our Commitment to Our Clients

Partnering with a firm that brings an independent, objective perspective to every engagement is our clients' top priority. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations are always based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.


Board of Directors



R. Kevin Murray



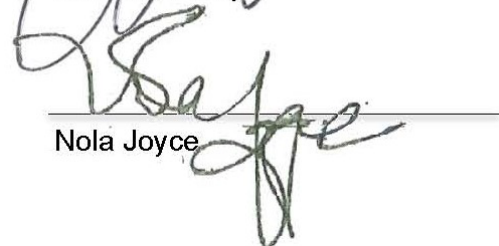
Robert Chefitz



Bernard Bailey



Darrin J. Reilly



Nola Joyce

The background is a solid dark blue color. It features a pattern of light blue hexagons of various sizes and orientations, some of which are interconnected by thin lines. Scattered throughout the background are small, light blue diamond shapes. The overall aesthetic is clean, modern, and technical.

Statement of Services

Project Understanding

Mission Critical Partners understands that the Oklahoma 9-1-1 Management Authority (OK911MA) seeks to improve 911 services within the City of Catoosa (City) by supporting current plans to establish a new organization and bring emergency communications into the City in a manner that aligns with industry standards and best practices. MCP acknowledges that this project is already in flight and that MCP will be supporting next steps to help the City develop a path forward.

MCP understands that the consolidation plan created by the City and submitted to OK911MA was developed through the collaboration of several volunteers that were very conscientious about every aspect of the plan. Based on the plan the City has advised that they have completed the following tasks:

- Vendors have been decided on and the City has received bids for costs.
- The facility has been built and the furniture is in place.
- The Motorola contract is in place and the vendor is executing their scope of work.
- The Oklahoma Wireless Information Network (OKWIN) memorandum of understanding (MOU) has been written but needs to be edited.
- Policies and procedures have been written but need to be edited.
- The quality assurance (QA) plan has been completed.
- The continuation of operations plan (COOP) has been completed.

We understand that while it is essential that MCP understands the current state of the project as it relates to the existing public safety environment and the future state vision to identify any hidden pitfalls, based on the tasks completed, staff resources and expertise, the focus of the need from the City's perspective is related to the following consolidation plan implementation tasks.

- Review plan/vendor proposals and make suggestions to improve or advise the City on elements that may have been missed.
- Assist the Director and City Manager on a timeline involving the vendors.
- Schedule coordination, installation, and integration support between vendors and the participating agencies.
- Assist the Director, AT&T, City of Tulsa, Tulsa County, and Rogers County with a cutover plan.

MCP notes the specific request for a resource that is familiar with implementing the technical side of a consolidation so that the Director can concentrate on hiring and training. MCP's expertise spans the entire emergency communications ecosystem, thus enabling us to provide consolidation support that is based on a 360-degree perspective. As a team composed of former public safety answering point (PSAP) professionals, public safety officials, and who are now consultants that have supported similar initiatives, we understand the challenges the stakeholders will face from the changes that will come because of this effort. We recognize that this effort must be flexible enough to meet the current and future needs of the agencies served while, most importantly, improving emergency response outcomes.

Project Approach

No one element stands alone in defining a path forward. Every system or subsystem is influenced and impacted by operational processes, management approaches, and performance of other systems and subsystems, as

well as policy, governance, and fiscal factors. During the consolidation implementation effort, MCP will work with staff to prioritize the consolidation elements. To promote project success, MCP suggests the following:

- Outline the tasks and subtasks required
 - Include a project schedule and resources needed to achieve a successful consolidation
- Address the elements researched during the benchmarking phase

MCP will support staff and stakeholders with the following critical elements of emergency communications:

- Governance
- Cost Sharing
- Facility migration
- Operations migration
- Systems implementation
- Training
- Workforce integration

Responsibilities are developed using a migration matrix, and assignments are made for the migration team and the stakeholders required to participate, including:

- Elected officials
- PSAP staff
- Emergency responders
- Vendors/contractors
- Systems support providers
- Information Technology (IT) staff
- Geographic Information System (GIS)/computer-aided dispatch (CAD)/records management system (RMS) administrators
- Radio services

MCP's approach to service delivery planning of this nature is designed to well-position the OK911MA, the City, and participating agencies to make decisions that mitigate risk and minimize costs while maintaining the highest level of service delivery for field responders and the citizens they serve.

On the following pages, MCP has outlined our four-phased approach and solution for OK911MA to support planning and execution for the enhancement of public safety services—***because your mission matters.***

Scope of Work

Phase 1: Project Initiation, Management, and In-Flight Project Gap Analysis

The MCP team will initiate your project by conducting a ***virtual project introduction meeting*** with the City and OK911MA's project core team (core team) to establish mutual acquaintance. The meeting will set the overall foundation for the tasks outlined, allow the teams to review the scope of work (SOW) and high-level project schedule, and confirm the dates for the on-site kickoff and data gathering and discovery strategy.

The virtual introduction meeting will be followed by an **on-site kickoff meeting** with the core team which typically occurs two to three weeks after the project's introduction call. Our project manager and staff will meet with the core team and key stakeholders to formally introduce project team members and further affirm the mutual understanding of the tasks at hand. MCP's project manager will facilitate the meeting and will clarify roles; review and align project and task scope, milestones, schedules, and deliverables; and communication and risk management plans that will be compiled into a **work plan with a timeline**.

The primary goal of these activities is to validate the information and data compiled and current and planned project initiatives to determine where the gaps are with in-flight plans for consolidation.

In addition to the knowledge assembled from the project initiation meetings, MCP will leverage past studies, plans, and documentation, along with our knowledge of the region and state's current efforts and accomplishments to date to develop detailed and integrated/coordinated work plans to address the efforts—along with the concurrent, ongoing, and overlapping tasks below—and will include working with the City to create the new emergency communications organization.

Gap Analysis Decision-Making Session

This activity is scheduled the same week as the **on-site kickoff** meeting to realize cost efficiencies for the participating staff and stakeholders.

MCP staff will assess and validate the information previously gathered and develop a schedule to conduct a decision-making session with key stakeholders. The aim of the decision-point session is to identify and subsequently fill in the gaps within current implementation activities. To accomplish this, MCP will review the following consolidation key elements, decision points and milestones with staff and stakeholders, including:

Consolidation Key Elements	
<ul style="list-style-type: none"> • Project Decision Support • Project Objectives • Project Assumptions and Constraints 	<ul style="list-style-type: none"> • Project Communications • Risk Management • High-Level Timeline/Implementation Checklist
Decision Points and Key Milestones	
<ul style="list-style-type: none"> • Organization <ul style="list-style-type: none"> - Organizational Structure - Workforce - Human Resource Integration 	<ul style="list-style-type: none"> • Facilities <ul style="list-style-type: none"> - Facilities Programming - Hazards and Vulnerabilities Analysis
<ul style="list-style-type: none"> • Operations <ul style="list-style-type: none"> - Operational Components - Policies and Procedures - Quality Assurance - Back-up and Continuity of Operations 	<ul style="list-style-type: none"> • Technology <ul style="list-style-type: none"> - Mission Critical Systems - Additional Systems - IT Support
<ul style="list-style-type: none"> • Training 	<ul style="list-style-type: none"> • Transition and Migration

MCP anticipates the session will be conducted on-site for up to two days and will require participation by stakeholders with authority to make decisions on behalf of the City and OK911MA.



Phase 1 Deliverables:

- Project introduction meeting
- On-site kickoff meeting
- Data and information validation review call
- Completion of decision-making session
- Draft gap analysis worksheet
- Final gap analysis tasks incorporated into the master project plan

Phase 2: Implementation Support

As a result of the gap analysis and decision point session, MCP anticipates having the foundational information needed to effectively support the City with creating a new PSAP.

The final phase is support for the implementation of the City's new PSAP that is already in flight.

Based on the current understanding of the needs as articulated by the City, while acknowledging that MCP has not conducted a gap analysis yet, additional funding may be needed beyond the initial fee. Scope changes based on increased implementation support needs will be discussed with the OK911MA and the City and then presented to them along with pricing for approval.

Implementation Support Tasks

MCP will provide our expertise as requested to coordinate the successful implementation of the in-flight consolidation effort as desired by the City and OK911MA. This effort will include implementation management, technical support, and vendor oversight, as applicable, of related tasks to ensure timely and effective implementation. MCP will:

- Be responsible for supporting the project core team, staff, workgroups, and other stakeholders with executing the implementation plan.
- Review and support editing of the Oklahoma Wireless Information Network Memorandum of Understanding (OKWIN MOU).
- Review and support editing of written policies and procedures.
- Review plan/vendor proposals and make suggestions to improve or advise the City on elements that may have been missed.
- Assist the Director and City Manager on a timeline involving the vendors.
- Schedule coordination, installation, and integration support between vendors and the participating agencies.
- Assist the Director, AT&T, City of Tulsa, Tulsa County, and Rogers County with a cutover plan.
- Coordinate with staff to support managing construction (if applicable), technology, or infrastructure agreements that support emergency communications.
- Provide support in additional areas identified in the gap analysis of the implementation plan and decision-making sessions, consultation, and alignment with the City and OK911MA core team.

Although the City has provided the list of initial needs, some of which are included in the list below, tasking will be finalized based on the gap analysis. Some of the specific tasks and areas of support MCP has found, based on previous project experience, also include:

- General operational consolidation implementation consultation
 - City and OK911MA core team decision support
 - Governance development support
 - Policy and procedure review support
 - Training and QA support
 - Operational components development
 - Non-core functions considerations development
 - Collective bargaining agreement (CBA) navigation, if applicable
 - Decision support for workflow process for warrant and validations process
 - COOP plan update support
 - Follow-up on operational component decisions (protocol usage, training, etc.)
 - Operational transition planning and cutover to the consolidated center support
- Project management oversight of:
 - Schedule monitoring and updating; providing and maintaining the risk matrix
 - Participate in project update meetings for users throughout the duration of the project, participating in regular project meetings and reviewing monthly status reports for stakeholders
 - Action item tracking
 - Schedule coordination, installation, and integration support between vendors and the participating agencies, if applicable
 - Evaluating operational demarcation points regarding any discrepancies
 - Reviewing final punch list and providing open-item resolution support

Upon the successful cutover, MCP will conduct a final project close out with the new governing body. This closeout will affirm all final documentation is captured and provided to the new PSAP as part of the transition.

The goal is to successfully complete standing up a new PSAP governance structure with as little disruption to public safety communications services as possible.



Phase 4 Deliverables:

- Consultative and advisory implementation support for the identified areas of need.

Project Assumptions and Expectations

Based on the current MCP understanding of what is to be accomplished, the SOW identified is based upon the following expectations and assumptions.

- A step-by-step review of the SOW will be conducted during the Phase 1 kickoff meeting. Any updates or changes from the SOW outlined in the proposal will be documented for mutual agreement and to allow for clarification of expectations to be addressed in the deliverables. If the requested changes increase the level of effort originally agreed upon and the parties agree the changes cannot be absorbed in the original pricing, MCP will provide OK911MA with pricing for those changes.
- The MCP team proposes to be on-site for up to two days to gather data and information and conduct the decision-making session with staff and stakeholders.

- To maximize participation and ease of scheduling, MCP asks the City and OK911MA to:
 - Provide a list of stakeholders/agencies to be interviewed and participate in planning and decision-making sessions
 - Provide contact information for each stakeholder
 - Support scheduling the stakeholder planning and decision-making sessions
 - Secure an appropriate venue
 - Disseminate the meeting invitations
- Conduct bi-weekly, remote 30-minute project status calls with MCP’s PM through the original project schedule end date.

Extension of the level of effort beyond these assumptions not resulting from the actions of MCP will result in a conversation between MCP, the City, and OK911MA key stakeholders to evaluate the level of effort and cost to the project. MCP uses a risk management matrix to identify and monitor risks that can impact scope, schedule, budget, and deliverables quality. If risks to the project are identified, MCP will initiate discussions with OK911MA to establish whether a change order is required and, if so, develop the content.

Project Methodology

Project Management Framework

The Project Management Institute (PMI) framework has been used to develop our response to meet your needs. The PMI framework breaks the lifecycle down into four stages: Initiating, Planning, Executing/Monitoring, and Closing, as illustrated in the following graphic. This industry standard is used by the project manager to promote a successful outcome and align with stakeholder expectations throughout the project lifecycle.

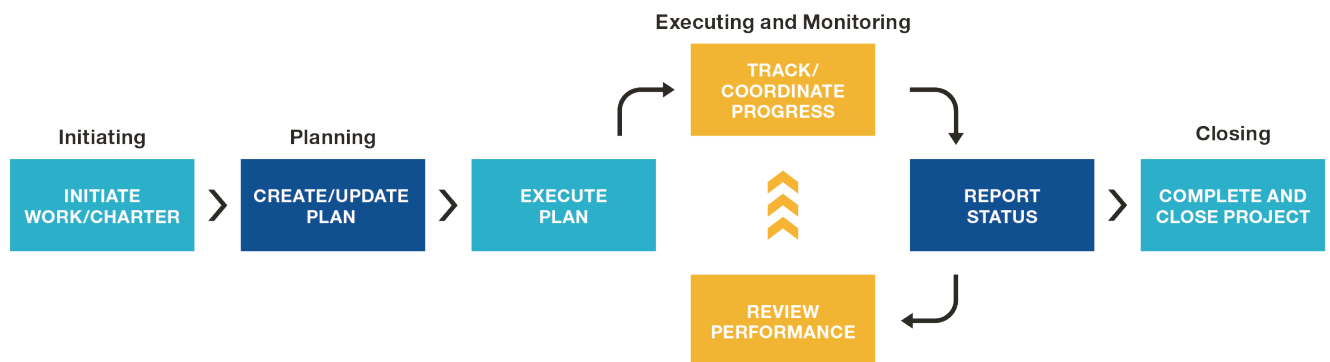


Figure 1: PMI Framework

Initiating and Planning

Upon project initiation, MCP will verify needs and expected outcomes to confirm the scope, approach, and schedule. After initiating the project and working closely with your team, MCP will develop a customized approach for your agency and stakeholders that drives the project from planning through completion. Depending on the project complexity, this approach will be documented in a project work plan; a shorter, smaller plan may

be developed based on the accepted scope of work. This scope/work plan will be submitted and reviewed for your approval prior to project execution. Subsections may include:

- Risk identification and response plan
- Communications plan for status and progress
- Resource needs and allocation plan
- Deliverable acceptance plan

Executing and Monitoring

MCP will execute the scope/work plan and update you on progress, performance, and any concerns. We will conduct routine project reviews to validate plan alignment for client satisfaction and quality management. The project reviews may include, as appropriate:

- Scope (including requirements and quality control)
- Schedule (including planned vs. actual)
- Budget (including planned vs. actual)
- Deliverable and artifact reviews
- Ongoing risk reduction
- Ongoing issue resolution
- Readiness and transition for changes

These reviews and regular project updates will directly impact our continued execution, helping us mitigate potential risks and increase efficiency. This approach to execution and monitoring results in an opportunity for overall greater success.

Closing

As the project ends, MCP will coordinate with your team to ensure the agreed-upon deliverables have been submitted and accepted, and that you are ready to take your next step post-project. We also will maintain contact as desired through a designated point of contact if additional services are requested or available in the future.

Additionally, MCP practices two exercises as a form of self-check:

- Internally—Conduct a “Lessons Learned” to revisit and gauge our performance and project outcomes, giving MCP an opportunity to continuously improve as we continue providing services based on internal observations.
- Externally—Perform “Client Satisfaction Outreach,” which involves directly asking our clients post-closeout to evaluate our performance and their satisfaction. We use this information to reflect on how our clients perceive our work and consider opportunities for improvement we may not have noticed otherwise.

Tools

In alignment with the complexity of the project, MCP will manage and track project resources, assignments, and costs and will maintain the schedule using a combination of manual and automated industry-recognized tools.

Deltek VantagePoint	Egnyte	Microsoft Project	Online Communications
<ul style="list-style-type: none"> • Integrated, enterprise planning tool • Creates and resource-loads a project plan • Assists with continuity between tasks and tracks project financials 	<ul style="list-style-type: none"> • Secure, cloud-based file-sharing platform • Allows centralized file access based on stakeholder needs 	<ul style="list-style-type: none"> • PMI-based dashboard outlining all project processes • Tailored to meet the goals of individual projects 	<ul style="list-style-type: none"> • Video and instant messaging tools • Improves communication and technology compatibility • Platforms include Microsoft Teams and Zoom

Figure 2: MCP's Project Management Tools

These tools allow the project manager to assign time and tasks reasonably to identify pending shortfalls and rebalance staff assignments to accommodate and address the potential shortfall, if needed, and communicate changes in regular project meetings to align with your requirements and expectations.

Quality Assurance and Quality Control

MCP's project manager is responsible for the QA/QC process for deliverables, including scheduling, formal delivery, and follow-up to meet your expectations.

Table 1: MCP's QA/QC Process

Stage	Description
Peer Review	<ul style="list-style-type: none"> • Validate content (this is reviewed by select project team members and other SMEs relative to the content) • Leverage industry standards and best practices, the depth of knowledge of the reviewers, and information obtained from other similar projects
Peer Review Edits	<ul style="list-style-type: none"> • Validate the comments received via peer review • Incorporate applicable changes into the deliverable
Quality Assurance	<ul style="list-style-type: none"> • Comprehensive deliverable review is conducted by MCP staff with industry knowledge and experience, as well as expertise in editorial content review • The objective of QA is to validate that the deliverable is comprehensive and thorough and meets defined acceptance criteria
Quality Control	<ul style="list-style-type: none"> • During QC, document support specialists further scrutinize the deliverable to validate it is accurate and consistent regarding usage and content flow, and follows MCP's style guidelines

Deliverables are vetted thoroughly prior to delivery. In the event a deliverable does not meet your expectations, MCP will meet with you to review any identified deficiencies, then document and, more importantly, correct them, to the extent they do not contradict or violate established rules, regulations, statutes, standards, or a combination thereof.

Project Team

With more than 200 staff members, MCP's specialized professionals are integral members of our team:

MCP's Specialized Professionals	
<ul style="list-style-type: none">• Former public safety communications operations staff, managers, directors, and executives• Facility and staffing experts• Consolidation specialists• Technology specialists• Forensic and policy specialists• Contract specialists and advisors• Strategic planning specialists	<ul style="list-style-type: none">• Operations and training specialists• Law enforcement (LE), fire, and EMS specialists• Programming, design, and construction specialists• Emergency Number Professionals (ENPs)• Project Management Professionals (PMPs)• Quality Assurance/Quality Improvement experts

While Gigi Smith has been assigned as MCP's project manager, MCP has identified Terry O'Malley as a local SME and advisor who will be the primary point of contact (POC) for this endeavor. MCP has identified in the following figure all key team members from our staff that we plan to assign to this important project.

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Organizational Chart

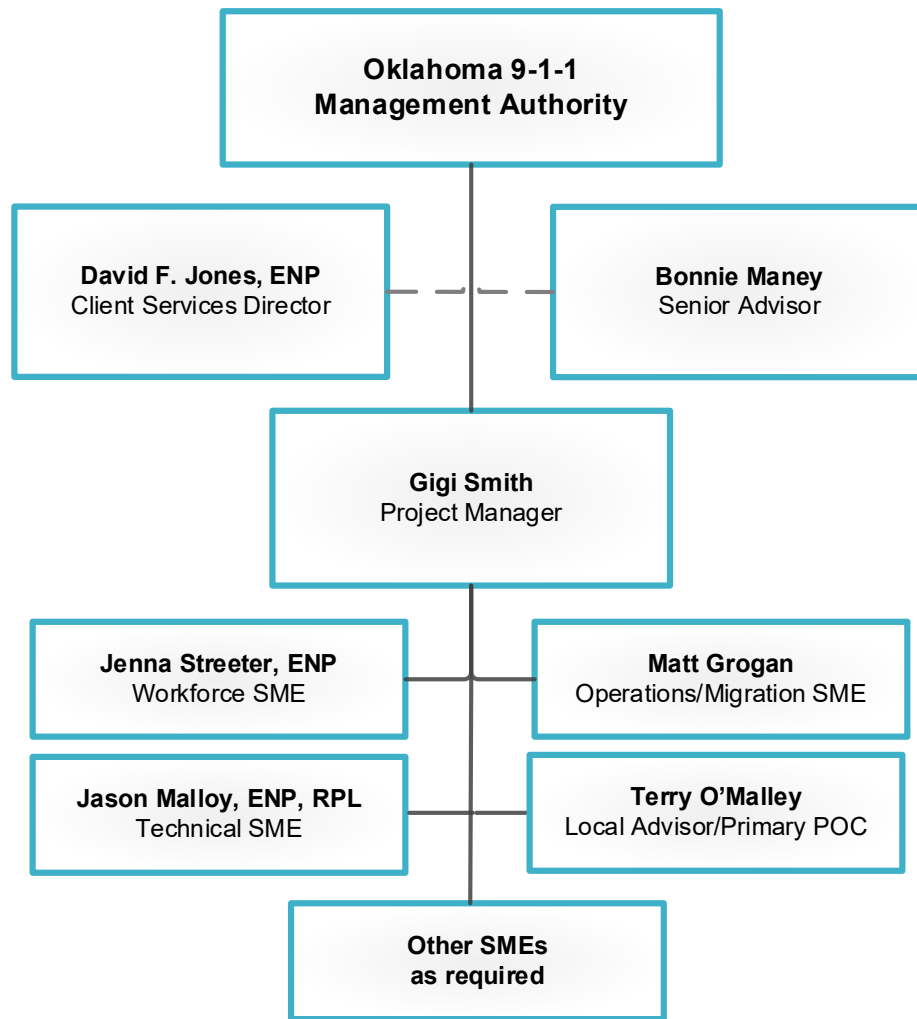


Figure 3: Project Team

Additional resources and SMEs are available also, as we are a full-service firm focused on all aspects of public safety communications.

MCP will leverage the team's experience and our vendor agonistic approach to ensure our commitment is to always put the fundamental interests of OK911MA and their public safety needs first. We are committed to supporting OK911MA and the participating stakeholders.

Resumes

Resumes highlighting our qualifications and experience are included on the following pages.

David F. Jones, ENP

Co-Founder, Senior Vice President of Strategic Accounts, Mission Critical Partners

David provides executive-level consultative services and expertise on matters related to NG911, government affairs, public policy, and legislation. He is an internationally known subject-matter expert on 911, NG911 and emergency services. He has advocated for emergency services-related issues throughout North America, as well as in Asia, South America, and Europe. While serving as NENA's president, he testified before the U.S. Senate Commerce Committee on issues on 911 and next generation telecommunications networks. David was among the first in the nation to be certified as an ENP and has decades of experience in the public sector having administered, directed, managed, and operated emergency service agencies and 911 departments. Areas of specialization include:

- Client management ensuring client expectations are met for success
- Program management support and executive-level consultative services

Representative Experience

State/Regional Experience

- Arizona—FirstNet-related support, NG911 planning and implementation, executive-level support
- 911 Association of Central Oklahoma Governments (911 ACOG)—NG911 design, acquisition, and deployment
- California—Leadership development/NG911 training
- Kansas—NG911 support
- Michigan—Public safety broadband
- Minnesota—Statewide 911 implementation, technology support and procurement support
- Nebraska Public Service Commission—NG911 study, professional general consulting
- New Mexico—NG911 planning and implementation support
- Oklahoma—NG911 support
- Tennessee Emergency Communications Board (TECB)—Technology consulting
- Texas—ESInet facilitation for the Commission on State Emergency Communications; applications development for the Department of Public Safety; and new state EOC and headquarters campus for the Texas Division of Emergency Management
- North Central Texas Council of Governments (NCTCOG)—911 master planning, executive mentoring, GIS assessment, NG911 implementation and PSAP feasibility study
- Lower Rio Grande Valley Development Council, TX—NG911 migration support

City/County Experience

- Horry County, SC—911, NG911 and radio support
- Shelby County, TN, Emergency Communications District—CAD consulting, automatic vehicle location (AVL) procurement assistance and radio procurement for the Memphis Police Department
- Charleston County, SC—Public safety system review and ESInet
- Calhoun and Talladega counties, AL—Radio system governance and related legislation
- Tarrant County, TX—911 District customer premises equipment (CPE) review and implementation and Regional Interoperability Communications Committee (RICC) study
- Dallas, TX—NG911 system planning/911 CPE replacement; LMR system implementation
- Houston, TX—CAD replacement
- Spartanburg County, SC—Director, Emergency Services—911, Emergency Management Agency, Fire Marshal, and Emergency Services Training Academy



Industry Experience

40 years

Education

B.A., Political Science,
Wichita State University,
KS

Certifications

Emergency Number
Professional (ENP)

Associations

National Emergency
Number Association
(NENA)

NENA, President, 2005-
2006; Executive Board,
2001-2007

Association of Public-
Safety Communications
Officials (APCO)

Industry Council for
Emergency Response
Technologies (iCERT)
Executive and Policy
Committee

Awards

"Order of the Palmetto," by
South Carolina Governor,
October 2005. Highest
civilian award in the State
for "efforts to improve
emergency services and
communications"

Bonnie B. Maney

Operations Manager, Mission Critical Partners

Bonnie is a leader that understands and represents clients to ensure that services are pertinent to their exact needs. She is a public safety communications SME with extensive experience in PSAP operations, emergency management, project management, regionalization planning and training for federal, state, and local public safety agencies. Bonnie is skilled in organizing and facilitating diverse workgroups to define user needs and requirements, as well as in conducting planning and investment justifications.

Representative Experience

Federal Experience

- U.S. Department of Homeland Security Emergency Communications Division (formerly Office of Emergency Communications) Interoperable Communications Technical Assistance Program (ICTAP)—Developed and managed delivery of contracted services
- National Emergency Communications Institute (NECI)—Developed and delivered public safety communications courses

State/Regional Experience

- Downriver Mutual Aid, MI—Served as senior project manager on a 12 PSAP regionalization study
- Maine Public Utilities Commission, Emergency Services Communication Bureau—Serves as senior project manager to research and report on crisis response services protocols
- Florida Department of Management Services—Serves as senior advisor on PSAP training in cybersecurity, stress management, continuity of operations planning, crisis management and quality assurance/quality improvement
- 9-1-1 Association of Central Oklahoma Governments (ACOG)—Conducted a workforce optimization study of 23 PSAPs
- Arizona—FirstNet planning: coordinated stakeholder workgroups, developed state/tribal education/outreach plan, completed PSAP data collection and helped execute Homeland Security Exercise and Evaluation Program-compliant long-term evolution exercise
- Virginia Department of Emergency Management (VDEM)—Assessed technology requirements to develop a strategic road map and report

City/County Experience

- Portland, OR, Community Safety Division—Serves as senior advisor on an alternative response call allocation and provider staffing study
- Tarrant County, TX, 911 District—Serves as senior project manager on a 32 PSAP regionalization study
- Charlottesville-UVA-Albemarle, VA—Served as senior project manager for strategic planning
- Boston, MA—Serves as project manager for an operational audit of the Boston Police Department's Emergency 9-1-1 Center
- Clay County, FL—Developed implementation plan to consolidate police and fire/EMS PSAPs
- El Paso-Teller County 9-1-1 Authority, CO—Served as operations SME for PSAP consolidation and ESInet study
- San Jose Fire Department, CA—Conducted workforce optimization assessment
- Charlotte, NC—Operationalized and virtualized the Tactical Interoperability Communications Plan (TICP) and developed training to achieve goals



Industry Experience

32 years

Education

M.S., Emergency Management,
Jacksonville State University, AL

B.S., Business Administration,
Northwood University, FL

Associations

National Public Safety Telecommunications Council (NPSTC)

National Emergency Number Association (NENA)

Association of Public-Safety Communications Officials (APCO)

NENA—Agency Systems Committee; NG911 PSAP Systems Workgroup

NENA—PSAP Logistics Committee; 911-988 Interactions Workgroup

IJIS Institute – Emergency Communications and Response Advisory Committee (ECR-AC)

Georggina (Gigi) Smith

Project Manager, Mission Critical Partners

Gigi is a public safety professional with broad expertise in emergency communications, project management and PSAP operations including leadership, training, quality assurance (QA), health and wellness as well as alternative response. As a former POST-certified instructor and operations manager, she led professional telecommunicators and managed emergency fire, police and medical dispatch programs. Gigi's experience and expertise include call-taker, dispatcher, dispatch supervisor, trainer, and public speaker.

Representative Experience

State/Regional Experience

- Florida Department of Management Services—Remote instructor for telecommunicator training in stress management, crisis handling and QA and quality improvement programs
- State of Maine—Operations SME for crisis response policy development
 - 911/988 behavioral health program facilitation and collaboration
- Central Texas Council of Governments—Operations SME supporting a continuity of operations plan

City/County Experience

- Carter County, OK—Facilities and operations SME for a PSAP consolidation study
- Downriver Mutual Aid, MI—Operations, training, and QA SME, including QA and performance management, for a PSAP consolidation feasibility study
- Boone County, MO—Staffing and PSAP evaluation, focus group interviews, training, and retention, providing
 - On-site leadership, document review and updates and hiring support
- Franklin County, IL—Support for project management, governance, organizational structure, leadership, and planning; assistance with operations, policies and procedures, training, and QA
- Hamblen County, TN—Operations SME performing interviews, data gathering and analysis for a compensation study
- Nez Perce County/Lewiston, ID—Training and employee integration crosswalk SME for a PSAP implementation
- Modesto, CA—Telecommunicator health and wellness SME providing project management support for a PSAP assessment
- Tarrant County, TX—Operations SME for a PSAP Regionalization Study
- Clark Regional Emergency Services Agency, Washington—Project manager for service, staffing and infrastructure assessment
- Warren County, PA—Project manager for policies and procedures review and update
- Portland, OR—Project manager for call allocation, staffing study, policy development and non-traditional (alternative) response
- Bryan, TX—Project manager for city, county, and university consolidation feasibility study

Additional Experience

- Planned, managed, staffed, and served as a liaison for Utah's largest consolidated 911 center
- Testified before the U.S. Senate Committee on Commerce, Science and Transportation's Subcommittee on Communications, Technology, and the Internet (2014)
- Successfully collaborated, communicated, and presented to peer members, agency representatives and governmental officials



Industry Experience

37 years

Certifications

Center Manager
Certification Program

Certificate of
Achievement – FEMA

Integrated Emergency
Management Course-
Earthquake

Peace Officer Standards
and Training (POST),
Instructor

National Incident
Management System
(NIMS) 100, 200, 300,
400, 700, 800

Associations

Association of Public-
Safety Communications
Officials International
(APCO), Past President,
2013–2014

Utah APCO, Past
President

International Academies
of Emergency Dispatch
(IAED)

National Emergency
Number Association
(NENA)

Jenna Streeter, ENP

Communications Consultant, Mission Critical Partners

Jenna is a communications consultant with nearly two decades of experience in the industry. Her work background ranges from dispatcher to lead trainer to operations supervisor to emergency communications director. This background encompasses frontline telecommunications, training, quality assurance and quality improvement, as well as supervisory and executive leadership. Jenna has completed EMS systems assessments for communications divisions and provided recommendations for improvement, strategies for stakeholder communication and daily workflow tactics to improve outcomes. Jenna's core expertise includes project management, strategic planning, stakeholder engagement, culture and change management, data analysis, as well as policy development and implementation.

Representative Experience

County Experience

- Director of Emergency Communications
 - Conducted comprehensive performance-cycle management, including hiring, coaching, development, job assignment and retention
 - Reduced turnover from 50% to 10% by analyzing workload, resulting in job reclassification with a budget-neutral 10% salary increase and improved day-to-day staffing levels to 100%
 - Analyzed human capital systems and identified opportunities to improve policy, staff plans and workload thresholds and to balance staff wellness
 - Provided committee leadership, mediation, and recommendations for best practices and developed an implementation plan for agreed-upon changes
 - Applied a democratic, transformational leadership style to ensure staff is heard and has opportunities to be involved in department changes; provided individualized mentoring, coaching and professional development
 - Maintained open communication, understanding, as well as policy and process buy-in for 17 fire departments, including negotiating and improving inter-organizational processes with other emergency communications leaders and maintaining positive relationships with the county commission
 - Increased department performance levels to more than 80% according to accreditation standards, implemented quality assurance (QA) and quality improvement (QI) programs to ensure maintenance of high performance and directed the QA team to ensure reviews aligned with industry best practices
 - Optimized resources through detailed analysis and management of the \$1.4 million department budget, including purchasing following municipal and state procurement regulations and expense allocation
 - Initiated a review of the fire department process to identify solutions for maintaining service levels during a population boom

State Experience

- Indiana Peer Assessment Team
 - Selected to work with six SMEs to provide a comprehensive analysis of Indiana's statewide 911 system
 - Completed a review of 83 guidelines, including governance, functional and operational planning, technical and NG911 systems, public education, training, human resources, and standards; worked collaboratively with industry experts to develop content and coordinate our recommendations
 - Delivered a comprehensive report and virtual presentation to the State of Indiana 911 Office



Industry Experience

17 years

Education

Master of Public Administration, Villanova University, PA

B.S., Environmental Science, University of Oregon

Certifications

Emergency Number Professional (ENP)

International Academies of Emergency Dispatch (IAED) Certifications EMD-Q, EFD-Q, EPD-Q

National Emergency Number Association (NENA)

Communications Manager Certification Program (CMCP), Change Management

Association of Public-Safety Communications Officials

Communications Training Officer (CTO), Active Shooter, Certified Supervisor

Matt Grogan

Communications Consultant, Mission Critical Partners

Matt is a public safety communications professional with nearly two decades in the industry. His experience includes critical incident-handling consulting, cross-functional collaboration, and data-driven decision-making. Matt gained strong emergency communications expertise while working for agencies that support and promote public safety.

Representative Experience

Emergency Communications Experience

- Telecommunicator Program Manager
 - Served as the primary point of contact for a portfolio of emergency communication centers, fostering strong relationships and ensuring their success and satisfaction within the portfolio
 - Conducted comprehensive on-site surveys of emergency communications centers' response protocols for cardiac arrest calls, meticulously assessing operational procedures and system effectiveness
 - Crafted detailed recommendations based on findings to optimize response times, enhance coordination, and improve patient outcomes in critical situations
 - Spearheaded the training and onboarding process for clients transitioning to our Software as a Service (SaaS) platform, delivering tailored instructional sessions to diverse stakeholders, thereby facilitating seamless adoption and maximizing the platform's value proposition for each customer
 - Drove strategic alignment and transparency across all levels of client organizations by meticulously preparing and delivering comprehensive Quarterly Reviews (QRs), including key insights, performance metrics, and actionable recommendations
- Lead Instructor/Consultant
 - Provided SME consulting services to emergency communication teams, offering strategic guidance and tactical support in the handling of critical incidents within the 911 system, ensuring efficient and effective responses to critical emergencies
 - Conducted thorough assessments of communication protocols, technology infrastructure, and staffing procedures, identifying areas for improvement
 - Designed and developed comprehensive training programs and materials tailored to the specific needs of various departments and job roles
- Communications Supervisor for Las Vegas Fire and Rescue
 - Provided operational supervision of dispatchers and call-takers
 - Monitored and maintained operational efficiency by evaluating services using performance metrics and daily workload analytics
 - Served as point of contact for fire chiefs, vendors, and technical staff regarding operational issues and concerns
 - Served as Southern Nevada Area Communications Council Board member and Strategic Planning Committee member



Industry Experience

18 years

Education

AA, Information Technology, Columbia Southern University, AL

Certifications

Certified Customer Success Manager (CCSM) Level 1

Jason Malloy, ENP, RPL

Operations Domain Lead, Mission Critical Partners

Jason is a public safety professional with experience in emergency and alternative responses and extensive knowledge of related processes and procedures, including mitigation, preparedness, response and recovery. He has direct operational and command experience in emergencies, including public safety communications, emergency management, firefighting, basic and advanced life support, extrication, technical rescue and hazardous materials. Jason possesses emergency medical dispatch instructor and emergency medical and fire and police dispatch certifications. As a prior University of Maryland assistant adjunct professor, he instructed undergraduate courses in emergency management, fire science, homeland security and public safety administration.

Representative Experience

Federal Experience

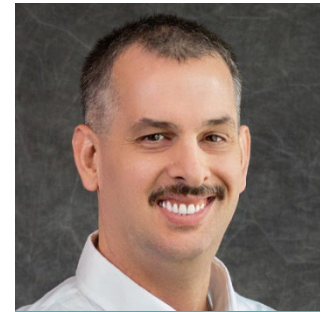
- National Institutes of Health—Public safety communications assessment; CAD/ records management system (RMS) procurement support; staff augmentation

State/Regional Experience

- Florida—Statewide telecommunicator training development and instruction
- Maine—911/988 integration, policy support and training program development
- Maryland—ESInet development and comparison; statewide 22-PSAP assessment
- Nevada—Statewide Department of Motor Vehicles continuity of operations (COOP) plan
- Pennsylvania—Southern Allegheny counties: grant projects support, regional CAD implementation, call processing, protocol implementation and ALI server relocation
- Portland Dispatch Center Consortium, OR—Regional PSAP resiliency study
- Tennessee—Statewide PSAP technology pricing report

City/County Experience

- Aurora, CO—CAD procurement and implementation support
- Newark, CA—PSAP technology migration
- Orange County, CA—Staffing and organizational study
- Clay County, FL—COOP plan assessment
- Palm Beach County, FL—COOP plan development
- Marion County, FL—PSAP consolidation feasibility study
- Lake County, IL—Staffing study
- Baltimore, MD—PSAP consolidation and organizational study
- St. Mary's County, MD—Staffing/organizational study; backup PSAP grounding remediation support
- St. Louis, MO—PSAP consolidation feasibility study and facility programming
- Buncombe County, NC—PSAP workforce optimization study; nurse navigation study
- Chatham County, NC—Facility design and technology migration
- Portland, OR—Call allocation and alternative response study
- Bexar Metro 911 District, TX—HSEEP tabletop exercise coordination and support
- Fairfax County, VA—CAD upgrade and implementation
- Richmond, VA—Emergency management program assessment
- Shenandoah County, VA—CAD/RMS upgrade; NG911 transition and implementation; radio replacement; facility construction and transition
- Clark County, WA—Emergency management program assessment



Industry Experience

33 years

Education

M.S., Public Safety
Emergency Management,
Capella University, MN

B.S., Fire Science,
University of Maryland

Certifications

Center Manager
Certification Program

Emergency Number
Professional (ENP)

Registered Public-Safety
Leader (RPL)

FEMA
Level 1 Professional
Continuity Practitioner;
Homeland Security
Exercise and Evaluation
Program (HSEEP)

CJIS Security &
Awareness, Level 4
Security Training

Associations

Association of Public
Safety Communication
Officials (APCO)

National Emergency
Number Association,
Virginia Past President

Theresa (Terry) Foiles O'Malley, PMP

Project Manager, Mission Critical Partners

Terry is an accomplished administrator and project manager with experience managing divisions, people and projects. During her public safety career, Terry has directed a large Oklahoma PSAP and led projects which upgraded 911 phone and CAD technologies, relocated 911 facilities, acquired a mass notification system and rebanded 800MHz radios. She enjoys working with teams to develop rapport, solve problems, design solutions and implement improvements to diverse systems.

Representative Experience

State/Regional Experience

- Oklahoma 911 Management Authority
 - Appointed by Governor as a representative for Tulsa-sized municipality
 - Chaired the Technical Subcommittee
- Oklahoma - NG911 Feasibility for State; NG911 Strategic Plan for 9-1-1 Association of Central Oklahoma Governments (ACOG)
- Indian Nations Council of Governments (INCOG)
 - Regional 911 Board Member
 - Chairman for 2019

City/County Experience

- Tulsa, OK-
- 911 Public Safety Communications (PSC) Director
- Manage the administration, budget, communications, facilities, finances, operations, personnel, technology, and training systems that comprise the 911 PSC Division of the Tulsa Police Department.
- Ensure that citizens, public safety partners and regional 911 partners are provided the best emergency services available.
- 911 PSC Systems Manager
- Manage the technology systems that support Tulsa's 911 PSC Division for proper operation and regular maintenance of approximately forty systems.
- Plan and budget for technology upgrades.
- IT Project Manager
- Manage multiple diverse projects for Tulsa's Information Technology Department; ensure project deliverables are complete, and sponsors, stakeholders and customers are satisfied.
- Relocate Tulsa 911 Center from Tulsa Police Headquarters to a new standalone facility;
- Manage the FCC-mandated radio re-banding project for public safety radio users of northeast Oklahoma's Motorola 800 MHz SmartZone site;
- Implement an enterprise content management and workflow system for Development Services;
- Acquire and implement a mass notification system used by Tulsa Police and Fire Department personnel.
- Coordinate with a mayoral project team to plan and execute the grand opening of Tulsa's Bank of Oklahoma (BOK) Center.

Additional Experience

- The State of Oklahoma 911 Management Authority Board Member (2012-2019)
- Indian Nation Council of Governments (INCOG) Regional 911 Board Member-City of Tulsa (2012-2019)



Industry Experience

10 years

Certifications

Cisco Certified Network Associate (CCNA)

MCP/MCTS (Windows Server Administration)

CompTia Security+

C-TREC Technical School- CCNA Boot Camp; Security+



Pricing

Professional services outlined in the scope of work as Phases 1 through 3 will be provided for a **fixed fee of \$54,266**, including expenses. Support beyond this initial pricing will depend on the mutually agreed upon level of effort.

These services are provided under the State of Oklahoma – Deliverable Based Information Technology Services SW1050MI.

MCP recognizes that it is responsible for costs related to travel, housing, transportation, communications devices, and computer equipment. Any additional services contracted in subsequent years will be performed at MCP's then-current fee schedule. Prior to initiating any such additional work, MCP would require a formal letter of authorization from OK911MA.

An invoice shall be submitted each month and include the percentage of work completed relevant to the fee and shall be reviewed and paid within 30 days of receipt.

Based on the current MCP understanding of what is to be accomplished, the pricing identified above represents an estimate of the work anticipated to achieve project success. MCP's priority is for this project to be successful for the Oklahoma 9-1-1 Management Authority.

Phase Description	Cost
Phase 1: Project Initiation, Management and In-Flight Project Gap Analysis	\$30,780
Phase 2: Implement Support (111 hours of support)	\$23,486
Total	\$54,266
Optional on-going support beyond initial fee	
80 hours (average 20 hours per week)	\$16,200
120 hours (average 30 hours per week)	\$24,300

Pricing Assumptions

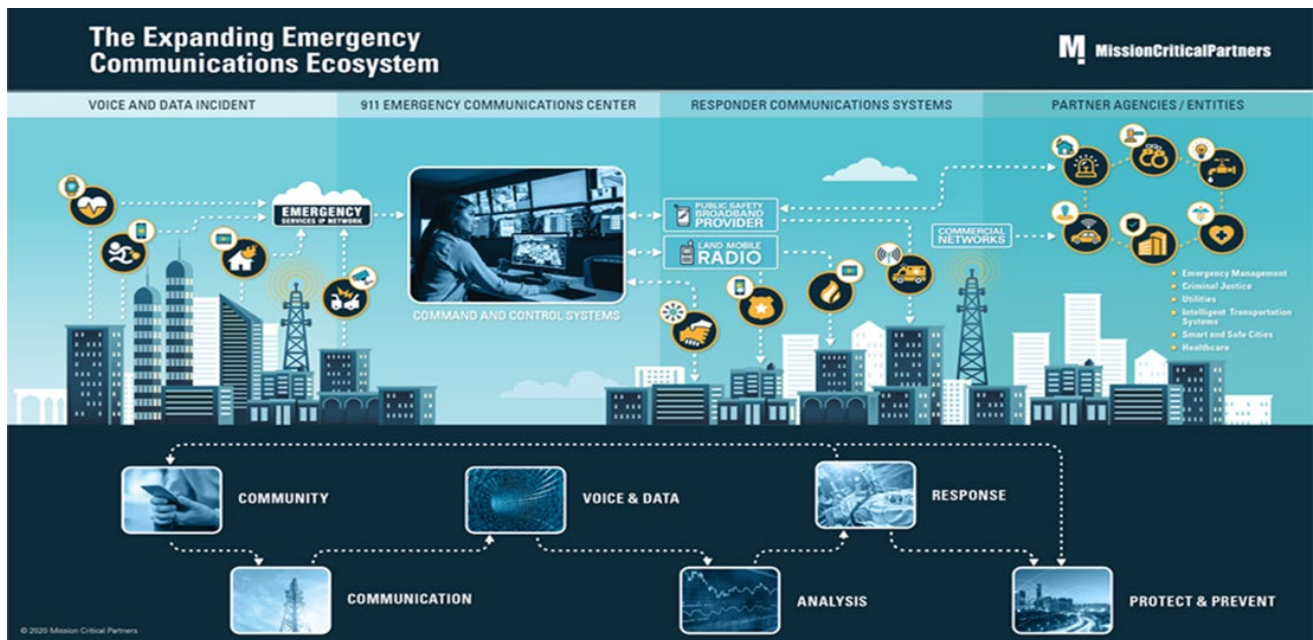
- After 120 days from the proposal submittal date, MCP reserves the right to revisit scope and pricing with OK911MA to address any potential changes that may have occurred since the submittal that could impact project delivery.
- To be more responsive to OK911MA's needs, MCP respectfully reserves the right to move professional fees and expenses between phases as needed to complete the scope of work, as long as the total amount billed to OK911MA does not exceed the contract amount. MCP identified several assumptions for the core team to consider as the project moves forward. Based on these assumptions and the high-level activity outlined above, once the baseline level of support has been expended the remaining level of effort will be based on time and materials (e.g., \$16,200 for every 80 hours) through cutover and project close out. The level of effort varies depending on the average number of hours per week that OK911MA would seek to engage, which is reflective of the time availability of the OK911MA and City core team, staff, working group members, and other stakeholders to execute the implementation. MCP also offers a larger option of hours (120 hours) for \$24,300 if OK911MA needs required a higher level of effort to conclude the consolidation.

Appendix A: The Public Safety Ecosystem and MCP Service Offerings

Since 911's inception in 1968, public safety officials have continued to leverage technology advancements to make emergency response even more efficient and effective. The counterbalance is these advancements occurred in distinct silos that developed within the emergency communications ecosystem (enhanced 911 service, digital land mobile radio networks, and computer-aided dispatch systems).

Today, we stand on the precipice of another technology transformation like the advent of 911 service. As public safety moves through this transformation over the next several years and beyond, it is critical that the agencies begin thinking of the ecosystem as a holistic network, i.e., a network of networks.

The new public safety ecosystem will interconnect on many levels to enable the smooth flow of critical and relevant data to provide emergency responders with the best information to perform their duties.



MCP can provide the public safety, criminal justice, data integration, network and information technology services required to help agencies start thinking of the ecosystem as a single entity, taking into consideration how each piece will interconnect and interact with the others. With MCP's support, agencies will transition from siloed communication environments to realizing significant improvements in emergency-response outcomes.

Service Offerings

MCP specializes in transforming mission-critical networks and operations into integrated ecosystems that improve outcomes in the public safety, courts and corrections, healthcare, transportation, and utility markets.

Consulting

Consultive & Advisory Solutions

Network and 911 Services

Specialties: Next Generation 911, Emergency Services IP Networks, text-to-911, call-handling equipment, cloud applications

- Assessments, procurement and implementation
- Program and project management
- Geographic information systems planning, design, implementation and administrative services

Operations and Facilities Services

Specialties: computer-aided dispatch, records management, mobile data systems, mission-critical facilities

- Facility planning and construction
- Consolidation and shared services
- Strategic and operations consulting
- Training and professional development
- Technology procurement and implementation
- Continuity of operations planning
- Recruiting and hiring support

Wireless Communications Services

Specialties: land mobile radio, broadband, microwave alert and warning systems, fire station alerting systems, FirstNet, bidirectional amplifiers

- Master planning
- Project management
- Technical and operational needs assessments and design
- System procurement and negotiations
- Implementation and construction management
- Testing and validation

Justice, Management, and Technology Services

Specialties: integrated justice, courts, case management, corrections, repositories, and biometric identification systems

- Assessments and data collection
- Strategic planning and governance support
- Business process transformation and systems architecture design
- Financial planning
- Information systems acquisition and procurement
- Implementation and change management support

Cybersecurity & IT

SecureHalo™

Family of Cybersecurity and IT Solutions

- IT and managed security solutions
- Third-party compliance
- Mission-Critical **NetInform®** security and network assessments
- Mission-Critical **NetPulse®** security and network monitoring
- Security training and awareness
- Virtual chief information security officer solutions

Data & Application Integration

DataHalo™

Family of Data Solutions

- **DataLink™** interface solution: business process mapping and design
- **DataSphere™** integration solution: planning, governance and architecture of data-sharing initiatives
- **DataScape™** analytics solution: powered by machine learning and artificial intelligence
- Alternatives to traditional data migration
- Database management
- Software and application development

Oklahoma 911 Management Authority

Grant Approval Form



Organization Information			
Applicant Organization Name: Adair County			
Address: 220 W DIVISION ST RM 101, ADAIR COUNTY TREASURER, STILWELL, OK, 74960-3037			
Phone: 918-696-4019			
Email: tina.adair911@gmail.com			
County: Adair	Type: County Government	DUNS#: 807747956	EIN#: 73-6006341
Primary Contact Name/Title: Tina Longshore (911 Coordinator)		Authorized Contact Name/Title: Tina Longshore (911 Coordinator)	
Project Information			
Project Title: Enhanced CAD to share with surrounding counties			
Project Type: Regional GIS centric CAD systems		Project Category: Shared i3 capable CAD systems	
Brief Project Description: We are requesting a grant for an Enhanced CAD through Stoltz Telecom and Zetron to be able to share information with our surrounding counties of Craig and Delaware, here in Oklahoma. The Enhanced CAD will allow us to collaborate more effectively in times of mutual aid or disaster.			
Request Amount: \$23,640.40	Award Amount: \$23,640.40	Project Start Date: May 31, 2024	Project End Date: December 31, 2024
Approvals - Required Signatures <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved			
911 Management Authority Chair		Date	
911 State Coordinator		Date	

State Office Use Only

Funding Sources
a. Federal \$0.00
b. State \$18,912.32
c. Local \$4,728.08
d. Other
e. TOTAL \$23,640.40

Oklahoma 911 Management Authority

Grant Approval Form



Organization Information

Applicant Organization Name: Craig County E 911 Governing Authority

Address: 618 N Maywood, Vinita, OK, 74301

Phone: 918-636-6311

Email: sbutcher911addressing@gmail.com

County:
Craig

Type:
Other

DUNS#:
116915123

EIN#:
731413178

Primary Contact Name/Title:
Scotty Butcher (Manager)

Authorized Contact Name/Title:
Scotty Butcher (Manager)

Project Information

Project Title: Craig County 911 NG9-1-1 Grant

Project Type: Regional GIS centric CAD systems

Project Category: Shared i3 capable CAD systems

Brief Project Description: Craig County 911 Call Center needs to invest in a CAD-to-CAD system with Delaware County 911. Delaware County is our neighboring county, and they will have the same CAD we are using and this will allow for interoperability and redundancy with our CAD systems to help aid our dispatchers and citizens during emergencies.

Request Amount:
\$211,655.21

Award Amount:
\$211,655.21

Project Start Date:
July 01, 2024

Project End Date:
October 07, 2024

Approvals - Required Signatures Approved Not Approved

911 Management Authority Chair

Date

911 State Coordinator

Date

State Office Use Only

Funding Sources
a. Federal \$0.00
b. State \$169,324.17
c. Local \$42,331.04
d. Other
e. TOTAL \$211,655.21

Oklahoma 911 Management Authority

Grant Approval Form



Organization Information

Applicant Organization Name: Delaware County

Address: PO Box 1080, DELAWARE COUNTY TREASURER, Jay, OK, 74346-1080

Phone: 918-541-7666

Email: delawarecountym@yahoo.com

County: Delaware	Type: County Government	DUNS#: 055764021	EIN#: 73-6006364
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Primary Contact Name/Title:
Jeff Reeves (Emergency Management Director)

Authorized Contact Name/Title:
Carl Tesreau (911 Board Chairman)

Project Information

Project Title: Delaware, Craig and Adair Counties Shared CAD Grant

Project Type: Regional GIS centric CAD systems

Project Category: Shared i3 capable CAD systems

Brief Project Description: To bring together CAD systems for Delaware, Craig and Adair counties to improve communications throughout all three jurisdictions

Request Amount: \$23,640.40	Award Amount: \$23,640.40	Project Start Date: April 30, 2024	Project End Date: August 01, 2024
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Approvals - Required Signatures Approved Not Approved

911 Management Authority Chair	Date
911 State Coordinator	Date

State Office Use Only

Funding Sources
a. Federal \$0.00
b. State \$18,912.32
c. Local \$4,728.08
d. Other
e. TOTAL \$23,640.40

Oklahoma 911 Management Authority

Grant Approval Form



Organization Information

Applicant Organization Name: Hobart, City Of

Address: PO BOX 231, HOBART, OK, 73651-0231

Phone: 580-726-2424

Email: chiefofpolice@hobartok.gov

County:

Kiowa

Type:

City or Township Government

DUNS#:

102388089

EIN#:

73-6005256

Primary Contact Name/Title:

Strider Estep (Chief of Police)

Authorized Contact Name/Title:

Strider Estep (Chief of Police)

Project Information

Project Title: Hobart EMD

Project Type: Call Taker/Administrator training and certification

Project Category: Call taker or administrator training and certification.

Brief Project Description: Our goal is to receive the startup grant funding to certify the Hobart PSAP as an EMD PSAP center. The training and certification would be through APCO.

Request Amount:

\$28,995.44

Award Amount:

\$28,995.44

Project Start Date:

February 01, 2024

Project End Date:

May 31, 2024

Approvals - Required Signatures Approved Not Approved

911 Management Authority Chair

Date

911 State Coordinator

Date

State Office Use Only

Funding Sources
a. Federal \$0.00
b. State \$28,995.44
c. Local \$0.00
d. Other
e. TOTAL \$28,995.44

Oklahoma 911 Management Authority

Grant Approval Form



Organization Information

Applicant Organization Name: McIntosh County

Address: P.O. BOX 547, EUFAULA, OK, 74432-0547

Phone: 918-689-3441

Email: em@mcintoshcount yok.gov

County: McIntosh	Type: County Government	DUNS#: 785099300	EIN#: 73-6006393
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Primary Contact Name/Title: Leslie Phillips (Emergency Manager)	Authorized Contact Name/Title: Leslie Phillips (Emergency Manager)
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Project Information

Project Title: McIntosh County - GIS Information to NG911 Compliance

Project Type: GIS projects that meet the OK NG911 GIS and Address	Project Category: <small>Creation, maintenance or improvement of GIS map, including hardware and software to use the map in call taking.</small>
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Brief Project Description: We would like to hire an outside company to validate all 911 addresses to meet NG911 Compliance. In doing so our contractor would correct centerlines and road names, as well as draw in roads that do not appear on our map. They will help by identifying errors within the current 911 addresses and correcting them. Project would have maintenance support following completion of project.

Request Amount: \$103,650.00	Award Amount: \$103,650.00	Project Start Date: April 12, 2024	Project End Date: October 21, 2024
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Approvals - Required Signatures Approved Not Approved

911 Management Authority Chair	Date
911 State Coordinator	Date

State Office Use Only

Funding Sources
a. Federal \$0.00
b. State \$103,650.00
c. Local \$0.00
d. Other
e. TOTAL \$103,650.00