

## CHAPTER 15. OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY

### SUBCHAPTER 1. ADMINISTRATIVE OPERATIONS

#### 145:15-1-2. Definitions

In addition to the terms defined in [63 O.S., Section 2862](#), the following words and terms, when used in this Chapter, shall have the following meaning, unless the context clearly indicates otherwise:

"**Act**" means the Oklahoma 9-1-1 Management Authority Act, 63 O.S., Sections 2861, *et seq.*

"**Automatic Location Identification (ALI)**" means the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.

"**Coordinator**" means the Oklahoma 9-1-1 Coordinator selected by the Authority to administer grants approved by the Authority and perform other duties as it deems necessary to accomplish the requirements of the Act.

"**GEO MSAG**" means a Master Street Address Guide, but instead of being maintained directly by editing MSAG records, a geoMSAG is created from and edited by GIS data.

"**Geospatial Call Routing**" means the use of an ECRF (Emergency Call Routing Function) and GIS (Graphic Information System) data to route an emergency call to the appropriate PSAP or emergency service provider based on the civic location or geographic coordinates provided with the call.

"**Geographic Information System (GIS)**" means a system for capturing, storing, displaying, analyzing, and managing data and associated attributes which are spatially referenced.

"**GIS Repository**" means the GIS data warehouse used to aggregate Next Generation 9-1-1 (NG9-1-1) GIS datasets from local PSAPs to provide high quality NG9-1-1 GIS data to core service providers for the purpose of 9-1-1 call routing and other functions required for NG9-1-1.

"**Master Street Address Guide (MSAG)**" means a database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

"~~Next-Gen 9-1-1~~" means an initiative of the National Emergency Number Association (NENA) to update the 9-1-1 service infrastructure to allow for additional types of emergency communication and data transfer such as text, images, and video in addition to phone communication.

"**Oklahoma NG9-1-1 GIS Toolkit**" means the collection of GIS tools created specifically to validate local GIS datasets to meet the State of Oklahoma Geographic Information NG9-1-1 and Addressing Standard and National Emergency Number Association (NENA) NG9-1-1 GIS recommendations prior to uploading local GIS datasets to the Oklahoma Statewide NG9-1-1 GIS repository.

"**Phase II**" means a wireless Enhanced 9-1-1 program where wireless carriers provide the PSAP with the location of the caller to a certain degree of certainty in accordance with accuracy standards set by the Federal Communications Commission (FCC).

"**Public Safety Answering Point (PSAP)**" means an entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.

"**Validate NG9-1-1 GIS Data**" means the process of checking local GIS data using the Oklahoma NG9-1-1 GIS Toolkit and/or other GIS tools to ensure the data is in compliance with the recognized NG9-1-1 GIS standard.

### SUBCHAPTER 3. OKLAHOMA 9-1-1 MANAGEMENT AUTHORITY

#### 145:15-3-2. Committees

(a) The Authority shall have the following standing committees. The Chair of each committee must be a member of the board. Recommendation of removal of non-members from a committee will be recommended by the Committee Chair and approved by the Authority. Resignation of committee members can be accepted by the committee chair without Authority approval.

(1) **Administrative Committee.** The duties of the Administrative Committee shall include the following:

- (A) Recommending changes to administrative rules;
- (B) Advising on issues of budget and finance;
- (C) Recommending certification of PSAPs for funding;
- (D) Overseeing the distribution of grants;
- (E) Recommending the escrow of funds;

- (F) Reviewing PSAP annual reports;
- (G) Conducting or reviewing audits of fee collections;
- (H) Recommending areas for grant funding emphasis; and
- (I) Such tasks as the Chair deems advisable, subject to the approval of the Authority.

(2) **Technical Committee.** The duties of the Technical Committee shall include the following:

- (A) Developing the plan to deploy the ~~Next Gen 9-1-1~~ NG9-1-1 services statewide;
- (B) Recommending 9-1-1 equipment standards for use in competitive bidding and contracting;
- (C) Developing model plans to facilitate equipment and technology sharing;
- (D) Identifying state, federal and industry programs and standards beneficial for the deployment of ~~Next Gen 9-1-1~~ NG9-1-1 statewide;
- (E) Recommending areas for grant funding emphasis;
- (F) Conducting an inventory of the 9-1-1 infrastructure;
- (G) Identifying call routing and networks in use by PSAPs; ~~and~~
- ~~(H) Such tasks as the Chair deems advisable, subject to the approval of the Authority~~
- (H) Reviewing and recommending for Authority approval the technical requirements necessary to deliver 9-1-1 calls to PSAPs using nationally recognized standards;
- (I) Recommending improvement plans for local 9-1-1 centers to be compliant with current 9-1-1 technology;
- (J) Reviewing local plans to deploy NG9-1-1 to ensure they align with the State's master plan;
- (K) Reviewing and making recommendations for improvement plans to ensure local PSAPs are meeting the National Emergency Number Association (NENA) standards as listed in Oklahoma Administrative Code (OAC) 145:15-11-2;
- (L) Recommending Geographic Information Systems (GIS) requirements needed for 9-1-1;
- (M) Creating and maintaining a process for granting extensions to local agencies requesting time extensions, and reviewing and recommending said requests for Authority approval, as needed;
- (N) Reviewing the escrow of funds; and
- (O) Such other tasks as the Chair deems advisable, subject to the approval of the Authority.

(3) **Operations Committee.** The duties of the Operations Committee shall include the following:

- (A) Developing training program standards for 9-1-1 call takers;
- (B) Reviewing PSAP annual report items that relate to national emergency dispatch standards;
- (C) Recommending improvement plans for PSAPs who have failed to deploy Phase II service or have failed to deliver service consistent with NENA standards;
- (D) Developing best practices for PSAP operations;
- (E) Formulating a Strategic Plan as a guide for statewide coverage and interoperability between PSAPs
- (F) Recommending areas for grant funding emphasis; ~~and~~
- ~~(G) such tasks as the Chair deems advisable, subject to the approval of the Authority~~
- (G) Recommending requirements for mandatory training for telecommunicators;
- (H) Recommending for Authority approval local training programs that meet or exceed mandatory training requirements;
- (I) Reviewing and recommending for Authority approval extensions from agencies that request additional time to obtain the necessary mandatory training certification as required by Section 2873 of Title 63 of the Oklahoma Statutes;
- (J) Approving or recommending improvement plans based on the annual training declaration forms which certify that local training programs meet or exceed the State's required training;
- ~~(K)~~ (K) Reviewing and making recommendations for the escrowing of funds for public agencies that fail to meet the mandatory training requirements; and
- ~~(L)~~ (L) Such tasks as the Chair deems advisable, subject to the approval of the Authority.

(4) **Executive Committee.** Members of the Executive Committee shall be the officers and standing committee chairs ~~or vice chairs, in the absence of the committee chair.~~

(5) Nominating committee. The chair of the Nominating Committee will not be considered a part of the Executive Committee, unless otherwise qualified.

(b) Ad hoc committees may be created by the Chair or by the majority vote of the Authority. Non-members may be appointed to ad hoc committees subject to the Authority's approval. The Chair of each ad hoc committee must be a member of the board. The Chair is not included as a member of the Executive Committee. The chair of the Ad hoc committee will establish attendance and participation expectations and share them with the entire committee. Recommendation of removal of non-members from a committee will be recommended by the Ad hoc Committee Chair and approved by the Authority. Resignation of committee members can be accepted by the Ad hoc committee chair without Authority approval. Nominating committee will be appointed by the chair or a majority of the board and will not be considered part of the Executive

Committee.**145:15-3-3. Meetings**

- (a) The Authority shall approve a schedule of regular meetings for the upcoming calendar year by December 15 of each year. In the event that the authority fails to approve a schedule of meetings, the Chair may file a schedule of meetings pursuant to the Open ~~Meetings~~ Meeting Act and submit the schedule to the Authority for approval at the next regularly scheduled meeting.
- (b) Special meetings may be called by the Chair or by a majority of the Authority present at a duly called meeting.
- (c) A quorum of the Authority must be present for any business to be conducted. A majority of the filled seats of the Authority shall constitute a quorum.

**145:15-3-4. Reimbursement for member travel to Authority meetings**

- (a) Voting and non-voting members are eligible for reimbursement for travel.
- (b) The Oklahoma 9-1-1 Coordinator's office and Oklahoma Emergency Management office will determine the process to reimburse travel expenses.
- (c) Mileage can be reimbursed for Authority members that exceed fifty (50) miles from their residence or place of primary business to the meeting location.
- (d) The reimbursement rate for mileage will be determined by the current rate established by the Oklahoma Office of Management and Enterprise Services (OMES). Actual travel expenses may be reimbursed for lodging and per diem when the total travel time, in addition to meeting time exceeds 11 hours. Lodging and per diem will not be reimbursed over the United States General Services Administration (GSA) rate. Receipts for lodging must be provided in order to receive reimbursement.

**SUBCHAPTER 5. REPORTING REQUIREMENTS****145:15-5-1. Annual reports**

- (a) Public agencies shall submit an annual report on a form to be prescribed by the Authority ~~no later than September 1 of each year.~~ The report shall cover the immediately preceding fiscal year of the public agency. The public agency must complete the report in the required time frame prescribed by the Authority which should not be less than 60 calendar days.
- (b) The annual report shall contain the following:
- (1) Information regarding the operation and financing of the PSAP;
  - (2) All sources of funding available to the public agency for the provision of 9-1-1 services;
  - (3) A copy of the most recent ~~annual audit budget~~ showing all actual expenses of the public agency relating to the 9-1-1 emergency telephone system;
  - ~~(4) information demonstrating that the public agency delivered service consistent with National Emergency Number Association (NENA) standards;~~ (4) Brand, model, and version of equipment used by the public agency to deliver 9-1-1 service;
  - (5) Information demonstrating that the public agency has deployed Phase II service or has complied with the terms of a master plan to deliver Phase II that has been previously approved by the Authority; and
  - (6) Any additional information deemed necessary by the Authority.
- (c) The annual report will be reviewed by the Coordinator who may request additional information as necessary. A representative of the public agency may be requested to present the annual report to the Authority. The Authority will review the annual report and approve, ~~modify,~~ request additional information, request modification of or reject the report.
- (d) Failure by a public agency to submit the report annually or denial of a report may cause the Authority to order the Tax Commission to escrow the 9-1-1 emergency telephone fees due to the public agency until the public agency complies with the requirements of the Oklahoma 9-1-1 Management Authority Act and the procedures established by the Authority. [63:2868]
- (e) Public agencies shall timely notify the Authority in the event that the name, contact information or response area of the PSAP changes. Failure to timely notify the Authority may result in delay of funding.

**SUBCHAPTER 7. DISBURSEMENT OF 9-1-1 TELEPHONE FEES****145:15-7-1. ~~Annual determination of eligibility and population~~ Governing body eligibility and fee distribution data**

- (a) The Authority will establish a preliminary list of eligible governing bodies entitled to receive 9-1-1 telephone fees and establish preliminary annual population figures and square mile figures for the purpose of distributing fees collected pursuant to the Act. Population figures will be derived by dividing the population of each public agency's response area by the total

population of the state using data from the latest available Federal Census estimates. An agency's response area is defined as the territory within which landline 9-1-1 calls are directed to the agency to be answered.

(b) Annually, the Authority will validate the 9-1-1 center response area with each approved eligible governing body. Population figures will be derived by dividing the population of each public agency's response area by the total population of the state using data from the latest available Census estimates. Authority will utilize Census data and industry standard tools to determine the population estimates for response areas.

(c) Land area figures will be derived by dividing the land area of each public agency response area by the total land area of the state using industry standard tools.

~~(d)~~ (d) If a public agency disputes the Authority's preliminary determination regarding the population or land area of the public agency's response area, the public agency shall be permitted to present information regarding the population or land area of the public agency's response area to the Authority at the Authority's next regularly scheduled meeting. If the Authority determines that an error was made, the Authority may correct the population figures or land area.

~~(e)~~ (e) If no preliminary list is disputed, or if the Authority adjusts a disputed preliminary list, such list shall become final and shall be submitted to the Tax Commission.

~~(f)~~ (f) If more than one public agency operates in the same response area, providing different types of 9-1-1 call answering service (VoIP, Wireless, Landline), the public agencies shall enter into a written agreement regarding the percentage of the total population of the response area that will be attributed to each public agency for purposes of distributing funds under the Act. The details of the agreement shall be submitted by each public agency in the annual report. If the public agencies fail to enter into such an agreement, the population of the public agency answering wireless calls will be approved. The public agencies shall submit all information deemed necessary by the Authority to aid in the determination.

#### **145:15-7-2. Escrow of funds**

(a) Pursuant to Section 2864 of Title 63 of the Oklahoma Statutes, the Authority may direct the Tax Commission to escrow all or any portion of funds collected pursuant to the Act attributable to a public agency if the public agency fails to:

(1) Submit or comply with master plans to deliver Phase II 9-1-1 wireless locating Next Generation 9-1-1 (NG9-1-1) services as required by ~~this the Oklahoma 9-1-1 Management Authority Act~~ and approved by the Authority. Local plans must align with the State's Master plan to deploy NG9-1-1;

(2) Meet standards of the National Emergency Number Association (NENA) limited to call-taking and caller-location technology or comply with an improvement plan to meet such standards as directed by the Authority;

(3) Submit annual reports or audits as required by the Act; ~~or~~

(4) Provide connectivity and interoperability between state, regional and local next-generation systems; or

~~(5)~~ (5) Comply with the requirements of the Act or procedures established by the Authority.

(b) If the Authority has reason to believe that grounds exist for the Authority to escrow funds attributable to a public agency, the Coordinator shall communicate the grounds to the public agency. The public agency shall be given an opportunity to present information to the Authority to show compliance with the Act and this Chapter.

(c) If the Authority determines that the public agency has failed to comply with any of the requirements in subsection (a) of this Section, the Authority may direct the Tax Commission to escrow all or any portion of funds attributable to the public agency. The Authority may lift the escrow order if the public agency shows compliance with the requirements of the Act or the procedures established by the Authority with which the public agency was found to be in non-compliance.

(d) If the Authority determines that the public agency has failed to comply with subsection (a)(1) or (a)(2) of this Section, the public agency shall submit an improvement plan to be Authority within ninety (90) ~~90~~ days of the Authority's finding of non-compliance. The Authority will approve, modify or deny the improvement plan and establish a time period for the public agency to come into compliance. If the public agency fails to submit an acceptable improvement plan or fails to comply with the improvement plan, the Authority may direct the Tax Commission to escrow all or any portion of funds attributable to the public agency. The Authority may lift the escrow order upon a showing of compliance with the requirements of the Act or the procedures established by the Authority with which the public agency was found to be in non-compliance or upon acceptance by the Authority of a new improvement plan. If the public agency determines that it cannot comply with the terms of the improvement plan, the public agency may request approval to modify the terms of the plan.

#### **145:15-7-3. Eligible use list of approved expenditures for landline and wireless 9-1-1 fee revenue**

Public agencies or public safety answering points ("PSAPs") who receive wireline and wireless 9-1-1 fee revenue from local telephone exchanges and the Oklahoma Tax Commission may only spend such funding on the eligible uses listed below:

(1) **Enhanced 9-1-1 services.**

(A) Enhanced 9-1-1 Phase II wireless technology, NG9-1-1, or successor 9-1-1 technology (defined as: technology and maintenance needed to transmit voice, data, and text from the 9-1-1 caller to the 9-1-1 center

- call-taker);
- (B) Mapping display for call answering positions that are ANI/ALI equipped;
- (C) 9-1-1 GIS services;
- (D) TTY required for compliance with the Americans with Disabilities Act ("ADA");
- (E) 9-1-1 information technology services;
- (F) 9-1-1 Management Information System ("MIS") for reporting purposes;
- (G) Cyber security of the 9-1-1 system; or
- (H) Clock synchronizer and maintenance for 9-1-1 purpose.

**(2) Administration.**

- (A) Human resources services;
- (B) Legal costs;
- (C) Financial services, including 9-1-1 financial audits;
- (D) 9-1-1 public education coordination;
- (E) Voice and radio/data recorder and maintenance;
- (F) 9-1-1 Coordinator duties;
- (G) 9-1-1 Coordinator or 9-1-1 office computers, software, and furniture; or
- (H) Expenses needed to gather location information.

**(3) Operations.**

- (A) PSAP and 9-1-1 administrative telephone lines/connections;
- (B) E9-1-1/NG9-1-1 reserve accounts;
- (C) 9-1-1 call receiver salaries and benefits;
- (D) Computer Aided Dispatch ("CAD") by the Public Safety Telecommunicator to manage the 9-1-1 call (excluding legal, fire, EMS, jail, and other ancillary software solutions);
- (E) Hardware/software licensing specifically for display of the field units in the 9-1-1 center, which does not include field responder licensing and hardware;
- (F) Interfaces from CAD or 9-1-1 to external services, such as radio, NCIC, records management systems ("RMS"), and mobile computer systems;
- (G) Radio consoles within the 9-1-1 center, including licensing, and the radio or connectivity needed to broadcast the 9-1-1 information to the field (excluding radio systems, repeaters, subscriber units, portable/mobile radios used in the field, or any other communication median beyond the dispatch center);
- (H) Call taker protocols; or
- (I) Office supplies needed for the delivery of 9-1-1 services.

**(4) Facility.**

- (A) PSAP and 9-1-1 facility lease/purchase costs;
- (B) E9-1-1 building repair and maintenance, including major systems replacement or repair;
- (C) E9-1-1 property and liability insurance;
- (D) Auxiliary generator and generator maintenance to provide 9-1-1 eligible equipment;
- (E) Console furniture for 9-1-1 call receiving equipment and maintenance; or
- (F) Uninterruptible power supply ("UPS") for PSAP enhanced 9-1-1 equipment and maintenance.

**(5) Training.**

- (A) Coordinator professional development;
- (B) 9-1-1 Public Safety Telecommunicator professional development and operational training;
- (C) Cyber security training related to 9-1-1;
- (D) Social media security training related to 9-1-1; or
- (E) 9-1-1 professional subscriptions and memberships.

## **SUBCHAPTER 9. GRANT PROGRAM**

### **145:15-9-1. Purpose**

Pursuant to Section 2864 of Title 63 of the Oklahoma Statutes, the Authority may award grants to eligible entities for the purposes of assisting public agencies with funding for consolidation of facilities or services, deployment of Phase II technology or successor technology, development of next-generation 9-1-1 regional emergency service networks, and for other purposes it deems appropriate and necessary. All NG9-1-1 grants can only be awarded if it is determined that the grant meets the State NG9-1-1 deployment plan. Multiple grants may be awarded to eligible entities in any given year.

**145:15-9-2. Application process**

(a) Upon a determination by the Authority that funds are available for grants, the Authority will determine the program application requirements and funding priorities for the grant program. The criteria will be posted as grant guidelines and will be made available to public agencies or notify potential applicants through the Authority's website. The Authority may determine the application requirements, funding priorities and evaluation criteria. If a grant program is deemed invitation-only, based on determination of the Authority, then public agencies will be notified directly of their eligibility to apply; however, the information may not be publicly posted. The application requirements may include, but are not limited to, the submission of letters of intent.

(b) ~~Any PSAP is Primary PSAPs are eligible to submit an application to the Authority. The application shall be completed by an individual employed by or affiliated with the PSAP and shall include all information and attachments requested. Only governing authorities of a primary PSAP shall be eligible to apply for the Authority grant program as authorized by Section 2864.5 of Title 63 of the Oklahoma Statutes.~~

(c) ~~If an application is not submitted by the designated date and time, it shall be returned without consideration. Timely applications are reviewed by the Authority, or a committee appointed by the Chair, to determine completeness. The Committee may require any applicant to provide additional information. An application is not considered final complete until all requested information has been submitted. Application requirements may include, but are not limited to, the submission of letters of intent. If an application is not submitted by the designated deadline date and time, it shall be returned without consideration. An application is not considered complete until all requested information has been submitted. Timely applications are reviewed by the Authority, or a committee appointed by the Chair, to determine completeness and eligibility. The review committee may require any applicant to provide additional information. If a request for additional information is made by the Authority, the applicant will have sixty calendar (60) days to respond. If a response is not received in sixty (60) days or additional time is not requested, then the grant application shall be deemed to be withdrawn.~~

(d) ~~An application that is not reviewed for any failure on the part of the applicant shall be deemed to be a withdrawal of the application.~~

(d) The services and equipment requested in applications shall not be procured for use in a private entity's dispatch or response facility.

(e) Grant applications will not be considered if a purchase agreement has been signed or the item(s) for which funding was requested have already been purchased prior to a grant award ( i.e., grant funds cannot be used to cover expenses that have already been incurred or committed to before the grant decision was made).

**145:15-9-3. Award process**

(a) Submission of a final application does not guarantee the award of a grant.

(b) In anticipation of receiving applications for funding greater than the program funds available, evaluation criteria will be used to rank the applications. These criteria will be developed by the Administrative Committee.

(c) Applications will be evaluated and ranked by Committee members, or by others as requested. Applications with the highest evaluation will be recommended for funding to the extent of funds available.

(d) Applications submitted to the ~~agency~~ Authority remain confidential until a decision is made by the Authority. The final decision to award shall be made at the sole discretion of the Authority.

(e) All applicants will receive written notification of final award status.

(f) The mechanism for funding approved applications may be a ~~cooperative agreement~~ a grant contract or State and Local Agreement between the ~~authority~~ Authority and the grantees. Grantees shall abide by the terms and conditions of the cooperative agreement.

**145:15-9-4. Grant administration and evaluation**

(a) ~~Proper documentation of each expense is required, including paid invoices, cancelled checks, payroll receipts, time records and other pertinent proof of expenditures. Grant funds may not be used for ongoing operating costs of any emergency telephone system.~~

(a) For reimbursements, proper documentation of each expense is required, including paid invoices, cancelled checks, payroll receipts, time records and other pertinent proof of expenditures. Grant funds may not be used for ongoing operating costs of any emergency telephone system.

(b) ~~Grantees shall be subject to performance evaluations as to their compliance with the terms and conditions of the cooperative agreement and may be audited as appropriate. Grantees may be required to submit performance evaluation measurements and must ensure that their grant related records are made available to the Authority or other designated officials for review or audit.~~

(c) Grantees shall keep a file on awarded grants, and include copies of grant award, applications, claims, invoices and cancelled checks, as appropriate, in order to comply with audits.

- (1) Grant recipients must retain records relative to the grant for the duration of the grant and for a period of three (3) years following completion or termination of the grant. If a claim, audit, litigation or other action involving such records is started before the end of the three-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the three (3) year retention period, whichever is later.
- (2) Grant recipients subject to the Oklahoma Records Management Act in Title 67 of the Oklahoma Statutes must comply with that statute's requirements concerning the preservation and archiving of records.
- (d) Failure to complete an awarded project may result in ~~repayment of claimed funds~~ the awardee being required return grant funds received toward the project ~~and~~ and/or ineligibility to receive other awards.
- (e) Grants may be cancelled by the Authority in the event of noncompliance or lack of progress by grantee. Written notification of cancellation or withholding of funds will be provided to defaulting grantees. ~~Grantees shall be given an opportunity to cure the default.~~ The final decision to cancel the grant shall be made at the sole discretion of the Authority.

## SUBCHAPTER 11. NG9-1-1 COMPLIANCE REQUIREMENTS

### 145:15-11-1. 9-1-1 operational requirements

- (a) Pursuant to Section 2864 of Title 63 of the Oklahoma Statutes, the Authority will utilize the National Emergency Number Association (NENA) standard titled "NENA Standard for 9-1-1 Call Processing" to determine compliance for call-taking.
- (b) Pursuant to Sections 2864 and 2872 of Title 63 of the Oklahoma Statutes, the Authority will maintain an online training platform that meets or exceeds nationally recognized training for public safety telecommunicators. At a minimum, this will include the following training components:
- (1) Introduction to basic telecommunication elements;
  - (2) Call receiving;
  - (3) Call processing for each discipline/class classification;
  - (4) Call dispatching;
  - (5) Emergency management;
  - (6) Disaster preparedness/mutual aid;
  - (7) Emergency communication technology;
  - (8) Legal and ethical issues;
  - (9) Interpersonal communication skills; and
  - (10) Health and wellness;
- (c) All 9-1-1 telecommunicators must complete a minimum of forty (40) hours of training, that is approved by the Oklahoma 9-1-1 Management Authority, prior to taking 9-1-1 calls outside the local training program and within six (6) months of date of hire. Agencies may request an extension of this timeline. All requests will be reviewed and recommended by the Operations Committee for Authority approval.
- (d) Local programs that include classroom training that meets or exceeds the mandatory training requirements may be certified by the Operations Committee.
- (e) All 9-1-1 Primary Answering Points that dispatch for Emergency Medical Services (EMS), either full time or occasionally, shall complete a state- or nationally recognized Telecommunicator Cardiopulmonary Resuscitation (T-CPR) training program.
- (f) Primary 9-1-1 centers must report any new employee to the State 9-1-1 Coordinator's Office within thirty (30) days of date of hire. Primary 9-1-1 centers must also report any terminations and resignations, including retirement, to the 9-1-1 Coordinator's Office within thirty (30) days of change in the employee's employment status. The 9-1-1 Coordinator's Office will determine the method of reporting.
- (g) Upon request by the Oklahoma 9-1-1 Coordinator's Office, public agencies will be required to provide a list of current employees along with documentation that they have completed the mandatory telecommunicator trainings.
- (h) The Oklahoma 911 Management Authority will create and approve a Training Declaration Form that will allow agencies to provide their own internal training that meets the minimum training standards as set forth by the State of Oklahoma for Public Safety Answering Points (PSAPs). An approved declaration form releases the agency from using the State-provided training course for basic call-handling and dispatch services.
- (i) Primary 9-1-1 Centers that are Emergency Medical Certified to provide medical protocols that include Telecommunicator Cardiopulmonary Resuscitation (CPR) are not required to complete the Telecommunicator CPR course provided by the State.
- (j) All primary 9-1-1 centers shall utilize the state-provided online training platform and upload the certificate of completion for each training that is completed by the Telecommunicator employed by the agency.
- (k) Local 9-1-1 centers that have approved local training programs must upload the state supplied certificate of completion of said training to the online training platform provided by the State.

(l) Failure to comply with mandatory training requirements providing in this Section may result in the escrow of 9-1-1 fees, consistent with O.A.C. 145:15-7-2.

**145:15-11-2. 9-1-1 geographic information system (GIS)**

(a) Pursuant to Section 2864 of Title 63 of the Oklahoma Statutes, the Authority recognizes the following guidelines for the operation and maintenance of the Oklahoma Statewide Next Generation 9-1-1 (NG9-1-1) GIS repository:

(1) Local Public Safety Answering Points (PSAPs) approved to receive 9-1-1 fee revenue in the State must meet the State's Master Plan for NG9-1-1 services and deliver service that is consistent with National Emergency Number Association (NENA) standards.

(A) PSAPs must meet the NENA standard for NG9-1-1 GIS data model requirements which is implemented in Oklahoma using the latest version of the State of Oklahoma's Geographic Information NG9-1-1 and Addressing Standard.

(B) PSAPs must upload local validated NG9-1-1 GIS data into the Oklahoma NG9-1-1 GIS Repository on a quarterly basis.

(C) GIS data must stay current within local GIS programs used by the PSAP.

(D) Each 9-1-1 center must determine the interval to upload local GIS data to the state repository. It is recommended that GIS data is uploaded to the state repository in the same time frame as uploading GIS data to the PSAP. At a minimum, data shall be uploaded quarterly regardless of if there are any changes to the data during this time period.

(E) PSAPs must mitigate their local GIS data and meet the State of Oklahoma Geographic Information NG9-1-1 and Addressing Standard. PSAPs must also use the Oklahoma NG9-1-1 GIS Toolkit as a final validation tool prior to uploading local GIS data to the Oklahoma Statewide NG9-1-1 GIS repository.

(F) PSAPs must resolve all GIS jurisdictional boundary issues with adjoining PSAPs.

(G) PSAPs must synchronize their NG9-1-1 GIS data centerlines and site/structure address points data with their MSAG and ALI (TN) records to 98% accuracy as stated in NENA INF 71-501. This process must continue until the tabular MSAG is replaced by a GEO MSAG used by a NG9-1-1 core services provider.

(H) PSAPs must attend annual training provided by the State for the maintenance of NG9-1-1 GIS data.

(2) PSAPs must follow the NG9-1-1 GIS mitigation procedures for maintaining and uploading data to the Oklahoma Statewide NG9-1-1 GIS Repository as outlined in:

(A) The latest version of the State of Oklahoma Geographic Information NG9-1-1 and Addressing Standard;

(B) The latest version of the Guidelines for Oklahoma NG9-1-1 Data Creation and Maintenance document; and

(C) The latest version of the Oklahoma NG9-1-1 GIS Toolkit manual.

(3) PSAPs must follow the Oklahoma NG9-1-1 GIS Toolkit training and other GIS centered training that is held by the Authority.

(4) PSAPs' failure to comply with these rules may result in escrow of 9-1-1 fees, consistent with O.A.C. 145:15-7-2.

(b) The Authority will:

(1) Provide annual training on the Repository, the Oklahoma NG9-1-1 GIS Toolkit, and the State of Oklahoma Geographic Information NG9-1-1 and Addressing standard;

(2) Provide updates to the Oklahoma Addressing and NG9-1-1 GIS standard;

(3) Maintain the Oklahoma Statewide NG9-1-1 GIS Repository and Oklahoma NG9-1-1 GIS Toolkit; and

(4) Provide access to the Oklahoma Statewide NG9-1-1 GIS Repository to local PSAPs.

**145:15-11-3. Next generation 9-1-1 services (NG9-1-1)**

(a) Pursuant to Section 2864 of Title 63 of the Oklahoma Statutes, the Oklahoma 9-1-1 Management Authority will hold the master contract for NENA i3 complaint ESInet and core services. This will include, but is not limited to, the NG9-1-1 call delivery from the POI where data and voice is retrieved from the public provider to the PSAP. It will also include NG9-1-1 core services necessary to deliver standardized data and voice to the PSAP's border control function (BCF).

(b) A public agency that is operating an ESInet and core services outside the state contract will be responsible for the agency's (911 agency's) solution and connection to the state solution.

(c) The Authority will coordinate interoperability of multiple NG9-1-1 systems, consistent with the Oklahoma 9-1-1 Management Authority Strategic Plan.

(d) PSAPs on the statewide solution must comply with cybersecurity requirements required by the Oklahoma 9-1-1 Management Authority's Strategic Plan.

(e) PSAPs' call handling solutions must meet or exceed guidelines listed in the Oklahoma 9-1-1 Management Authority



Strategic Plan.

(f) Failure to comply with the NG9-1-1 Strategic Plan may result in escrow of 9-1-1 fees, consistent with O.A.C. 145:17-7-2.

**145:15-11-4. 9-1-1 call routing and responder requirements**

(a) Local Public Safety Answering Points (PSAPs), whether legacy or NG9-1-1, shall provide timely and accurate information to telephone and 9-1-1 service providers to ensure 9-1-1 calls are routed correctly. These processes include the following:

- (1) PSAPs must promptly respond to information requested on Wireless Routing Sheets from wireless and VoIP providers.
- (2) PSAPs must investigate 9-1-1 calls that misroute by correcting data that the PSAP maintains or contacting the service provider that originated or routed the 9-1-1 call.
- (3) PSAPs must perform maintenance of the GeoMSAG.
- (4) PSAPs shall upload the GIS boundary layers to the Oklahoma NG9-1-1 GIS Repository on a quarterly basis.
- (5) PSAPs must create and maintain accurate Agency IDs, NGUIDs, and Service Uniform Resource Names (URNs) information in all required NG9-1-1 GIS layers and update the Oklahoma NG9-1-1 GIS Repository on a quarterly basis.
- (6) PSAPs must perform maintenance of the Master Street Address Guide (MSAG).
- (7) PSAPs must provide the correct responder information to the 9-1-1 service provider for English Language Translations (ELTs).
- (8) PSAPs must create Emergency Service Zones (ESZs) which are used by the 9-1-1 service providers to establish Emergency Service Numbers (ESNs) and maintain these zones when boundaries change.

(b) Failure to comply with these rules may result in escrow of 9-1-1 fees, consistent with O.A.C. 145:15-7-2.