



# City of Broken Arrow

## Request for Action

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**File #: 17-2329, Version: 1**

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**Broken Arrow City Council  
Meeting of: 07-03-2017**

**To: Mayor City Council  
From: Office of the City Attorney**

**Title: Approval and authorization to execute a First Amendment to the Customer Service Agreement #201302420574 between the City of Broken Arrow and Windstream Communications for 9-1-1 Services**

**Background:**

As a part of the fiscal year 2017 budget process, the Police Department requested an increase in funding to move the existing 911 service from Windstream to a multi-jurisdictional relationship through the Indian Nations Council of Governments (INCOG) utilizing AT&T as the provider. This process began with planning and coordination of all technical service providers. The second part of the process included a coordinated effort through INCOG to discuss the partnership with the Regional 9-1-1 Board for provision of these services. A key aspect of this phase involved comprehensive review of the financial aspects of regional partnership.

After a full assessment of available options, the Police Department recommended amendment of the Interlocal Agreement of the Regional Board to include the City of Broken Arrow. On December 6, 2016, the City Council approved the Second Amended Interlocal Agreement, which brought Broken Arrow into this regional partnership. The current organization of INCOG's Regional 911 Board includes representation from Bixby, Claremore, Collinsville, Glenpool, Jenks, Owasso, Sand Springs, Sapulpa, Skiatook, the City of Tulsa and Roger's County. All members of the Board voted unanimously to allow the inclusion of Broken Arrow as a voting member and to split any future costs associated with membership according to population served.

Importantly, the shared arrangement for 9-1-1 services allows for municipalities to equitably budget the costs and procure equipment, all in compliance with state law. It also allows greater purchasing power for member municipalities. for our citizens. Additionally, being a larger consortium enables the City of Broken Arrow to gain access to technical and customer service at a higher level than operating as a single entity. Finally, the shared arrangement also enables member communities to share technical system redundancies in case of line failure, software failures or core 911 routing failure.

On May 16, 2017, the City Council authorized the execution of the Master Services Agreement between the Regional 9-1-1 Board, the Cities of Claremore, Collinsville, Glenpool, Jenks, Owasso, Sand Springs, Sapulpa, and Tulsa, the Town of Skiatook, Rogers County, Oklahoma, and Southwestern Bell Telephone, L.P., d/b/a/ AT&T Oklahoma ("AT&T"), for the sale or lease of certain equipment, database management, and network transport services for use by the named municipalities to provide Enhanced 9-1-1 services and Addendums 1 through 8.

The City currently utilizes Windstream for 9-1-1 Services and the Contract between the City and Windstream allows the City to terminate the agreement by providing at least 30 days' notice prior to the end of the initial

Term or Renewal Term of the Agreement. The Contract Renewal date is October 9, 2017. Representatives of the Police Department have been in contact with Windstream and have advised them of the intent to move to a regional solution. However, during the transition period with AT&T, Windstream has agreed to continue to provide services until December 31, 2017.

**Cost:** \$4,499.94 (\$1,499.98 per month)

**Prepared By:** Beth Anne Childs, City Attorney

**Reviewed By:** Assistant City Manager-Operations  
Broken Arrow Police Department

**Approved By:** Michael L. Spurgeon, City Manager

**Attachments:** Letter to Windstream Communications

**Recommendation:**

Approval of and authorization to execute a First Amendment to the Customer Service Agreement #210310242057 with Windstream Communications for 9-1-1 Services.