

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., DECEMBER 8, 2005
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING



9-1-1 association of central oklahoma governments

Chair Grant Hedrick
Canadian County Commissioner

Vice-Chair David Hopper
Norman Councilmember

Secretary/Treasurer Dave Howe
Choctaw Councilmember

Executive Director
Zach D. Taylor

9-1-1 TECHNICAL COMMITTEE MEETING AGENDA
9:30 a.m., Tuesday, December 13, 2005
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – September 13, 2005 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. 2-1-1 PRESENTATION

INFORMATION: Tom Martin, 2-1-1 Director for HeartLine 2-1-1 which serves the Central Oklahoma region, will make a presentation regarding the recent turn-up of this phone service for social services in the region. Mr. Martin will discuss how 2-1-1 operates and how it can serve as a resource tool for our region's 9-1-1 call-takers.

Action Requested: None, for information and discussion only.

- VI. TRAINING AND EMPLOYMENT SUBCOMMITTEE REPORT

INFORMATION: The Training and Employment Subcommittee was established to evaluate the creation of a training course at Eastern Oklahoma County Technology Center (EOTC). The subcommittee is working with Dr. Erick Reynolds of EOTC in the hopes that such a course would help in the development of a pool of well-informed individuals from which regional PSAPs could draw for potential employees. The subcommittee visited Tulsa Technology Center, which is offering a similar course in that area of the state. The subcommittee will provide a report to the 9-1-1 Technical Committee on the progress that has been made on this project.

Action Requested: Motion to accept the finance report and to approve payment of the November claims against the Association.

VII. VoIP SOUND DEGRADATION PRESENTATION

INFORMATION: Staff will provide a brief presentation regarding degradation of background noises on Voice over Internet Protocol (VoIP) 9-1-1 calls. In particular, we will discuss how vital background noises (such as gunshots) are important to handling 9-1-1 calls, but do not sound the same on VoIP calls as on traditional telephones.

Action Requested: None, for information only.

VIII. 2006 MEETING DATES ([Attachment VIII](#))

INFORMATION: In accordance with the Oklahoma Open Meetings Act, the 9-1-1 Association of Central Oklahoma Governments' Board of Directors has established the attached 2006 meeting schedule for the 9-1-1 Technical Committee. This approved schedule has been filed with the Oklahoma County Clerk's Office.

Action Requested: None, for information only.

IX. WIRELESS 9-1-1 STATUS REPORT

INFORMATION: Staff will provide the 9-1-1 Technical Committee with the current status of our Enhanced Wireless 9-1-1 project.

Action Requested: None, for information only.

X. GENERAL STATUS REPORT ([Attachment X](#))

INFORMATION: An update on current projects is included for review.

Action Requested: None, for information and discussion.

XI. NEW BUSINESS

XII. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
TECHNICAL COMMITTEE MINUTES
September 13, 2005**

The third meeting of the 9-1-1 Technical Committee for calendar year 2005 convened at 9:37 a.m., September 13, 2005 in the ACOG Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least twenty-four (24) hours prior to the meeting.

PRESIDING

Jane Sutter, Chair, Intergovernmental Services Division Director

MEMBERS PRESENT

Stephanie Brown, Choctaw Police Department
Marvin Stanford, Del City Police Department
Toni Strader, Edmond Emergency Operations Center
Debbie Burnett, Edmond Emergency Operations Center
Elvin McDaniel, El Reno Police Department
Mike Bower, Midwest City Emergency Operations Center
Becky Bruce, Midwest City Emergency Operations Center
Sherri Cargal, Midwest City Emergency Operations Center
Gayland Kitch, Moore Emergency Operations Center
Gary Norman, Newcastle Police Department
Sarah Bristol, Newcastle Police Department
Keith Bryan, Nichols Hills Fire Department
Brenda Hooper, Nichols Hills Police Department
Neil Gray, City of Nichols Hills
Lance Terry, Norman Police Department
Matt Jackson, Oklahoma County Sheriff's Office
Bill Knox, Town of Harrah
Marsha Blair, Town of Slaughterville
Richelle Treece, EMSA

GUESTS

Lucien Jones, City of Oklahoma City
Keri Nail, Cox Communications
Glenda Pogue, Cox Communications
Clint Craighead, SBC
Ronnie Freeman, SBC

STAFF

Zach Taylor, Executive Director

Jane Sutter, Intergovernmental Services Director

Stephen Willoughby, ENP, E9-1-1 & Public Safety Programs Director

Doug Rex, Assistant to Executive Director

Jerry Church, Special Programs Officer

Peggy C. Stoller, 9-1-1 Mapping Project Coordinator

Carolyn S. White, 9-1-1 Database Manager

Johnny C. Irons, III, 9-1-1 Project Coordinator

Anita J. Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:37 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – JUNE 14, 2005

Marvin Stanford, Del City, made a motion to approve the minutes of the June 14, 2005 meeting. Brenda Hooper, Nichols Hills, seconded the motion. The motion carried the following votes:

AYE: Brown, Stanford, Strader, McDaniel, Bower, Kitch, Norman, Hooper, Terry, Jackson, Blair, and Treece

NAY: None

ABSTAIN: None

IV. SPECIAL PRESENTATIONS

Executive Director Zach Taylor briefly mentioned that implementation of EMD began in the region in February 2004. He said several concerned health advocates and community leaders approached ACOG to explore the feasibility of developing emergency medical dispatch for the region.

It is the process that handles medically oriented 9-1-1 calls by using approved guidelines for questioning and instructions. The system is designed to provide medical assistance and patient care while first responders and ambulance are in route to the scene.

He said Sarah Bristol who has worked for the Newcastle Police Department for the past four years helped to save the life of a six-month old baby boy this summer by providing CPR instructions over the phone to the caller. The instructions were a part of the EMD protocols that were implemented in the region last year. The baby was in the care of his grandparents at the time when he fell ill and stopped breathing.

The grandparents called 9-1-1 and Sarah provided step-by-step instructions from the EMD system. The baby was breathing when the responders arrived on the scene and is now healthy and active. He said it is highly likely that without EMD training and Sarah's calm demeanor that the child may not have survived while awaiting paramedics to arrive on the scene.

Mr. Taylor said this is a perfect testament to the Emergency Medical Dispatch program and the care and aptitude of our call-takers and communication professionals in the region. Mr. Taylor presented Sarah with an award which recognizes her for stellar 9-1-1 service delivery.

Jane Sutter invited other life saving success stories across the region and said the association would like to hear about those as well.

V. DIRECTORS REPORT

Executive Director Zach Taylor delayed reporting individual items at this point so that they may be discussed with other specific items on the agenda.

VI. REGIONAL TRAINING FOR 9-1-1 CALL-TAKER HOPEFULS

Jane Sutter reported that Lance Terry, Norman; Becky Bruce, Midwest City; and Neil Gray, Nichols Hills, participated in a Training Subcommittee meeting this morning to continue work developing a training course for people interested in applying for dispatch positions. The subcommittee has been involved with Dr. Erick Reynolds at the Eastern Oklahoma County Technology Center who has previous experience at helping develop a pool of applicants for firefighters. The goal is to develop a well-informed pool of individuals from which the ACOG PSAPs could draw for potential employees. Surveys have been collected from the regional PSAPs to gather information thought helpful to determine the type of qualifications for call-taker applicants.

Broken Arrow is working with the Tulsa Technology Center to develop a similar course. The committee's next step is to meet with the Broken Arrow call center and Tulsa Technology Center that have been working together and see what they have already developed.

It has been suggested that we work with other technology centers in the metropolitan area as well. Erick Reynolds is very open to doing that.

The training course would start with a four-hour orientation session that would help candidates to determine whether they have an interest in continuing the class or not. We plan to develop a 20-30 hour curriculum covering the topics as mentioned in the survey results.

This would be concluded with a testing that is common with the region's PSAPs, and later PSAPs would be provided a list of the people who took the course which would show their score and aid in determining good candidates. Jane said we hope to have a class developed by spring.

Lance Terry, Norman, said he mentioned to Dr. Reynolds about having a short promotional video available on the Internet where we could direct callers seeking a dispatch position. The video could include success stories from people who have built careers from first becoming emergency communicators.

Jane said there will be more concrete suggestions towards the development of a course for the Technical Committee at the next meeting.

Jane asked for a motion from the group to continue to evaluate the progress made by the Broken Arrow Community College, and that we continue to try to develop a curriculum by spring 2006. Becky Bruce, Midwest City, made a motion in favor. Neil Gray, Nichols Hills, seconded the motion. The motion carried the following votes:

AYE: Brown, Stanford, Strader, McDaniel, Bower, Kitch, Norman, Hooper, Terry, Jackson, Blair, and Treece

NAY: None

ABSTAIN: None

VII. WIRELESS 9-1-1 STATUS REPORT

Stephen Willoughby reported that as in July, 9-1-1 ACOG and the City of Oklahoma City implemented Phase I wireless service with five wireless carriers operating in Central Oklahoma. Phase I provides tower location, the cell-face and a call-back number of the caller. He said staff continues to work diligently with the wireless carriers and SBC in troubleshooting and corrections, along with new tower development, and so forth. He told the group that it is very important that the PSAPs report back to 9-1-1 ACOG any misrouting of calls or improper data, etc. being received by their call-takers.

He said we are working with some of the carriers to ensure a uniform class of service designation. He said WPH-2 or MOB still might be displayed in the class of service but we are working to get standardization of URLS as the identifier classification across the region.

Jane asked for feedback from the group regarding how well Phase I is working for them. They indicated that service has been going well.

Carolyn White, 9-1-1 Database Manager, asked the group to notify her if and when calls come in from cell towers not in their jurisdiction.

Mr. Taylor reported that we were successful this legislative session in securing necessary changes to the wireless statute to enable us to proceed in a workable fashion with implementation of wireless enhanced 9-1-1 throughout the state. Mr. Taylor thanked the group for the help they extended to make that happen.

Following the passage of this legislation, we revalidated our financial plan. That effort is centered on the region's shared credibility that if a 50-cent fee is approved for the wireless enhancements of the 9-1-1 system that it will cover costs for at least a 10-year period of time. We coordinated with officials in the region and arrived at a shared election date of December 13th which builds a lot of synergy towards what we do in the way of public information to help this effort to be successful. We have suggested other counties consider voting on this issue on the same date also.

Mr. Taylor reported that the county considerations were unanimous which is very positive. This was a \$245,000 expense to county governments in the metropolitan region. The cities are operating on a thin margin of money and the counties operate on an even thinner margin of money, he said. In some cases budget amendments and supplements to budgets to enable the election were necessary.

Mr. Taylor said staff has met with metro chiefs of police, fire chiefs, emergency managers, and city managers and re-briefed all of the elected officials that serve on our Board of Directors. We have worked on resolutions for the cities to consider encouraging public support for the election in December. We have suggested that a presentation accompany these resolutions because broadcasts on cable of the council meetings would help toward the public education effort.

Mr. Taylor said we are now scheduling to do presentations to local civic clubs and organizations and asked the group to suggest any in their areas.

Mr. Taylor said every time a presentation is made there should be a call-taker, a PSAP manager, a police chief, or someone to be present in a uniform in order to add credibility to what we say. He said on a community basis we need a county chairman and a city chairman to help with the campaign. We need to know who would be available and good at representing public safety leadership. He said we need local government leaders who are good statesmen; someone who is good at fundraising (\$70,000-\$100,000 is needed); also, we need to know the communication avenues to use in addition to newspapers, newsletters, whatever is used in the community, i.e., garden clubs, civic clubs, teachers organizations, etc.

Mr. Taylor asked that each PSAP present in writing or on tape a crisis story relating to a 9-1-1 call made to their center. These have more significance when the public hears it happened in their community. These stories help to get the point across for the need for wireless enhanced 9-1-1.

VIII. ICE – IN CASE OF EMERGENCY CAMPAIGN

Stephen Willoughby reported that on July 27th EMSA and 9-1-1 ACOG in conjunction with regional police, fire and EMS responders launched ICE, a campaign to encourage people to store emergency contact information in their cellular phones. Cell phone users can identify the name and number of a person they want contacted in case of an emergency. There is additional information available about the ICE program on the ACOG website. (www.acogok.org)

IX. GENERAL STATUS REPORT

Stephen Willoughby reported that nine dispatchers were recently nationally certified in Emergency Medical Dispatch through the ACOG 9-1-1 Institute and the assistance of EMSA's instructor. The Institute is hosting an Emergency Telecommunicator Instructor course October 17-19.

If agencies send certified instructors to teach one day during the basic course, the registration fee is waived for one student sent from that agency. For PSAPs that currently do not have an instructor on staff, 9-1-1 ACOG will pay for one trained and certified. He advised Choctaw, Del City, El Reno, and Oklahoma County represented at today's meeting that they are eligible for this paid training. He asked that any that are interested to contact ACOG staff to make arrangements to attend a training class.

National Academies of Emergency Dispatch (NAED) requires that instructors teach at least once a year in order to maintain their instructor certification. The next basic telecommunicator course is scheduled October 31-November 4.

Mr. Willoughby reported that Regional Public Safety officials have asked ACOG to serve as the grant administrator for the \$4.4 million Urban Area Security Initiative (UASI) grant that has been awarded to the Central Oklahoma Region for Homeland Security planning and equipment needs.

A subcommittee under the UASI is designated to deal with regional interoperability and tactical communications. This subcommittee with the assistance of an on-line tool will assist in identifying interoperability needs. The committee has identified sub-regional contacts. Kerry Wagnon with the City of Oklahoma City is their Chair.

Lance Terry advised the group that someone representing UASI will be contacting our agencies to take an inventory of assets such as towers, types and number of radios. That information will be made a part of a database that will be accessible on-line. He suggested that staff at the PSAPs be made aware that these questions will be asked so they can be prepared to assist with the accurate information.

Lucien conveyed to the group that Mr. Wagnon would like to collect information from any of the agencies that sent help to the gulf during the recent hurricane Katrina disaster. We would like to get individual stories from them about what they dealt with in terms of communications problems and interoperability problems.

Mr. Willoughby informed the group that last month the 9-1-1 ACOG Board of Directors approved an agreement with SBC-IS for their VoIP services and interaction with 9-1-1. SBC agreed to enter into a binding agreement with 9-1-1 ACOG as well as work on legislation for next year to ensure that other VoIP carriers will do the right things with 9-1-1 as well. We continue to monitor FCC and Congressional action related to VoIP and 9-1-1 as well.

Johnny Irons reported that we have received communication from Vonage that they have begun to roll out WE9-1-1. He said other companies are positioning themselves in the VoIP.

Mr. Willoughby said we now have the EMD software. It has been a three-month process to get reimbursed for that \$126,000 for the software which now puts us into a new contract period with the state health department that began August 1. Next we will begin the process to purchase the server in order to load the EMD software, test it and begin to deploy that over the 9-1-1 system.

Mr. Willoughby encouraged everyone to take hand-out information made available from the national APCO conference regarding communication center employee retention.

Marvin Stanford, Del City, asked for the current status on ALI reformatting. Mr. Willoughby said we are in a holding pattern at this time in order to make the transition simultaneously with Oklahoma City's system, which will be after the first of the year.

X. NEW BUSINESS

There was no new business.

News from around the region began with Lucien Jones, Oklahoma City, reporting that at the APCO conference in Denver two very good sessions were held covering grounding and lightening protection. He encouraged everyone to ask radio vendors for their engineers to learn how to update their radio equipment. He said none of the radio systems in any of the region's PSAPs can stand alone when it comes to lightening.

Mr. Jones said it is very important to be vigilant when things are being done to the radio system and monitor how any modifications might affect the workings with the 9-1-1 system. He said outdoor security cameras act as lightening rods and present a safety problem when it comes to lightening.

He asked now that all PSAPs have Phase I, have policies changed regarding abandoned calls and call backs? Becky Bruce, Midwest City, said it is their experience that when a dispatcher uses the call back number and there is still no location, that the call center follows up by contacting the telephone company to get more information on that number.

Elvin McDaniel, El Reno, reported that they have trouble getting 9-1-1 calls transferred to the Oklahoma Highway Patrol because it does not have a line designated for 9-1-1 calls.

Jane Sutter said that staff has approached the Department of Public Safety about this issue in the past, but will continue the efforts to find new resolves.

Matt Jackson, Oklahoma County, said that the easiest way to contact the OHP is to go back to the RMA2A link and dispatch the call to them that way. Lance Terry said there is a COMAR channel that is designed to go straight to the RMA2A which makes a frequency available.

Matt reported that they are making headway in the construction of the new Sheriff's substation building which is located in Midwest City. He said by the second quarter of next year the communications center would be ready to move too.

Lance Terry, Norman, reported that Norman has provided dispatching services for the second year at the OU campus stadium command post. He said they have 22 medical and fire personnel at the stadium. He said they answered 52 medical calls during the first season game and 22 during the second.

Sherri Cargal, Midwest City, mentioned that they experience difficulty in having EMD calls transferred to EMSA; that the call gets lost during transfer. Richelle Treece, EMSA, said she would check into what can be done to change that, especially now that there are more EMD agencies.

Sherri said when they call Cingular Wireless to ask information about a number on their service. She said Cingular asks the PSAP to fill out a form. Sherri said she would provide 9-1-1 ACOG with more information about that situation. Mr. Taylor said staff would help to trace that problem if Sherri would provide the particulars to us.

Mike Bower, Midwest City, reported that they have some new mobile computer terminals being installed at this time. There are about 90 units being installed for police and fire. He said along with that they will have a new product called Air Mobile. He said there will be servers located throughout the city.

Mike explained that when a unit is within so many hundreds of feet of the server, it upgrades any changes to the information that is a part of the unit. He said they are the most recent version of the Motorola 800.

Mike said the Moore Communication Center recently expressed thanks to them for a cooperative effort made between Moore and Midwest City dispatchers regarding a call involving a child that had fallen on a sharp object and the object went through the roof of the child's mouth. The mother calling was very excited at the time and later contacted Moore and complimented them for how professional all of the agencies involved handled this very serious situation.

Keith Bryan, Nichols Hills, said they will be going from a 150 MHz system to an 800 MHz system and they are looking forward to the interoperability. They have a joint project with The Village, he said.

Gayland Kitch, Moore, said they are in the process of moving to an 800 MHz system. He said they don't have a timeline as to when they will upgrade but they hope it will be around the first of the year. He said they are using the Homeland Security grant to purchase that equipment.

Debbie Burnett, Edmond, was present to introduce Edmond's new communications supervisor Toni Strader. Toni mentioned that they experience the same problem mentioned above about calls to the Highway Patrol not rolling over. The OHP told her they have seven lines and the calls should be rolling over, and they thought they were.

Richelle Treece, EMSA, reported that EMSA mobilized to the Falls Creek shelter for the hurricane Katrina evacuees. She said they experienced huge interoperability issues there with different agencies, and inefficient set ups of computer equipment and faxes, etc. EMSA is now assessing the types of things they did that worked well, and the types of things that did not work well, and what is needed if they deploy again in an area that is not an actual incorporated city where there are no common utilities, etc. She said EMSA had a team at the New Orleans Super Dome during the hurricane. They lost half of the equipment and two vehicles in the flood, she said.

EMSA still has the Medical Reserve Corps set up. They did not receive any patients from Tinker as originally thought might be necessary but the Medical Reserve Corps is still active. She said EMSA received a few patients that were flown into Wiley Post Airport.

Glenda Pogue, Cox Communications, reported that Cox lost a remote access at New Orleans during hurricane Katrina. She said there are Cox staff members that have not been accounted for. Keri Nails, Cox's 9-1-1 operations, and her crew are handling all of the 9-1-1 administration for Baton Rouge as well as in Gainesville, Texas, Macon, Georgia and Pensacola, Florida.

Lance Terry asked if SBC still has a call center in Kansas and at Dallas and how would a disaster situation be handled regarding those centers? Lance asked if there was an evacuation here, is there mapping software available? Ronnie Freeman, SBC, said it would depend where the evacuation occurs. He said the 9-1-1 Resolution Center is located in Austin, Texas. The ALISA back-up is in Dallas and Kansas City. Stephen Willoughby said there is a backup resolution center in Dallas, and there is a contingency plan that center would take over if necessary.

Mr. Taylor said staff has met with SBC over the past 60 days about their contingency plan and reported that it is in good shape. He said staff has visited with Don Cain, President of SBC, and they report that they are doing a lot of deployment in Texas to take over the burden of what has occurred there, and also are helping Bell-South which is the operating system for Louisiana and the remainder of the gulf coast.

The group held a discussion regarding the upcoming wireless 9-1-1 election and talked about outlining a strategic plan that would be beneficial to the outcome of that election.

XI. ADJOURNMENT

Jane announced that the next 9-1-1 Technical Committee meeting will be December 13. The meeting was adjourned at 11:35 a.m.

ATTACHMENT VIII



9-1-1 association of central oklahoma governments

Chair Grant Hedrick
Canadian County Commissioner

Vice-Chair David Hopper
Norman Councilmember

Secretary/Treasurer Dave Howe
Choctaw Councilmember

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 29, 2005

TO: 9-1-1 Technical Committee

FROM: Jane Sutter, Division Director

SUBJECT: 2006 9-1-1 Technical Committee Meeting Dates

INFORMATION: In accordance with the Oklahoma Open Meetings Act, the 9-1-1 Association of Central Oklahoma Governments' Board of Directors has established the following meeting schedule for the 9-1-1 Technical committee.

March 14 June 13 September 12 December 12

Action Requested: None, for information only.



9-1-1 association of central oklahoma governments

ATTACHMENT IX

Chair Grant Hedrick
Canadian County Commissioner

Vice-Chair David Hopper
Norman Councilmember

Secretary/Treasurer Dave Howe
Choctaw Councilmember

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 29, 2005
TO: 9-1-1 Board of Directors
FROM: Stephen M. Willoughby, Director of E9-1-1 & Public Safety Programs
SUBJECT: General Status Report

Voice over Internet Protocol (VoIP)

In October 9-1-1 ACOG hosted the Okla-NENA (Oklahoma Chapter of the National Emergency Number Association) VoIP Task Force. This committee, which is chaired by 9-1-1 ACOG's Johnny Irons, evaluated the current status of an FCC ruling regarding VoIP interconnection with E9-1-1. Representatives from SBC and many VoIP telecommunications providers were present at that meeting to discuss solutions to this evolving issue.

Subsequently, staffs of the 9-1-1 Association and the City of Oklahoma City conducted a conference call with SBC 9-1-1 officials on delivery of VoIP calls from certain VoIP providers through the 9-1-1 network. SBC is proposing an interim solution in which call-takers will not receive the vital location information until Phase II enhanced wireless 9-1-1 is requested from SBC. This is to allow SBC to recover their costs for upgrades to the database interfaces that are required for not only Wireless Phase II, but VoIP as well. Staff is currently evaluating SBC's proposed plan.

In addition, staff has begun work on legislation requiring VoIP providers to appropriately remit 9-1-1 service fees similar to that of traditional landline, as well as, (hopefully) wireless users of the 9-1-1 system.

9-1-1 Training Institute

Representatives from four PSAPs were certified in October as instructors with the National Academy of Emergency Dispatch (NAED). **Marvin Stanford, Del City; Kelli Webster, El Reno; Kim Bartle, Moore;** and **Kelli Brookshire, Oklahoma County** now add to the pool of instructors qualified to teach the basic Emergency Telecommunicator Course offered by the 9-1-1 ACOG Institute.

Eight regional call-takers were nationally certified by NAED in November through the 9-1-1 ACOG Training Institute. Those certified were **Leon James, Edmond; Jessica Brown, Edmond; Tiffany Evans, El Reno; Nick Mahoney, Guthrie; Stephanie Dobbs, Midwest City; Jill Westberry, Moore; Tammie Meave, Norman;** and **Tabitha Nation, Norman.**

Staff has begun work on the training schedule for 2006. PSAP managers who would like to recommend certain continuing education courses or specific course dates for traditional core training, contact 9-1-1 ACOG staff.