

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MARCH 3, 2005
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING



Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

9-1-1 association of central oklahoma governments

9-1-1 TECHNICAL COMMITTEE AGENDA

9:30 a.m., March 8, 2005

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. MINUTES OF MEETING DECEMBER 14, 2004 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. EMSA TRAUMA CALL CENTER PRESENTATION

INFORMATION: EMSA will make a presentation to the 9-1-1 Technical Committee describing the Regional Trauma Call Center.

Action Requested: None, for information only.

- VI. WIRELESS 9-1-1 STATUS REPORT

INFORMATION: Staff will provide the 9-1-1 Technical Committee an update on the Phase I implementation of enhanced wireless 9-1-1. Staff will also provide an updated current status of legislation on this subject.

Action Requested: None, for information only.

- VII. 9-1-1 WORKSTATION UPGRADE STATUS AND REPORT

INFORMATION: SBC 9-1-1 representatives will provide the 9-1-1 Technical Committee and update and report on the status of upgrading the region's 53 9-1-1 workstations' operating systems from NT to XP-Pro. SBC will discuss the associated software upgrades associated with this change, as well.

Action Requested: None, for information and discussion only.

VIII. REVISED ADD-ON EQUIPMENT PRICING ([Attachment VIII](#))

INFORMATION: Staff has negotiated new pricing for additional equipment options available to the region's PSAPs. This reduced updated pricing is attached.

Action Requested: None, for information only.

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

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

Action Requested: None, for information and discussion.

X. NEW BUSINESS

XI. ADJOURNMENT

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
TECHNICAL COMMITTEE MINUTES
December 14, 2004

The fourth meeting of the 9-1-1 Technical Committee for calendar year 2004 convened at 9:37 a.m., December 14, 2004 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

Dusty Dowis, Bethany Police Department
Marvin Stanford, Del City Police Department
Mike Bower, Midwest City Emergency Operations Center
Brian Hansen, Moore Emergency Operations Center
Brenda Hooper, Nichols Hills Police Department
Julie Berglan, Noble Police Department
Lance Terry, Norman Police Department
Lori Shannon, Tinker Air Force Base Fire Department
Donald Cluck, Tuttle Police Department
John Corn, Yukon Police Department
Richelle Treece, EMSA

GUESTS

Paula Caddo, Chickasha Police Department
Larry Shelton, City Manager, City of Chickasha
Mike Brice, Assistant City Manager, City of Chickasha
Greg Appleton, Oklahoma City EOC
Lucien Jones, City of Oklahoma City
Clint Craighead, SBC

STAFF

Zach Taylor, Executive Director
Jane Sutter, Intergovernmental Services Division Director
Stephen Willoughby, ENP, 9-1-1 & Public Safety Programs Director
Doug Rex, Assistant to Executive Director
Jerry Church, Special Programs Officer
Johnny Irons, 9-1-1 Project Coordinator
Peggy Stoller, 9-1-1 Mapping Projects Coordinator
Carolyn White, ENP, 9-1-1 Data Manager
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 – SEPTEMBER 14, 2004 (Attachment III)

Marvin Stanford, Del City, made a motion to approve the minutes of the September 14, 2004 meeting. Brenda Hooper, Nichols Hills, seconded the motion. The motion carried the following votes:

AYE: Dowis, Stanford, Bower, Hansen, Hooper, Berglan, Terry, Shannon, Cluck, Corn and Treece

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

None

V. WIRELESS 9-1-1 BRIEFING & STATUS REPORT

Stephen Willoughby reported that 9-1-1 ACOG and Oklahoma City have made a joint written request to the wireless carriers requesting Phase I enhanced wireless 9-1-1 (WE9-1-1) service, as well as requesting cost and revenue information for Phase II. Once we receive this information we will develop a regional design and cost analysis prior to the proposed 2005 WE9-1-1 service fee elections. Phase I provides the tower location and the cell face, which allows better routing of those calls. Phase II provides specific location of a 9-1-1 call.

He explained that the City of Oklahoma City and 9-1-1 ACOG are requesting Phase I as mandated by the Federal Communications Commission immediately to forego many of the wireless carriers' one-time installation charges associated with Phase I delivery.

The FCC has ruled that if a 9-1-1 entity does not have a wireless cost recovery mechanism (wireless service fee) wireless carriers are required to bare their own costs associated with Phase I wireless 9-1-1 implementation.

Mr. Willoughby said that 9-1-1 ACOG and Oklahoma City also jointly requested information regarding Phase II from the wireless carriers as to the type of technology they will deploy and the number of subscribers they have so we can apply that to service fees in

determining potential revenues, as well as recurring costs. Once we have a service fee enacted, we will have to pay for both Phase I and II costs.

We have learned that wireless carriers are using various criteria on which to base their cost. Some are basing their charges on the number of PSAPs involved; some are based on the number of towers involved; and some are charging based on the number of subscribers. Also, some carriers are not charging for Phase I, but they are charging for Phase II. Then there are other carriers that are not charging for Phase II, but are charging for Phase I. Some companies have huge one-time installation charges and more realistic monthly charges, and then there are others who handle it oppositely. This will require a cost analysis to make a determination of true across-the-board costs.

In addition, requesting Phase I WE9-1-1 service at this time will allow progress to continue while a financial analysis being done to determine if the 50-cent service fee allowed by state statute is adequate to pay for Phase II WE9-1-1 installation, on-going and future costs. Initial analysis indicates that 50 cents will be inadequate.

The state allows for a 50-cent service fee to be voted on county-by-county and requires a Statewide Uniform Agreement. For the past two and a half years we have been negotiating on a Statewide Uniform Agreement with the wireless carriers.

Because these costs range dramatically from carrier to carrier, and from region to region of the state, the costs the wireless carriers can recover will vary within the state, and would require an agreement to be negotiated at a local level.

Director Zach Taylor explained to the group that shortly after the implementation of 9-1-1, its use of mobile phones was limited mostly by various utility companies. Cellular technology was used but yet cumbersome. Shortly after May 1989 when we started with the wireline 9-1-1 system, the growth of wireless telephone technology took off and has grown ever since.

The wireless carriers are controlled by the Federal Communications Commission not the State Corporation Commission or State legislature. We cannot do much to regulate them. However, we have state legislation so that we can levy the money to buy the services.

The wireless companies have been slow to respond to making this work right. They have asked for several delays.

As of December 2005, every wireless system in the United States using one of two different technologies, is supposed to be able to send us locational data on the 9-1-1 call. It is now the requirement from six months from the time that we asked that they be able to tell us what cell site the call is coming from and the 10-digit telephone number of the calling party.

When it was time to get legislation through the state legislature to authorize us to do wireless 9-1-1, they were reluctant.

When the law was first in place, they would not include a financial amount that we could put on a service fee on wireless phones so we could pay for the system improvements necessary to do wireless 9-1-1. Two years ago we were able to get them to plug in a figure of 50-cents. We still don't know what this system will cost, but we have set in motion an effort to help define what that cost is very clearly in the metro region by February 1st if not sooner.

Mr. Taylor said in the year 2002 the customer growth with wireline companies ended. Wireline company customers have been the resource that paid for everything that is in the 9-1-1 center today. In 2002 people began to unplug their wireline phones completely and go wireless to a net degree that we are in a free-fall on landline subscribers, a financial base that is eroding quickly. There is no end in sight. Forty per cent (40%) of the 9-1-1 traffic is wireless and that traffic does not pay for any of that service or the system.

Some of the costs that we are already seeing show that these companies may be overaggressive in what they want to charge. One company has shown us their costs and it would take a \$2 or \$3 service fee per phone to make the service to their customers, which is not realistic. We will probably have some tough times in negotiating with these companies.

We need to change that legislation to meet this need. We have secured authors in both the House and the Senate. Bill Case who is the Chairman of the County and Municipal Government Committee and former Mayor of Midwest City, will be our author in the House. Angela Munson, Senator from the Central Oklahoma in the Oklahoma City area, will be our author in the Senate. He said this would be an uphill issue.

In addition to raising the cap in the legislature to \$1.00 or \$1.50, we need to look at the requirement that there be a Statewide Uniform Agreement among all of the wireless carriers because that has not been possible.

Another thing we want to achieve this year, Mr. Taylor said, is 9-1-1 calls coming to us using Internet technology. VoIP is the new technology we are trying to work with, which is a system that allows creating a telephone service over the Internet with special devices.

It is presently being marketed extensively by Cox Communications, and they have a presence in each of the 9-1-1 ACOG communities except Jones. SBC indicated that they are ready to market VOIP as well. Cox has told us that they plan to charge the 9-1-1 service fee and also do the right things with database so that 9-1-1 calls over VOIP will route properly and have the correct information.

We need to make sure that we create legislation that says VoIP and other technologies that are the equivalent of dial tone or telephone service have to be responsible with 9-1-1 as far as data as well as financially.

In visiting with the legislative leaders about making the adjustments that are necessary to make this happen, it is vividly clear that we need from the PSAPs examples of problems that occur with 9-1-1 when a request for service is made on a wireless phone. 9-1-1 ACOG needs any story relating to a request for police, fire or EMS on a wireless phone. The more vivid, the better. Before we go to the first committee and the House of Representatives, we need the media talking about this need. We need to take our story to the media. We need to have in hand Public Safety tapes that sell the issue, especially before we have public elections. EMSA and Bethany representatives commented that they have tapes that could be used.

Mr. Taylor said that the technology that the wireless carriers are putting in their phones and trying to get us to pay for has other applications. All of the location technology they are putting in these phones are eventually going to be used by these companies in blackberries and other things to give location information like a navigational device as well as finding the local restaurant, hotel, etc.

Mr. Taylor said the negotiations have to recognize that all of these types of expenses should not be put on the shoulders of 9-1-1 to pay for. There are others who can share in carrying these financial burdens.

Mr. Taylor said that we have briefed our elected officials on two separate occasions, the City Managers Association, the police chiefs and fire chiefs about this serious public safety issue that is also a Homeland Security issue related to the wireless phone industry and usage. Federal agencies have shown a lot of interest in the law and the 9-1-1 Association to effectuating this improvement in this system, and we need to move forward with it.

VI. EMD STATUS REPORT

Steve Willoughby informed the committee that a year ago or so, some 9-1-1 ACOG communication centers were concerned about not providing pre-arrival instructions to their citizens and felt their lives were put in jeopardy by not providing pre-arrival instructions and requested that we make Emergency Medical Dispatch (EMD) available. Steve said EMD is becoming a standard of care across the nation.

We initially developed a task force that evaluated how we could do EMD and how we arrived at was that seven PSAPs were designated to provide EMD, and those were PSAPs that were already dispatching ambulances.

Mr. Taylor and Steve met with city managers across the region because the Task Force had determined that we needed the approval of the city managers before any of this could happen. Therefore, we obtained signatures of city managers on a Memorandum of Understanding. ACOG, utilizing 9-1-1 funds, provided initial training for all call-takers at those sites as well as provided EMD protocol card sets for those sites, and will continue to provide additional training opportunities for EMD, not only for certification of new

call-takers but also continuing education credits and recertification. In turn, the cities committed to arrange for medical direction, policy and procedures, insuring that they would recertify their call-takers every two years, and as turnover occurred at their PSAPs, they would continue to certify their call-takes.

With the assistance of EMSA, the 9-1-1 Institute has certified 73 call-takers to be nationally certified as Emergency Medical Dispatchers at the seven PSAPs that are doing EMS. Previously we could not afford to have the EMD software, and could only afford the card sets. During this time we were seeking other funding to do that and found that a federal bio-terrorism grant administered under the Oklahoma State Health Department. We were able to secure approximately \$250,000 in which we would be able to put the EMD software on the 9-1-1 workstations, and house the information at a centralized server. EMSA has agreed to house that server at their facility. We can link the 9-1-1 server with EMSA's server so that we will have a true regional view of how its all working.

In August we had Greg Scott, a consultant with the National Academy of Emergency Dispatch (NAED) Priority Dispatch, came to ACOG and met with the supervisors of the sites that are providing Emergency Medical Dispatch. After that consultation, his recommendations were to formalize an EMD Steering Committee, and develop a regional Dispatch Review Committee to meet monthly. Where we are now awaiting to get all of the 9-1-1 workstations' operating system upgraded from NT to XP-Pro. That process has been delayed due to additional testing. We hope to have all of the testing completed in January of next year.

Another impediment that we are currently facing is with the Oklahoma State Health Department (OSHD) in that it is in the process of assigning a purchase order for the federal fiscal year 2005. This process has been delayed due to staff turnover in the Bio-terrorism Division. Certain purchases need to take place to complete the testing.

We have included a request in the grant application to hire a part-time staff person with background in EMD to help coordinate this EMD process. This person would help facilitate regional committees that will be developed throughout this process.

The next step is scheduling EMD Quality Assurance training early in 2005. The OSHD grant allots funds for one person per each EMD PSAP to attend at no charge. We are looking at scheduling that in late January or early February.

That training will include Noble, Norman, Cleveland County Sheriff's Office, Newcastle, Tuttle, Park View EMS, and Midwest City. Steve thanked EMSA for the assistance they have provided with trainers and guidance along the way.

VII. 9-1-1 ACOG TECHNICAL COMMITTEE 2005 MEETING DATES

Jane Sutter asked the group to mark their 2005 calendars with the following 9-1-1 Technical Committee meeting dates: March 8; June 14; September 13, and December 13.

VIII. GENERAL STATUS REPORT

Stephen Willoughby said that staff has negotiated a new contract in November for a better rate with our over-the-phone language interpretation vendor, Language Line Services. The new rate will be a flat fee of \$2.10 per minute. Previously, 9-1-1 ACOG had been charged varying rates depending upon factors such as time of day and language requested. The average call had cost \$2.58 per minute.

As the designated Grant Administrator for the Rural Access to Emergency Defibrillator (AED) grant, ACOG has distributed 21 AED units to eligible public safety agencies in our region in the last two years. This is the third year that ACOG has been designated to administer this grant. AEDs are provided to rural emergency responders in Canadian and Logan Counties. Communities in Cleveland and Oklahoma counties are excluded based on federal guidelines.

Steve reported that some of the 9-1-1 staff met with the new CEO of Tel Control (TCI), as well as senior 9-1-1 management staff of SBC in Kansas City. Staff addressed important, outstanding issues relating to the equipment and establishing timelines. We are also looking forward to the acceptance of this 9-1-1 product.

Mr. Willoughby reported that SBC and TCI would upgrade all 54 of the 9-1-1 computer workstations in the 9-1-1 ACOG network from the existing NT operating platform to XP-Pro. This upgrade would allow additional functionality of software upgrades, and place the system in a better position for deployment of EMD and mapping software in the future.

Steve explained that initial test methods had not gone well on some of the training workstations and they had to be shipped to TCI's laboratory for further analysis. He explained the importance of the initial test method. The analysis revealed a software problem and a software update was made to a particular file. In the next couple of weeks 9-1-1 ACOG will conduct sample field tests at Guthrie and Moore. After the first of next year we will do further analysis to determine how the XP has been working, and the next site will be Norman, and eventually all sites will be upgraded to XP. It takes approximately six hours to upgrade each workstation.

Mr. Willoughby reported that staff continues to work with representatives in Central Oklahoma to establish a 2-1-1 system in the region. This is a number designated for access to social services. It will have a database of thousands of governmental and community service agencies with trained operators to refer callers to an agency able to handle their individual issues. That will be housed in Oklahoma by the Contact Crisis Hotline, which is changing its name to "Heart Line."

Also, staff is working with ODOT who has received funds to evaluate 5-1-1 in the state, which will provide motorists with essential traffic information as well as potential to provide other commuter information.

Both the 2-1-1 and 5-1-1 systems can become a valuable resource for 9-1-1 call-takers and has the potential to re-direct callers to other systems which would make the 9-1-1 system even more efficient.

Mr. Willoughby said that negotiations with Level 3 Communications, Verizon, and AT&T continue on their Voice over Internet Protocol (VOIP) telecommunications service delivery in our region. They are working on solutions to various issues. 9-1-1 wants to ensure proper 9-1-1 call routing and accurate data delivery. Appropriate service fee remittance with these new providers is very important. Staff continues to monitor the industry's interaction with 9-1-1. Addressing this issue is one of ACOG's state and federal legislative issues, he said.

He said that staff continues to work with SBC to obtain the 9-1-1 database for early warning notification as outlined in HB 1650 that passed last year. He explained that communities with these systems could notify callers who have unpublished and published telephone numbers. Staff and legal counsel continue to negotiate language of a proposed agreement for these services.

SBC continues to be concerned with their liability protection regarding this service to be included in the state statute. We believe the Nine-One-One Emergency Number Act limits their liability, but SBC wants it to be more specific in regard to these reverse 9-1-1 system databases. We have made that one of our legislative issues to address this year.

Gene Thaxton, Governor's 9-1-1 designee to the FCC has chaired a committee which is attempting to develop a strategy to ensure that Oklahoma could receive federal grants that could come available in the future. The group is looking into additional 9-1-1 funding sources at a state level, and attempting to make recommendations to improve efficiencies in existing 9-1-1 systems to provide 9-1-1 services to more geographical areas in the state. Congress has placed the federal legislation on hold. Allocations for \$250 million have yet to be distributed. In order to accomplish that and establish a state 9-1-1 coordinator would require a separate legislative bill.

Mr. Willoughby said that staff continues to work with that state group to ensure that the state office meets the needs of rural Oklahoma as well as urban Oklahoma.

In October, ACOG's regional first responders and health officials participated in a Strategic National Stockpile (SNS) exercise hosted by the Oklahoma State Health Department and the State Homeland Security Office earlier this month. That seminar addressed the region's response in case of a bio-terrorism event.

Mr. Willoughby announced that Tara Bone, who was Communications Supervisor at the Oklahoma County Sheriff's Office for many years, is no longer there. Cristy Gregg is the Interim Supervisor.

He reported that the Oklahoma Corporation Commission currently has a proposed rulemaking being considered.

Mr. Willoughby said our concerns about these rulemaking is that they shorten the time from the point when a tariff is filed by a telephone company to the time it is approved by the Corporation Commission down from 45 days to 30 days, as well as any new tariffs for any new service, it shortens that time down to 30 days which will make it more difficult than in previous times to learn what is happening to tariff filings affecting 9-1-1.

IX. NEW BUSINESS

Lance Terry, Norman, asked who handled the 9-1-1 responses to fire in the unincorporated areas. He asked if the fire response district designations decided in years past are permanent.

Mr. Willoughby stated it is a complicated process to decide which entity responds to which area(s). We have to recognize established fire district boundaries as well as consider which departments are equipped to respond.

Zach Taylor explained that counties and adjoining fire departments met and negotiated which territories they would respond to after identifying the gaps by using maps of all the areas. Various departments accepted unincorporated territories. If there is ever a need to move that, it can be addressed. The cities basically volunteer to do extra territorial service in a broad sense. If by redeploying the departments, there is a need to readjust that, it could be done.

Lance suggested that the departments meet and re-educate the fire officials on what those agreed response areas are.

Mr. Taylor said that Oklahoma City has undertaken a complete re-look at all of its mutual aid and fire and what their business arrangement is on that. Communities take this up at different times when there is a need. This would be a good time to schedule a meeting.

Lori Shannon, Tinker Air Force Base, reported that Tinker now has a contract to handle the transfer problem and they hope to have it fixed the first of the new year. She said Tinker received two calls made from Stillwater, and they came up with no ALI or no ANI, and showed very strange telephone numbers. Stephen M. Willoughby identified those calls as ESCO failures. Lori asked if they should expect more calls like that.

Clint Craighead, SBC, explained that those types of calls would happen occasionally. When an end-office trunk group coming in whether it's a SBC office, ILEC or wireless company, each one of those trunk groups are assigned a four-digit code and it might show up as 405-911-1234. He explained that SBC uses the 1234 to reference where the problem initiated. He said about 30 of those have occurred in the last month. Those calls have occurred in Grady County and SBC determined that it is a problem with US Cellular. He said SBC talked with US Cellular about the problem and they supposedly have fixed it, but he said, there might still be one of those come in occasionally.

Lance said that Norman is working with an Oklahoma City officer to conduct a Critical Incident class and make the focus primarily around communications. The class could hold between 12 –20 people. He said it would be a two-day class, and cost around \$20. The Oklahoma City officer has volunteered his time to conduct the class. He said they plan to have that in March. They would like to invite all of the ACOG PSAPs as well.

Lance said his dispatch staff investigated and found a Spanish for 9-1-1 Call-takers Class. He said it is a train-the-trainer type course. We would like to have someone trained to teach the class to other dispatchers, he said.

He said Norman has been approved for a mobile command post. He said it would be equipped with the latest technology; it would have high-speed satellite driven Internet. He said it would be available around July.

Lance reported that Norman is planning to hold a fire training class conducted by Power Phone. He said they need more registrations to secure the class and invited any other PSAP that might have someone to send to it.

Brenda Hooper, Nichols Hills, reported that they have received a grant to purchase an 800 MHz radio system. She said they share with The Village so it will be for both agencies. She said it would cover installation of hand held radios.

Brenda asked if replacement monitors would be flat screens, or should she order specifically for them. Clint said if they have a burned-in screen monitor, that an SBC technician would pick it up and send it back to TCI, and they would replace it with a temporary monitor, and when Nichols Hill's monitor is fixed, it would be brought back in and the temporary taken away. That is if the monitor is repairable. If it is not repairable, and it needs to be replaced, then SBC would discuss with ACOG about how to handle that replacement.

The option is that there is an upgrade to purchase, but if it were a defective monitor, it would be taken care of by SBC, Clint said.

Brenda asked if before the city elections regarding wireless E9-1-1 service fees, would ACOG come to brief and hold discussions with city officials. Zach Taylor said yes staff would be meeting with them and city councils, working groups of staff, and so forth.

Richelle Treece reported that they are getting the new console up in the trauma call center at EMSA. She explained that in January the trauma call center would be implemented joining Midwest City, EMSA and Norman on it. They are waiting for guidelines from the State. She said Norman and Midwest City have discussed procedures with EMSA. She said EMSA would become a data collection agency. EMSA will transfer calls as well, and turn documentation into the State. They are currently developing a database and getting all of the dispatchers familiar with the transfer protocols. She said it is months away before the other agencies come on board with EMSA.

She said the hospitals would ultimately receive money for taking trauma cases. However, it must all be documented.

EMSA is required to be sure to send low-level trauma to centers other than the number one state trauma center. The State is making an effort to get standard guidelines out to the EMS agencies regarding categories of care and which facility to take the patient.

EMSA will be responsible to keep track where the cases go and what they bring in, and there will be a Quality Assurance process tied in with the emergency room so that if the paramedics said they were transporting turned out to be what they actually took, then EMSA would put that through a QA process to see if they are going to the correct area, and determine if they are overloading the communication center.

Richelle said EMSA does not want their call-takers to conduct triage of the patients. She said they are mainly data collection.

Richelle agreed to make a presentation to the 9-1-1 Technical Committee at the March 8, 2005 meeting to describe more aspects of the trauma call center. She said she would try to bring key people who have been on the groundwork as well.

Greg Appleton, Oklahoma City Emergency Operations, reported that the department is moving ahead with beginning to organize training groups; the CAD vendor is at a point where they are seeing some product for them to look at and necessary adjustments would be made in the future. He invited the ACOG PSAP representatives to come out for a tour of the operations center they have now and come out six months later and tour the new system to compare the improvements and organization. He said visitors could call him at 297-2274 to set up a tour time.

Don Cluck, Tuttle, said they have hired a new communications supervisor, Sean Douglas, who will be representing Tuttle at this type s of meetings today. He said they are trying to meet with Grady County because the fire districts and EMS overlap. Grady County has a turnover of 9-1-1 Directors, which has made it difficult to meet with them and discuss 9-1-1 needs. He said Tuttle is in the process of updating its policies and procedures.

John Corn, Yukon, reported that they have lost three dispatchers; and got four who are currently in training. Yukon is also trying to fill a communications supervisor position with one of the 11 people they have. He said there is a possibility the Yukon could build a new facility and have a much better communications center. They are currently pursuing architecture firms.

Lucien Jones, Oklahoma City, reported that construction of the new 9-1-1center is coming along well. He said they predict a July move-in date; however, they will be using the building beforehand. He said the new facility would accommodate a great number of staff.

Dusty Dowis, Bethany, said the city manager gave a directive to the city that any time a computer or monitor is replaced, they will be replaced with the LCD flat-screen monitors and no more CRTs. In the communications center there are four monitors at each workstation.

OLETS is one, and two for in-house systems and one for 9-1-1. In researching what to buy that would best suit that environment, they talked to SBC and learned that their prices are about three times what the standard is. He said they might have to put a CRT monitor in the 9-1-1 station due to the costs involved. He said they hope to move in February. There will be an open house planned sometime in the spring.

Mike Bower, Midwest City, reported that they are completing a remodel at the end of the week, but not moved in until the first part of next year. They are satisfied with the dispatch center furniture. He said the remodeling job went quite smooth thanks to ACOG, SBC, and other vendors working together to move them into the interim center. He said they are interested in the 9-1-1 database for the emergency warning system.

XI. ADJOURNMENT

The meeting was adjourned at 11:10 a.m.



9-1-1 association of central oklahoma governments

ATTACHMENT VIII

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taulor

MEMORANDUM

DATE: December 2, 2004
TO: 9-1-1 Technical Committee
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: Revised Add-On Equipment Pricing

INFORMATION: Staff has negotiated new pricing for additional equipment options available to the region's PSAPs. The reduced updated pricing list is attached.

Action Requested: None, for information only.



E911 Hardware Options/Add-on Items

January 17th, 2005

Item Description	Unit Cost	Unit Warranty Cost
Additional Workstation Computer, Keyboard & Mouse (No Monitor)		
TC-2000-NDT	\$7,020.00	\$972.00
Standard CRT Monitors		
TC-1108-17 17" Monitor	\$334.00	\$48.00
TC-1108-21 21" Monitor	\$1,194.00	\$165.00
Flat Panel (LCD) Monitors		
SW17FP 17" Flat Panel Monitor	\$350.00	\$55.00
SW19FP 19" Flat Panel Monitor	\$518.00	\$65.00
SW19USFP 19" Flat Panel Ultra Sharp Monitor w/ Height Adjustment	\$616.00	\$75.00
Other Peripheral Equipment		
TC-2527-D Kneewell Jack (one per Workstation required)	\$474.00	\$65.00
TC-3971-D D to A Converter (one per four Workstations required)	\$1,176.00	\$162.00
TC-1102-7324-B Norstar Digital Set, 24 button (one per Workstation)	\$422.00	\$59.00
TC-1102-T7208-B Norstar Digital Set, Admin Use	\$185.00	\$27.00
TC-1102-T7316-B Norstar Digital Set, Admin Use	\$220.00	\$32.00
TC-3054-ICS Six Port Expansion Module, KSU	\$1,317.00	\$183.00
TC-3055 Power Bar for Norstar KSU	\$27.00	\$5.00
TC-3056-ICS Two Port Expansion Module, KSU	\$484.00	\$68.00
TC-3057 Standard Trunk Cartridge	\$505.00	\$71.00
TC-3057-IDT Caller ID Equipped Trunk Cartridge	\$790.00	\$110.00
TC-3058-ICS Trunk Module	\$593.00	\$81.00
TC-3060-ICS Station Module	\$1,032.00	\$144.00
SWEXT KIT-S (1 local, 1 remote) Single Video	\$978.00	\$135.00
SWEXT KIT-D (1 local, 1 remote) Dual Video	\$1,065.00	\$195.00

FOB: Huntsville, Alabama (Shipping Charges are not included in the prices shown above)

Terms: Net-30 from ship date

Delivery: Stock to four weeks ARO

The Discounted Price and Extended Hardware Warranty fees quoted above are based on a per unit purchase.

The Extended Hardware Warranty cost quoted will provide hardware warranty on that particular item until June of 2007.

All other terms and conditions not covered by a Master Purchase Agreement or other binding contract between TCI, the Distributor and/or end-user will refer to the TCI Public Safety Product and Services Guide for resolution.

This quotation is valid for sixty (60) days and supercedes all previous quotation/proposals either written or oral.



9-1-1 association of central oklahoma governments

ATTACHMENT IX

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taulor

MEMORANDUM

DATE: February 28, 2005

TO: 9-1-1 Technical Committee

FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs

SUBJECT: General Status Report

VoIP (Voice over Internet Protocol)

Staff continues to participate in national and state discussions on VoIP's interaction with E9-1-1. Staff recently held discussions with SBC who will also be providing VoIP services in Central Oklahoma.

Homeland Security

The state Homeland Security Office has been awarded \$29,973,615 in federal funds. The state has determined that interoperability would be this year's funding priority. The Federal Department of Homeland Security as an Urban Areas Security Initiative (UASI) area has designated the Central Oklahoma region. \$4.4 million in grant funds are associated with this designation. Local officials met with the Office of Domestic Preparedness earlier this month to develop the required Urban Area Homeland Security Strategy for the region.

Automatic External Defibrillator Grant

The application period for the ACOG *Rural Access to Emergency Defibrillator* grant program closed February 15, 2005. ACOG has been designated as the Grant Administrator for this program that distributes AEDs to eligible entities in Canadian and Logan counties. Staff is in the process of scoring and submitting recommendations for the 15 units to be distributed in the ACOG area to the State Health Department for 16 applications received.

Geographical Information Systems (GIS)

The City of Oklahoma City's Geographical Information Systems (GIS) Department provided staff with a presentation of their mapping and associated databases. This meeting was to enhance the relationships between the two staffs and develop new partnerships associated with GIS mapping.

9-1-1 Training Institute

Last month 11 call-takers from the region graduated from the basic Emergency Telecommunicator Course offered by 9-1-1 ACOG's Training Institute. The call-takers attending were from **Cleveland County, Del City, Midwest City, Norman, Yukon, Tecumseh, and Shawnee** PSAPs and are recognized as being nationally certified by the National Academy of Emergency Dispatch.

Cleveland County Fire Response Meeting

Last month staff facilitated a meeting with all the fire responders and PSAPs that serve Cleveland County to brief and review 9-1-1 fire response areas designated in that county. Officials are currently reviewing a couple of unincorporated areas to determine if better response can be provided to those areas.