

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., NOVEMBER 15, 2004
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING**



9-1-1 association of central oklahoma governments

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 BOARD OF DIRECTORS AGENDA

1:00 p.m., November 18, 2004

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES – OCTOBER 28, 2004 ([Attachment III](#))

Action Requested: Motion to approve minutes of the October 28, 2004 meeting.

- IV. COMMUNICATIONS
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. CONSENT DOCKET

INFORMATION: These items are placed on the agenda so that the Board of Directors may designate those routine agenda items that they wish to be approved or acknowledged by one motion. If any item proposed does not meet with the approval of all Board members, that item will be heard in regular order. Staff recommends that items VI-A, VI-B-1, VI-B-2 and VI-B-3 be placed on the Consent Docket.

Action Requested: Motion to place the above items on the Consent Docket and approve or acknowledge those items, subject to any conditions included in that item.

A. FINANCE REPORT – NOVEMBER CLAIMS ([Attachment VI-A](#))

INFORMATION: Consideration of materials claims budgeted for the Association in the amount of \$130,591.46 for the month of November. Staff has found these claims to be in order and proper as to form, and are recommended for payment. A copy of the Claims List is included in the agenda packet.

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

B. 2005 MEETING DATES ([Attachment VI-B-1](#)) ([Attachment VI-B-2](#)) ([Attachment VI-B-3](#))

INFORMATION: In accordance with the Oklahoma Open Meetings Act, the 9-1-1 Association needs to approve a meeting schedule for the calendar year 2005 for the 9-1-1 Association Board of Directors, 9-1-1 Technical Committee and Operation FireSAFE Operational Committee and Burn Prevention Committee. Once approved, the schedule will be submitted to the Oklahoma County Court Clerk.

Action Requested: Motion to approve the meeting dates for the calendar year 2005 for the 9-1-1 Board of Directors, 9-1-1 Technical Committee and Operation FireSAFE Operational Committee & Burn Prevention Committee.

VII. LANGUAGE LINE SERVICES CONTRACT ([Attachment VII](#))

INFORMATION: Staff has negotiated 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 us \$2.58 per minute.

Action Requested: Motion to authorize the Executive Director to execute a new contract with Language Line Services, subject to legal counsel approval.

VIII. GENERAL STATUS ([Attachment VIII](#))

INFORMATION: Information on current projects is included for review and discussion.

Action Requested: None, for information only.

IX. NEW BUSINESS

X. ADJOURNMENT

**MINUTES OF THE
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS MEETING
ACOG CONFERENCE ROOM
October 28, 2004**

The ninth meeting of the calendar year 2004 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:04 p.m., October 28, 2004 in the 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, 21 E. Main, Suite 100, at least twenty-four (24) hours prior to the meeting.

PRESIDING

Hon. Dave Howe, Chairman, Councilmember, Choctaw

MEMBERS PRESENT

Hon. James Woodard, Councilmember, Arcadia
Hon. Larry O'Connell, Councilmember, Del City
Hon. Saundra Naifeh, Mayor, Edmond
Hon. Debbie Harrison, Councilmember, El Reno
Hon. Jon Gumerson, Mayor, Guthrie
Hon. Bill Haddock, Mayor, Lexington
Hon. Eddie Reed, Mayor, Midwest City
Hon. Jim Gurley, Councilmember, Newcastle
Hon. Kathy Walker, Councilmember, Nichols Hills
Hon. James Pumphrey, Councilmember, Nicoma Park
Hon. David Hopper, Councilmember, Norman
Hon. Ron Bledsoe, Mayor, Slaughterville
Hon. Judith Ainsworth, Councilmember, Spencer
Hon. Scott Symes, Councilmember, The Village
Hon. Leslie Owens, Councilmember, Warr Acres
Hon. Bill Bradway, Councilmember, Yukon
Hon. Phil Carson, Commissioner, Canadian County
Hon. Mark Sharpton, Commissioner, Logan County
Hon. Stan Inman, Commissioner, Oklahoma County

MEMBERS ABSENT

Hon. J. D. Johnston, Mayor, Bethany
Hon. Lewis Pringle, Trustee, Forest Park
Hon. Karen Feldhake, Councilmember, Harrah
Hon. Matt Elerick, Mayor, Jones City
Hon. Gary Johnston, Mayor, Lake Aluma
Hon. Scott Fesler, Councilmember, Luther
Hon. Glenn Lewis, Mayor, Moore

MEMBERS ABSENT (continued)

Hon. Wendy Wilkerson, Councilmember, Mustang
Hon. Carol Jones, Councilmember, Noble
Hon. Greg Banta, Mayor, Piedmont
Hon. Kathy Jordon, Trustee, Smith Village
Hon. Chet Curlee, Councilmember, Tuttle
Hon. Robert Greb, Mayor, Valley Brook
Hon. Jim Gilbert, Mayor, Woodlawn Park
Hon. Bill Graves, Commissioner, Cleveland County

GUESTS

Susie Walker, 1st Deputy, Canadian County Commissioners' Office
Mary Murphey, Logan County Commissioners' Office
Bill Knox, Town of Harrah
Ronnie Freeman, SBC
Kelly J. Schwarz, CPA, John M. Arledge & Associates, P.C.

STAFF

Zach D. Taylor, Executive Director
Debbie Cook, Finance Director
Jane Sutter, Division Director, Intergovernmental Services
Stephen M. Willoughby, E9-1-1 & Public Safety Programs Director
Jerry Church, Special Programs Officer
Doug Rex, Assistant to Executive Director
J. Dell Gordon, Legal Counsel
John Johnson, Consultant
Anita Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chairman Dave Howe called the meeting to order at 1:04 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Executive Director Zach Taylor introduced Ronnie Freeman, SBC; Mary Murphey, Logan County; Susie Walker, Canadian County; and Kelly Schwarz, John M. Arledge & Associates, P.C.

III. APPROVAL OF MINUTES - October 28, 2004 Meeting

Action Requested: Motion to approve minutes of the October 28, 2004 meeting.

Director Eddie Reed, Midwest City, made a motion to approve the minutes of the October 28, 2004 meeting. Director James Pumphrey, Nicoma Park, seconded the motion. The motion carried the following votes:

AYE: Woodard, Howe, O'Connell, Harrison, Gumerson, Haddock, Reed, Gurley, Walker, Humphrey, Hopper, Bledsoe, Symes, Owens, Bradway, Carson, Sharpton, and Inman

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

A. CHAIRMAN'S REPORT

None

B. DIRECTOR'S REPORT

Zach Taylor reported that 9-1-1 ACOG staff along with staff from some of our local governments attended a bioterrorism workshop conducted by the State Department of Health and the Strategic National Stockpile.

Mr. Taylor reported that he and Steve Willoughby would be visiting the SBC Service Center in Kansas City next week on the remaining hardware and software issues that need to be completed before we accept the TCI product we are using.

Mr. Taylor also reported that we are working with SBC on a legal way to acquire the early call warning database from them. We will seek a legislative remedy to make it possible for us to purchase that database in order to make reverse 9-1-1 type calls to our citizens.

Mr. Taylor informed the Board that the meeting in November will be held one week earlier because of the Thanksgiving holidays, which means the next Board meeting will be November 18th.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. FINANCE REPORT – OCTOBER CLAIMS

INFORMATION: Consideration of materials claims budgeted for the Association in the amount of \$129,687.86 for the month of October. Staff has found these claims to be in order and proper as to form, and are recommended for payment. A copy of the Claims List is included in the agenda packet.

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

Director Eddie Reed, Midwest City, made a motion to accept the finance report and to approve payment of the October claims against the Association. Director Larry O’Connell, Del City, seconded the motion. The motion carried the following votes:

AYE: Woodard, Howe, O’Connell, Harrison, Gumerson, Haddock, Reed, Gurley, Walker, Humphrey, Hopper, Bledsoe, Symes, Owens, Bradway, Carson, Sharpton, and Inman

NAY: None

ABSTAIN: None

VII. UPS MAINTENANCE CONTRACT RENEWAL

Stephen Willoughby, 9-1-1 ACOG, explained that it is time to renew the maintenance contract with SBC to maintain the battery backup system. The contract remains the same as last year, which covers maintenance on 55 UPS units and two spares.

Director James Pumphrey, Nicoma Park, made a motion to authorize the Executive Director to renew the contract between SBC and 9-1-1 ACOG for Uninterruptible Power Source (UPS) maintenance, subject to legal counsel approval.

VIII. AUTHORIZATION TO FORMALLY REQUEST PHASE I WIRELESS 9-1-1 SERVICES AND CONDUCT PHASE II ANALYSIS

Director Zach Taylor reminded the Board that staff is working with the Oklahoma City council in conjunction with the shared goal of Wireless Enhanced 9-1-1 (WE9-1-1). He proceeded to make a brief presentation on Wireless Enhanced 9-1-1.

Mr. Taylor said that since 1987 the 9-1-1 Association has worked together as a group of local governments to perfect how the ACOG metropolitan 9-1-1 system works. He said it works quite well for wireline, however, wireless has emerged to be quite a big problem. There are certain crises associated with that.

He proceeded to demonstrate through presentation these issues such as misroutes, time to process the call, and lack of location information. In addition there are cost and revenue issues to confront for Phase II so that a regional design and cost analysis can be completed prior to 2005 WE9-1-1 service fee elections.

Director Bill Haddock, Lexington, made a motion to authorize the Executive Director to formally request the FCC mandated Phase I enhanced wireless 9-1-1 services from each wireless carrier operating in the region. Further, to authorize staff to continue cooperative efforts with the city of Oklahoma City in establishing enhanced wireless 9-1-1 services in Central Oklahoma. Director Eddie Reed seconded the motion. The motion carried the following votes:

AYE: Woodard, Howe, O'Connell, Naifeh, Harrison, Gumerson, Haddock, Reed, Gurley, Walker, Humphrey, Hopper, Bledsoe, Ainsworth, Symes, Owens, Bradway, Carson, Sharpton, and Inman

NAY: None

ABSTAIN: None

Director David Hopper, Norman, asked when the enhanced wireless 9-1-1 service fee elections would be held. Mr. Taylor said the earliest would be spring of 2005, or at the latest December 2005. It depends on how soon we will be able to work with the wireless carriers to determine what they want to charge.

Director Mark Sharpton asked who would pay for these elections. Mr. Taylor informed the Board that we would try to hold these elections simultaneously with other elections.

Director Bill Haddock asked what happens next if the elections fail? Mr. Taylor said that when the wireline 9-1-1 service fee was established, we held 22 elections over a three-month period plus one in the following fall in conjunction with the sales tax vote for the Oklahoma County jail. The aggregate of all of those elections had an 88.7% polarity in favor of the service fee.

IX. ANNUAL 9-1-1 ACOG AUDIT REPORT FY 2004

John M. Arledge & Associates, P.C.'s representative Kelly Schwarz presented the annual 9-1-1 ACOG audit report for FY 2004 to the 9-1-1 ACOG Board of Directors. In conclusion, the opinion was a clean, unqualified report.

Chairman Dave Howe asked for a motion to receive the Fiscal Year 2004 Audit Report. Director Bill Haddock made a motion to receive the Fiscal Year 2004 Audit Report of the 9-1-1 Association of Central Oklahoma Governments.

Director James Pumphrey seconded the motion. The motion passed with the following votes:

AYE: Woodard, Howe, O'Connell, Naifeh, Harrison, Gumerson, Haddock, Reed, Gurley, Walker, Humphrey, Hopper, Bledsoe, Ainsworth, Symes, Owens, Bradway, Carson, Sharpton

NAY: None

ABSTAIN: None

X. GENERAL STATUS REPORT

Stephen Willoughby reported that the Oklahoma State Department of Health is in the process of approving the current federal fiscal year budget attachment to the ACOG's Emergency Medical Dispatch (EMD) Pilot Project Grant. He explained that this grant would be used to purchase the software version of the EMD protocols for the eight sites designated to handle emergency medical calls in the region. In the meantime, staff is finalizing logistical planning and establishing a procedure for quality assurance.

XI. NEW BUSINESS

None

XII. ADJOURNMENT

Chairman Dave Howe called for a motion to adjourn. Director Eddie Reed, made a motion to adjourn. Director David Hopper, Norman, seconded the motion. The motion carried the following votes:

AYE: Woodard, Howe, O'Connell, Naifeh, Harrison, Gumerson, Haddock, Reed, Gurley, Walker, Humphrey, Hopper, Bledsoe, Ainsworth, Symes, Owens, Bradway, Carson, and Sharpton

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:52 p.m.

ADOPTED THIS 18TH DAY OF NOVEMBER 2004.

Chairman

Secretary-Treasurer

PAGE DOWN TO VIEW ATTACHMENT VI -A

BE IT RESOLVED, that on this 18th day of November 2004, the following claims are approved by the 9-1-1 Association of Central Oklahoma Governments; and the Director and Officers of this Association are directed to pay such claims.

MSAG/Education/Training

Personnel	\$ 62,781.57	
Development	495.00	
Legal	1,000.00	
Mileage	118.89	
Postage	152.28	
Supplies	31.99	
Telephone	143.79	
Travel	368.40	
Xerox	377.38	
	<hr/>	
<i>Total MSAG/Education/Training</i>		\$ 65,469.30

9-1-1 Operating/Maintenance

SBC	\$ 41,990.10	
SBC (UPS Maintenance)	1,117.00	
SBC	107.14	
SBC Capital Services	1,686.14	
Koch Financial Corporation	17,903.21	
TDS Telecom	1,221.52	
Pioneer Telephone	413.22	
Pioneer Telephone	319.39	
Pioneer Telephone	111.70	
Pioneer Telephone	59.63	
Valor Telecom	71.91	
Language Line Services	121.20	
	<hr/>	
<i>Total 9-1-1 Operating/Maintenance</i>		<hr/> 65,122.16

Total November Claims

\$ 130,591.46

ATTEST:

CHAIRMAN

SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
CASH STATUS REPORT
FOR THE MONTH ENDED OCTOBER 31, 2004**

	<u>OPERATING</u>	<u>SAVINGS</u>	<u>TOTAL</u>
Beginning Balance <i>October 1, 2004</i>			
Cash on Deposit	\$ 578,568.66	\$ 848,873.99	\$ 1,427,442.65
Cash Receipts			
Fee Income	\$ 129,240.81	\$ -	\$ 129,240.81
Contracts			
Transfers of Funds	1,935.25		1,935.25
Interest Earned	384.18	1,935.25	2,319.43
Miscellaneous	51.60	-	51.60
Total Cash Receipts	<u>\$ 131,611.84</u>	<u>\$ 1,935.25</u>	<u>\$ 133,547.09</u>
Total Cash Available	\$ 710,180.50	\$ 850,809.24	\$ 1,560,989.74
Cash Disbursements			
Claims/Operating Expense	\$ 129,687.86	\$ -	\$ 129,687.86
9-1-1 Fund Disbursement	18,750.00	-	18,750.00
Transfers of Funds		1,935.25	1,935.25
Miscellaneous	63.63	-	63.63
Total Cash Disbursements	<u>\$ 148,501.49</u>	<u>\$ 1,935.25</u>	<u>\$ 150,436.74</u>
Ending Balance <i>October 31, 2004</i>			
Cash on Deposit	<u>\$ 561,679.01</u>	<u>\$ 848,873.99</u>	<u>\$ 1,410,553.00</u>

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DISBURSEMENT OF FUND BALANCE
OCTOBER 2004**

Arcadia	\$ 16.07
Bethany	961.95
Choctaw	495.13
Cleveland County	237.65
Del City	721.29
Edmond	3,133.47
El Reno	1,132.14
Forest Park	38.24
Guthrie	595.37
Harrah	183.62
Jones	133.10
Lexington	76.96
Midwest City	1,814.38
Moore	1,391.15
Mustang	450.77
Newcastle	243.91
Nichols Hills	227.17
Noble	198.94
Norman	3,816.70
Oklahoma County	648.44
Piedmont	137.99
Slaughterville	74.67
Spencer	129.18
The Village	350.10
Tinker AFB Fire Department	93.23
Tuttle	168.13
Warr Acres	445.56
Woodlawn Park	4.76
Yukon	829.93

Total October Disbursements	\$ 18,750.00
	=====



9-1-1 association of central Oklahoma governments

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 5, 2004
TO: 9-1-1 Board of Directors
FROM: Zach D. Taylor, Executive Director
SUBJECT: 9-1-1 Board of Directors Regular Meetings Calendar Year 2005

INFORMATION: In compliance with the Oklahoma Open Meetings Act, the 9-1-1 Association must submit the regular meeting date schedules to appropriate county offices prior to December 15. The following dates represent the regular meeting date of the last Thursday of each month for the Intermodal Transportation Policy Committee (ITPC), ACOG Board of Directors and Garber Wellington Policy Committee (GWPC). The Thanksgiving and Christmas/New Year holidays require a change from the last Thursday, therefore, it is recommended that the regular November meeting be scheduled for November 17 and the regular December meeting be scheduled for December 15, 2005. The July and August meetings are combined and are scheduled for August 18, 2005. The recommended meeting place is the ACOG Conference Room at 21 E. Main Street, Suite 100, Oklahoma City, and the meeting time is 1:00 p.m. Consideration of the following recommended schedule of the regular meetings of the referenced policy bodies for calendar year 2005 is requested:

January 27	NO JULY MEETING
February 24	August 18
March 31	September 29
April 28	October 27
May 26	November 17
June 30	December 15

Action Requested: Motion to approve staff's recommendation of the proposed 2005 meeting dates.

ATTACHMENT VI-B-2



9-1-1 association of central Oklahoma governments

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 5, 2004
TO: 9-1-1 Board of Directors
FROM: Jane Sutter, Division Director
SUBJECT: 2005 9-1-1 ACOG Technical Committee meeting dates

INFORMATION: The following is a list of proposed 9-1-1 Technical Committee regular meeting dates for the calendar year 2005. The dates are scheduled for the second Tuesday of the months of March, June, September and December at 9:30 a.m., in the ACOG conference room.

March 8

June 14

September 13

December 13

Action Requested: Motion to approve staff's recommendation of the proposed 2005 meeting dates.

ATTACHMENT VI-B-3



9-1-1 association of central Oklahoma governments

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 5, 2004
TO: 9-1-1 Board of Directors
FROM: Jane Sutter, Division Director
SUBJECT: Operation FireSAFE Operational Committee &
Burn Prevention Committee Regular Meetings
Calendar Year 2005

INFORMATION: To be in compliance with the Oklahoma Open Meetings Act, the Operation FireSAFE Operational Committee and Burn Prevention Committee needs to file its projected meeting schedule for 2005. The Operational Committee and Burn Prevention Committee recommends to meet on the third Tuesday every other month at 10:00 a.m. Listed below are recommended meeting dates for calendar year 2005:

January 18	May 17	September 20
March 15	July 19	November 15

Action Requested: Motion to approve 2005 calendar year meeting dates.

ATTACHMENT VII



9-1-1 association of central Oklahoma governments

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 8, 2004

TO: 9-1-1 Board of Directors

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

SUBJECT: Language Line Services Contract

INFORMATION: Staff has negotiated 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 us \$2.58 per minute.

Action Requested: Motion to authorize the Executive Director to execute a new contract with Language Line Services, subject to legal counsel approval.

ATTACHMENT VIII



9-1-1 association of central Oklahoma governments

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: November 5, 2004

TO: 9-1-1 Board of Directors

FROM: Stephen M. Willoughby, E-9-1-1 & Public Safety Programs Director

SUBJECT: General Status Report

Wireless 9-1-1

November 1st, joint letters from 9-1-1 ACOG and the City of Oklahoma City were sent to the eight wireless carriers operating in Central Oklahoma formally requesting Phase I wireless 9-1-1 services. Once implemented, Phase I wireless services will provide call-takers with the caller's call back number and the tower location from which the call originated. The letters requested wireless carriers to contact 9-1-1 ACOG within 30 days to begin the implementation process. The FCC requires carriers to implement Phase I wireless 9-1-1 within six-months of request.

November 3rd, joint letters from 9-1-1 ACOG and the City of Oklahoma City were sent to the eight wireless carriers operating in Central Oklahoma for Phase II information. Phase II will provide a geographic location in addition to Phase I information. This second set of letters requested wireless carriers to provide 9-1-1 ACOG and Oklahoma City subscriber counts, cost information, and technology preferences. This information will be used to develop a regional financial analysis prior to wireless service fee elections next year.

This month staff is providing presentations to the metropolitan City Managers, Police Chiefs, and Fire Chiefs Associations to inform local officials of the region's enhanced wireless 9-1-1 activities and work program.

Homeland Security

The next Region 8 Homeland Security Council will be meeting Wednesday, December 1 at 10 a.m. at the ACOG offices. Region 8 consists of Oklahoma City and Oklahoma County.

Automatic External Defibrillator Grant

ACOG has been designated as the Grant Administrator for the *Rural Access to Emergency Defibrillator* grant for the third year. This grant provides Automatic External Defibrillator (AED) units to rural emergency responders in Canadian and Logan Counties. Applications are expected to be available January 1, 2005.

9-1-1 Equipment

Some staff traveled to Kansas City to meet with the new CEO of Tel Control (TCI), our 9-1-1 vendor, as well as senior 9-1-1 management staff of SBC. Staff addressed outstanding issues related to the equipment, as well as establishing goals for acceptance of the 9-1-1 product.