

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MARCH 1, 2007
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, March 6, 2007
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma, 73104**

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – December 12, 2006 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. 9-1-1 Equipment and Software Status ([Attachment V](#))

INFORMATION: Staff will provide the 9-1-1 Technical Committee the current status of system upgrades and planned implementation for the regional 9-1-1 system.

Action Requested: None, for information only.

- VI. 9-1-1 ACOG TRAINING INSTITUTE SCHEDULE ([Attachment VI](#))

INFORMATION: Staff will provide a current schedule of 9-1-1 training activities for the 2007 calendar year to the 9-1-1 Technical Committee.

Action Requested: None, for information only.

VII. NATIONAL TELECOMMUNICATOR WEEK ([Attachment VII](#))

INFORMATION: Subsequent to the 1991 Congressional resolution designating the second full week in April each year as National Telecommunicators Week, the 9-1-1 ACOG Board of Directors has approved a Proclamation to honor all 9-1-1 ACOG area telecommunicators during the week of April 8-14, 2007, and has encouraged each 9-1-1 ACOG entity to honor its dispatching staff, “Heroes Behind The Scenes” as well. 9-1-1 ACOG staff has planned several activities to recognize our telecommunicators and celebrate National Telecommunicator Week.

Action Requested: Staff will outline planned activities to recognize and honor Central Oklahoma telecommunicators in our region.

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

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

IX. NEW BUSINESS

X. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES
December 12, 2006**

The fourth meeting of the 9-1-1 Technical Committee for calendar year 2006 convened at 9:34 a.m., December 12, 2006 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

Delmar Landis, Bethany Police Department
Gerald Moody, Cleveland County Sheriff's Department
Marvin Stanford, Del City Police Department
John Avera, Edmond Emergency Operations
Becky Bruce, Midwest City Emergency Management
Gayland Kitch, Moore Emergency Operations Center
Virginia Guild, Moore Emergency Operations Center
Neil Gray, City of Nichols Hills
Kimberly Hill-Shaw, Nichols Hills Police
Kris Albertson, Noble Police Department
Lucien Jones, City of Oklahoma City
Chris Fields, Oklahoma City Fire Department
Tabitha Hardy, Oklahoma County Sheriff's Office
Marsha Blair, Town of Slaughterville
Terry Henderson, Tinker Air Force Base Fire Department
Sean Douglas, Tuttle Police Department
Chris Putnam, The Village Police Department
John Corn, Yukon Police Department

GUESTS

Keri Nail, Cox Communications
Steve Trompler, Cox Communications
Brent Hawkinson, AT&T
Clint Craighead, AT&T

STAFF

Zach Taylor, Executive Director
Jane Sutter, Intergovernmental Services Director
Stephen Willoughby, E9-1-1 & Public Safety Programs Director
Doug Rex, Executive Director's Assistant
Jerry Church, Special Programs Officer
Wendi Marcy, Special Programs Officer

STAFF (continued)

Brad Nesom, Sr. 9-1-1 GIS Specialist
Carolyn S. White, 9-1-1 Database Manager
Peggy Stoller, 9-1-1 Mapping Project Coordinator
Paulette Marshall, 9-1-1 Database Associate
Johnny C. Irons, III, 9-1-1 Project Coordinator
Anita Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:33 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – SEPTEMBER 12, 2006 MEETING

Marvin Stanford, Del City, made a motion to approve the minutes of the September 12, 2006 meeting. John Avera, Edmond, seconded the motion. The motion carried the following votes:

AYE: Landis, Moody, Stanford, Avera, Bruce, Kitch, Hill-Shaw, Albertson, Jones, Hardy, Blair, Henderson, Douglas, Putnam and Corn

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor said we have worked with AT&T personnel locally and in Kansas City as well, to keep the same dedicated technical support team. The current team knows the system and how it all functions. We may see some changes later. He asked the committee keep staff advised of any issues they have related to technical support during this implementation.

Mr. Taylor said we are evaluating alternatives for the present uninterruptible power source (UPS) system. We are also looking at adding some additional power conditioning into the system.

Mr. Taylor said we are looking into the legal matter of prepaid wireless providers who may not be meeting their legal financial obligations related to implementation with enhanced wireless 9-1-1.

Our estimates of revenues are falling short of what we expected. Our discussion with national wireless carriers indicates there is a national problem with pre-paids participating in the system. Nationally they constitute approximately 15% of the market. This is a serious matter that attorneys for ACOG, INCOG, Oklahoma Municipal League and other major cities are crafting techniques and strategies to secure their proper participation.

Mr. Taylor said a company producing a Selective Emergency Warning System, an FM broadcast system, recently gave a presentation in Norman. He informed the group that the company will be back in town tomorrow, Wednesday the 13th at 2:00 p.m. at the OSU Extension, Room "B." He said if anyone is interested, they can contact Mike Bower. He said the system could be used as a reverse 9-1-1 system or it could be used as a paging or alert system for personnel to use.

V. VOIP SERVICE FEE RESOLUTIONS/ORDINANCES

Jane informed the group that a Resolution/Ordinance has been mailed to each of the 9-1-1 entities in the ACOG region regarding Voice over Internet Protocol (VoIP) service fee. She explained that state legislators during the last legislative session authorized communities, by resolution, to approve a 50-cent service fee for VoIP connection with 9-1-1.

Jane said the following communities have passed a resolution/ordinance to adopt a 50-cent service fee for VoIP: Cleveland County, El Reno, Mustang, Choctaw, Nicoma Park, Warr Acres, Logan County, and Oklahoma County. She said Norman and Nichols Hills have this item on their upcoming city council meeting agenda.

Jane said that Steve Willoughby has attended some city council meetings and made a presentation to explain what the VoIP service fee resolution is about. She said that staff would be happy to explain further to anyone with questions.

Steve Willoughby proceeded to give an executive summary of that same presentation to this group. He explained VoIP is the transmission of voice traffic over IP-based networks and said it was originally designed for data networking which led to its adaptation to voice networking, and explained how it works.

Mr. Willoughby also explained that there has been a 13% loss of landline phones since 2002 and said that projections indicate a 50% loss of the traditional landline phones in the near future. The 9-1-1 system is funded today totally by landline and wireless service fees.

He explained that effective November 1, 2006 House Bill 2877, which was signed into law in April, 2006, allows local governments to provide 9-1-1 service to VoIP users and authorized resolutions/ordinances to put the law into action. HB 2877 established the VoIP service fee at 50-cents per user per month. The fee is dedicated to VoIP and is strictly for 9-1-1. This resolution is a one-time only adoption.

Steve pointed out that there is a Fact Sheet regarding the 9-1-1 VoIP Emergency Services Act available to committee members as a handout today.

VI. 9-1-1 WORKSTATION AND SOFTWARE UPGRADE

Johnny Irons reported that 65 9-1-1 workstations have been replaced and upgraded. He said this upgrade increased the computers' memory and dual processing to ensure adequate multi-tasking capability with the addition of the GeoLynx mapping software and the Emergency Medical Dispatch (EMD) software. Changing all monitors to a dual 17-inch display was a part of these replacements as well.

Mr. Irons made the group aware that there is now a tendency to lock-up when the workstations experience a conflict because the existing software does not always operate seamlessly with the dual processing feature of the new workstations. Thus far this has been an occasional problem for PSAPs but does not seem to be a chronic one. This will be addressed when the new TCI Invision2 software is installed in January.

He said call-takers should be advised that computer functions are separate from the actual telephony functions, in that a 9-1-1 call is not automatically terminated when these lock-ups occur. The call-taker still has the ability to transfer utilizing the telephone set. A list of the instructions and transfer codes was attached to today's agenda and he suggested that they be placed near each call-taker's workstation in case they are needed.

VII. REGIONAL GIS (GEOGRAPHICAL INFORMATION SYSTEM)/MAPPING IMPLEMENTATION & MAINTENANCE

Brad Nesom reported that effective December 8th ACOG received the entire regional dataset. He said 9-1-1 ACOG has been maintaining the Oklahoma County and Cleveland County data for several months. He said there has been some delay with the entire dataset for the Wireless Phase I tower propagation, however, 9-1-1 ACOG required wireless companies to provide complete tower location prior to testing to help ensure complete and accurate data on a timely basis.

This means 90% of the layers are complete, and we expect the remaining to be sent to us by GeoComm today.

Brad said he plans to visit each PSAP in the region to deliver the aerial photography for the entire region.

He said all of the GeoLynx user training sessions scheduled to date have been completed, and said there are two remaining.

VIII. WIRELESS PHASE II IMPLEMENTATION STATUS REPORT

Stephen Willoughby reported that 9-1-1 ACOG continues to work with the wireless carriers operating in the region on deployment of Phase II. We are in the process of making wireless testing protocols.

Mr. Willoughby expressed his appreciation to the Noble PSAP for allowing their communications center to be a site to make preliminary test calls. Noble PSAP was also the first PSAP to have a wireless call come through successfully on December 5.

He explained that we are the first deployment of the technology called E2 for Southwestern Bell as it relates to wireless 9-1-1. E2 is the interface between AT&T and the third-party providers that actually provide the information associated with a wireless call. E2 is the most current technology for this type of interface. We had some problems regarding ALI interfacing with the third party database providers. The solution was to procure additional ALI circuits and run wireless calls down one set of ALI trunks and landline on the other set. There are currently four ALI trunks – two for landline and two for wireless.

IX. WIRELESS PHASE II TESTING AND TIMETABLE

Mr. Willoughby reported that we have arranged testing with four wireless carriers that have towers in our region. We have just learned that Verizon is deploying towers in our region as well.

Steve said the ground rules for testing are that it will only occur between 9:00 a.m. and 4:00 p.m. and no testing will be performed on Fridays or weekends. He said after each face of a tower has been successfully tested, the carrier will turn the tower up live for Phase II which means that throughout deployment over the next six months, depending on which carrier and which cell face has been turned up live, PSAPs will receive a combination of both Phase I and Phase II calls.

Steve advised the group that during this period should their PSAP be involved in handling a significant incident and would like to halt test calls coming to their 9-1-1 Center, they can tell the tester to cease with testing until further notice. In that case inform Steve Willoughby, Wendi Marcy or Johnny Irons when you are ready to resume testing. He provided a handout that included the 9-1-1 ACOG Wireless Testing Protocol and reviewed that process with the group.

Steve explained explained that the FCC has granted Cingular a consent decree in which Cingular is only required to deploy 50% per PSAP in the six-month time period that was required. They must deploy the remaining 50% within 15 months of the request. It could be up until October 12 before we get all of Cingular's information.

Mr. Willoughby said Alltel will be testing in Cleveland County next week. T-Mobile will begin testing January 15. More than one company will be testing at the PSAPs at any given time, he said. Some testing will be delayed due to updating and maintenance being done at PSAPs during this time as well.

Mr. Willoughby said that we will be granting some 30 and 60 day extensions to many of these carriers. Before we allow the carriers to conduct their tests we have required them to provide us all of their information associated with all of their towers. Some have been reluctant to provide us with all of the information we need.

John Avera, Edmond, asked what the PSAPs could expect during the testing period.

Mr. Willoughby explained that we have 5,500 cell sectors throughout the Oklahoma City area. The handout indicates how many cell sectors will be tested that day, per PSAP; a minimum of one test call will be made per cell sector, if not more.

Mr. Willoughby said staff will be relying on the PSAP managers and call-takers to inform us on the accuracy of these tests.

X. CALENDAR YEAR 2007 9-1-1 TECHNICAL COMMITTEE MEETING DATES

Jane Sutter asked the group to mark their calendars with the 2007 meeting dates. She said it is important to help everyone stay connected and involved by attending these meetings.

XI. GENERAL STATUS REPORT

Steve Willoughby reminded the group that two years ago the State 9-1-1 Advisory Board was created to address the issues of the lack of enhanced 9-1-1, both landline and wireless in a large percentage of the state. The Board has selected Intrado to develop a comprehensive document on the true state of E9-1-1 in Oklahoma. He said that report is due in March.

Mr. Willoughby said that ACOG has been designated as the administrator of the \$4.4 million in Homeland Security funds for the Central Oklahoma region. He said ACOG has been working with local public safety officials on encumbering these Federal Fiscal Year 2005 funds by December 31, 2006. He said some of the larger projects include interoperable radio communications as well as developing a regional Emergency Operations Center. The Central Oklahoma region has been awarded an additional \$3.2 million in sustainment funds for this project which is to be announced in Jan. or Feb.

Wendi Marcy announced that most of our communities were very cooperative in the National Incident Management System (NIMS) activities. She said preparedness funds are tied to NIMS compliance and this effort is very important for all of our communities.

Wendi reported on the 9-1-1 call-taker course being offered by the Eastern Oklahoma County Technology Center (EOCTC) to certify dispatchers in basic call-taking and dispatching procedures.

She said staff has worked for over a year to create this course, but only five have enrolled. She said in order to cover the cost for instructor, materials and use of the facilities, the class size minimum has been established at 12. She asked the cities to continue to tell job applicants about this opportunity. She asked the group for advertising ideas. Jane said Becky Bruce, Midwest City PSAP, has agreed to be the instructor for this fall class.

XII. NEW BUSINESS

Brad Nesom announced two Homeland Security Grants. He said one is for fire departments, specifically fire prevention, fire safety, and fire education. There is a short turn around to get enrolled by Jan. 12; if interested, contact Brad for more information.

Chris Putnam, The Village, reported that they have had technical difficulties with the TDD modem and feedback on the phone lines on headsets during a transfer. She said they have had several problems with the trouble center. She said trouble center personnel have transferred her to software vendors instead of calling local technicians.

Brent Hawkinson, AT&T, said that is a training issue with the resolution center, and he said he has taken that on as an action item. There have been personnel changes on the technician side as well, he said.

Chris Putnam said they had also experienced a long-term power outage and the generator was out as well. They attempted to reroute calls to Nichols Hills but it took 50 minutes to make the reroute which went to the 7-digit number at The Village instead of Nichols Hills. She called the resolutions center.

Jane asked AT&T representatives if they were aware about the reroute problem between The Village and Nichols Hills. Brent Hawkinson said they had not received any notification on the misroute and it not answering promptly.

Steve Willoughby told the PSAP managers to feel free to call him or Johnny Irons when they are not getting proper service from the resolution center. Brent Hawkinson said he could be notified as well.

Gayland Kitch suggested that when a PSAP knows of a problem at another PSAP, if they have time, they could contact ACOG as well.

John Avera, Edmond, said they are conducting a CAD upgrade; new hardware and software updates; sending dispatchers to training on software. He said they will have automatic mapping abilities.

Sean Douglas, Tuttle, reported that Tuttle is preparing a bid for a 7-digit switchboard to cover all of the city's facilities. He said they are looking at a new Records Management System (RMS) system and in CAD and a console. He said they have a new logger from Americom.

John Corn, Yukon, said they have a general sales tax vote today. If it passes the fire department will get new administrative offices and relocate to the east side of the city limits; a new emergency operations center and police department; they plan to have some new response trailers. The building time would take as long as 24 months for the police department. The voter turnout was low as of this morning.

Gayland Kitch, Moore, reported that they have replaced every police, fire and emergency management communications radio (190 hand-held and 110 mobile); they are now on the state's 800 MHz system. The successful sales tax election will provide for a brand new communications center sometime over the next four years; probably a new or remodeled police station; building additional fire stations and relocating two of the three existing stations; in addition to buying equipment for the new fire station and buying a new command post. He said Moore ran a mass inoculation exercise along with Noble, Cleveland County and in conjunction with the Health Department. They gave free flu shots which helped to bring a serious number of people through the exercise. He said they ran 8,000 people through from 8:00 a.m. to 4:00 p.m.

XIII. ADJOURNMENT

The meeting was adjourned at 11:00 a.m.



9-1-1 association of central oklahoma governments

ATTACHMENT V

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: February 26, 2007

TO: 9-1-1 Technical Committee

FROM: Johnny C. Irons III
9-1-1 Project Coordinator/Analyst

SUBJECT: 9-1-1 Equipment and Software Status

INFORMATION: In the last several months 9-1-1 ACOG PSAPs have undertaken significant changes and installed upgrades to the 9-1-1 system. This effort is to ensure that the system stays updated and efficient in sending help where and when needed to our communities' citizens. We are almost complete with the evolution of changes with software, hardware, and mapping. The staff at 911 ACOG and AT&T appreciate your patience and cooperation in this much needed system improvements.

TCI 9-1-1 Software

The new TCI software changes arrived and were ready for installation on 1-16-07. There were a few changes to the user screen and functionality of the 911 software.

1. Hot Keys – now you can Answer, Release and place calls on hold by using F keys.
2. Error Form Report Button – ALI error reports can be printed using this form.

No ANI/ALI – AT&T installed a software patch to temporarily fix a server software issue that resulted in no ANI no ALI problems, and has since installed a permanent solution.

Mute button – software resolution is still being developed. Until resolution, PSAPs do not have “mute” capabilities on the workstation, and the red “mute” buttons blinks. PSAPs that have the mute capable handsets still have this functionality in the handset.

GeoLynx and Mapping Software

GEOCOMM software upgrade – Geocomm recently (Feb 12-15) installed their latest software upgrade, which addressed maps not displaying correctly or not at all.

Region Photos – all PSAPs should now have the most recent aerial photos for their jurisdictions loaded.

Frame Relay

The next major evolution, system wide frame relay upgrades, will occur mid March 2007. This is a much needed and long awaited upgrade to our information transportation network to increase the speeds at which your centers communicate with each other and the centralized servers.

PSAP	Current / New		PSAP	Current / New	
	Speed			Speed	
Edmond	256K	768K	ACOG Training	512K	768K
Norman	512K	768K	Del City	128K	384K
Moore	128K	512K	OK Co.	256K	384K
MWC	256K	768K	Choctaw	128K	256K
EMSA	512K	768K	Clevl Co.	128K	256K

PSAP	Current / New		PSAP	Current / New	
	Speed			Speed	
Noble	128k	256k	El Reno	128k	256k
Tuttle	128k	256k	Bethany	128k	256k
Newcastle	128k	256k	Warr Acres	128k	256k
Mustang	128k	256k	Nichols Hills	128k	256k
Yukon	128k	256k	The Village	128k	256k
			Guthrie	128k	256k

Trouble Reporting

Because of the recent software and hardware upgrades, the mapping project and ongoing wireless testing, some locations have been experiencing a range of issues.

It is very important that after trouble calls to the AT&T resolution center, to report a problem, that the trouble reports be faxed to 405-234-2200 as soon as possible. This allows follow-up on any issue that may exist, as well as, the tracking of any ongoing problems; especially during this transitional time.

911 Software Request for Proposal

9-1-1 ACOG has begun the RFP development process for regional 9-1-1 software, in order to address contract expiration of the current 9-1-1 software in December 2007.

Telecommunication Service Priority (TSP)

The FCC has changed the way telecommunication providers are required to restore critical telecommunication service. This system is called Telecommunication Service Priority (TSP). Restoration now takes place based upon the designated priority governed by the FCC, with 9-1-1 being one of the highest. However, in order to flag these critical 9-1-1 services for priority restoration in the event of an outage, each circuit, line and telecom element must be registered.

9-1-1 ACOG has requested and received from the Office of Priority Telecommunications (OPT) at the National Communications System, TSP authorization codes for participation in the TSP program. TSP authorization codes have been submitted to AT&T, our telecom service provider, for implementation. There is a non-recurring set-up expense of \$6,435, and an annual recurring cost of \$6,864.



9-1-1 association of central oklahoma governments

ATTACHMENT VI

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: February 26, 2007

TO: 9-1-1 Technical Committee

FROM: Wendi Marcy, Special Programs Officer

SUBJECT: 9-1-1 ACOG Upcoming Training Institute Schedule

INFORMATION: Attached is a schedule of upcoming dispatcher/call-taker training. We had an outstanding turnout for the February Suicide Intervention class. Please keep in mind that many of these classes are offered to your staff free of charge or at a very discounted rate. 9-1-1 ACOG realizes that budget constraints can limit training opportunities for your department; our goal is to make sure training opportunities are available for you. If there is a course you would like to see hosted by the 9-1-1 Association, please let Wendi know and we will look into it.

Enrollment forms

Please remember to fax or e-mail your enrollment forms to Wendi for ALL classes, even those being offered at no cost to you. **These forms are necessary for record keeping and to reserve your seat(s).** You may submit an enrollment form even if you are waiting for a purchase order approval, the purchase order number should be sent as soon as it is approved. Thank you for your assistance in this matter.

Software refresher course

On March 7 from 9 am-12 pm ACOG will be conducting a software refresher course for the TCI and GeoLynx with a question and answer session. During this session ACOG GIS, technical and training staff will be on hand to offer a basic refresher course on the GeoLynx mapping and the new TCI software applications. Following this refresher, staff will be available for any questions or concerns you may have regarding either software application. Please reserve your seat as soon as possible as seats are limited.

GeoLynx user training

Starting in mid-March we will again begin hosting basic 9-1-1 TCI software and Geo-lynx hands-on software training for new hires or those who were unable to attend the training late last year. These will be four-hour sessions and will be conducted once or twice a week for a few weeks. Following the completion of these training sessions, ACOG staff will be available to provide this training to new-hires as needed, by appointment.

40-Hour Basic Telecommunicator Class

Our next 40-hour Basic Telecommunicator class is scheduled for April 16-20, 2007. We anticipate a full class, as there are many new hires in the region. **If you are an instructor, please begin thinking about the days you would be available to teach.** Remember, for each day you instruct, you can send one student for free. We will have an instructor meeting in late March to discuss the class layout and any needs you may have to teach your section.

Spanish for Dispatchers

We have obtained course materials to host a “Spanish for Dispatchers” class. If anyone knows someone with a public safety background who is fluent in Spanish and might be interested in helping teach this course, please contact Wendi Marcy.

If you have any questions, or need enrollment forms for scheduled classes, please contact Wendi Marcy.

Action Requested: See attached training schedule for further detailed information.



9-1-1 INSTITUTE

21 E. Main Street, Suite 100 • Oklahoma City, OK 73104 • (405) 234-2264

2007 DISPATCHER/CALL-TAKER TRAINING SCHEDULE

EMERGENCY MEDICAL DISPATCH 3 DAY CLASS, NATIONAL CERTIFICATION

April 4-6
June 20-22
August 22-24

EMERGENCY MEDICAL DISPATCH-QUALITY ASSURANCE 2 DAY CLASS, NATIONAL CERTIFICATION

May 23 & 24

40- HOUR BASIC EMERGENCY TELECOMMUNICATOR 5 DAY CLASS, NATIONAL CERTIFICATION

April 16-20
October 15-19

1- DAY CONTINUING EDUCATION CLASSES 8 HOUR CLASS, CERTIFICATE OF COMPLETION

School Violence	March 16	\$ 85/non members: \$75/members
Hostage Negotiations	TBA	\$ TBA

2 – DAY CONTINUING EDUCATION CLASSES 2 DAY CLASS, CERTIFICATE OF COMPLETION

Free for ACOG member agencies \$225 for non-member agencies

Critical Incident Dispatching	May 17-18
Communications Training Officer	July 19-20
Comm. Center Supervisor	Nov. 15-16

To Register or for further information contact:
Wendi Marcy at 405-234-2264 or wmarcy@acogok.org



9-1-1 association of central oklahoma governments

ATTACHMENT VII

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: February 26, 2007
TO: 9-1-1 Technical Committee
FROM: Wendi Marcy, Special Programs Officer
SUBJECT: National Telecommunicator Week - April 8-14, 2007

INFORMATION: In 1991 a Congressional resolution designated the second full week in April each year as National Telecommunicators Week. For the past several years, public safety agencies nationwide have recognized the pivotal role played by telecommunicators, dispatchers, communication operators, and radio control personnel; all of whom utilize telephones, radios, computers and technical skills to provide support to law enforcement, fire services, emergency medical services and other governmental field personnel.

Public safety dispatchers are the “unseen first responders” who provide a critical service to the community and all emergency personnel while performing their duties with integrity, quality, accountability and respect. As the first person on the scene of nearly every crime, fire and medical emergency, the 9-1-1 dispatcher continues to be an invaluable resource for agencies of all sizes. This week is dedicated to celebrate and recognize all of their hard work.

9-1-1 ACOG has chosen the theme “Heroes Behind the Scenes” for the week and has several activities planned to celebrate the week. With help from our partner vendors, we hope to give our area 9-1-1 professionals much needed recognition.

- **PSAP DECORATING CONTEST.** Let your creative sides shine! Decorate your PSAP (or a portion of it) based upon the theme “HEROES BEHIND THE SCENES.” Judges will visit participating PSAPs on Wednesday to select a winner. The winning PSAP will receive a pizza party for each shift; sponsored by GeoComm, tickets to the April 13th Hornets basketball game sponsored by AT&T, and will be the first to receive a traveling trophy. Pictures of the decorated PSAPs will be published in the next edition of 9-1-1 ACOG’s newsletter “9-1-1 Dispatch.” Please let Wendi know if your PSAP plans to participate in the contest.

- **DAILY DOOR PRIZE DRAWINGS.** 9-1-1 ACOG staff will draw several names each day to receive some great door prize items. Please make sure to submit a complete list of dispatcher names to Wendi for the drawings.
- **COMMEMORATIVE LAPEL PINS.** A commemorative National Telecommunicator Week, 2007 lapel pin will be provided for each dispatcher/call-taker and supervisor. Additional pins will be available for purchase while supplies last at \$2.00 each.

We look forward to celebrating National Telecommunicator Week, 2007 with you!



9-1-1 association of central oklahoma governments

ATTACHMENT VIII

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: February 26, 2007

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

WIRELESS DEPLOYMENT STATUS

Initial implementation of Phase II wireless E-9-1-1 is complete for the 9-1-1 ACOG suburban communities (except for Cingular). Phase II provides location information from 9-1-1 callers using wireless phones. Sprint, Alltel, T-Mobile, US Cellular, and Nextel have deployed 100% in the 9-1-1 ACOG communities. In the coming months staff will begin performing compliance checks to ensure accuracy of the data being delivered to the PSAP by the wireless carriers.

Cingular has deployed at least 50% of the cell sectors per PSAP for the 9-1-1 ACOG PSAPs. Cingular is only required to deploy 50% by the July 18th deadline and the balance by October 18, 2007. However, Cingular has informed 9-1-1 ACOG that they will be 100% deployed in the 9-1-1 ACOG communities when their testers come back to deploy Oklahoma City's Phase II during June or July.

9-1-1 ACOG, the City of Oklahoma City and AT&T are working to resolve integration and formatting issues between the Oklahoma City 9-1-1 circuits, AT&T and the third party database providers. Phase II calls have successfully been tested at Oklahoma City, but because of the interface with the third-party database provider, could not be left in effect due to the impact on formatting of the wireline calls. Oklahoma City expects their CAD system upgrade to be completed in June and ready for testing/deployment of Phase II within its jurisdiction.

REGIONAL GEOGRAPHICAL INFORMATION SYSTEM (GIS) DEVELOPMENT

The first regular meeting of the ACOG Regional GIS Technical Committee on February 6th at ACOG was a great success. Forty-one representatives from member entities attended this meeting to discuss the current status of the regional GIS dataset, private sector data dissemination policy, member access to map products and the exchange of the regional data set among the member entities. This group will meet again on May 1st.

Staff continues to work with GeoComm on quality control and evaluation of the data. Brad Nesom, Senior 9-1-1 GIS Specialist, traveled to GeoComm Headquarters earlier this month to receive hands-on training on maintenance of the accuracy of this data.

LOGAN COUNTY 9-1-1 EXPANSION

Staff is in the final stages of coordinating database efforts with the telephone companies so that 9-1-1 can be turned-up live in the new portions of Logan County that voted for landline 9-1-1 in December of 2005. Staff expects cutover to be completed in March.

PREPAID WIRELESS SERVICE FEE COLLECTION

ACOG has learned that some wireless carriers are not remitting the 50-cent wireless 9-1-1 service fee for their prepaid wireless customers. This seems to be an issue facing many states and affects about 10-15 percent of the wireless customer base paid in advance.

In response a group of attorneys for some of the larger 9-1-1 systems in the state and the Oklahoma Municipal League have come together to develop a strategy to address this issue. The debate concerns whether or not wireless carriers are required to collect and remit the service fee for their prepaid customers. 9-1-1 ACOG's position is that wireless carriers are required to remit the service fee for ALL users, and have indicated such in a demand letter sent in February via certified mail to all the known wireless carriers operating in Oklahoma. This letter demands that the wireless carriers immediately begin reporting, collecting and remitting service fees for all of their service users, including those subscribers who pay for service in advance.

The letter establishes a deadline of March 8, 2007 to respond. However, some responses have already been received. Responses range from carriers responding that they do not provide service in our area, carriers that are remitting service fees for pre-paid, to those that feel additional legislation is needed to address pre-paid wireless. This is an evolving issue, and staff will provide the 9-1-1 Technical Committee the latest in regards to issues at the meeting.