

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MARCH 22, 2010
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING



Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Kathy McMillan
Moore Councilmember

Executive Director
John G. Johnson

9-1-1 association of central oklahoma governments

AGENDA

9-1-1 BOARD OF DIRECTORS
March 25, 2010, 1:00 p.m.
ACOG Board Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES – FEBRUARY 25, 2010 meeting ([Attachment III](#))
- IV. COMMUNICATIONS
 - A. Chairman
 - B. Executive Director
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. CONSENT DOCKET
 - A. FINANCE REPORT – MARCH CLAIMS ([Attachment VI-A](#))

INFORMATION: Consideration of materials claims budgeted for the Association in the amount of \$191,859.02 for the month of March. 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 approve payment of the March recurring claims against the Association.

B. RENEWAL OF INDEPENDENT LOCAL EXCHANGE CARRIER CONTRACT

INFORMATION: Pioneer Telephone Cooperative, an Independent Local Exchange Carrier, has submitted its annual contract renewal for 9-1-1 service with the 9-1-1 Association of Central Oklahoma Governments for the period of July 1, 2010 to June 30, 2011.

Action Requested: Motion to authorize the Executive Director to negotiate and execute a contract renewal for 9-1-1 service with Pioneer Telephone Cooperative for the period of July 1, 2010 to June 30, 2011.

VII. INDIVIDUAL ITEMS

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

INFORMATION: In 1991 Congress designated the 2nd full week in April each year as National Telecommunicator Week (NTW). This week is spent honoring and thanking emergency dispatchers and 9-1-1 call-takers all over the country for the thankless work they do on a daily basis.

Action Requested: Motion to adopt a resolution/proclamation recognizing the region's call-takers for National Telecommunicator Week.

B. GEOGRAPHICAL INFORMATION SYSTEM (GIS) AUDIT ([Attachment VII-B](#))

INFORMATION: 9-1-1 ACOG annually contracts with a third-party to conduct an audit of our regional Geographical Information System (GIS) and related 9-1-1 databases. This audit is used to measure accuracy and evaluate both internal and external processes for collection and maintenance of 9-1-1 data. Staff will provide a summary of the audit results.

Action Requested: None, for information only.

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

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

Action Requested: None.

IX. NEW BUSINESS

X. ADJOURNMENT

MINUTES
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS MEETING
ACOG CONFERENCE ROOM
February 25, 2010

The February 25, 2010 meeting of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:07 p.m., in the ACOG Board Room, 21 E. Main Street, 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 Street, Suite 100, at least twenty-four (24) hours prior to the meeting.

PRESIDING

Chairman Keith Bryan, Councilmember, Mustang

MEMBERS PRESENT

Hon. Phil Shirey, Councilmember, Bethany
Hon. Roger Malone, Councilmember, Choctaw
Hon. Ken Bartlett, Councilmember, Del City
Hon. Elizabeth Waner, Councilmember, Edmond
Hon. Marianne Yarbrough, Trustee, Forest Park
Hon. Ray Poland, Mayor, Jones City
Hon. Kathy McMillan, Councilmember, Moore
Hon. Jay Adams, Councilmember, Mustang
Hon. Linda Molsbee, Councilmember, Newcastle
Hon. Peter Hoffman, Mayor, Nichols Hills
Hon. James Pumphrey, Mayor, Nicoma Park
Hon. Rachel Butler, Councilmember, Norman
Hon. Bobby Cleveland, Mayor, Slaughterville
Hon. Earnest Ware, Mayor, Spencer
Hon. David Dirkschneider, Councilmember, Warr Acres
Hon. David Anderson, Commissioner, Canadian County
Hon. Rod Cleveland, Commissioner, Cleveland County
Hon. Michael Pearson, Commissioner, Logan County

MEMBERS ABSENT

Hon. James Woodard, Councilmember, Arcadia
Hon. Matt White, Mayor, El Reno
Hon. Chuck Burtcher, Mayor, Guthrie
Hon. Gordon Jeney, Councilmember, Harrah
No Designee, Lake Aluma
Hon. Mark Easton, Councilmember, Lexington
Hon. Kim Bourns, Trustee, Luther
Hon. Russell Smith, Mayor, Midwest City
Hon. Gary Hayes, Mayor, Noble
Hon. Mike Fina, Mayor, Piedmont
Hon. Kathy Jordon, Trustee, Smith Village
Hon. Brian Routh, Councilmember, Tuttle

MEMBERS ABSENT (continued)

Hon. Scott Symes, Mayor, The Village
No Designee, Valley Brook
Hon. Jim Gilbert, Mayor, Woodlawn Park
Hon. Ward Larson, Mayor, Yukon
Hon. Willa Johnson, Commissioner, Oklahoma County

GUESTS

Kyle Hayes, City of Bethany, 9-1-1 Communications
Earl Burson, City Manager, Harrah
Sam Bowman, Councilmember, City of Oklahoma City
Wayne Murphey, Deputy Commissioner, Logan County
Mary Murphey, Deputy Commissioner, Logan County
Ronnie Freeman, AT&T

STAFF

John G. Johnson, Executive Director
Jane Sutter, Deputy Director
Debbie Cook, Finance Director
Stephen M. Willoughby, E9-1-1 & Public Safety Division Director
Anita Kroth, Administrative Assistant, E9-1-1 & Public Safety Division
Johnny Irons, 9-1-1 Programs Manager
Carolyn White, 9-1-1 Database Manager
Ryan Poots, 9-1-1 GIS Specialist
Paulette Marshall, 9-1-1 Projects Coordinator
Lysa Baker, Special Programs Officer
Diane McCullough, Grants Program Manager
Doug Rex, Division Director, Transportation Planning & Data Services
Beverly Garner, Administrative Assistant, TPDS
Jerry Church, Director of Media & Public Relations
Ken Brown, CIP Project Coordinator

I. CALL TO ORDER

Chairman Keith Bryan called the meeting to order at 1:07 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Executive Director John Johnson introduced guests.

III. APPROVAL OF MINUTES – RESCHEDULED FEBRUARY 2, 2010

Director Bobby Cleveland, Slaughterville, made a motion to approve the minutes of the rescheduled February 2, 2010, 9-1-1 Board of Directors meeting. Director Jim Pumphrey, Nicoma Park, seconded the motion. The motion carried the following votes.

AYE: Shirey, Malone, Bartlett, Waner, Yarbrough, Poland, McMillan, Bryan, Molsbee, Pumphrey, Butler, Cleveland, Ware, Dirkschneider, Anderson, Cleveland and Pearson

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

Chairman: The Chairman did not give a report.

Executive Director's Report: The Executive Director did not give a report.

V. HEARING OF DELEGATIONS OR CITIZENS - There were no delegations or citizens to be heard.

VI. FINANCE REPORT – FEBRUARY CLAIMS 2010 CLAIMS

Chairman Keith Bryan asked for consideration of materials claims budgeted for the Association in the amount of \$174,463.26 for the month of February. He reviewed an amendment to claims in the amount of \$640.00 to AT&T for the 9-1-1 GIS audit, which increased the claims amount to \$175,103.26.

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 was included in the agenda packet and a copy of the amendment of claims was provided as a handout at the meeting.

Director James Pumphrey, Nicoma Park, made a motion to accept the finance report and approve payment of the February recurring claims against the Association and the amendment to claims increasing the amount from \$174,463.26 to \$175,103.26. Director Earnest Ware, Spencer, seconded the motion. The motion carried the following votes.

AYE: Shirey, Malone, Bartlett, Waner, Yarbrough, Poland, McMillan, Bryan, Molsbee, Pumphrey, Butler, Cleveland, Ware, Dirkschneider, Anderson, Cleveland and Pearson

NAY: None

ABSTAIN: None

VII. INDIVIDUAL INFORMATION ITEMS

A. E9-1-1 & PUBLIC SAFETY LEGISLATIVE STATUS

Stephen Willoughby provided a handout of the E9-1-1 & Public Safety Legislative Tracking Executive Summary of Tracked Bills which included eight Bills on Report. Principally, House Bill 2556, which is the 9-1-1 Prepaid Wireless Point of Sale legislation. The Senate Bill on this issue was not heard. John Johnson said it is on the House floor at this time.

Mr. Willoughby reported that we continue to work with the wireless industry. Recent communications relate to the amount of the fee to be applied to prepaid wireless phones. The wireless carriers have agreed to a 50-cent fee which is equivalent to the contract wireless service fee.

Mr. Willoughby said work continues on language detailing how that fee will be remitted; it will most likely be through the Oklahoma Tax Commission. The details include how the Oklahoma Tax Commission will administrate that; how they will distribute it; and who they will distribute it to is yet to be determined.

He said staff is also tracking House Bill 1782 which is the bill proposing to prohibit texting/cell phone usage while driving; authorizing municipalities to enact.

Staff is tracking House Bill 2579, which is the bill from INCOG in Tulsa that relates to the requirement for the state to match FEMA funds whenever a disaster is declared in order to reimburse cities and counties for their expenses. He said the State Director of Emergency Management would be required annually to report outstanding balances owed to local governments from that match of federal funds.

Mr. Willoughby said staff is monitoring House Bill 2829 which exempts certain telecommunication service providers from certain regulations by the Oklahoma Corporation Commission. There are specific provisions in it that gives the Corporation Commission the right to require telecommunication providers to provide 9-1-1 service. The minor concern that 9-1-1 ACOG has is regarding tariff charges. Currently 9-1-1 is not competitive and is still regulated by the Oklahoma Corporation Commission, but if it were to become competitive, this regulation authority would be removed.

He mentioned that Senate Bill 0571 is a carryover from last year regarding 9-1-1 standards that staff is watching.

Mr. Willoughby said Senate Bill 1957 originally required each council of government to have a Rural Fire Coordinator. He said ACOG has a Rural Fire Coordinator that has been designated by the Department of Agriculture for our region but he is not an employee of ACOG. That bill has been amended and provided for a substitute in that only if a COG has a Rural Fire Coordinator as of January 1, 2010 that COG would be required to maintain the coordinator. However, since ACOG does not have a Rural Fire Coordinator, we do not have one to maintain. He said we continue to watch that bill.

Director Ray Poland asked what would be the purpose of having a Rural Fire Coordinator in a COG as it relates to our communities.

Mr. Willoughby said that there are statutes and requirements that Rural Fire Coordinators have to perform certain functions and assist rural fire departments. He said there is one assigned to the ACOG region but he is an employee of the Department of Agriculture.

John Johnson explained that the Rural Fire Coordinator position is similar to a regional manager for all of the volunteer fire and entitlement fire departments to ensure that they are able to get equipment and meet their training needs. It would be an unfunded mandate for ACOG in Senate Bill 1957.

John Johnson directed the focus of discussion back to House Bill 2556, the 9-1-1 Prepaid Wireless Point of Sale legislation and explained that this summer we energized the task force to study this bill and the chairs from the House and Senate are the authors of this bill.

John Johnson explained that Senator Brian Bingman is one of the principal authors of HB2556. He is in Senate Leadership. Mr. Johnson said it was very disappointing that the Chairman of the Senate Public Safety Appropriations Committee, Senator Anthony Sykes, refused to hear our bill. He is the senator from our area. Mr. Johnson said Senator Sykes has refused to take an appointment, see or talk to Mr. Johnson.

Linda Molsbee, Councilmember from Newcastle, and Commissioner Rod Cleveland from Cleveland County have made an effort to make contact or learn what the objection was for his refusal to hear the bill in Committee when it is a Leadership bill.

Linda Molsbee briefed the Board of Directors on her contact with Senator Sykes. She reported that he returned her communication and had a lengthy discussion with him. She said he was not asked in a manner he preferred to be asked and wanted more background information up front so that he would be prepared before having a face-to-face meeting. She felt that some of the questions he had in his mind relative to this was made clearer to him. He is willing to take that information and include it within another bill on the senate side. She pointed out to him the importance of getting that passed this session. He pointed out that he had a misunderstanding with ACOG at least on one other issue that was causing him to be less receptive to us at this time. He is now willing to look at this and put his support behind it. He is taking a new interest in it, she said.

B. 2009 9-1-1 CALL VOLUMES

Johnny Irons, 9-1-1 Programs Manager, reviewed call volumes from the period of 1999 to 2000. He said in 1999 the total annual call volume was approximately 162,000 9-1-1 calls, exclusive of administrative calls at police stations and local PSAPs might take, compared to a call volume of 352,066 in 2009, which reflects an average of all of the PSAPs.

There's been more than an 100% increase from 1999 to 2009. He said the most noticeable fact is the increase in call volume. Looking at the wireline statistics show the calls in 1999 were approximately 135,000 but looking at the wireline calls in 2009 they are about 137,000. The wireline calls are not decreasing at the same rate that we expected to see. He pointed out that in 1999 and 2000 the wireline calls are relatively the same. From 1999 to 2001-2002 there is a jump from 135,000 to 175,000 on the wireline calls with dips in the following years. There's not a great change in the number of wireline calls; wireless calls causes the vast increase in the total number of call volume.

Mr. Irons reported that in 1999 we were receiving approximately 27,000 9-1-1 wireless calls annually. The comparison of that number to the call volume in 2009 shows a vast increase of wireless calls. Some PSAPs are receiving a great percentage of their 9-1-1 calls via wireless phones. Nichols Hills, for example, is receiving 80% from wireless phones. The wireless 9-1-1 call volume has increased tremendously from 1999 to 2009.

9-1-1 ACOG implemented wireless Phase II in 2006, and compared to the jump in call volume from 2004 to 2005 the increase is dramatic.

Mr. Irons said aside from the huge jump in call volume from 1999, with the exception of the huge jump from 2004 to 2005 to 2009, the call volume increase was gradual. It gradually evens off around 2007.

Mr. Irons said the wireless call volume in 1999 compared to wireline call volume, reflects that only 17% were wireless calls.

Today, on an average, 61% of the 9-1-1 calls coming into the PSAPs are wireless calls and 39% wireline. He said that the once mobile phones are now dynamic mobile devices. One emergency incident creates multiple calls now compared to a single call per incident in 1999. That number of calls is going into the communication centers and requires resources in order to be handled properly.

VIII. GENERAL STATUS REPORT

Stephen Willoughby reported that staff is currently reviewing minor details of the final contract and scope of work relating to the 9-1-1 system replacement project, and hopes to execute these documents in a few weeks. Per the instruction of the 9-1-1 Board of Directors staff has secured financing for the new 9-1-1 system.

Mr. Willoughby said that 9-1-1 ACOG annually contracts with a third-party to conduct an audit of our regional Geographical Information System (GIS) and related 9-1-1 databases. He explained that this audit is used to measure accuracy and evaluate both internal and external processes for collection and maintenance of 9-1-1 data. Staff plans to present a summary of the audit results at the 9-1-1 Board of Directors meeting in March.

IX. NEW BUSINESS

None

X. ADJOURNMENT

Chairman Keith Bryan asked for a motion to adjourn. Director Ken Bartlett, Del City, made a motion to adjourn. Director James Pumphrey seconded the motion. The motion carried the following votes.

AYE: Shirey, Malone, Bartlett, Waner, Yarbrough, Poland, McMillan, Bryan, Molsbee, Hoffman, Pumphrey, Butler, Cleveland, Ware, Dirkschneider, Anderson, Cleveland and Pearson

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:40 p.m.

ADOPTED THIS 25th DAY OF MARCH, 2010.

CHAIRMAN

SECRETARY-TREASURER

PAGE DOWN TO VIEW ATTACHMENT VI-A

BE IT RESOLVED, that on this 25th day of March 2010, 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.

ACOG Administrative Services

Personnel	\$ 91,818.90	
Consultant	7,334.00	
Development	835.00	
Institute Revenue	(300.00)	
Mileage	389.94	
Miscellaneous Fee Revenue	(101.83)	
Postage	333.34	
Professional Dues	184.00	
Public Education	150.75	
Publications & Subscriptions	48.20	
Special Projects - Institute	5,113.54	
Supplies	5,007.80	
Telephone	608.48	
Travel	610.51	
Xerox	419.99	
	<hr/>	
<i>Total MSAG/Education/Training</i>		\$ 112,452.62
OKC Professional Services Agreement		
Total ACOG Administrative Services		<hr/> \$ 112,452.62

9-1-1 Operating/Maintenance

AT&T (Network, Database, TSP & Frame Relay)	\$ 43,949.67	
AT&T (Extended Maintenance)	19,621.87	
AT&T (Wireless Phases I & II)	5,447.49	
AT&T (Tribbey Circuit)	90.00	
AT&T (DSL Connection)	105.91	
AT&T Global Services (UPS Maintenance)	1,213.00	
Chase Equipment Leasing Inc.	5,906.18	
Hinton Telephone Company	246.20	
Language Line	374.24	
Logix Communications	199.32	
McLoud Telephone	280.00	
Oklahoma Communication Systems	1,217.67	
Pioneer Telephone (Newcastle Diagnostic Line)	56.05	
Pioneer Telephone (9-1-1 Trunks)	487.04	
Pottawatomie Telephone Co (Tribbey Circuits)	138.02	
Windstream	73.74	
	<hr/>	
<i>Total 9-1-1 Operating/Maintenance</i>		79,406.40
Total March Claims		<hr/> \$ 191,859.02

ATTEST:

CHAIRMAN

SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
CASH STATUS REPORT
FOR THE MONTH ENDED FEBRUARY 28, 2010**

	<u>OPERATING ACCOUNT</u>	<u>SAVINGS ACCOUNT</u>	<u>CD</u>	<u>TOTAL</u>
Beginning Balance <i>February 1, 2010</i>				
Cash on Deposit	\$ 1,566,328.61	\$ 3,610,676.11	\$ 99,859.82	\$ 5,276,864.54
Cash Receipts				
Fee Income	\$ 58,996.95	\$ -	\$ -	\$ 58,996.95
Fee Income - Wireless	210,442.94			210,442.94
Contracts	17,432.28			17,432.28
Transfers of Funds				-
Interest Earned	33.93	691.51		725.44
Miscellaneous	216.90			216.90
Total Cash Receipts	\$ 287,123.00	\$ 691.51	\$ -	\$ 287,814.51
Total Cash Available	\$ 1,853,451.61	\$ 3,611,367.62	\$ 99,859.82	\$ 5,564,679.05
Cash Disbursements				
Claims/Operating Expense	\$ 175,103.26	\$ -	\$ -	\$ 175,103.26
9-1-1 Fund Disbursement	21,459.41			21,459.41
Transfers of Funds				-
Miscellaneous				-
Total Cash Disbursements	\$ 196,562.67	\$ -	\$ -	\$ 196,562.67
Ending Balance <i>February 28, 2010</i>				
Cash on Deposit	\$ 1,656,888.94	\$ 3,611,367.62	\$ 99,859.82	\$ 5,368,116.38

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

FEBRUARY 2010

Arcadia	\$ 20.25
Bethany	1,033.67
Choctaw	332.74
Cleveland Co.	360.87
Del City	691.11
Edmond	4,130.36
El Reno	1,371.07
Forest Park	42.12
Guthrie	826.60
Harrah	166.91
Jones City	76.24
Lexington	69.85
Midwest City	2,022.07
Moore	1,578.53
Mustang	583.41
Newcastle	355.90
Nichols Hills	239.79
Nicoma Park	94.00
Noble	214.90
Norman	4,162.00
Oklahoma Co.	571.98
Piedmont	192.16
Slaughterville	74.66
Spencer	131.87
The Village	380.76
Tinker Air Force Base	56.89
Tuttle	215.23
Warr Acres	460.72
Woodlawn Park	3.02
Yukon	<u>999.73</u>
Total February Disbursements	\$ 21,459.41 =====



ATTACHMENT VII-A

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Kathy McMillan
Moore Councilmember

Executive Director
John G. Johnson

9-1-1 association of central oklahoma governments

MEMORANDUM

DATE: March 15, 2010

TO: 9-1-1 Board of Directors

FROM: Lysa Baker, Special Programs Officer, 9-1-1 Public Education

SUBJECT: National Telecommunicator Week, April 11-17, 2010

INFORMATION: In 1991 a Congressional resolution designated the second full week in April each year as National Telecommunicator Week. Since this time, public safety agencies nationwide have recognized telecommunicators, dispatchers, communication operators and radio control personnel for the pivotal role they play in public safety.

Public safety dispatchers 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.

In recognition of the over 200 dispatchers in our region, 9-1-1 ACOG has chosen the theme "Pay it Forward: Networking for the future" for National Telecommunicator Week activities.

9-1-1 ACOG has several activities planned to celebrate the week including the selection of a "Regional Telecommunicator of the year," a decorating contest, and door prize drawings. 9-1-1 ACOG will also present each dispatcher with a commemorative token of our appreciation for their service to our region.

In addition to these activities, 9-1-1 ACOG would like to formally recognize Central Oklahoma 9-1-1 telecommunicators with a signed proclamation noting the week and its significance. We will send a sample resolution to our individual city councils and county commissions encouraging them to do the same for their respective PSAPs.

Action Requested: Motion to approve the attached proclamation from the 9-1-1 Association of Central Oklahoma Governments for National Telecommunicator Week recognizing the dedicated 9-1-1 professionals in the region and proclaiming the week of April 11-17, 2010 National Telecommunicator Week.

9-1-1 Association of Central Oklahoma Governments

PROCLAMATION

WHEREAS, in 1991 Congressional resolution named the second full week in April of every year, National Telecommunicator Week; and

WHEREAS, emergencies can occur at anytime or any place and require the assistance of police, fire or emergency medical services; and

WHEREAS, 9-1-1 is the Hotline for Help for people in emergency situations, and the 9-1-1 calltaker's voice is the first assurance that help is on the way; and

WHEREAS, 9-1-1 professionals regularly meet the challenges of extremely stressful situations with calmness and efficiency; and

WHEREAS, when an emergency occurs, the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and

WHEREAS, the safety of these emergency responders is dependent upon the quality and accuracy of information obtained from citizens who telephone the 9-1-1 communications center; and

WHEREAS, Public Safety Dispatchers are the "heart of public safety," providing assistance before any other emergency services arrive on scene; and

WHEREAS, Public Safety Dispatchers are a vital link for our emergency responders by monitoring their activities by radio, providing them information and insuring their safety; and

WHEREAS, Public Safety Dispatchers in the ACOG region contribute substantially to the apprehension of criminals, suppression of fires and treatment of injuries and illnesses on a daily basis; and

WHEREAS, each dispatcher has exhibited compassion, understanding and professionalism during the performance of his or her daily job duties;

NOW, THEREFORE, BE IT RESOLVED that the 9-1-1 Association of Central Oklahoma Governments declares the week of April 11-17, 2010 to be National Telecommunicator Week in honor of the men and women whose diligence and professionalism keep our region's citizens and emergency responders safe.

ADOPTED this ____ day of _____ 2010.

Chairman Keith Bryan

John G. Johnson, Executive Director

[SEAL]

RESOLUTION/PROCLAMATION

WHEREAS, in 1991 Congressional resolution named the second full week in April of every year, National Telecommunicator Week; and

WHEREAS, emergencies can occur at anytime or any place and require the assistance of police, fire or emergency medical services; and

WHEREAS, 9-1-1 is the Hotline for Help for people in emergency situations, and the 9-1-1 calltaker's voice is the first assurance that help is on the way; and

WHEREAS, 9-1-1 professionals regularly meet the challenges of extremely stressful situations with calmness and efficiency; and

WHEREAS, when an emergency occurs, the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and

WHEREAS, the safety of these emergency responders is dependent upon the quality and accuracy of information obtained from citizens who telephone the 9-1-1 communications center; and

WHEREAS, Public Safety Dispatchers are the "heart of public safety," providing assistance before any other emergency services arrive on scene; and

WHEREAS, Public Safety Dispatchers are a vital link for our emergency responders by monitoring their activities by radio, providing them information and insuring their safety; and

WHEREAS, Public Safety Dispatchers contribute substantially to the apprehension of criminals, suppression of fires and treatment of injuries and illnesses on a daily basis; and

WHEREAS, each dispatcher has exhibited compassion, understanding and professionalism during the performance of his or her daily job duties;

NOW, THEREFORE, BE IT RESOLVED that the county of _____ declares the week of April 11-17, 2010 to be National Telecommunicator Week in honor of the men and women whose diligence and professionalism keep our region's citizens and emergency responders safe.

ADOPTED this ___ day of _____ 2010.

County Commissioner

County Commissioner

County Commissioner

ATTEST:

RESOLUTION/PROCLAMATION

WHEREAS, in 1991 Congressional resolution named the second full week in April of every year, National Telecommunicator Week; and

WHEREAS, emergencies can occur at anytime or any place and require the assistance of police, fire or emergency medical services; and

WHEREAS, 9-1-1 is the Hotline for Help for people in emergency situations, and the 9-1-1 calltaker's voice is the first assurance that help is on the way; and

WHEREAS, 9-1-1 professionals regularly meet the challenges of extremely stressful situations with calmness and efficiency; and

WHEREAS, when an emergency occurs, the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and

WHEREAS, the safety of these emergency responders is dependent upon the quality and accuracy of information obtained from citizens who telephone the 9-1-1 communications center; and

WHEREAS, Public Safety Dispatchers are the "heart of public safety," providing assistance before any other emergency services arrive on scene; and

WHEREAS, Public Safety Dispatchers are a vital link for our emergency responders by monitoring their activities by radio, providing them information and insuring their safety; and

WHEREAS, Public Safety Dispatchers contribute substantially to the apprehension of criminals, suppression of fires and treatment of injuries and illnesses on a daily basis; and

WHEREAS, each dispatcher has exhibited compassion, understanding and professionalism during the performance of his or her daily job duties;

NOW, THEREFORE, BE IT RESOLVED that the city/town of _____ declares the week of April 11-17, 2010 to be National Telecommunicator Week in honor of the men and women whose diligence and professionalism keep our region's citizens and emergency responders safe.

ADOPTED this ___ day of _____ 2010.

ATTEST:

Mayor

Clerk



9-1-1 association of central oklahoma governments

ATTACHMENT VII-B

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Kathy McMillan
Moore Councilmember

Executive Director
John G. Johnson

MEMORANDUM

DATE: March 16, 2010

TO: 9-1-1 Board of Directors

FROM: Alicia Nicely, 9-1-1 GIS Manager

SUBJECT: Geographical Information System (GIS) Annual Audit

INFORMATION: 9-1-1 ACOG annually contracts with a third-party to conduct an audit of our regional Geographical Information System (GIS) and related 9-1-1 databases. This audit is used to measure accuracy and evaluate both internal and external processes for collection and maintenance of 9-1-1 data. Staff plans to present a summary of the audit results to the Board.

Action Requested: None, for information only.

ANNUAL AUDIT OF THE 9-1-1 ACOG REGIONAL GEOGRAPHICAL INFORMATION SYSTEM

Audit Performed		December, 2009
Map Data Records	19,758	Snapshot of 12/18/2008
Customer Records	96,718	Snapshot of 12/10/2009
MSAG Records	5,977	Snapshot of 12/01/2009

ANALYSIS RESULTS	Fallout (% of Customer Records)
Customer Records against MSAG	< 0.1%
Customer Records against Map data - <i>estimated Map data errors</i>	1.8%
Customer Records against Map data - <i>estimated MSAG errors</i>	2.0%
Customer Records against Map data - <i>other sources of errors</i>	0.6%

Customer Records to Map Data - by Category			Sources of Error (estimated)		
FALLOUT CATEGORY	# of CUSTOMER RECORDS FALLOUT	% of fallout among all customer records	Customer Records or Other sources	MSAG Error	Map Data Error
Error: No house number	2	0.00%	100.0%	0.0%	0.0%
Fail: Address could not be found in compatible ranges	13	0.01%	8.0%	46.0%	46.0%
Fail: Address falls in a gap in the compatible ranges	964	1.00%	1.0%	49.5%	49.5%
Fail: Address found multiple times	164	0.17%	0.6%	20.0%	79.4%
Fail: Address found multiple times on same road feature	72	0.07%	0.0%	0.0%	100.0%
Fail: Address found only in a different ESN	287	0.30%	0.0%	20.0%	80.0%
Fail: Address is higher than compatible ranges	496	0.51%	2.0%	49.0%	49.0%
Fail: Address is lower than compatible ranges	195	0.20%	2.0%	49.0%	49.0%
Fail: No matching street name found	1901	1.97%	30.0%	65.0%	5.0%
TOTAL FALLOUT	4,163	4.23%	0.6%	2.0%	1.8%

Fallout (Customer Records to Map Data) by Error Category and Community Category (A / B / C entities)

Results	A	B	C
Error: No house number	0	2	0
Fail: Address could not be found in compatible ranges	13	0	0
Fail: Address falls in a gap in the compatible ranges	894	68	2
Fail: Address found multiple times	19	143	2
Fail: Address found multiple times on same road feature	9	63	0
Fail: Address found only in a different ESN	229	12	46
Fail: Address is higher than compatible ranges	373	123	0
Fail: Address is lower than compatible ranges	148	47	0
Fail: No matching street name found	1,675	112	114
Total Fallout	3,360	570	164
Average # of Fallout per Community	1120	285	164



9-1-1 association of central oklahoma governments

ATTACHMENT VIII

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Kathy McMillan
Moore Councilmember

Executive Director
John G. Johnson

MEMORANDUM

DATE: March 16, 2010

TO: 9-1-1 Board of Directors

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

SUBJECT: General Status Report

PUBLIC EDUCATION/RECRUITMENT

In order to further enhance our current 9-1-1 Public Education programs 9-1-1 ACOG has joined the 9-1-1 Public Educators of Texas. This association will allow for collaboration with our peers on development and implementation of a 9-1-1 Public Education program going forward.

9-1-1 ACOG staff participated in the Greater Grads Career Fair on March 2, 2010 at the Cox Convention Center.

9-1-1 DAY AT THE CAPITOL

9-1-1 ACOG will be participating in 9-1-1 Day at the Capitol to be held on Wednesday, April 14, 2010 from 9:00 a.m. to 3:00 p.m. at the State Capitol building on the 4th floor rotunda. On this day, 9-1-1 professionals from across the state will converge at the State Capitol to educate state legislators about 9-1-1.