911 ACOG

Association of Central Oklahoma Governments
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NEXT GENERATION 911 (NG911)
FREQUENTLY ASKED QUESTIONS

WHAT IS 911 ACOG?

The 911 Association of Central Oklahoma Governments (911 ACOG) is an intergovernmental entity formed in 1988 to implement, administer, and coordinate the operation of the regional Enhanced 911 (E911) emergency communication service in Central Oklahoma. 911 ACOG provides funding, planning, technical, training, and educational outreach assistance to 22 Emergency Communication Centers (ECCs) throughout the 911 ACOG service area, enabling those agencies to deliver the highest quality E911 service to their citizens.

WHAT IS NG911?

NG911 is an Internet Protocol (IP) emergency communications infrastructure comprised of a managed hardware, software and databases that enables call routing and enhanced capabilities for the ECC. Using geospatial routing, NG911 will improve location accuracy and will allow 911 dispatchers to determine the location of a caller more quickly. Under the current 911 system, the Federal Communications Commission (FCC) mandates that the location of a caller must be provided within 164 feet accuracy. With the implementation of NG911, the location of the caller will be pinpointed within a few feet.

NG911 will also enable 911 dispatchers to utilize modern technology – they will be able to accept digital data such as: text, videos, and images, which can be transferred or forwarded to other ECCs, and eventually out to emergency medical services (EMS), the officers or firefighters responding to the emergency. NG911 also provides operators the capability to determine a Z-axis (if sent by the wireless provider), which is a vertical mapping coordinate that, for example, can be used to determine what floor of a building a caller might be located.

WHAT IS THE DIFFERENCE BETWEEN THE 911 SYSTEM WE CURRENTLY HAVE & NG911?

Today's 911 system include equipment that is nearing end of life and the new NG911 system will provide 911 ACOG and the PSAPs updated IP based technology that is National Emergency Number Association (NENA) i3 compliant, allowing for interoperability and enhanced technology capabilities. The new system will provide user dashboards, policy routing functionality, and will present caller location data at the time of the call.

WHERE WILL NG911 BE AVAILABLE IN CENTRAL OKLAHOMA?

NG911 will be available in all of 911 ACOG 22 answering points. This includes the following cities and counties: Arcadia, Bethany, Blanchard, Calumet, Cashion, Cedar Valley, Choctaw, Cimarron City, Coyle, Crescent, Del City, Edmond, El Reno, Etowah, Forest Park, Geary (inside Canadian County), Guthrie, Harrah, Jones City, Lake Aluma, Langston, Lexington, Luther, Marshall, Meridian, Midwest City, Moore, Mulhall, Mustang, Newcastle, Nichols Hills, Nicoma Park, Noble, Norman, Orlando, Piedmont, Slaughterville, Smith Village, Spencer, The Village, Tuttle, Union City, Valley Brook, Warr Acres, Woodlawn Park, Yukon and Unincorporated areas of Canadian, Cleveland, Logan, and Oklahoma Counties as well as Emergency Medical Services Authority (EMSA).

When implemented, the 911 ACOG region will be the only area in Oklahoma with this state-of-the-art, lifesaving emergency communications system.

WILL NG911 BE AVAILABLE IN OKC?

The City of OKC is not a member of 911 ACOG. The City of OKC will continue to operate their own Enhanced 911 system.

WILL NG911 COST ME MORE MONEY?

No. The fees for NG9-1-1 come from the same place as the fees for the current system - which are included in the tax portion of your phone bill, both landline and mobile.

HOW DID 911 ACOG CHOOSE NG911 VENDORS?

Through a competitive bidding process, 911 ACOG officially issued a Request for Proposals (RFP) allowing vendors from across North America to submit proposals which were reviewed, scored, and selected by the 911 ACOG RFP Scoring Committee (comprised of PSAP directors and ACOG staff), then approved by the 911 ACOG Board. NGA 911 was awarded the call-routing NG911 service contract and Comtech-Solacom Technologies was awarded the call-handling equipment contract.

WHEN WILL NG911 BE FULLY IMPLEMENTED?

911 ACOG continues to work with the vendors to finalize timelines. Implementation will occur after both vendors testing has been completed and all 911 dispatchers in the 911 ACOG region have been fully trained in NG911 technology and tools. It is currently anticipated that implementation will be completed during the first quarter of 2025.