

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., DECEMBER 9, 2004
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING



Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

9-1-1 association of central oklahoma governments

9-1-1 TECHNICAL COMMITTEE AGENDA
9:30 a.m., December 14, 2004
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. MINUTES OF MEETING SEPTEMBER 14, 2004 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. WIRELESS 9-1-1 STATUS REPORT ([Attachment V](#))

INFORMATION: In October 9-1-1 ACOG and the City of Oklahoma City jointly formally requested Phase I enhanced wireless 9-1-1 services from all wireless carriers operating in Central Oklahoma. Oklahoma City and 9-1-1 ACOG are also requesting information on Phase II costs to perform a cost analysis prior to 2005 service fee elections. Staff will update the committee on the implementation plan for enhanced wireless 9-1-1 services in Central Oklahoma.

Action Requested: For information and discussion only.

- VI. EMD STATUS REPORT ([Attachment VI](#))

INFORMATION: Staff will provide the 9-1-1 Technical Committee a status report on the regional emergency medical dispatch (EMD) initiative.

Action Requested: None, for information only.

VII. 2005 9-1-1 ACOG TECHNICAL COMMITTEE MEETING DATES ([Attachment VII](#))

INFORMATION: On November 18, 2004 the 9-1-1 ACOG Board of Directors approved the proposed 9-1-1 Technical Committee meeting dates for the calendar year 2005. Attachment VII reflects those meeting date. Please mark your calendars.

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, for information and discussion.

IX. NEW BUSINESS

X. ADJOURNMENT

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

The third meeting of the 9-1-1 Technical Committee for calendar year 2004 convened at 9:32 a.m., September 14, 2004 in the ACOG Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least twenty-four (24) hours prior to the meeting.

PRESIDING

Jane Sutter, Chair, Intergovernmental Services Division Director

MEMBERS PRESENT

Dusty Dowis, Bethany Police Department
Troy Elkins, Cleveland County Sheriff's Office
Marvin Stanford, Del City Police Department
Lisa Sutterfield, Edmond Emergency Operations Center
Dan Belk, Guthrie Police Department
Shelly Clemons, Guthrie Police Department
Mike Bower, Midwest City Emergency Operations Center
Brian Hansen, Moore Emergency Operations Center
Lance Terry, Norman Police Department
Cindy Howard, Norman Police Department
Marsha Blair, Town of Slaughterville
Lori Shannon, Tinker Air Force Base Fire Department
Chris Putnam, The Village Police Department
Richelle Treece, EMSA

GUESTS

Dave Howe, Mayor, Choctaw
Neil Gray, City of Nichols Hills
Lucien Jones, City of Oklahoma City
Keri Bondurant, Cox Communications
Jeff Mann, Cox Communications
Clint Craighead, SBC
Ronnie Freeman, SBC

STAFF

Zach Taylor, Executive Director

Jane Sutter, Intergovernmental Services Division Director

Stephen Willoughby, ENP, 9-1-1 & Public Safety Programs Director

Doug Rex, Assistant to Executive Director

Jerry Church, Special Programs Officer

Johnny Irons, 9-1-1 Project Coordinator

Peggy Stoller, 9-1-1 Mapping Projects Coordinator

Carolyn White, ENP, 9-1-1 Data Manager

Anita J. Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:32 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – JUNE 8, 2004

Marvin Stanford, Del City, made a motion to approve the minutes of the June 8, 2004 meeting. Troy Elkins, Cleveland County, seconded the motion. The motion carried the following votes:

AYE: Dowis, Elkins, Stanford, Sutterfield, Belk, Bower, Hansen, Terry, Blair, Shannon, Putnam, and Treece

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Zach Taylor reported that he recently met with Nextel and their Homeland Security group on product offerings that they are bringing to the market in our area. He reported that staff has had communication with AT&T and Verizon regarding their Voice over Internet Protocol (VoIP) arrangements with 9-1-1. We have been in contact with our congressional delegation regarding VoIP and the need to establish a framework for VoIP governing for 9-1-1. He said he does not expect an aggressive congressional effort, as they have had a hands-off attitude about VoIP at this point, to allow the enterprise to develop in an unrestrained fashion.

Mr. Taylor reported that automatic external defibrillators were distributed by ACOG on August 27th. He said that there would be another round of distribution for rural areas to receive that type of equipment.

Mr. Taylor said that we continue to work towards acceptance of TCI's 9-1-1 equipment. We continue to work on Norman's CAD interface issues. We also will be changing the operating system from Windows NT to Windows XP Pro.

Mr. Taylor briefly mentioned two unrelated cable cuts that occurred last night that created an outage for Bethany and Oklahoma City. Clint Craighead, SBC, described the events and how they affected 9-1-1 calls. Both PSAPs were rerouted during the incidents.

Lucien Jones, Oklahoma City, said that the cable cut took out the administrative trunks, the 7-digit, emergency trunks, and all radio loops for all radio channels that work out of the OKC EOC, as well.

Mr. Taylor reminded the group that there is a PSAP facility available in the ACOG building if they should need it sometime. However, the radios would need to be brought along since the ACOG PSAP is not equipped with radios.

A recent news story that aired on Fox 25 television station was shown to the group regarding 9-1-1 calls made on cellular phones and what is being done in the region to make those go more successfully.

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

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 huge problem to 9-1-1. There are certain crises associated with it.

Wireless calls to 9-1-1 present 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. This is why a regional design and cost analysis needs to be completed prior to 2005 WE9-1-1 service fee elections.

Mr. Taylor explained that state statutes give local governments the authority to establish 9-1-1 services. Presently, that statute allows the local governments to have a 50-cent service fee on every wireless phone. The fee would be established by a countywide election. There would be one election in each of the four counties in the ACOG region.

Mr. Taylor said under current state law, 9-1-1 ACOG also will need to establish a statewide uniform agreement with each of the wireless carriers to prove these services.

Once we have the agreement and the elections, the service fees would be remitted to 9-1-1 ACOG, and after the bills are paid, 9-1-1 ACOG would send the remainder of the service fee collections to the cities. The community would be determined by the zip code plus four numbering system.

Mr. Taylor offered to make this same briefing to city staff and elected officials in any of the ACOG communities to help them understand the 9-1-1 wireless issues and process. He said ACOG also is working with INCOG representatives to finalize the statewide uniform agreement.

We must request cost information from the wireless companies for them to implement Phase II. Without a cost recovery system in place, we can go ahead and request Phase I at this time.

Mr. Taylor explained that in the course of the financial planning of wireless 9-1-1 and related service fee, we will determine whether or not the 50-cent fee would be enough. If we are pressed into having elections before we have clarity on all of the costs, we would probably request the voters to authorize doing Enhanced Wireless 9-1-1 consistent with state law and not state the amount. If we find that the 50-cent fee won't work, now or in the future, we would need to modify the state statute.

VI. EMD STATUS REPORT

Stephen Willoughby reported that 73 calltakers in the region have received Emergency Medical Dispatch (EMD) certification through the 9-1-1 Institute. EMD protocol card sets have been distributed to the eight public safety answering points (PSAPs) that have been designated to handle emergency medical calls in the region.

ACOG has secured a grant for over \$200,000 for procurement of the software version of the EMD protocols and additional quality assurance training and elements to assist the EMD PSAPs.

Staff continues to work with and help coordinate the Oklahoma State Health Department (OSHD) regarding preparatory work prior to the installation of the EMD software, including ensuring that all acceptance items are completed on the TCI 9-1-1 equipment that would house the EMD software.

The previous OSHD grant administrator who had been handling this grant process is no longer at the OSHD, and there is a new acting grant administrator working with us.

Acceptance of the TCI product will have to take place before we can accept another product, the EMD protocol.

A consultant with the National Academy of Emergency Dispatch's Priority Dispatch came to the region and met with the area EMD PSAP managers and discussed a deployment plan for the region. He also visited some of the communication centers and is now in the process of preparing a formal recommendation on how to proceed with this installation.

VII. LANGUAGE LINE UPDATE

Jane Sutter reminded the group that all of the ACOG entities could subscribe to Language Line through ACOG.

Stephen Willoughby informed the group that there is Language Line handouts and packets to be picked up along with training videotape for each PSAP. Mr. Willoughby pointed out that among the handouts is information, which indicates which cities are subscribed, along with an authorization form for any city that might be interested in subscribing.

The form requires a city official to authorize the subscription. He explained that ACOG pays for the monthly ongoing charge with Language Line and each entity pays for their individual usage.

Mr. Taylor mentioned how prevalent the use of Spanish has become in the region. 9-1-1 ACOG already has produced the 9-1-1 coloring book in both English and Spanish. The 9-1-1 Institute is exploring offering a conversational Spanish for dispatchers class.

VIII. GENERAL STATUS REPORT

Stephen Willoughby reported that staff has been working closely with representatives from 2-1-1 and 5-1-1. 2-1-1 has been designated as the number for access to social services. He said it will have a database of thousands of governmental and community service agencies and trained operators to refer callers to the most appropriate agency to handle their concerns.

5-1-1 is the transportation aspect to provide motorist with essential traffic information as well as potentially other commuter information.

Neil Gray, Nichols Hills, asked if there would be a quality control of the referrals on the 2-1-1 system. Mr. Willoughby explained that 2-1-1 will be operated by a local agency and we will have face-to-face contact with them. Contact will run the 2-1-1 system in Central Oklahoma.

Mr. Willoughby said staff continues to negotiate with Level 3 Communications, Verizon, and AT&T on their Voice over Internet Protocol telecommunications in Central Oklahoma. We want to make sure that they do proper 9-1-1 routing and accurate data delivery, as well as remit the service fee properly.

Stephen Willoughby reported that work continues with SBC to obtain the 9-1-1 database for early warning notification as outline in HB 1650 that passed last year. Language for the agreement for these services is still being negotiated.

Mr. Willoughby also updated the committee on recent activities regarding the State 9-1-1 Planning, recent 9-1-1 Institute call-taker training and the upgrade of the 9-1-1 computer operating system.

He said that SBC and TCI will be upgrading all 54, 9-1-1 computer workstations in the 9-1-1 ACOG network from the existing NT operating platform to XP-Pro which will allow additional functionality of software upgrades, as well as place the system into better position for deploying emergency medical dispatch and mapping software.

Clint Craighead, SBC, said they plan to begin the upgrade process by mid-October. He said they would be working out a work schedule with TCI. He said it would take approximately six hours per workstation.

Richelle Treece, EMSA, reported that EMSA received a \$1.5 million grant for an 800 MHz radio system. She said they have started to look at different types of equipment that would be required to create interoperability between EMSA and outlying agencies and to talk to those agencies that do not have 800 systems. They plan to send two dispatchers to some out-of-state training. She said they are working with the Oklahoma City police department to see how to bring their agency into the dispatch operations and see how well the agencies can work together in the same dispatch center.

IX. NEW BUSINESS

None.

X. ADJOURNMENT

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



ATTACHMENT V

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taulor

9-1-1 association of central oklahoma governments

MEMORANDUM

DATE: December 2, 2004

TO: 9-1-1 Technical Committee

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

SUBJECT: Wireless 9-1-1 Status Report

INFORMATION: In October the 9-1-1 ACOG Board of Directors and the Oklahoma City council authorized their respective staffs to work cooperatively in jointly requesting Phase I enhanced wireless 9-1-1 (WE9-1-1) services from the region's wireless carriers. A letter was sent on behalf of both parties Nov. 1. In addition, a joint letter was sent to request cost and revenue information for Phase II so that a regional design and cost analysis could be completed prior to proposed 2005 WE9-1-1 service fee elections.

The City of Oklahoma City and 9-1-1 ACOG are requesting Phase I of the Federal communications Commission (FCC) mandated enhanced wireless 9-1-1 immediately to forego many of the wireless carriers' one-time installation charges associated with Phase I delivery. The FCC has ruled that if a 9-1-1 entity does not have a wireless cost recovery mechanism (i.e., wireless service fee) wireless carriers are required to bare their own costs associated with wireless 9-1-1 implementation.

This being said, the PSAPs will be responsible for charges from the 9-1-1 provider (SBC) and PSAP upgrade costs. (For 9-1-1 ACOG entities, those charges will be paid collectively through the Association as in the past). 9-1-1 ACOG and the City of Oklahoma City recently settled a tariff addressing SBC's allowed charges, and both 9-1-1 ACOG and the City already have equipment capable of receiving Phase I WE9-1-1 calls.

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

It is important for the City of Oklahoma City and 9-1-1 ACOG to approach WE9-1-1 implementation together. Due to the inherent technology of wireless, solutions and approaches need to be regional in order to have the most efficient and effective system to handle these calls.

During November staff provided presentations to the Metropolitan City Managers, Police Chiefs and Fire Chiefs Associations to inform local officials of the region's WE9-1-1 activities and plans.

Background: The FCC has mandated that wireless carriers provide wireless enhanced 9-1-1 services within six months of request from a 9-1-1 entity. Phase I provides 9-1-1 call-takers with a tower location and tower face which allow for more accurate routing of the wireless 9-1-1 call to the more appropriate PSAP based upon the tower location. Also, Phase I provides a callback number of the wireless caller. In addition to the information provided in Phase I, Phase II of the FCC mandate provides 9-1-1 with geographic location within 125 meters of wireless 9-1-1 callers at least 67 percent of the time.

Action Requested: None, for information and discussion only.



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MEMORANDUM

DATE: December 2, 2004
TO: 9-1-1 Technical Committee
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: EMD Status Report

INFORMATION: To date the 9-1-1 Institute, with the assistance of EMSA, has trained 73 call-takers to be nationally certified as Emergency Medical Dispatchers. Emergency Medical Dispatch (EMD) protocol card sets have been distributed to the eight public safety answering points (PSAPs) in the region that have been designated to handle emergency medical calls.

ACOG has secured a grant of approximately \$250,000 for procurement of the software version of the EMD protocols and additional quality assurance training and elements to assist the EMD PSAPs.

Staff continues preparation work and coordinating with the Oklahoma State Health Department (OSDH) prior to the installation of the EMD software, including ensuring that all necessary upgrades are completed on the TCI 9-1-1 equipment that would house the EMD software. TCI has begun the research and development of placing the EMD software on the 9-1-1 workstations and ensuring proper interoperability. They will also be evaluating if additional network bandwidth will be needed during the deployment of the project.

In August a consultant with the National Academy of Emergency Dispatch's (NAED) Priority Dispatch group, Greg Scott, came to the region to meet with area EMD PSAP managers and to discuss with staff a deployment plan for the regional EMD project. During his visit the consultant visited a few centers to obtain a more hands-on view of the region's system.

NAED/Priority Dispatch has the following recommendations:

- (1) Formalize the EMD Steering Committee, with this group meeting regularly on a quarterly basis.
- (2) Develop a regional Dispatch Review Committee to meet monthly. This committee would consist of EMD PSAP Quality Assurance Managers to discuss regional quality Assurance benchmarks and share Quality Assurance Methods and Improvement processes.

At time of the August meeting with the EMD PSAP Managers, some PSAPs had not secured Medical Direction required for EMD protocols. The consultant encouraged ACOG to continue to assist these PSAPs in obtaining this direction.

The OSHD is in the process of assigning a purchase order for the federal fiscal year 2005 of this project. This has been delayed due to some staff turnover in OSHD's bioterrorism division.

Completion of technical testing software installation will need to be coordinated with the current computer operating system upgrade to the 9-1-1 equipment.

Staff is in the process of scheduling EMD Quality Assurance training early in 2005. The OSHD grant allots funds for one person per each EMD PSAP to attend at no charge.

Action Requested: None, for information and discussion only.



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MEMORANDUM

DATE: December 2, 2004

TO: 9-1-1 Technical Committee

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

SUBJECT: 2005 9-1-1 ACOG Technical Committee meeting dates

INFORMATION: The 9-1-1 Board of Directors approved the following meeting dates for the calendar year 2005 9-1-1 ACOG Technical Committee meeting dates:

March 8
June 14
September 13
December 13

Please post these important meeting dates for the 9-1-1 Technical Committee on your 2005 calendars.

Action Requested: For information only.



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MEMORANDUM

DATE: December 2, 2004
TO: 9-1-1 Technical Committee
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: General Status Report

Language Line Services Contract

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

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. ACOG has distributed 21 AED units to eligible public safety agencies in our region in the last two years.

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.

Upgrade of 9-1-1 Computer Operating System

SBC and TCI will be upgrading all 54 9-1-1 computer workstations in the 9-1-1 ACOG network from the existing NT operating platform to XP-Pro. This upgrade is to allow additional functionality of software upgrades, as well as place the system into better position for deploying emergency medical dispatch (EMD) and mapping software onto the workstations in the future. The licensing and installation for this upgrade is being covered by the existing maintenance agreement with SBC and TCI.

Initial field testing did not go well and the training workstations that were upgraded have been shipped to TCI's laboratory for further analysis. An update will be provided at the meeting.

2-1-1 and 5-1-1

Staff continues work with representatives in Central Oklahoma to establish a regional 2-1-1 system. 2-1-1 has been designed as the number for access to social services. It will have a database of thousands of governmental and community service agencies with trained operators to refer callers to the most appropriate agency to handle their concerns.

Staff is also working with the Oklahoma Department of Transportation who has received funds to evaluate 5-1-1 in the state. 5-1-1 will provide motorists essential traffic information as well as potentially other commuter information.

Both the 2-1-1 and 5-1-1 systems, once deployed, can become a valuable resource for 9-1-1 call-takers, and potentially re-direct callers to other systems thereby making the 9-1-1 system more efficient.

VoIP Provider Negotiations

Staff continues to negotiate with Level 3 Communications, Verizon, and AT&T on their Voice over Internet Protocol (VoIP) telecommunications service delivery in Central Oklahoma.

9-1-1 ACOG wants to ensure proper 9-1-1 call routing, accurate data delivery and appropriate service fee remittance with these new providers. Johnny Irons, 9-1-1 Project Coordinator, recently attended a Critical Issues forum addressing this issue. Staff continues to monitor the industry's interaction with 9-1-1. Addressing this issue is also one of ACOG's state and federal legislative issues.

Early Warning Database

Staff continues to work with SBC in obtaining the 9-1-1 database for early warning notification as outlined in HB 1650 that passed last year. This would allow communities with these systems to notify callers who have unpublished, as well as published, telephone numbers. Staff and legal counsel continue to negotiate language of a proposed agreement for these services. SBC

continues to be concerned with their liability protection regarding this service. This is one of ACOG's state legislative issues to address.

State 9-1-1 Planning

Staff continues to meet with a group chaired by Gene Thaxton, the Governor's 9-1-1 designee to the FCC. This committee is attempting to develop a strategy to ensure Oklahoma could receive federal grants that could potentially come available in the future. To accomplish this the group is looking into additional 9-1-1 funding sources at a state level, as well as attempting to make recommendations to improve efficiencies in existing 9-1-1 systems in order to provide 9-1-1 services to more geographical areas in the state. Currently, Congress has placed the federal legislation on hold.

Homeland Security

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