

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., JUNE 9, 2005
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., June 14, 2005

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. MINUTES OF MEETING MARCH 8, 2005 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. ALI FORMATTING ([Attachment V](#))

INFORMATION: Continued progression with enhanced wireless 9-1-1 will require a change to the Automatic Location Information (ALI) format that is delivered to the PSAP. PSAP officials met May 10th to discuss this item and research the impact of this change on their PSAP so that a migration timeline could be established for the regional system.

Action Requested: Establish a migration timeline changing from ALI format 44 to ALI format 56.

- VI. WIRELESS 9-1-1 STATUS REPORT

INFORMATION: Staff will report on the current implementation and deployment of Phase I enhanced wireless services to the region. Staff will also discuss the successful passage of Oklahoma House Bill 1751 that provides the framework for adequate funding to proceed to Phase II. We will discuss preliminary plans for Fall 2005 elections for the 50-cent wireless 9-1-1 service fee.

Action Requested: For information and discussion.

VII. REGIONAL TRAINING FOR 9-1-1 CALL-TAKER HOPEFULS ([Attachment VII](#))

INFORMATION: Staff wants to involve the 9-1-1 Technical Committee in preliminary discussions on the possible development of joint regional training opportunities and testing for 9-1-1 call-takers in an effort to create an applicant pool for vacancies in our region.

Action Requested: Completion of attached survey and discussion.

VIII. 9-1-1 EQUIPMENT UPDATE ([Attachment VIII](#))

INFORMATION: Staff will report on current issues and work related to the 9-1-1 answering equipment.

Action Requested: None, for information only.

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

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

Action Requested: None, for information and discussion.

X. NEW BUSINESS

XI. ADJOURNMENT

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
TECHNICAL COMMITTEE MINUTES
March 8, 2005

The first meeting of the 9-1-1 Technical Committee for calendar year 2005 convened at 9:35 a.m., March 8, 2005 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

Marvin Stanford, Del City Police Department
David Barnes, Edmond Emergency Operations Center
Lisa Sutterfield, Edmond Emergency Operations Center
Mike Bower, Midwest City Emergency Operations Center
Becky Bruce, Midwest City Emergency Operations Center
Kris Albertson, Noble Police Department
Lance Terry, Norman Police Department
Robert Stoltz, Radio Technician, Norman Police Department
David Baisden, Oklahoma County Sheriff's Office
William Snyder, Oklahoma County Sheriff's Office
Marsha Blair, Town of Slaughterville
Chris Putnam, The Village Police Department
John Corn, Yukon Police Department
Mark Sharpton, Commissioner, Logan County
Tom Wagner, EMSA

GUESTS

Mary Murphy, Logan County
Ray Simpson, Park View EMS, El Reno
Lucien Jones, City of Oklahoma City
Ronnie Kessler, Chickasha Fire/EMS
Lynn Williams, Chickasha Police Department
Mike Brice, Assistant City Manager, City of Chickasha
Ronnie Freeman, SBC
Clint Craighead, SBC

STAFF

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

STAFF (continued)

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 9:35 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – DECEMBER 14, 2004 (Attachment III)

John Corn, Yukon, made a motion to approve the minutes of the December 14, 2004 meeting. Marvin Stanford, Del City, seconded the motion. The motion carried the following votes:

AYE: Stanford, Barnes, Bower, Albertson, Terry, Baisden, Blair, Putnam, Corn, and Sharpton

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

None

V. EMSA TRAUMA CALL CENTER PRESENTATION

Tom Wagner with EMSA briefed the group on what the Trauma Transfer and Referral Center does and how it originated. He explained that during the past year EMSA and the State Health Department have worked together to develop the trauma transfer center. He said the purpose of the center is to direct ambulatory trauma patients to the most appropriate hospital. There is a growing number of uninsured and underinsured and as a result, the only Level One existing trauma center in Oklahoma City was in substantial financial stress and on the verge of closing as far as trauma services.

The state was also faced with difficulties pertaining to medical specialists, such as orthopedists, neurosurgeons, and so forth, because they have been drawn away from community hospitals and the state trauma center to build their own specialty hospitals. This has been the trend across the nation during the past five years and has had an effect in Oklahoma as well.

EMS was forced to transport nearly all trauma patients to OU's Level One Trauma Hospital because it was the only trauma hospital that had consistent coverage available, and that further depleted their resources. OU threatened to close their trauma center.

One of the options to correct these problems was to develop the Trauma Transfer and Referral Center for the sole purpose of directing trauma patients to the most appropriate facility. It was created and mandated by the State Health Department under the new regulations this year.

The health department asked EMSA to participate in a one-year pilot program to serve as the transfer center because EMSA has two regional call centers in the State (Tulsa and Oklahoma City). Mr. Wagner said EMSA was tasked with two things; first, to direct ambulance patients with trauma to the most appropriate hospital because not all trauma patients needed to be taken to a Level One trauma center, and secondly, to collect data. He explained how a patient is categorized; they are either categorized as a Priority 1, 2 or 3. Becky Bruce, Midwest City, asked if the patient has a choice about going to an on-call hospital or not. Mr. Wagner said they have the ability to refuse going to any hospital other than their choice. The EMS technicians explain the benefits of going to the on-call hospital, but if the patient insists on going elsewhere, they will take them.

Chief Kessler from Chickasha, asked if there is a stipulation or requirement regarding the distance that a patient can be transported, i.e. can a level 2 priority be taken to a Level One hospital if a Level 2 is not available? Mr. Wagner explained that Oklahoma City and Tulsa will have a Level 2 hospital on call each day.

Chief Kessler asked if these hospitals would be hospitals that are on divert in that they would have the ability to divert an incoming patient to be taken to another hospital?

VI. WIRELESS 9-1-1 STATUS REPORT

Stephen Willoughby reported that we have completed the database work for Cingular, AT&T Wireless, Sprint, and Nextel. Those companies will now begin to build out their trunking arrangements, and after all of that has been done, we will begin testing. Staff will keep the PSAPs in the loop as testing begins. We are waiting for data from T-Mobile and U. S. Cellular in order to complete the database work for those carriers. There is a new carrier, AllTel. In December we requested information from them in order to provide Phase I. Cingular and AT&T are merging and the same infrastructure had to be sold. AllTel has bought that infrastructure. We have begun our work with them to do the right things to provide enhanced 9-1-1.

Jane Sutter said that according to the FCC's six month rule, May 1 is the deadline for wireless carriers to provide Phase I service. Jane said Phase I will help to route 9-1-1 calls more accurately and also provide callback numbers. Staff is diligently working with the Oklahoma Legislature to get Phase II in our region.

Jane reported that staff has worked with Representative Bill Case, Midwest City, on legislation, HB 1751, which would increase the amount we could go to the vote of the people for up to \$1.50 service fee with carriers obtaining cost recovery from PSAPs. Where we don't feel that we need \$1.50 in the Oklahoma City area (more closer to \$1.00) some areas of the state \$1.50 might not be enough.

The legislators would not be adding a new fee, but give the people the opportunity to decide to tax themselves in order to improve 9-1-1 service on wireless phones. The Bill has made it through the House Public Safety Committee, with the title stricken, meaning changes are likely to be made. It is anticipated that it will be heard before the full House of Representatives this week.

The group viewed a media piece that had previously been broadcasted on Channel 9. The group was asked to bring more stories to the staff so that they could be used to support this media effort on behalf of 9-1-1.

Mike Bower said that the television show "48 Hours" had aired a show last week about Phase II Wireless 9-1-1 and indicated in their report that there are only nine states in the United States that do not have this type of capability. The report was coverage regarding a 9-1-1 call made in Nebraska on a wireless phone.

Jane said wireline customers have been paying for our basic 9-1-1 system since 1989. Currently 40% of 9-1-1 calls coming in now are made on wireless phones and wireless users are not paying any fee for that service. SBC provided figures showing that they have lost over 7% of landline customers since year 2000. Some customers are going to CLECs and others converting to cellular phones only. This part of the population needs to participate in funding 9-1-1.

Johnny Irons referred to the call volume statistical report in our region and said that for Edmond, Norman and Midwest City as of February more than 50% of the calls came in on wireless phones.

Jane said that we may end up with a compromise where the wireless companies would not request cost recovery from us because they recognize they will be making money off of these advancements, and if they do not request cost recovery from us, we could reduce that fee significantly. There are other costs still to upgrade our systems to make the maps available to show the longitude/latitude, and we will also have to pay SBC to upgrade their network to accept this information.

Steve Willoughby mentioned that HB 1590 as it reads now strikes the Statewide Uniform Agreement, but also proposes to lower the service fee to 25 cents from 50 cents. Wireless carriers are behind this Bill. The Bill goes to committee today and now would create an Interim Study on Wireless. Our argument is that we have already studied this and have all of the facts and we are ready to go. Steve reported that Senate Bill 944 introduced by Senator Lassiter, which creates a 9-1-1 Advisory Board, and a Statewide

Coordinator, who would create a Statewide 9-1-1 Plan, has passed the Senate and is on its way to the House.

VII. 9-1-1 WORKSTATION UPGRADE STATUS AND REPORT

Clint Craighead, SBC, reported that currently the upgrade to XP has been completed on all but three centers (EMSA, Bethany and El Reno). Oklahoma County does still lack one workstation. He said XP provides the platform for the new software from TCI. 9-1-1 ACOG would then be in a position to accept the new releases of software from TCI.

Lance asked if there are meetings scheduled to meet with CAD vendors as we progress through this upgrade process. He expressed concern with connecting with two networks. Clint said that Norman is having some issues as a result of CAD. He said they are working on these things with TCI.

Lisa Sutterfield, Edmond, mentioned that a couple of times they have experienced lost server connections. She asked if that was coincidental. Clint said that Edmond is a hotspot SBC is currently monitoring because of login issues, and server connections.

Steve Willoughby asked if those disconnections have increased since the installation of XP? She said yes, twice last week. Occasionally she cannot logon when she is already logged on at another station.

Clint said they expect lost connections intermittently, but not frequently. That means they would need to monitor it more closely.

Johnny Irons said that we were having these types of problems before upgrading to the XP. We went to XP because the next additional release of InVision was only being tested with XP, the operating system being tested at TCI labs. We are looking for the newest release of InVision. XP is not intended to fix anything, but to provide a basis for the new release, and then we can determine if some of the problems, such as login, we have been experiencing can be fixed.

VIII. REVISED ADD-ON EQUIPMENT PRICING

Steve Willoughby explained that staff has negotiated new pricing for additional equipment options available to the region's PSAPs. Pricing information was provided in today's agenda. He said, as an example, pricing before the negotiation a 17" Flat Panel Monitor was priced at \$812 and after negotiation, it is \$350. Ronnie Freeman, SBC, reminded the committee that these prices are only valid for 60 days.

IX. GENERAL STATUS REPORT

Johnny Irons reported that staff continues to participate in national and state discussions on VoIP's interaction with E9-1-1. Staff recently held discussions with SBC who will also be providing VoIP services in Central Oklahoma.

Mr. Irons said we must get educated on VoIP and realize that there are major players in the ACOG region, i.e. SBC IP and COX Communications. SBC IP and SBC are two different entities. According to those two, they will do VoIP business the same as they do current business; there would be no difference in the way they remit 9-1-1 service fees.

Mr. Irons said IP companies, such as Vontage, Eight-By-Eight, AOL and Level 3 and others will present larger issues with us because they are not willing to spend the time or money to actually locate 9-1-1. This means we will go backwards from E9-1-1 to basic 9-1-1 with so many companies. OklaNENA's VoIP Committee is currently discussing ways to handle this statewide. Johnny invited anyone who has questions about VoIP to contact him.

Johnny said our quest is to determine how to handle VoIP 9-1-1 calls coming into the ACOG PSAPs. He said Internet phone, COX and SBC IP that have individual networks and others that are similar to resellers. All of these operate from a different infrastructure. He said Internet protocol does not always mean "computer to computer." SBC IP, COX and Level 3 will pass ANI and ALI information to our PSAPs over the static network (not nomadic or mobile).

9-1-1 ACOG and OklaNENA are working to have the State Attorney General's Office broadcast a Consumer Alert regarding the use of VoIP and calls to 9-1-1. There is a company named Lingo that is telling its customers that the 9-1-1 service will remain the same as wireline. Johnny said a VoIP 9-1-1 call would look like a wireless phone to a dispatcher receiving the call because there is no data that comes across with the call. He suggested that the PSAP supervisors recommend to dispatchers if at all possible to ask the caller which VoIP company they are using and later let 9-1-1 ACOG know who they are so we can track these. Some of these companies are international companies, making it difficult to contact them.

Steve Willoughby reported that Oklahoma has been awarded nearly \$30 million in federal Homeland Security funds and indicated their priority this year would be interoperability.

Mr. Willoughby reported that the application period for the ACOG Rural Access to Emergency Defibrillator (AED) grant program closed February 15th and ACOG has been designated as the Grant Administrator for this program that distributes AEDs to eligible entities in Canadian and Logan counties. Staff is in the process of scoring those applications.

Steve also reported that the City of Oklahoma City's Geographical Information Systems (GIS) Department provided ACOG staff with a presentation of their mapping and associated databases. This meeting was to enhance the relationships between the two staffs and develop a new partnership associated with GIS mapping.

Last month 11 call-takers from the region graduated from the basic Emergency Telecommunicator Course offered by 9-1-1 ACOG's Training Institute and were nationally certified.

Staff met with fire districts and PSAPs covering the Cleveland County area to discuss and review 9-1-1 fire response areas designated in that county. He said staff made an educational presentation and reviewed what those response areas are and how some areas may change its designation.

Steve said according to the National Academies of Emergency Dispatch's newsletter regarding recertification of the Emergency Telecommunicator (ETC) course, which is a course 9-1-1 ACOG offers, as well as the Instructor's course, and has previously required recertification every two years, now has grandfathered in that if the student is Emergency Medical Dispatch (EMD) certified that that certification will serve as recertification of the ETC as well. The Academy is currently in the process of establishing new recertification guidelines, which will apply to new certifications, and in the interim have stopped recertification and consider them as previously mentioned.

X. NEW BUSINESS

Jane asked the members of the group to include information about their legislative contacts regarding HB1751 to their reports.

Lance Terry said Norman met with the City of Oklahoma City to look at their radio system in order to design a five or ten-year plan for Norman's radio system. He said the meeting was very informative and recommended other PSAPs do the same.

Lance said Norman will have a bond election to build a new fire station to be located by the Lloyd Noble Center. He said they are in the process of going back to using two 7-digit phones to provide redundancy. He said they have included in their budget to replace software in the CAD system.

David Baisden, Oklahoma County, said operations are going well at the Sheriff's Office. He said Representative John Nance is someone positive about Public Safety and that he would contact Representative John Nance regarding HB1751.

Christine Putnam, The Village, said she has already contacted all of the legislators on the committee about HB1751.

Marsha Blair, Slaughterville, said Representative Shane Jett is someone they will make a personal contact about HB1751.

Becky Bruce, Midwest City, said Open House for the newly remodeled center was held March 1st. She said the move to the new center went smoothly.

Mike Bower, Midwest City, reported that the Midwest City Fire Department has been certified as a Class 1 fire department, which would be the first one in Oklahoma and the southwest. He said they expect to receive the official notification within about four months from the IAASO.

Mike said he and other Emergency Management officers had an opportunity to talk to representatives of Eastern Oklahoma County regarding a statewide mutual aid agreement. He said it passed yesterday. He said that he has talked with several representatives regarding HB175. He said they were very sensitive to the loss of revenue from wireline phones to wireless phones.

John Corn, Yukon, said Chief Ike Shirley plans to send letters out from his office regarding HB1751. He said he would email a copy of that letter to ACOG. As far as the Yukon PSAP, he said they recently trained four people. Around the first of April he plans to name a communications supervisor who will participate in the 9-1-1 ACOG meetings for Yukon. He said Nancy Lavoie comes to the department with management background and a medical dispatch history.

Marvin Stanford, Del City, said they would pursue HB1751 and send out emails to the appropriate representatives. He said operations are running smoothly at Del City.

Lisa Sutterfield, Edmond, reported they have two new hires that will start in the near future. She said Harold McNutt with the Edmond EOC is very active with APCO and OSLECA and is representing Edmond regarding HB1751 and lobbying at the Capitol.

David Barnes, Edmond, said they had 398 applications submitted for dispatching, and out of that only two could be considered. He said Edmond has completed its five-year budget process, and budget review meetings are coming up with city council. He said fire station No. 5 will open in approximately 60 days, which includes the station building, administration, training, and drill tower, etc. There will be an Open House planned. He said Edmond is conducting a third-party assessment of their communications center all the way from staffing to facilities to determine what they might do better.

Lucien Jones, City of Oklahoma City, reported that its new 9-1-1 center is progressing well. The access floor is being installed. They have received their console bid. He said the projected finish date of the center is different than the move-in date, which is projected for the end of September. The finish date is sometime in March 2006.

Kris Albertson, Noble, reported that Noble has a new Fire Chief and Police Chief. She said they too are having a problem with getting qualified applicants for open positions. She said they plan to apply for a FEMA grant over the next couple of months in order to update their communications systems.

Carolyn White, 9-1-1 Database Manager, said there were new trouble report forms available at the door for anyone who needs a supply.

XI. ADJOURNMENT

Jane Sutter announced the next 9-1-1 Technical Committee meeting would be June 14th. The meeting was adjourned at 11:15 a.m.



9-1-1 association of central oklahoma governments

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Choctaw Councilmember

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Secretary/Treasurer Stan Inman
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Zach D. Taulor

MEMORANDUM

DATE: June 6, 2005

TO: 9-1-1 Technical Committee

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

SUBJECT: ALI Formatting

INFORMATION: On May 10th managers, technical staff and CAD vendors from the region's PSAPs met to discuss changing the Automatic Location Identification (ALI) formatting currently being used by the ACOG area PSAPs. This change from ALI Format 44 to ALI Format 56 will be required in the future in order to receive Phase II enhanced wireless 9-1-1 information.

Representatives from SBC and TCI, our 9-1-1 equipment and service provider, discussed the necessity for this change and the impact it would have on the PSAPs. If feasible, PSAPs would need to make modifications to the CAD systems in order to record new information that would be delivered in Format 56. If this CAD modification was cost prohibited, TCI has the capability of massaging the raw Format 56 data spill to make it transfer data to a PSAP's CAD system as currently formatted (Format 44).

Those PSAPs present at the meeting were going to check with their technical staff and CAD vendors, and discuss internally the impact, if any, this would have on their respective PSAP. The group agreed to have information and be willing to make a decision at the June 2005 Technical Committee meeting on a timeline for changing the ALI Format.

Action Requested: Establish a migration timeline changing from ALI Format 44 to ALI Format 56.



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MEMORANDUM

DATE: June 6, 2005
TO: 9-1-1 Technical Committee
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: Wireless 9-1-1 Status Report

Phase I Implementation Status

Below is a listing of the status of each carrier's implementation of enhanced wireless Phase I 9-1-1 service to the Central Oklahoma region, as of June 6, 2005:

US Cellular	Phase I implementation completed April 27, 2005.
Former AT&T Wireless	Phase I implementation completed in May 2005.
Cingular	Phase I implementation completed May 9, 2005.
Sprint PCS/Alamosa	Phase I testing began on May 31 st and is scheduled to complete on June 16 th .
Dobson Wireless	December 3, 2004 Dobson notified 9-1-1 ACOG they have no towers in our region.
Nextel	Nextel had originally proposed to deploy HCAS (hybrid) technology in the region, as opposed to the region's preferred NCAS technology. On May 16 th staff finalized an agreement with Nextel to deploy NCAS technology and they will begin testing their NCAS solution week of June 27 th .

Pioneer Wireless	Pioneer initially responded November 10, 2004 that they had no service in our region. Due to some acquisition of towers from another carrier, 9-1-1 ACOG and Oklahoma City sent another request for Phase I service on April 11, 2005. Pioneer now is working with their third-party administrator in deployment of Phase I in the region.
Alltel	Alltel wireless is a new carrier providing service in the region. They have acquired assets from the former AT&T Wireless operating in Central Oklahoma. A request for Phase I service was sent to Alltel on January 20, 2005. Staff has been working with Alltel's third-party administrator to develop routing schemes prior to testing.
T-mobile	Routing and trunking was approved by 9-1-1 ACOG and Oklahoma City on April 28, 2005. Preliminary testing will begin June 13 th .

State Legislation

Thanks to the help of numerous public safety and local officials, The Oklahoma Legislature successfully passed Oklahoma House Bill 1751. HB1751 amends the Oklahoma 9-1-1 Wireless Emergency Number Act to do the following:

1. Keeps the wireless E9-1-1 service fee at 50-cents per wireless subscriber per month (wireless carriers are allowed to retain a 1% administrative fee for collection and remittance).
2. Continues to allow the people to vote to add service fees on wireless phone bills to pay for better 9-1-1 service for wireless phone customers on a county-by-county basis.
3. Continues to allow these dedicated WE9-1-1 service fees to be audited.
4. Allows wireless telephone companies to internalize the FCC mandated technology charges, instead of passing the costs onto local governments.
5. Allows counties with a population of less than 30,000 to collect a fee three years in advance to cover installation charges. Larger counties may pre-collect for up to two years.

Action Requested: Staff will discuss further with the committee future steps that need to be made leading up to a vote of the 50-cent fee before the end of 2005.



9-1-1 association of central oklahoma governments

ATTACHEMNT VII

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
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Secretary/Treasurer Stan Inman
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MEMORANDUM

DATE: June 6, 2005

TO: 9-1-1 Technical Committee

FROM: Jane Sutter, Intergovernmental Services Director

SUBJECT: Regional training for 9-1-1 Call-Taker Hopefuls

INFORMATION: Midwest City Emergency Management Director Mike Bower has involved staff in preliminary discussions on the possible development of joint regional training and testing opportunities targeted toward people who are interested in applying for 9-1-1 call-taker/ dispatcher positions in our various PSAPs. We repeatedly hear from PSAP managers that the pool of candidates for open positions is large, but often uninformed and ill prepared for this highly specialized type of work. Weeding through the voluminous stacks of applications can be very time-consuming and often disappointing both for the employer and the potential employee. In addition, turnover in these positions is very high, often predicated by a misunderstanding of what the job is really like, and a mismatch between personality/skill sets and the work involved. For instance, our region has experienced the turnover of 48 call-takers in the last 18 months.

Chief Bower, Dr. Erik Reynolds of Eastern Oklahoma County Technology Center (EOCT), and ACOG staff have discussed a possible course that could be taught at EOCT that would better prepare potential 9-1-1 center applicants with a more realistic understanding of the demands of the job, and some initial training that would help equip them for possible hire and retention. We have discussed a possible one-semester course that could be taught in the evening, open to high school students as well as high school graduates, that would help establish a better pool of applicants for the region's PSAPs. The goals are increased retention, reduced training time after hire and a reduction of time required to review applications.

The fire departments in the metro area have had great success over the past year in joint testing of potential firefighter applicants, and it was thought that same concept could be well utilized for our 9-1-1 answering points.

Action Requested: Please complete the attached survey and **return before or during the next meeting** to give us feedback on your interest level and the particular details of training that would be most helpful to you.

**9-1-1 CALL-TAKER APPLICANT TRAINING
PSAP SURVEY
June 2005**

Entity name: _____

Respondent's name: _____

Address: _____

Phone: _____ E-mail: _____

1. How many call-takers do you employ? _____

2. Average number of replacements per year: _____

3. Do you require a typing test? If so, how many words per minute? _____

4. What other aptitude/skill tests do you require prior to hiring (please indicate whether local or nationally standardized)? _____

5. Do you require drug testing? Yes _____ No _____

6. Personality testing? Yes _____ No _____ If so, what kind? _____

7. What minimum background requirements do you have? _____

8. What subjects would you recommend for pre-training of potential applicants?

9. Please attach the job description used for your 9-1-1 call-takers/dispatchers.

Other comments: _____

Please return to ACOG on or before June 14, 2005.



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MEMORANDUM

DATE: June 6, 2005
TO: 9-1-1 Technical Committee
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: Equipment Update

Upgrades

All 54 9-1-1 workstations' operating systems were upgraded from NT to XP-Pro in March. This upgrade was done to ensure our PSAPs ability to receive the latest versions of software releases from TCI. 9-1-1 staff, SBC, and TCI are currently working on testing the methodology to begin local testing of the new software after it has been released from SBC Laboratories.

Routers

Some PSAPs had mentioned occurrences of "lost server connectivity" at the last technical committee meeting. It has been determined by SBC that this was occurring due to a configuration problem in the communication routers that connect each PSAP with the central server. SBC is currently checking all the routers at each PSAP to ensure these are properly configured to help eliminate this problem.

Screen Savers

Recently it has been brought to the attention of 9-1-1 ACOG that some sites have installed screen savers on their 9-1-1 workstations. Due to the sensitive nature of the equipment and agreements with SBC, this is not allowed. Under current security configurations only those with supervisor privileges and passwords can access this feature. SBC has warned 9-1-1 ACOG that trouble calls caused by installation of a screen saver are not covered under the maintenance agreement and PSAPs will be responsible for costs associated with dispatching a technician.



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MEMORANDUM

DATE: June 6, 2005

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

VoIP (Voice over Internet Protocol)

The FCC recently issued orders establishing requirements for VoIP providers to perform the necessary actions needed to provide data (including telephone number and address), routing to the appropriate PSAP and appropriate financial contributions to E9-1-1.

In addition, 9-1-1 ACOG is working with SBC-IP on an agreement that will ensure these same things are conducted in the region through a binding agreement between the two entities.

9-1-1 Training Institute

As a part of 9-1-1 ACOG's Training Institute's Continuing Education Series, 9-1-1 ACOG hosted a 16-hour Communications Training Officer course in March, a three-day Basic Emergency Medical Dispatch (EMD) class in April, and a Hazardous Materials and Weapons of Mass Destruction awareness class in May.

Upcoming training opportunities include a Critical Incident Dispatching class June 16 & 17; an EMD Quality Assurance class June 22 & 23; a Suicide Intervention class by Power Phone August 2; an EMD class August 29-31; a New Supervisor class September 21 & 22; Emergency Telecommunicator Instructor course October 17-19; and an Emergency Telecommunicator class October 31-November 4.

AED Grant

ACOG distributed Automatic External Defibrillators (AEDs) to 16 public agencies in Logan and Canadian Counties in May. Since 2003, 38 AED units have been distributed through the Rural Access to AED Grant Program administered by ACOG.

Regional Emergency Medical Dispatch Initiative

Staff has begun to procure items and services authorized by the Health Resource and Services Administration (HRSA) grant awarded to ACOG to implement a regional Emergency Medical Dispatch (EMD) pilot project.

Staff is in the process of purchasing the technical equipment and software required to finalize testing of the computerized version of EMD protocols. Priority Dispatch will be conducting two days of quality assurance training on June 22-23 for PSAPs participating in the regional EMD effort.

There will be a Regional EMD Steering Committee meeting immediately following the 9-1-1 Technical Committee Meeting.

Homeland Security

New legislation has placed the regional council of governments onto the state's Homeland Security Regional Councils. Staff continues to assist our member entities to fulfill requirements of the \$4.4 million Urban Area Security Initiative (UASI) grant awarded to the Oklahoma City metro area.