

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., JUNE 4, 2004
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING**



9-1-1 association of central oklahoma governments

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 TECHNICAL COMMITTEE AGENDA

9:30 a.m., June 8, 2004

ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. MINUTES OF MEETING MARCH 9, 2004
([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. VOIP PRESENTATION

INFORMATION: Staff will provide the 9-1-1 Technical Committee a presentation on the challenges Voice Over Internet Protocol (VOIP) technology present to E9-1-1.

Action Requested: None.

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

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

Action Requested: None, for information and discussion.

- VII. NEW BUSINESS
- VIII. ADJOURNMENT

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

The first meeting of the 9-1-1 Technical Committee for calendar year 2004 convened at 9:40 a.m., March 9, 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
Bill Knox, Town of Harrah
Becky Bruce, Midwest City Emergency Operations Center
Brian Hansen, Moore Emergency Operations Center
Tara Bone, Oklahoma County Sheriff's Office
Marsha Blair, Town of Slaughterville
Lori Shannon, Tinker Air Force Base Fire Department
Bill Bullard, Yukon Police Department
Frank Gresh, EMSA

GUESTS

Ron Hill, City of Oklahoma City
Lucien Jones, City of Oklahoma City
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 9:40 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES –DECEMBER 9, 2003

Frank Gresh, EMSA, made a motion to approve the minutes of the December 9, 2003 meeting. Bill Bullard, Yukon Police Department, seconded the motion. The motion carried the following votes:

AYE: Dowis, Elkins, Knox, Bruce, Hansen, Bone, Blair, Shannon, Bullard and Gresh

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor reported that under the wireless 9-1-1 statute there is a requirement to establish a Uniform Agreement to work with wireless carriers. He reported that work is in the final stages to accomplish that.

Mr. Taylor reported on SBC labor negotiations and the potential for a strike with a possible deadline of April 3rd. Today's news stated that negotiations had gone to a federal mediator. He asked Ronnie Freeman, SBC, to discuss any contingency plan that SBC might have associated with those deadlines.

Ronnie Freeman reported that all SBC management has been instructed to be available at all times, and the staff in the 9-1-1 will be kept in place to handle all 9-1-1 activities.

Ronnie Freeman pointed out that Clint Craighead would be available to handle all 9-1-1 technical matters. Ronnie Freeman also said that SBC negotiations provide for a 30-day notice from the union before workers would go on strike.

Mr. Taylor said that 9-1-1 ACOG staff is staying up with these negotiations to make sure the 9-1-1 system receives special protection. Mr. Pat Thedford, Vice President in charge of 9-1-1, has assured us that 9-1-1 will be protected.

Mr. Taylor announced that SBC's trouble center previously located in Kansas City has been reorganized and is now located in Austin. He said that 9-1-1 ACOG management staff has scheduled a site visit at that center March 29.

9-1-1 ACOG plans to work with SBC on the aspects of voice over IP calls coming to 9-1-1.

Mr. Taylor mentioned that the worm virus that was in the central server in January has been cleaned and problems averted. New software has been installed that will provide better virus protection and new security operating procedures have been added.

According to the state council of governments association, Mr. Taylor said that SBC has agreed to hold 9-1-1 harmless in a proposed deregulation bill before the state legislature. The bill would include language that ensures that 9-1-1 would not be part of the deregulation.

Under Homeland Security, Governor Henry has named Kevin Ward as the Commissioner of Public Safety. The Director of the Homeland Security Office will be Major Kerry Pettingill. These directors will be working to follow the guidelines set by the federal government in getting timely receipt of federal funds. The state's strategy is still in flux.

Mr. Taylor said grant awards for homeland security is their highest priority. The three problems in getting funds out to local public safety agencies have been: each agency's individual internal issues; the state's new computer, which operates their financial management system, and how it was accounting for Homeland Security money; and federal approvals, which is the greatest problem. The federal office asked cities to spend their own local money up front, and be reimbursed later by Homeland Security.

Mr. Taylor reported that there was an Exercise Planning Workshop held earlier this year, designed to meet Office of Domestic Preparedness requirements.

Mr. Taylor announced a meeting with emergency personnel in the communities that have been awarded Homeland Security funds (Del City, Edmond, Jones, Newalla, Bethany, Midwest City, Oklahoma City, and Oklahoma County) on March 26th at 9:30 a.m. at the Oklahoma City Fire Training Center to talk more about mutual support and about meeting the requirements of state and federal governments under those awards.

In the future there will be a larger regional meeting dealing with grant recipients.

V. EMD STATUS REPORT

Stephen Willoughby reported that there was a press event hosted by 9-1-1 ACOG last month to kick off the public education campaign to inform the public of the region's emergency medical dispatch (EMD) program. Currently Midwest City, Park View, EMSA and Norman have implemented EMD in their 9-1-1 centers.

Staff continues to work with the other areas on medical direction and policy and procedures. We expect to have those areas on line soon.

Mr. Willoughby said that negotiation process continues with the State Department's HIRSHA grant for the software version of EMD.

Also, he mentioned that version of 11.2 of the EMD protocol will soon be available. He reminded those EMD agencies to enter into a maintenance contract with the Academy for updates. The cost is \$40 to update each card set.

Frank Gresh, EMSA, said that the 11.2 version of the protocol update contains protocols for compression only CPR on adults 18 years of age and up. He said EMSA would have that on line in another week with the Beta version for doing Pro QA for doing compression only on CPR. That update will be vital to those EMD PSAPs to be consistent from PSAP to PSAP in following that protocol.

Jane Sutter asked the PSAPs to pass along EMD success stories to 9-1-1 ACOG so they can be relayed to the public through various media opportunities.

VI. WIRELESS E9-1-1 TARIFF STATUS REPORT

Stephen Willoughby explained that staff has been working on this project since October 2002 when SBC introduced a tariff to recover their costs related to providing enhanced wireless 9-1-1 services to PSAPs. He explained that the Intervenors are the City of Tulsa, City of Oklahoma City, 9-1-1 ACOG and the Oklahoma Municipal League. Mr. Willoughby named the key people on the team of Intervenors. He reviewed pertinent details of the original proposed tariff, i.e., \$0.23 per wireless call to 9-1-1 charge to PSAPs and charges for both Phase I and Phase II call delivery. He said that several communities throughout the state filed letters protesting the tariff. He pointed out that it is illegal for local government to pay for services prior to receipt.

After intervention there was a formal legal process begun with the Corporation Commission. The Corporation Commission suspended the tariff from approval pending negotiations. All members of the team of Intervenors were required to sign non-disclosure agreements to review certain internal SBC documentation. The Commissioners appointed an Administrative Law Judge. The Intervenors submitted their analysis of the proposed tariff to the Corporation Commission.

Steve said there would be a meeting at the Corporation Commission on March 11 regarding SBC's negotiations and presentation. On March 26th SBC's written testimony is due and on April 9 the Intervenors' written testimony is due.

The Corporation Commission's staff written testimony is due April 30th and a rebuttal from all parties is due May 27th, after which there will be a hearing on June 15 and 16.

Frank Gresh asked how the Intervenor's proposal addressed the issue of the inactive wireless phone's ability to call 9-1-1. There are a large number of inactive cell phones that are still going to have to be carried by SBC and other wireless carriers.

Zach Taylor said they would have to be carried by the 9-1-1 system. He said the federal rules are that when a phone is put into the box and is sent out to the market to call 9-1-1, it works on active or inactive wireless phones. Mr. Taylor said there are inactive cell phones that are being used to call 9-1-1 exclusively. The 9-1-1 Association is motivated to get these issues resolved so that we can develop a financial plan for how we will implement Enhanced Wireless 9-1-1 and have an election and being able to recover from the current financial loss in use of inactive wireless phones to call 9-1-1.

Lucien Jones commented that the use of the inactive wireless phones would have to be considered an overhead cost for doing business since PSAPs are not receiving monthly revenue for it. Also, he mentioned that many programs are set up to collect inactive cell phones and give them out to the public, i.e. battered women, seniors, etc. He said we need more public education on how to make a 9-1-1 call on those phones when distributed.

Frank Gresh pointed out that it would be impossible to project a number for these phones being used to access the 9-1-1 network. Jane Sutter said more communication is necessary with the people distributing these phones before implementation of Phase Phase II or Phase II.

VII. GENERAL STATUS REPORT

Stephen Willoughby reported that in December, the 9-1-1 Board of Directors conditionally approved acceptance of the TCI 9-1-1 equipment contingent on installation of a software fix. That software fix has been tested at TCI as well as at the 9-1-1 ACOG PSAP by SBC and ACOG. The software fix has been installed at several ACOG PSAPs. So far this fix seems to be resolving issues recently experienced with server connectivity and other items.

There was a delay in the installation of the software due to a widespread virus on the network. Security measures were necessary before completion of the installation.

Mr. Willoughby reported that 9-1-1 ACOG participated in the Oklahoma Chapter of the National Emergency Number Association's 9-1-1 Day at the State Capitol earlier this month. He mentioned that ACOG's Board of Directors approved 9-1-1 legislative issue recommendations this year, which included continuing the Oklahoma Corporation Commission grant fund for equipping 9-1-1 centers; expansion of the use of emergency databases to be available to any public safety agency for emergency notification of residents in crisis situations; and requiring certain businesses to purchase software for more efficient identification of which business location is involved in an emergency.

9-1-1 staff will be working on a contract with SBC to make the availability of those necessary databases to make early warn notifications possible.

SBC presented 9-1-1 a contract, which can be executed at this time in lieu of a tariff. We are currently reviewing that contract for recommendation for approval at the next 9-1-1 Board of Directors meeting.

Mr. Willoughby reported that the Governor has appointed Gene Thaxton, Oklahoma Department of Public Safety, as the State's Designee to the FCC on 9-1-1 issues. He has formed a committee, which includes several interested parties throughout the state. That committee met this month to develop a strategy to ensure Oklahoma could receive grants that could potentially come available if federal legislation passes.

T-Mobile has joined Sprint and Cingular in providing Phase 0.5 9-1-1 service to their wireless customers. Phase 0.5 provides better routing and tower location of a wireless caller. Also, U.S. Cellular plans to provide wireless services to the region soon, and has already committed working with 9-1-1 ACOG to provide Phase 0.5 services to their customers as well.

A 9-1-1 Institute calendar was provided for each PSAP. It indicates training dates for continued education classes being offered by 9-1-1 ACOG throughout the calendar year 2004.

Regional 9-1-1 statistical data for the first quarter of 2004 were available as well as annual statistics for last year.

Mr. Willoughby also reported that the Norman PSAP had experienced calls being randomly dialed from swimming pool phones. 9-1-1 ACOG worked with Cox during a rash of such problems.

Staff had a meeting with SBC regarding the problem of burned-in monitors, which is a maintenance issue. Steve urged everyone to file a trouble report whenever that occurs. Clint Craighead, SBC, said that SBC would take care of computer monitors that go out. He told the group to adjust the bright and contrast features down to help eliminate that problem in the future.

Carolyn White, 9-1-1 ACOG, announced that there is a supply of trouble report forms available today for members to take back to their respective PSAPs.

VIII. NEW BUSINESS

Becky Bruce, Midwest City Emergency Operations Center, encouraged everyone to attend the 2004 Oklahoma Public Safety Conference sponsored by the Oklahoma Chapters of APCO/NENA/OSLECA on April 20-22 in Stillwater.

Becky reported that the TV modem is causing static on stations 4 and 5. She said that remodeling to the communications center would begin soon.

Brian Hansen, Moore Emergency Operations, complimented the personnel at the service center for their excellent assistance, and said Moore has not experienced problems with them.

Bill Bullard, Yukon Police Department, reported that the InfoVision software has been installed at Yukon.

Marsha Blair, Slaughterville, reported that they have a new town hall building. She said the city has saved \$200-400 on their insurance rates because Slaughterville has been confirmed from an ISO rating to class 7.

Tara Bone, Oklahoma County Sheriff's Office, reported that they have had no problems with the trouble call center. She reported that they have a burned-in monitor problem and have one station down.

Dusty Dowis, Bethany Police Department, reported that they still have trouble with transferring because of the inability of the transfer button. Jane Sutter said that SBC has put that on its list of items to fix. Dusty brought along a few slides to show to the group of the new Bethany police station and city hall building.

Lucien Jones, City of Oklahoma City, reported that they expect an early finish in December, or possibly a scheduled finish in February of its new 9-1-1 center.

Ron Hill, City of Oklahoma City, said they are about three and a half months ahead of schedule. He said 24 positions would be filled to staff that center. He said the previous training program has been discarded and a new program written.

Jane Sutter mentioned that Jason Summers, dispatcher at Oklahoma City, recently won a Red Cross Hero award.

Troy Elkins, Cleveland County Sheriff's Office, reported that its EMD policy is still in the hands of the legal department.

Johnny Irons, 9-1-1 Project Coordinator, asked the group to notify him if they have questions regarding the recent call statistic report.

Lucien Jones asked about the reduction in the number of wireless calls. Mr. Irons said the wireless companies have reached a certain saturation rate, which affects a reduction in wireless 9-1-1 calls. Mr. Irons commented that some of that might be attributed to education to the public about calling 9-1-1 from a wireless phone.

Mr. Irons said he plans to conduct two phases of training. One would be the basic 9-1-1 training, and another training would be for supervisor training on the InVision, which would be more in-depth covering the setup on how to set up call takers, and set up passwords, and how to run reports on InfoVision. He plans to start training three weeks after the software has been installed. He said he would contact supervisors at the ACOG PSAPs to set up training schedules.

IX. ADJOURNMENT

The meeting was adjourned at 10:50 a.m.



9-1-1 association of central oklahoma governments

ATTACHMENT VI

Chair Dave Howe
Choctaw Councilmember

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: June 1, 2004

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

SBC Wireless Tariff

April 30th the Oklahoma Corporation Commission staff filed their testimony in response to the SBC Wireless E9-1-1 Tariff currently being protested by Oklahoma City, Tulsa, Oklahoma Municipal League, and 9-1-1 ACOG (referred to as the Intervenors). This testimony was filed in accordance to the schedule established by the referee assigned by the Commissioners. SBC and the Intervenors had previously filed testimony. The Intervenors continue to negotiate with SBC.

Wireless Uniform Statewide Agreement

April 20th State Representative Larry Rice facilitated a meeting between the councils of governments (COGs) and the principle wireless carriers in the state. This meeting was called to expedite finalization of the statewide uniform agreement required by the state's wireless 9-1-1 act. Some preliminary language was agreed upon.

The wireless carriers were expected to share this language with their other counterparts in the state to gain consensus on the language to provide to the council of governments by May 7th. The wireless carriers' proposed language has not been provided to the COGs as of the date of this agenda.

VOIP Telecommunications

Staff continues to negotiate with Level 3 Communications. Level 3 is proposing to provide VOIP (Voice Over Internet Protocol) telecommunications services to their customers.

Staff has been involved in discussions at a national level of how these service providers will interconnect with 9-1-1 and provide the vital information required by 9-1-1, as well as ensuring service fee integrity under the Oklahoma 9-1-1 Emergency Number Act.

EMD Software Grant

ACOG staff continues to await final execution and issuance of a purchase order from the Oklahoma State Department of Health for the Emergency Medical Dispatch (EMD) Pilot Project Grant, which will provide a software version of the protocols being used by our EMD PSAPs as well as additional quality assurance elements.

SBC 9-1-1 Resolution Center

Staff had the opportunity in April to visit SBC's new 9-1-1 Resolution Center in Austin, Texas. The 9-1-1 Resolution Center handles all 9-1-1 trouble reporting for 9-1-1 systems throughout SBC's five-state southwest region. This is accomplished through an elaborate contingency website and other web-based tools. Prior to the turn-up of the Austin Center, Central Oklahoma's 9-1-1 trouble reports were handled in Kansas City.

During this visit staff also received briefings from SBC senior management on Voice Over Internet Protocol (VOIP) technology and 9-1-1 network security. In addition, staff met with our counterpart at the Capital Area Planning Council (CAPCO), the council of governments in Austin that administer their regional 9-1-1 system.

Emergency Warning Database

Staff continues to negotiate a contract with SBC to obtain the complete SBC 9-1-1 Database (including non-published telephone numbers) so that this information can be provided to our members who have reverse 9-1-1 type systems.

This database is now available due to the passage of HB1650 last year. The 9-1-1 Board of Directors has authorized staff to procure this database on a regional basis to meet the legislative requirement that requesting community (ies) have a population of 300,000 or more. 9-1-1 ACOG will obtain this database annually for the entire region at no charge. Entities requiring more frequent updates will be responsible for those additional charges.