



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

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

9-1-1 TECHNICAL COMMITTEE
AGENDA
9:30 a.m., March 9, 2004

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

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. MINUTES OF MEETING DECEMBER 9, 2003
(Attachment III)
- IV. DIRECTOR'S REPORT
- V. EMD STATUS REPORT
(Attachment V)

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 and discussion only.

VI. WIRELESS E9-1-1 TARIFF STATUS REPORT
(Attachment VI)

INFORMATION: Staff will provide a status report on the progress being made between the 9-1-1 parties and SBC in regards to the Wireless E9-1-1 tariff filed with the Oklahoma Corporation Commission.

Action Requested: None, for information and discussion only.

VII. GENERAL STATUS REPORT
(Attachment VII)

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

Action Requested: None, for information and discussion.

VIII. NEW BUSINESS

X. ADJOURNMENT

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
TECHNICAL COMMITTEE MINUTES
December 9, 2003

The fourth meeting of the 9-1-1 Technical Committee for calendar year 2003 convened at 9:30 a.m., December 9, 2003 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
Lester Robinson, Del City Police Department
David Barnes, Edmond Emergency Operations Center
Lisa Sutterfield, Edmond Emergency Operations Center
Jerry Taylor, Town of Harrah
Becky Bruce, Midwest City Emergency Operations Center
Sherri Cargal, Midwest City Emergency Operations Center
Brian Hansen, Moore Emergency Operations Center
Brenda Hooper, Nichols Hills Police Department
Lance Terry, Norman Police Department
Marsha Blair, Town of Slaughterville
Chris Putnam, The Village Police Department
Frank Gresh, EMSA

GUESTS

Lucien Jones, City of Oklahoma City
Clint Craighead, SBC
Mary Bailey, MTM Solutions
Keri Bondurant, Cox Communications

STAFF

Zach Taylor, Executive Director
Jane Sutter, Intergovernmental Services Division Director
Doug Rex, Assistant to the Executive Director
Jerry Church, Special Programs Officer

Stephen Willoughby, ENP, Director E9-1-1 & Public Safety Programs
Carolyn White, 9-1-1 Data Manager
Peggy Stoller, 9-1-1 Project Coordinator
Johnny Irons, III, 9-1-1 Project Coordinator
Anita J. Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:30 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – SEPTEMBER 9, 2003

Brian Hansen, Moore, made a motion to approve the minutes of the September 9, 2003 meeting. Becky Bruce, Midwest City, seconded the motion. The motion carried the following votes:

AYE: Dowis, Robinson, Barnes, Sutterfield, Taylor, Bruce, Hansen, Hooper, Terry, Blair, Putnam, and Gresh

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor reported that Automatic External Defibrillators (AED) have been distributed to rural communities in the Central Oklahoma region. He announced that there would be another round distributed in the near future.

Mr. Taylor congratulated the City of Oklahoma City Emergency Operations Center for the groundbreaking of its new \$4.5 million dollar emergency center.

Mr. Taylor announced that the Oklahoma Department of Public Safety is forming regional councils to look at Homeland Security issues. ACOG's region is Region 6 and Region 8. A meeting for Region 8 is set for December 5th and another meeting is scheduled for Region 6 to be held in Norman on December 18th.

Mr. Taylor reported that US Cellular has communicated to 9-1-1 ACOG that it intends to do Phase 0.5 Wireless 9-1-1 in the ACOG region.

Mr. Taylor reported that the system wide replacement of UPS units has been completed at all ACOG PSAPs. In the future should there be any trouble with UPS units, maintenance will be provided by SBC.

V. QUICK CLEARANCE LAW

Doug Rex, Assistant to the Executive Director, was present to bring information to the committee on a project that relates to Intelligent Information Systems and the new "Quick Clearance Law."

Mr. Rex first stated that today there are usually no severe traffic congestion problems in the Oklahoma City metro area. He said that 60% congestion in this area is incident related. This type of congestion is unpredictable. In order to minimize the number of incidents that affect congestion, ACOG in 2001, formed a task force. The objective of the committee was to reduce secondary accidents, which represent 31% of all accidents that occur, and to increase the safety of the responders to those incidents. In 2001, more than half of police officers killed in the line of duty were at accident scenes.

The third objective was to decrease the level of general congestion. He said the Oklahoma Department of Transportation has stated that for every one minute an accident remains on the roadway results in for four minutes of congestion.

The task force learned in its study that several states have implemented laws, which require timely removal of vehicles involved in non-injury accident situations. This type of law is referred to as the "Quick Clearance Law." The task force decided to pursue that same effort to increase the efficiency of clearing traffic accidents, and was successful in getting HB1782 passed during the last session of the Oklahoma Legislature. The new law accomplishes two things. Now the motoring public is obligated to move their vehicle off the traveling portion of the roadway in non-injury incidents. Also, it authorizes law enforcement to move a vehicle obstructing the roadway if the motorist has not. In addition, law enforcement is authorized to move spilled cargo at the scene to reduce the time that lanes are closed. The law went into effect November 1st and law enforcement will be authorized to issue citations as of January 1, 2004. This will allow time for the public to be educated on the new law.

The committee viewed a brief training video, which explained the new Quick Clearance Law. Mr. Rex said the same training video would be presented to local law enforcement agencies.

David Barnes, Edmond Emergency Operations Center, commented that the law reads specific to "highway" as being the roadway. Jane Sutter said that in the state issues this year ACOG is asking that the language read "roadway" in order to cover highways, interstates and common roadways. David said that on the advice of the city attorney, Edmond has taken the stance to enforce the new law specifically on the interstates and not every roadway. Norman and Midwest City representatives spoke up saying that the same stance has been taken in those communities.

Becky Bruce, Midwest City Emergency Operations Center, asked if the training tape would be shown for education to the general public. Mr. Rex said there is a 30 second PSA that has been developed and distributed to all major television channels. Lester Robinson suggested that the tape be shown to Neighborhood Watch organizations as well.

Copies of the video were distributed today to committee members. Mr. Rex said that the Oklahoma Highway Safety Office in conjunction with the Oklahoma Department of Transportation developed the video. He offered brochures on the new law as well.

VI. REGIONAL MEDICAL DISPATCH INITIATIVE STATUS REPORT

Stephen Willoughby announced that 9-1-1 ACOG is near completion of initial training of all call-takers from the PSAPs that will perform Emergency Medical Dispatching (EMD). The Association has trained more than 65 call-takers in EMD. There is one PSAP remaining. Staff is in the process of delivering the card sets to the participating PSAPs. Several meetings have occurred regarding the implementation of the EMD protocol. A subcommittee has been formed to address policies and procedures as it relates to this new life-saving service they will be providing, as well as coordinating with the respective medical directors.

Mr. Willoughby said that the Oklahoma State Health Department is very interested in ACOG's regional approach to EMD and ACOG continues negotiations with them in the procurement of the EMD software. The Health Department is currently reviewing that proposal.

Jane Sutter said that it would be at least January 2004 before our PSAPs are onboard with EMD. ACOG plans to hold a media briefing to inform the public that this is a new service available in Central Oklahoma. Once the PSAPs are up and running with EMD, we will credit each agency for their effort in implementing EMD.

Jane Sutter said the goal is once all organizations actually implement EMD, we will have all of the citizens in Central Oklahoma covered wall to wall whether they are handled by EMSA or handed off by one of the PSAPs.

VII. 9-1-1 TECHNICAL COMMITTEE CALENDAR YEAR 2004 MEETING DATES

Jane Sutter referred to the meeting dates for the 9-1-1 Technical Committee regular meetings for the calendar year 2004 listed in Attachment VII. The dates have been approved by the 9-1-1 Board of Directors. They are scheduled for the second Tuesday of the months of March, June, September and December. She pointed out that this is an information item and asked that everyone mark their calendars with these dates and plan to attend.

VIII. GENERAL STATUS REPORT

Stephen Willoughby said that the conversion of the 9-1-1 system from the previous Mercy EMS response area to EMSA seemed to have been very successful. Frank Gresh added that it went smoothly.

Mr. Willoughby reported that staff continues to work towards implementation of Enhanced wireless 9-1-1 services in Central Oklahoma. The 9-1-1 parties continue to negotiate with SBC on its tariff that will determine their charges. The latest tariff proposed by SBC is population-based. The 9-1-1 parties contend that the charges should equal the income, which is based on number of subscribers. He said this tariff is a key element to the financial analysis that will lead to county elections to vote a 50-cent wireless 9-1-1 service fee to pay for this upgrade.

Also, work continues with the wireless carriers on the Uniform Statewide Agreement that is required by the Wireless 9-1-1 Act he said.

Regarding Wireless Number Portability, beginning November 24 individuals in Central Oklahoma were allowed to port, or move, their telephone numbers from wireless carrier to wireless carrier, as well as from wireline to wireless. Staff is concerned with ensuring 9-1-1 database integrity during this new process.

In the wireless world, for routing purposes, the wireless number is not used for 9-1-1 routing. In Phase I the call-back number is a number that appears in the display but not a number that can be called back, whereas in the wireline call it can. Each wireless call is assigned a unique number.

Mr. Willoughby stated that ACOG facilitated a meeting with regional city managers and public safety officials last month to discuss radio interoperability with 44 representatives from 17 communities.

Mr. Willoughby said that work continues with the Oklahoma Highway Patrol regarding the establishment of dedicated lines between the Central Oklahoma E9-1-1 system and OHP's

Central Communications. We are now awaiting OHP's assessment on what types of lines would be compatible with the state's telephone system.

Regarding 9-1-1 data for early warning telephone notification systems, Steve said that 9-1-1 ACOG does not have a contract with SBC yet to procure SBC's 9-1-1 database under the requirements of HB1650.

Staff continues to negotiate a contract with SBC for this service, and is currently awaiting sample data of the information that will be provided.

2003 9-1-1 Statistical data reports were available today as handouts for committee members to review.

Mr. Willoughby reported that U.S. Cellular has contacted us informing us that they will be operating in the region and using Phase 0.5.

Steve said that in order to provide more training to ACOG's dispatchers 9-1-1 ACOG has reached beyond basic emergency telecommunicator training to line up various other types of training. He said staff has been able to obtain some discount rates by holding large classes. He said a training schedule for calendar year 2004 would be provided to the PSAPs in the near future.

Mr. Willoughby said that the instructor from EMSA who instructs the EMD training classes plans to develop a type of curriculum for in-service training to the 9-1-1 ACOG EMD PSAPs on how to make a smooth transition from handling a police call, for example, to an EMS call and back to the police call.

The Terrorists Information Network has been activated by the Homeland Security group so that when a person's information is run through the National Crime Information Center (NCIC), it queries that database. Steve said he was not certain about the appearance of the record that accompanies a hit on this Terrorists Information Network database.

Mr. Willoughby informed the group that Gene Thaxton with the Oklahoma Department of Public Safety has been appointed by the governor to represent 9-1-1 in Oklahoma to the FCC. Apparently the FCC plans to hold regular meetings and each state will have an appointed representative to address 9-1-1 issues to the FCC.

Steve said that the Oklahoma Association of Chiefs of Police (OACP) is working with a third party vendor who is developing a dispatcher employment test. They have asked us to provide a list of PSAP managers who might be able to assist and direct them in some survey sampling. Steve said he gave them the names of the ACOG PSAP managers.

At this time we are preparing to recommend to the Board of Directors that we tentatively accept the TCI equipment based on a software fix to help resolve some of the run time errors a few PSAPs are experiencing, along with an intermittent transfer problem.

Jane Sutter mentioned that ACOG has begun to send out meeting agendas via e-mail and informed the 9-1-1 Technical Committee that future agendas would be electronically mailed to those members currently using an electronic mail system.

Steve reminded members of the Telecommunicator Emergency Response Taskforce (TERT), whose goal is to support other public safety emergency communications centers in times of manmade or natural disaster, would meet today immediately following the 9-1-1 Technical Committee meeting.

IX. NEW BUSINESS

Frank Gresh, EMSA, reported that soon they would have printers up and running at the PSAPs serving 9-1-1 primary PSAPs.

Mr. Gresh expressed his appreciation to the Bethany PSAP in its staff's tenaciousness in handling a particular call received on Nov. 14 from Bethany, after a great level of difficulty in getting the call transferred.

Chris Putnam, The Village, reported that they have been having run time errors. She asked if the fix software has been developed. She reminded staff that they were told in August that it was forthcoming, and asked when it will. Clint Craighead, SBC, responded by saying that initially it was intended to install the software at the 9-1-1 ACOG testing PSAP for testing and plans to conduct testing this week, and then The Village PSAP will be upgraded. They do not want to do the upgrades across the board at this time since it is a holiday season should there be a problem with it. He said there are 55 positions to be upgraded and the plan is to install two positions per day at max. He said they would begin at the ACOG training PSAP and then The Village PSAP. After it is tested at the ACOG training PSAP, it will be deployed at the other ACOG PSAPs.

Sherri Cargal, Midwest City, reported that Mike Bower has been appointed the Emergency Operations Center Manager officially March 1st, and in the temporary position beginning January 1st.

Dusty Dowis, Bethany, reported that the city of Bethany is progressing in building its new police department facility. He said they are investigating radio systems because they currently have old console radio systems and new interfaces, with nothing to bridge the gap. He said to make up the difference of using old technology with new technology would cost about \$20,000 for one unit. He said there is new software that is not as

expensive as that. Also, Bethany is looking at scanning systems to take fingerprints rather than using the inked fingerprinting method.

Lucien Jones, City of Oklahoma City, encouraged PSAPs to report problems with wireless portability. If a trend is cited, this entire group could get proactive and work with the appropriate regulatory bodies. The new Oklahoma City 9-1-1 center is currently under construction. ACS and Tiberon are demonstrating CAD systems and other technological equipment today at the Cox Center, he said.

Frank Gresh, EMSA, explained that "First Watch" is a program initially designed as a bio-terrorism surveillance tool, which monitors the communication of patient condition's severity level.

This system reviews a trend analysis of previous six-eight months period to determine the normal level of those types of incidences, when the subsets of severity and chief complaints reach a level above the trigger level, which happens only 1% of the time, an alert is triggered. EMSA receives a report that explains what has caused the trigger and where the calls occurred. Then gives an alert that something out of the norm is going on. It checks the number of calls and the geographic proximity of the calls. In a bio-terrorism situation it would allow a determination of how far reaching the affect of the agent might extend.

First Watch also would pick up out of the normal occurrences in a small geographic area and send an alert. In the case of a flu epidemic, First Watch would trigger an alert signaled by a great number of the same symptoms indicated. The First Watch system went live on November 1st. He explained that the alert appears as an e-mail message with several pages of reports attached which is sent to the management staff, the Oklahoma City-County health department, state epidemiologist office, the state epidemiologist on-call, and Tulsa City-County Health Department, and a few others interfacing with EMSA.

First Watch is a great surveillance tool to watch public safety. Typically, health care surveillance systems are conducted in doctors' offices, pharmacies, and so forth. This information is after-the-fact, whereas First Watch sends alerts as information comes into 9-1-1, in real time. Frank explained that if each of the PSAPs providing EMD had First Watch, we would have a larger picture of what is occurring across the region.

Zach Taylor said as we do EMD and take it to the server levels, our members or support groups such as EMSA, will have the capability to install the First Watch software. Therefore, everyone would have has a reconnaissance system. This is why the Oklahoma State Health Department is willing to fund taking this to the server-based system for EMD. To invest in First Watch would bring about a good balance.

Keri Bondurant, Cox Communications, brought up a few experiences where Cox has had wireline to wireless ports. She said the wireless company called Cox back saying they were unable to complete the port at that time and had to reschedule it, then would call again saying they were still unable, which means that number still shows in the database until a hard disconnect. She said the wireless companies are not able to keep up with the timeframe requests. Zach Taylor quoted a news report saying that wireless carriers meet only 50% of these types of requests.

X. ADJOURNMENT

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



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MEMORANDUM

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

INFORMATION: The press event hosted by 9-1-1 ACOG last month was well attended. This press event kicked off the public education campaign to inform the public of the region's emergency medical dispatch (EMD) program, which provides life-saving pre-arrival instructions to callers requiring emergency medical assistance.

In addition to EMSA, Park View EMS (El Reno), Midwest City, and Norman have implemented EMD in their respective 9-1-1 centers. Staff continues to assist the other PSAPs that will be providing this service as they seek policy and medical approval.

Attached is a list of PSAPs that are providing EMS dispatching services and have agreed to participate the regional EMD program.

Staff continues to work with the Oklahoma State Department of Health in executing an agreement that will provide grant funding for the software version of the EMD protocols.

Action Requested: None, for information and discussion only.

EMSA

- Oklahoma City
- Bethany
- Edmond
- Mustang
- Nichols Hills
- Parts of unincorporated Oklahoma County
- Arcadia
- Lake Aluma
- Valley Brook
- Woodlawn Park
- Piedmont
- Parts of unincorporated Canadian County
- The Village
- Warr Acres
- Yukon
- Parts of unincorporated Logan County

City of Midwest City

- Midwest City
- Del City
- Moore
- Choctaw
- Parts of unincorporated Oklahoma County
- Forest Park
- Harrah
- Jones City
- Luther
- Nicoma Park
- Smith Village
- Spencer
- Tinker Air Force Base

City of Norman

- Norman
- Parts of unincorporated Cleveland County

Park View EMS (El Reno)

- El Reno
- Union City
- Calumet
- Okarche
- Geary
- Parts of unincorporated Canadian County

Other PSAPs expected to be on-line with EMD in the coming months

Cleveland County Sheriff's Office

Newcastle

Guthrie

Tuttle

Noble



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MEMORANDUM

DATE: March 1, 2004

TO: 9-1-1 Technical Committee

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

SUBJECT: Wireless E9-1-1 Tariff Status Report

INFORMATION: 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. In this original filing SBC proposed to the Oklahoma Corporation Commission (OCC) a charge of \$0.23 for each wireless 9-1-1 call a PSAP received.

Several communities throughout the state filed letters of protest of the cost recovery methodology based on "per call", sighting the dramatic impact wireless has had on PSAPs (accounting for nearly 40% of the call volume) and the difficulty this presented in the in budgeting process. To formalize the protest of this tariff 9-1-1 ACOG, Oklahoma Municipal League, City of Oklahoma City, and the City of Tulsa filed motions before OCC to formally intervene into this tariff process, and thereby suspending the tariff filing to allow time for negotiations amongst the parties to proceed. The Intervenors were required to enter into proprietary agreements in order to review SBC's costs analysis and to become privy of proprietary information loaded into SBC's costs. In May 2003 the Intervenors filed with OCC our proposed alternative to SBC's Wireless E9-1-1 Tariff and an analysis of SBC's Cost Study.

The Intervenors' proposal requested that SBC's charges be based upon a "per wireless subscriber" methodology. Similar to the precedent of the existing wireline tariff that had been in effect since the late 1980's, this would allow for a one-to-one match of costs with revenue that would be achieved through a wireless E9-1-1 service fee election. Also, the Intervenors requested that Phase I and Phase II costs be unbundled so that PSAPs would not be required to pay for services they were not receiving. In addition, the Intervenors' questioned several costs outlined in SBC's cost study.

This was soon followed by SBC withdrawing their original "per-call" based tariff proposal.

September 2003, SBC filed a new wireless E9-1-1 tariff. This tariff unbundled wireless charges for Phase I and Phase II services. Utilizing a mathematical computation of the population a PSAP served the proposed charges would be:

<u>Service</u>	<u>Monthly Charge</u>	<u>Nonrecurring Charge</u>
Phase I	\$9.47 (per 1,000 Population)	\$116.70 (per 1,000 Population)
Phase II	\$2.64 (per 1,000 Population)	\$77.52 (per 1,000 Population)

In September 2003, still contending that the “per wireless subscriber” was the best and most constitutional way communities could legally pay for these charges, the Intervenor’s motion to suspend this tariff was approved by the Corporation Commissioners. In addition, the Commissioners assigned a “referee” to oversee both parties interested.

Since that time continued analysis and negotiations have been on going. February 27th the Referee established a timeline for a hearing on this case as follows.

SBC’s Written Testimony Due	March 26, 2004
Intervenor’s Written Testimony Due	April 9, 2004
OCC Staff Written Testimony Due	April 30, 2004
Rebuttal from all parties	May 27, 2004
Hearing	June 15 & 16, 2004

However, all parties continue to meet and work cohesively and positively toward ideal solutions for a tariff in bringing wireless 9-1-1 to the forefront. The group is working in agreement on what needs to be done to find a recommendation that will be win-win for both the 9-1-1 parties and SBC.

Action Requested: None, for information and discussion only.



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ATTACHMENT VII

Chair Dave Howe
Choctaw Council Member

Vice-Chair Grant Hedrick
Canadian County Commissioner

Secretary/Treasurer Stan Inman
Oklahoma County Commissioner

Executive Director
Zach D. Taylor

MEMORANDUM

DATE: March 1, 2004

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

Equipment Software Installation

In December, the 9-1-1 Board of Directors conditionally approved acceptance of the TCI 9-1-1 equipment upon the installation of a software "fix". This software has been tested by TCI, SBC and staff and is now being deployed at the PSAPs. Once this installation and a "burn-in" period have occurred, staff will be in a position to consider acceptance of the product.

9-1-1 Day at the State Capitol

9-1-1 ACOG participated in the Oklahoma Chapter of the National Emergency Number Association's (NENA) 9-1-1 Day at the State Capitol earlier this month. ACOG's state 9-1-1 legislative issue recommendations (approved by the Board of Directors) this year include:

1. Continuing the Oklahoma Corporation Commission grant fund for equipping 9-1-1 centers.
2. Expanding the use of emergency databases to be available to any public safety agency (removing the 300,000 population threshold) for emergency notification of residents in crisis situations.
3. Require certain businesses to purchase software for more efficient identification of which business location is involved in an emergency.

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. SBC has provided sample data for staff to review as well as a draft contract. However, SBC has stated that some tariff revisions must take place prior to SBC completing agreement language.

State 9-1-1 Planning

Gene Thaxton, the Governor's 9-1-1 designee to the FCC, has formed a committee which includes, 9-1-1 ACOG, Oklahoma Chapter of the National Emergency Number Association (NENA), the Oklahoma Municipal League and other interested parties. This committee met for the first time last month to develop a strategy to ensure Oklahoma could receive grants that could potentially come available if federal legislation passes. Staff will continue to keep the 9-1-1 Technical Committee advised on this committee's activities.

Wireless Phase 0.5

December 9th, T-Mobile joined Sprint and Cingular in providing Phase 0.5 9-1-1 service to their wireless customers. As you know, Phase 0.5 provides better routing and the tower location of a wireless caller saving valuable time in times of emergency.

In addition, U.S. Cellular, who plans to begin providing wireless services to the region soon, has already committed and is working with 9-1-1 ACOG to provide Phase 0.5 services to their customers, as well.

9-1-1 Institute Calendar

A calendar indicating the basic and continuing education training being offered by 9-1-1 ACOG will be provided as a handout at the meeting.

9-1-1 Statistical Data

Regional 9-1-1 statistical data for the months of December, January and February will be available for your review at the meeting.