

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MAY 24, 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 BOARD OF DIRECTORS AGENDA

1:00 p.m., May 27, 2004
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES – APRIL 29, 2004 ([Attachment III](#))

Action Requested: Motion to approve minutes of the April 29, 2004 meeting.

- IV. COMMUNICATIONS
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. FINANCE REPORT – MAY 2004 CLAIMS
([Attachment VI](#))

INFORMATION: Consideration of materials claims budgeted for the Association in the amount of \$131,738.47 for the month of May. These claims have been found to be in order by staff and proper as to form and are recommended for payment. A copy of the Claims List is included in the agenda packet.

Action Requested: Motion to accept the finance report, and approve payment of the May claims against the Association.

VII. PROPOSED FY 2003-2004 9-1-1 ACOG BUDGET AMENDMENT
([Attachment VII](#))

INFORMATION: 9-1-1 ACOG is well into its 2003-2004 fiscal year, and staff proposes to amend the budget to more closely reflect estimated revenues and expenditures and reflect Board actions taken throughout the fiscal year. Refer to Attachment VII of the agenda packet for further details.

Action Requested: Motion to approve the recommended budget amendment.

VIII. CONSIDERATION OF AUTHORIZATION TO AMEND THE SBC/ASI CONTRACT FOR FRAME RELAY SERVICES TO REFLECT SERVICE CHANGES
([Attachment VIII](#))

INFORMATION: Staff is requesting the 9-1-1 Board of Directors to consider authorization to amend the current SBC/ASI contract to reflect service changes to those services as outlined in the attachment.

Action Requested: Authorization for the Executive Director to execute an amendment to the SBC/ASI contract for frame relay services to reflect service changes, subject to legal counsel approval.

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

INFORMATION: Information on current projects is included for review and discussion.

Action Requested: None, for information only.

X. NEW BUSINESS

XI. ADJOURNMENT

**MINUTES OF THE
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS MEETING
ACOG CONFERENCE ROOM
April 29, 2004**

The fourth meeting of the calendar year 2004 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:04p.m. April 29, 2004 in the 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, 21 E. Main, Suite 100, at least twenty-four (24) hours prior to the meeting.

PRESIDING

Hon. Dave Howe, Councilmember, Choctaw

MEMBERS PRESENT

Hon. James Woodard, Councilmember, Arcadia
Hon. Bryan Taylor, Councilmember, Bethany
Hon. Larry M. O'Connell, Councilmember, Del City
Hon. Bill Haddock, Councilmember, Lexington
Hon. Eddie Reed, Mayor, Midwest City
Hon. Kathleen Moon, Councilmember, Mustang
Hon. David Hopper, Councilmember, Norman
Hon. John Brown, Councilmember, Piedmont
Hon. Ron Bledsoe, Mayor, Slaughterville
Hon. Judith Ainsworth, Councilmember, Spencer
Hon. Scott Symes, Councilmember, The Village
Hon. Tom Smith, Councilmember, Warr Acres
Hon. Bob Bradway, Councilmember, Yukon
Hon. Phil Carson, Commissioner, Canadian County
Hon. Mark Sharpton, Commissioner, Logan County
Hon. Stan Inman, Commissioner, Oklahoma County

MEMBERS ABSENT

Hon. Sandra Naifeh, Mayor, Edmond
Hon. Susan Schwarz, Councilmember, El Reno
Hon. Lewis Pringle, Mayor, Forest Park
Hon. Jason Murphey, Councilmember, Guthrie
Hon. Karen Feldhake, Councilmember, Harrah
Hon. Matt Elerick, Mayor, Jones City
Hon. Gary Johnston, Mayor, Lake Aluma

MEMBERS ABSENT (continued)

Hon. Scott Fesler, Councilmember, Luther
Hon. Glenn Lewis, Mayor, Moore
Hon. Jim Gurley, Councilmember, Newcastle
Hon. Kathy Walker, Councilmember, Nichols Hills
Hon. James Pumphrey, Councilmember, Nicoma Park
Hon. Carol Jones, Councilmember, Noble
Hon. Kathy Jordon, Councilmember, Smith Village
Hon. Chet Curlee, Councilmember, Tuttle
Hon. Robert Greb, Councilmember, Valley Brook
Hon. Jim Gilbert, Mayor, Woodlawn Park
Hon. Bill Graves, Commissioner, Cleveland County

GUESTS

Bill Knox, Town of Harrah
Larry Kesler, Councilmember, Union City
Mary Murphey, Logan County Commissioners' Office
Teresa Ramsey, Canadian County Commissioner's Office
Ronnie Freeman, E9-1-1 Area Manager, SBC

STAFF

Zach D. Taylor, Executive Director
Debbie Cook, Finance Director
Jane Sutter, Division Director, Intergovernmental Services
Stephen M. Willoughby, E9-1-1 & Public Safety Programs Director
Jerry Church, Special Programs Officer
Doug Rex, Assistant to Executive Director
J. Dell Gordon, Legal Counsel
John Johnson, Consultant
Ken Brown, Intergovernmental Services
Carolyn White, 9-1-1 Database Manager
Johnny Irons, 9-1-1 Project Coordinator
Anita Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chairman Dave Howe called the meeting to order at 1:04 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Executive Director Zach Taylor introduced Teresa Ramsey, Canadian County Commissioners' Office; Bill Knox, Town of Harrah; and Mary Murphey, Logan County Commissioners' Office.

III. APPROVAL OF MINUTES - March 25, 2004

Action Requested: Motion to approve minutes of the March 25, 2004 meeting.

Director John Brown, Piedmont, made a motion to approve the minutes of the March 25, 2004 meeting. Director James Woodard, Arcadia, seconded the motion. The motion carried the following votes:

AYE: Woodard, Taylor, Howe, O'Connell, Haddock, Reed, Moon, Hopper, Brown, Bledsoe, Ainsworth, Symes, Bradway, Carson, Sharpton and Inman

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

Zach Taylor recognized an amendment to the April 2004 claims list, which is a claim submitted by SBC for \$212.82, making the total April claims \$151,864.10.

Mr. Taylor mentioned a recent meeting with the Region 8 council of Homeland Security, which covers Oklahoma County. Region 6 covers the remaining areas of ACOG. The U.S. Office of Domestic Preparedness and the state office of Homeland Security and the regions are conducting needs assessment on types of rescue and response efforts in order to create training and exercise plans that will progressively escalate over the next three years to ensure that all dimensions of public safety are prepared for disasters and emergencies.

Staff continues to provide increased support to the Central Oklahoma Emergency Management Task Force comprised of fire chiefs and police chiefs trying to coordinate efforts regarding 9-1-1 and Homeland Security issues.

Mr. Taylor reported that he, Mr. Willoughby and Mr. Irons met with the City of Moore regarding some of the new telephone companies in that area that are not participating in the tax or franchise program in that community. We explained the work we had accomplished through the Central Oklahoma CLEC Task Force.

Staff was involved in a meeting last week with the principal players in the wireless industry in Oklahoma regarding the statutory requirement that there be a uniform agreement between each of the state's COGs and the wireless companies.

We had this meeting with the legislature in an effort to overcome the issues of the impasse, which exists with the wireless companies. The wireless companies want to enumerate the cost centers that they would be allowed to charge for reimbursement of expenses. We have agreed to do that. The wireless companies are finalizing recommended language. We expect to come to a final resolution over the next two months.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. FINANCE REPORT – APRIL 2004 CLAIMS

INFORMATION: Consideration of materials claims budgeted for the Association in the amount of \$151,651.28 for the month of April. These claims have been found to be in order by staff, proper as to form and are recommended for payment, along with an amendment to claims to pay SBC \$212.82, making a total of \$151,864.109.

Action Requested: Motion to accept the finance report and approve payment of the April claims against the Association, along with amendment to claims in the amount of \$212.82 to SBC.

Director Eddie Reed, Midwest City, made a motion to accept the finance report and approve payment of the April claims against the Association. Director David Hopper, Norman, seconded the motion. The motion carried the following votes:

AYE: Woodard, Taylor, Howe, O'Connell, Haddock, Reed, Moon, Hopper, Brown, Bledsoe, Ainsworth, Symes, Smith, Bradway, Carson, Sharpton and Inman

NAY: None

ABSTAIN: None

VII. CONSIDER AUTHORIZATION OF A SUBCONTRACT BETWEEN ACOG AND 9-1-1 ACOG FOR ADMINISTRATIVE SERVICES AND APPROPRIATE AUTHORIZATIONS REQUIRED TO FULFILL OBLIGATIONS UNDER THE OSDH/HRSA GRANT WHICH WILL PROVIDE EMD SOFTWARE

Stephen Willoughby explained that last month the 9-1-1 ACOG Board authorized a contract with the Oklahoma State Health Department to fund a grant for emergency medical dispatch software and quality assurance programs related to EMD. It was determined that because of several administrative interests on behalf of all parties that the health department contract with ACOG rather than 9-1-1 ACOG.

Staff feels that an additional subcontract to supplement the existing contract between ACOG and 9-1-1 ACOG is necessary in order to insure proper authorization and financial administration.

This contract solidifies ACOG's authority to procure and install hardware and software on equipment owned by 9-1-1 ACOG as it relates to this project.

Director Bill Haddock, Lexington, made a motion to approve a subcontract between the Association of Central Oklahoma Governments (ACOG) and the 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) for administrative services and appropriate authorizations required of the HRSA grant funds for the regional Emergency Medical Dispatch program, subject to legal counsel approval. Director Bryan Taylor, Bethany, seconded the motion. The motion passed with the following votes:

AYE: Woodard, Taylor, Howe, O'Connell, Haddock, Reed, Moon, Hopper, Brown, Bledsoe, Ainsworth, Symes, Smith, Bradway, Carson, Sharpton and Inman

NAY: None

ABSTAIN: None

VIII. GENERAL STATUS REPORT

Stephen Willoughby reported that Intervenors filed a 63-page testimony with the Oklahoma Corporation Commission in relation to the SBC Wireless Tariff. We have been advised that SBC will provide 9-1-1 with a proposed settlement agreement by the end of the day. However, we continue with the process. The hearing date has been set for later in June.

Mr. Willoughby said that in December, the Board of Directors conditionally approved acceptance of the TCI 9-1-1 equipment upon the installation of a software "fix." The fix has been installed and the results indicate that the software fix has resolved most of the issues. Staff continues to monitor the software to make sure that no new problems arise.

Senate Bill 1119 is the proposed bill that would significantly reduce regulation on many of the telecommunications services provide by Incumbent Local Exchange Carriers (ILECS) including SBC. This bill is now essentially dead for this legislative session, and has been assigned to an interim committee for review.

Mr. Willoughby reported that staff had the opportunity to visit SBC's new 9-1-1 Resolution Center in Austin, Texas. The center handles all 9-1-1 trouble reporting for 9-1-1 systems throughout SBC's five state southwest region.

Staff also received briefings from SBC's senior management regarding Voice Over Internet Protocol (VOIP) technology as it relates to 9-1-1, and 9-1-1 network security. Staff also met with Capital Area Planning Council (CAPCO), the council of governments in Austin that administers a regional 9-1-1 system.

Director David Hopper asked if VOIP is a benefit to ACOG's 9-1-1 communities? Mr. Willoughby said as it relates to 9-1-1, it can be looked at in two different ways. The VOIP technology that we can use, and probably will migrate into the 9-1-1 call center would provide faster delivery of the voice and data. But, in regard to telecommunications providers and Internet service providers that are providing VOIP as a telecommunications technology to their customers, there is a significant concern regarding delivery of the 9-1-1 call to the appropriate answering point and having the appropriate data associated with it; as well as significant concerns regarding revenues from the 9-1-1 calls placed through VOIP. The FCC has been adamant that this is not a telephone service. Some of the language as it relates to 9-1-1 in our legislation that governs the 9-1-1 service fee, it is questionable. The technology in the delivery of the call to a 9-1-1 center presents us with significant concerns.

IX. NEW BUSINESS

None

X. ADJOURNMENT

Chairman Dave Howe called for a motion to adjourn. Director Bob Bradway, Yukon, made a motion to adjourn. Director David Hopper seconded the motion. The motion carried the following votes:

AYE: Woodard, Taylor, Howe, O'Connell, Haddock, Reed, Moon, Hopper, Brown, Bledsoe, Ainsworth, Symes, Smith, Bradway, Carson, Sharpton and Inman

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:17 p.m.

ADOPTED THIS 29TH DAY OF APRIL 2004.

Chairman

Secretary-Treasurer

PAGE DOWN TO VIEW ATTACHMENT VI

BE IT RESOLVED, that on this 27th day of May 2004, the following claims are approved by the 9-1-1 Association of Central Oklahoma Governments; and the Director and Officers of this Association are directed to pay such claims.

MSAG/Education/Training

Personnel	\$ 56,020.86	
Consultant	\$ 382.50	
Development	1,540.00	
Insurance	259.70	
Mileage	11.72	
Legal	1,000.00	
Postage	182.64	
Supplies	37.23	
Telephone	211.51	
Travel	2,391.44	
Xerox	197.89	
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<i>Total MSAG/Education/Training</i>		\$ 62,235.49

9-1-1 Operating/Maintenance

SBC	\$ 40,924.61	
SBC (UPS Maintenance)	1,117.00	
SBC	107.90	
SBC Capital Services	1,686.14	
Koch Financial Corporation	17,903.21	
TDS Telecom	1,242.35	
Pioneer Telephone	413.32	
Pioneer Telephone	319.39	
Pioneer Telephone	99.91	
Pioneer Telephone	59.61	
Valor Telecom	71.79	
J. Dell Gordon	4,788.00	
MTM Solutions	720.00	
Language Line Services	49.75	
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<i>Total 9-1-1 Operating/Maintenance</i>		<hr/> 69,502.98

Total May Claims

\$ 131,738.47

ATTEST:

CHAIRMAN

SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
CASH STATUS REPORT
FOR THE MONTH ENDED APRIL 30, 2004**

	<u>OPERATING</u>	<u>SAVINGS</u>	<u>TOTAL</u>
Beginning Balance <i>April 1, 2004</i>			
Cash on Deposit	\$ 552,308.73	\$ 848,518.20	\$ 1,400,826.93
Cash Receipts			
Fee Income	\$ 134,900.09	\$ -	\$ 134,900.09
Contracts			
Transfers of Funds	100,686.65	99,500.00	200,186.65
Interest Earned	163.02	1,194.65	1,357.67
Miscellaneous	3,149.30	-	3,149.30
Total Cash Receipts	<u>\$ 238,899.06</u>	<u>\$ 100,694.65</u>	<u>\$ 339,593.71</u>
Total Cash Available	\$ 791,207.79	\$ 949,212.85	\$ 1,740,420.64
Cash Disbursements			
Claims/Operating Expense	\$ 151,864.10	\$ -	\$ 151,864.10
9-1-1 Fund Disbursement	18,750.00	-	18,750.00
Transfers of Funds	99,500.00	100,686.65	200,186.65
Miscellaneous	103.17	-	103.17
Total Cash Disbursements	<u>\$ 270,217.27</u>	<u>\$ 100,686.65</u>	<u>\$ 370,903.92</u>
Ending Balance <i>April 30, 2004</i>			
Cash on Deposit	<u>\$ 520,990.52</u>	<u>\$ 848,526.20</u>	<u>\$ 1,369,516.72</u>

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DISBURSEMENT OF FUND BALANCE
APRIL 2004**

Arcadia	\$ 15.14
Bethany	1,073.00
Choctaw	481.82
Cleveland County	203.67
Del City	730.98
Edmond	3,084.45
El Reno	1,113.63
Forest Park	35.70
Guthrie	574.07
Harrah	181.67
Jones	138.69
Lexington	55.34
Midwest City	1,851.89
Moore	1,328.67
Mustang	458.40
Newcastle	231.70
Nichols Hills	225.95
Noble	189.73
Norman	3,792.16
Oklahoma County	747.26
Piedmont	129.45
Slaughterville	72.53
Spencer	135.11
The Village	355.33
Tinker AFB Fire Department	90.15
Tuttle	152.48
Warr Acres	450.93
Woodlawn Park	4.40
Yukon	845.70

Total April Disbursements	\$ 18,750.00
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9-1-1 association of central Oklahoma governments

ATTACHMENT VII

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: May 17, 2004
TO: 9-1-1 ACOG Board of Directors
FROM: Zach D. Taylor, Executive Director
SUBJECT: Proposed FY 2003-2004 Budget Amendment

INFORMATION: 9-1-1 ACOG is well into its 2003-2004 fiscal year, and staff proposes to amend the budget to more closely reflect estimated revenues and expenditures and reflect Board actions taken throughout the fiscal year. Noted below are the most significant changes.

The proposed budget amendment reflects a \$61,177 decrease in net 9-1-1 service fees remitted by telephone companies. This decrease is assumed to be due to the migration of wireline customers to wireless telephone carriers. It also reflects a \$10,500 reduction in interest income due to the fact that interest rates have remained extremely low.

During the year, the 9-1-1 ACOG Board approved a contract between 9-1-1 ACOG and SBC for the procurement of new UPS units and the related monthly maintenance. UPS maintenance had previously been done through the Administrative Contract with ACOG. This resulted in an increase in maintenance, repairs and warranty of \$35,459.

The proposed budget amendment reflects an increase of \$34,110 in legal costs associated with the Board approved SBC E9-1-1 tariff intervention.

Due to changes included in ACOG's amended FY 04 budget, this 9-1-1 ACOG proposed budget amendment also reflects a decrease of \$35,333 in the administrative contract due to an unfilled staff position.

Since the net losses of revenue exceeded the savings, in order to balance the proposed budget amendment, it was necessary to increase by \$ 115,201 the amount of unreserved fund balance that is used in this budget.

Action Requested: Motion to approve the recommended budget amendment.

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
Current FY 2003-2004 Budget

<u>Revenues:</u>	<u>Totals</u>
9-1-1 Fees Remitted by Telephone Companies	\$ 1,774,477
Telephone Companies Administrative Fee	(35,949)
Interest Income	25,000
Contracts	36,898
Miscellaneous Revenues/Penalties	500
Other Financing Source:	
Unreserved Fund Balance	39,593
<i>Total Revenues</i>	<u><u>\$ 1,840,519</u></u>

<u>Expenditures:</u>	
Master Street Address Guide, Education & Training Charges	\$ 773,617
Telephone Companies Operating & Maintenance Charges	575,020
Debt Service - Principal	126,465
Debt Service - Interest	42,897
Maintenance, Repairs and Warranty	72,465
Legal	16,740
Insurance on Equipment	7,315
Miscellaneous	1,000
Member Revenue Return	225,000
<i>Total Expenditures</i>	<u><u>\$ 1,840,519</u></u>

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS

Proposed FY 2003-2004 Budget Amendment

DRAFT

<u>Revenues:</u>	<u>Totals</u>
9-1-1 Fees Remitted by Telephone Companies	\$ 1,712,035
Telephone Companies Administrative Fee	(34,684)
Interest Income	14,500
Contracts	35,157
Other Financing Source:	
Unreserved Fund Balance	154,794
Total Revenues	\$ 1,881,802

<u>Expenditures:</u>	
Master Street Address Guide, Education & Training Charges	\$ 738,284
Telephone Companies Operating & Maintenance Charges	578,297
Debt Service - Principal	126,465
Debt Service - Interest	42,897
Maintenance, Repairs and Warranty	107,924
Legal	50,850
Insurance on Equipment	7,315
Consultants	3,770
Miscellaneous	1,000
Member Revenue Return	225,000
Total Expenditures	\$ 1,881,802

PAGE DOWN TO SEE ATTACHMENT VIII



May 18th, 2004

**9-1-1 ACOG (Association of Central Oklahoma Governments)
21 E. Main
Suite 100
Oklahoma City, Oklahoma
73104**

Revision to SBC/ASI Confirmation of Service Order ATM/Frame Relay Agreement

The intent of this letter is to inform 9-1-1 ACOG of (2) revisions to the SBC/ASI Confirmation of Service Order ATM/Frame Relay Agreement. See Page 2 of attachment.

Revision (1) 9-1-1 ACOG Training PSAP Frame Service upgraded in October of 2003 from 128K to 512K, Monthly Recurring Charged increased from \$308.32 to \$428.00.

Revision (2) 9-1-1 ACOG incurs a monthly interconnection fee due to the fact that the Newcastle PSAP is in a Non-SBC territory, specifically Pioneer Telephone Cooperative, Inc. This fee is in addition to the Monthly Recurring Charge, billed monthly and separately by Access Transport Services, Bill No. 410 067-9300 400.



9-1-1 association of central Oklahoma governments

ATTACHMENT IX

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: May 17, 2004

TO: 9-1-1 ACOG Board of Directors

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. However, if a settlement is not reached, a hearing date has been set for June 15th.

Wireless Uniform Statewide Agreement

April 20th State Representative Larry Dean 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.