

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., OCTOBER 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., October 28, 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 – SEPTEMBER 30, 2004 ([Attachment III](#))

**Action Requested:** Motion to approve minutes of the September 30, 2004 meeting.

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

**INFORMATION:** Consideration of materials claims budgeted for the Association in the amount of \$129,687.86 for the month of October. Staff has found these claims to be in order 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 to approve payment of the October claims against the Association.

VII. UPS MAINTENANCE CONTRACT RENEWAL

**INFORMATION:** Staff recommends that the contract with SBC for Uninterruptible Power Source (UPS) maintenance be renewed. Maintenance charges are remaining the same as last year's contract. A copy of the contract is available for review in the ACOG offices.

**Action Requested:** Motion to authorize the Executive Director to renew the contract between SBC and 9-1-1 ACOG for Uninterruptible Power Source (UPS) maintenance, subject to legal counsel approval.

VIII. AUTHORIZATION TO FORMALLY REQUEST PHASE I WIRELESS 9-1-1 SERVICES AND CONDUCT PHASE II ANALYSIS ([Attachment VIII](#))

**INFORMATION:** October 19<sup>th</sup> Oklahoma City Council authorized its city manager to work in cooperation with 9-1-1 ACOG in jointly requesting Phase I enhanced wireless 9-1-1 services from the region's wireless carriers. In addition, a joint letter will be sent to request cost and revenue information from the wireless carriers for Phase II so that a regional design and cost analysis can be completed prior to 2005 WE9-1-1 service fee elections.

**Action Requested:** Motion to authorize Executive Director to formally request the FCC mandated Phase I enhanced wireless 9-1-1 services from each wireless carrier operating in the region. Further, to authorize staff to continue cooperative efforts with the city of Oklahoma City in establishing enhanced wireless 9-1-1 services in Central Oklahoma.

IX. ANNUAL 9-1-1 ACOG AUDIT REPORT FY 2004 ([Attachment IX](#))

**INFORMATION:** John M. Arledge & Associates, P.C. has completed its audit of the 9-1-1 Association of Central Oklahoma Government's financial statements for the fiscal year ended June 30, 2004.

**Action Requested:** Motion to receive the Fiscal Year 2004 Audit Report of the 9-1-1 Association of Central Oklahoma Governments.

X. GENERAL STATUS ([Attachment X](#))

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

**Action Requested:** None, for information only.

XI. NEW BUSINESS

XII. ADJOURNMENT

**MINUTES OF THE  
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
BOARD OF DIRECTORS MEETING  
ACOG CONFERENCE ROOM  
September 30, 2004**

**The eighth meeting of the calendar year 2004 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:05 p.m., September 30, 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. Stan Inman, Secretary-Treasurer, Oklahoma County Commissioner

**MEMBERS PRESENT**

Hon. James Woodward, Councilmember, Arcadia  
Hon. Saundra Naifeh, Mayor, Edmond  
Hon. Lewis Pringle, Trustee, Forest Park  
Hon. Jason Murphey, Councilmember, Guthrie  
Hon. Bill Haddock, Mayor, Lexington  
Hon. Eddie Reed, Mayor, Midwest City  
Hon. Glenn Lewis, Mayor, Moore  
Hon. Wendy Wilkerson, Councilmember, Mustang  
Hon. Kathy Walker, Councilmember, Nichols Hills  
Hon. David Hopper, Councilmember, Norman  
Hon. John Brown, Councilmember, Piedmont  
Hon. Ron Bledsoe, Mayor, Slaughterville  
Hon. Scott Symes, Councilmember, The Village  
Hon. Leslie Owens, Councilmember, Warr Acres  
Hon. Phil Carson, Commissioner, Canadian County  
Hon. Mark Sharpton, Commissioner, Logan County

**MEMBERS ABSENT**

Hon. J. D. Johnston, Mayor, Bethany  
Hon. Dave Howe, Councilmember, Choctaw  
Hon. Debbie Harrison, Councilmember, El Reno  
Hon. Karen Feldhake, Councilmember, Harrah  
Hon. Gary Johnston, Mayor, Lake Aluma  
Hon. Scott Fesler, Councilmember, Luther  
Hon. Jim Gurley, Councilmember, Newcastle  
Hon. Carol Jones, Councilmember, Noble

**MEMBERS ABSENT** (continued)

Hon. Kathy Jordon, Trustee, Smith Village  
Hon. Chet Curlee, Councilmember, Tuttle  
Hon. Robert Greb, Mayor, Valley Brook  
Hon. Jim Gilbert, Mayor, Woodlawn Park  
Hon. Bob Bradway, Councilmember, Yukon  
Hon. Bill Graves, Commissioner, Cleveland County

**GUESTS**

Mary Murphey, Logan County Commissioners' Office  
Kyle Williams, Constituent, Guthrie  
Larry Kesler, Councilmember, Union City  
Theresa Ramsey, Canadian County Commissioners' Office  
Brent Hawkinson, 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  
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

Secretary-Treasurer Stan Inman called the meeting to order at 1:05 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Executive Director Zach Taylor introduced Brent Hawkinson, SBC; Mary Murphey, Logan County; and Kyle Williams, Guthrie constituent.

III. APPROVAL OF MINUTES - August 12, 2004 Meeting

**Action Requested:** Motion to approve minutes of the August 12, 2004 meeting.

Director Bill Haddock, Lexington, made a motion to approve the minutes of the August 12, 2004 meeting. Director Eddie Reed, Midwest City, seconded the motion. The motion carried the following votes:

AYE: Woodard, Naifeh, Pringle, Murphey, Haddock, Reed, Lewis, Wilkerson, Walker, Hopper, Bledsoe, Symes, Owens, Carson, Sharpton, and Inman

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

A. CHAIRMAN'S REPORT

None

B. DIRECTOR'S REPORT

Zach Taylor announced that Carolyn White and Stephen Willoughby, 9-1-1 staff, provided training to all of the COGs in Oklahoma at the recent Oklahoma Area Regional Councils annual conference.

Mr. Taylor reported that 15 Automatic External Defibrillators have been distributed to ACOG's eligible rural communities.

Staff will participate next week in a bio-terrorism exercise regarding the Strategic National Stockpile being conducted by the Oklahoma State Department of Health and the Oklahoma Homeland Security office.

Mr. Taylor reported that staff has provided updated information to all ACOG PSAPs to make sure that they know their region subscribes to a multi language interpreter service called Language Line. Language Line provides interpretation services for over 120 languages. ACOG pays the basic subscription costs and the individual cities pay for the costs of usage.

Mark Sharpton, Logan County Commissioner, said he received a call from the Oak Cliff fire Department in Logan County asking why their fire department did not receive a defibrillator.

Stephen Willoughby explained that the criteria used for the federal grant establishes these units to be distributed to entities within eligible zip codes. He explained that some rural entities have Cleveland or Oklahoma county zip codes and therefore are ineligible for the grant program.

Mr. Taylor recommended that citizens in those communities contact their U.S. Senators and U.S. House to possibly notify representatives of the zip code restrictions.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. FINANCE REPORT – AUGUST/SEPTEMBER CLAIMS

**INFORMATION:** Consideration of materials claims budgeted for the Association in the amount of \$72,479.49 for the month of September. Staff has found these claims to be in order and proper as to form, and are recommended for payment. A copy of the Claims List is included in the agenda packet.

Also included in the agenda packet is a list of budgeted recurring expenses, \$74,589.70, paid on August 26, 2004. The Board authorized these expenses for payment at the June 24, 2004 meeting. A copy of the Claims List is included for ratification.

**Action Requested:** Motion to accept the finance report and to approve payment of the September claims against the Association and to ratify payment of the August budgeted recurring expenses paid on August 26, 2004.

Director Eddie Reed, Midwest City, made a motion to accept the finance report and to approve payment of the September claims against the Association and to ratify payment of the August budgeted recurring expenses paid on August 26, 2004. Director Sandra Naifeh, Edmond, seconded the motion. The motion carried the following votes:

AYE: Woodard, Naifeh, Pringle, Murphey, Haddock, Reed, Lewis, Wilkerson, Walker, Hopper, Brown, Bledsoe, Symes, Owens, Carson, Sharpton, and Inman

NAY: None

ABSTAIN: None

## VII. REGIONAL MEDICAL DISPATCH INITIATIVE STATUS REPORT

Stephen Willoughby, 9-1-1 ACOG, reported that ACOG along with the assistance of EMSA, has nationally certified 73 call-takers as Emergency Medical Dispatchers. The Emergency Medical Dispatch (EMD) protocol card sets have been distributed to the eight public safety answering points (PSAPs) that have been designated to handle emergency medical calls in the region. ACOG has secured a grant in excess of \$200,000 for the procurement of the software version of the EMD protocols and additional quality assurance training to assist the EMD PSAPs. Staff continues preparation work and coordinating with the Oklahoma State Health Department prior to the installation of the EMD software, including ensuring that all acceptance items are completed on the TCI 9-1-1 workstations.

In August a consultant with the National Academy of Emergency Dispatch's (NAED) Priority dispatch group came to the region to meet with area EMD PSAP managers and discuss with staff a deployment plan for the regional EMD project. During his visit the consultant visited a few centers to obtain a more hands-on view of the region's system. He is currently in the process of developing a work program to staff in future coming weeks.

Director David Hopper asked about the recent outage of 9-1-1 services in Oklahoma City. Staff provided the Board information relayed to 9-1-1 ACOG regarding this incident. There was additional discussion about 9-1-1 ACOG disaster recovery plan as well.

Wendy Wilkerson, Mustang, asked about the 9-1-1 answering protocols for dispatchers and if they were scripted. Mr. Willoughby said that protocols vary from site to site dependent upon how each individual agency operates. Because we are now providing emergency medical dispatch at some of the answering points, those protocols are uniform. As far as the police and fire in each community is governed by their own policy and procedures.

## VIII. GENERAL STATUS REPORT

Stephen Willoughby reported that staff continues to work with representatives in Central Oklahoma to establish a regional 2-1-1 system which has been designed for access to social services.

This facility will be housed by CONTACT, which is changing its name to Heartline. Calls would be answered by trained operators who can refer callers to the most appropriate agency to handle their concerns.

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

Mr. Willoughby said that both 2-1-1 and 5-1-1 systems could become a valuable resource for 9-1-1 call-takers, potentially redirecting callers to other systems thereby making the 9-1-1 system more efficient.

Staff continues to negotiate with Level 3 Communications, Verizon, and AT&T on their Voice over Internet Protocol (VoIP) telecommunications service delivery in Central Oklahoma. 9-1-1 wants to ensure proper 9-1-1 routing, accurate data delivery and appropriate service fee remittance with these new providers and to make sure they are doing the right things to help fund the 9-1-1 system.

Staff continues to work with SBC in obtaining the 9-1-1 database for early warning notification systems. Today only published telephone numbers are available which excludes about 30 percent of the population who have non-published numbers. State statute allows communities with emergency warning systems to notify callers who have unpublished as well as published telephone numbers. Staff and legal counsel continue to negotiate language of a proposed agreement for these services and SBC has provided staff with proposed language for a tariff amendment outlining this new service.

Mr. Willoughby reported that staff continues to work with the Governor's designee on 9-1-1 issues to the FCC. This group is attempting to develop a strategy to ensure that Oklahoma could receive federal grants that could potentially come available in the future.

Mr. Willoughby reported that ten call-takers from seven area agencies became nationally certified as emergency telecommunicators through the 9-1-1 Institute last month.

The previously scheduled October 4-8, 2004 call-taker Institute has been cancelled due to low enrollment.

SBC and TCI will be upgrading all 54 workstations in the 9-1-1 ACOG network from the existing NT operating platform to XP-Pro. Mr. Willoughby explained that this upgrade is to allow additional functionality of software upgrades, as well as place the system into better position for deploying emergency medical dispatch and mapping software on the workstations in the future. He pointed out that the licensing and installation for this upgrade is being covered by the existing maintenance agreement with SBC and TCI.

Mr. Willoughby announced that there would be a Fire Prevention Week series relating to Operation FireSAFE aired on Channel 4 during the first week in October.

There was additional discussion on Voice over Internet Protocol's (VoIP) effect on the 9-1-1 systems. Staff discussed the multiple concerns regarding this technology's interaction with 9-1-1 and that staff is working with national organizations to attempt to resolve these issues.

IX. NEW BUSINESS

None

X. ADJOURNMENT

Secretary-Treasurer Stan Inman called for a motion to adjourn. Director Eddie Reed, made a motion to adjourn. Director David Hopper seconded the motion.

The motion carried the following votes:

AYE: Woodard, Naifeh, Pringle, Murphey, Haddock, Reed, Lewis, Wilkerson, Walker, Hopper, Brown, Bledsoe, Symes, Owens, Carson, Sharpton, and Inman

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:28 p.m.

ADOPTED THIS 30TH DAY OF OCTOBER 2004.

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Chairman

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Secretary-Treasurer

PAGE DOWN TO VIEW ATTACHMENT VI

**BE IT RESOLVED**, that on this 28th day of October 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	\$ 57,406.40	
Audit	2,184.52	
Consultant	90.00	
Deposit Correction	(27.00)	
Development	98.00	
Postage	203.47	
Professional Dues	160.00	
Publications & Subscriptions	22.95	
Supplies	144.86	
Telephone	151.68	
Training	225.00	
Travel	1,244.79	
Xerox	154.74	
	<hr/>	
<i>Total MSAG/Education/Training</i>		\$ 62,059.41

**9-1-1 Operating/Maintenance**

SBC	\$ 41,990.10	
SBC (UPS Maintenance)	1,117.00	
SBC	107.03	
SBC Capital Services	1,686.14	
Koch Financial Corporation	17,903.21	
TDS Telecom	1,221.52	
Pioneer Telephone	413.42	
Pioneer Telephone	319.39	
Pioneer Telephone	111.70	
Pioneer Telephone	59.63	
Valor Telecom	71.91	
J. Dell Gordon	1,995.00	
MTM Solutions	330.00	
Language Line Services	302.40	
	<hr/>	
<i>Total 9-1-1 Operating/Maintenance</i>		<hr/> 67,628.45

**Total October Claims**

**\$ 129,687.86**

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ATTEST:

\_\_\_\_\_  
CHAIRMAN

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SECRETARY-TREASURER

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

	<u>OPERATING</u>	<u>SAVINGS</u>	<u>TOTAL</u>
Beginning Balance <i>September 1, 2004</i> Cash on Deposit	\$ 528,487.29	\$ 849,359.82	\$ 1,377,847.11
Cash Receipts			
Fee Income	\$ 138,990.14	\$ -	\$ 138,990.14
Contracts			
Transfers of Funds	101,065.05	99,014.17	200,079.22
Interest Earned	319.86	1,565.05	1,884.91
Miscellaneous	15.40	-	15.40
Total Cash Receipts	<u>\$ 240,390.45</u>	<u>\$ 100,579.22</u>	<u>\$ 340,969.67</u>
Total Cash Available	\$ 768,877.74	\$ 949,939.04	\$ 1,718,816.78
Cash Disbursements			
Claims/Operating Expense	\$ 72,479.49	\$ -	\$ 72,479.49
9-1-1 Fund Disbursement	18,750.00	-	18,750.00
Transfers of Funds	99,014.17	101,065.05	200,079.22
Miscellaneous	65.42	-	65.42
Total Cash Disbursements	<u>\$ 190,309.08</u>	<u>\$ 101,065.05</u>	<u>\$ 291,374.13</u>
Ending Balance <i>September 30, 2004</i> Cash on Deposit	<u>\$ 578,568.66</u>	<u>\$ 848,873.99</u>	<u>\$ 1,427,442.65</u>

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

Arcadia	\$ 16.07
Bethany	961.95
Choctaw	495.13
Cleveland County	237.65
Del City	721.29
Edmond	3,133.47
El Reno	1,132.14
Forest Park	38.24
Guthrie	595.37
Harrah	183.62
Jones	133.10
Lexington	76.96
Midwest City	1,814.38
Moore	1,391.15
Mustang	450.77
Newcastle	243.91
Nichols Hills	227.17
Noble	198.94
Norman	3,816.70
Oklahoma County	648.44
Piedmont	137.99
Slaughterville	74.67
Spencer	129.18
The Village	350.10
Tinker AFB Fire Department	93.23
Tuttle	168.13
Warr Acres	445.56
Woodlawn Park	4.76
Yukon	829.93
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Total September Disbursements	\$ 18,750.00
	=====

## ATTACHMENT VIII



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

### MEMORANDUM

**DATE:** October 20, 2004

**TO:** 9-1-1 Board of Directors

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

**SUBJECT:** Authorization to formally request Phase I wireless 9-1-1 services and  
Conduct Phase II analysis

**INFORMATION:** October 19<sup>th</sup> Oklahoma City Council authorized its City Manager to work in cooperation with 9-1-1 ACOG in jointly requesting Phase I enhanced wireless 9-1-1 services from the region's wireless carriers. In addition, a joint letter will be sent to request cost and revenue information for Phase II so that a regional design and cost analysis can be completed prior to proposed 2005 WE9-1-1 service fee elections. (Oklahoma City's adopted resolution and a copy of the joint letter are attached.)

The City of Oklahoma City and 9-1-1 ACOG are requesting Phase I of the Federal Communications Commission (FCC) mandated enhanced wireless 9-1-1 immediately to forego many of the wireless carriers' one-time installation charges associated with Phase I delivery. The FCC has ruled that if a 9-1-1 entity does not have a wireless cost recovery mechanism (i.e. wireless service fee) wireless carriers are required to bare their own costs associated with wireless 9-1-1 implementation. This being said, the PSAPs will be responsible for charges from the 9-1-1 provider (SBC) and PSAP upgrade costs. (For 9-1-1 entities, those charges will be paid collectively through ACOG as in the past.) 9-1-1 ACOG and the City of Oklahoma City recently settled a tariff addressing SBC's allowed charges, and both 9-1-1 ACOG and the City already have equipment capable of receiving Phase 1 WE9-1-1 calls.

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

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

**Background:** The FCC has mandated that wireless carriers provide wireless enhanced 9-1-1 services within six months of request from a 9-1-1 entity. Phase I provides 9-1-1 call-takers with a tower location and tower face which allow for more accurate routing of the wireless 9-1-1 call to the more appropriate PSAP based upon the tower location. Also Phase I provides a callback number of the wireless caller. In addition to the information provided in Phase I, Phase II of the FCC mandate provides 9-1-1 with a geographic location within 60 meters of wireless 9-1-1 callers.

**Action Requested:** Motion to authorize Executive Director to formally request the FCC mandated Phase I enhanced wireless 9-1-1 services from each wireless carrier operating in the region. Further, to authorize staff to continue cooperative efforts with the city of Oklahoma City in establishing enhanced wireless 9-1-1 services in Central Oklahoma.

RESOLUTION AUTHORIZING the City Manager to formally request the FCC mandated Phase I enhanced wireless 9-1-1 services from each wireless carrier operating in Oklahoma City, and to CONTINUE COOPERATIVE EFFORTS with the 9-1-1 Association of Central Oklahoma Governments in establishing enhanced wireless 9-1-1 services in Central Oklahoma.

WHEREAS, the enhanced 9-1-1 system activated in Oklahoma City and surrounding communities in 1989 has impacted many lives by reducing confusion over which agency to call in an emergency and providing critical location information; and

WHEREAS, the advent and proliferation of wireless phones has reduced the effectiveness of the system because wireless calls do not always route to the appropriate answering point and do not provide information about the caller's phone number or location; and

WHEREAS, the Oklahoma City 9-1-1 Center received 260,823 wireless 9-1-1 calls during fiscal year 2003-04, accounting for 42.5% of all 9-1-1 calls received in the City; and

WHEREAS, it is estimated that it takes 9-1-1 call-takers three times longer to process wireless 9-1-1 calls than traditional landline calls due to lack of essential location and appropriate call routing information; and

WHEREAS, the FCC has mandated wireless carriers to provide critical location, call routing, and call-back number information to 9-1-1 centers upon request; and

WHEREAS, Phase I of the FCC mandated enhanced wireless 9-1-1 service will provide for wireless tower location information, better routing and the caller's call-back number to the 9-1-1 call-taker; and

WHEREAS, Phase II of the FCC mandated enhanced wireless 9-1-1 service will provide geographic location information of wireless 9-1-1 callers in addition to features of Phase I service; and

WHEREAS, the nature of wireless technology requires that planning and implementation of enhanced wireless 9-1-1 services will need to incorporate a metropolitan-wide, regional approach; and

WHEREAS, City staff has been working cooperatively with the 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) in establishing enhanced wireless 9-1-1 services.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and the Council of the City of Oklahoma City that they do hereby authorize the City Manager to formally request the FCC mandated Phase I enhanced wireless 9-1-1 services from each wireless carrier operating in Oklahoma City. Be it further resolved that the Mayor and Council recommend continued cooperative efforts by City staff with the 9-1-1 Association of Central Oklahoma Governments in establishing enhanced wireless 9-1-1 services in Central Oklahoma.

**ADOPTED** by the Council and **APPROVED** by the Mayor of the City of Oklahoma City this \_\_\_\_ day of \_\_\_\_\_, 2004.

**ATTEST:**

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CITY CLERK

**REVIEWED** as to form and legality this \_\_\_\_ day of \_\_\_\_\_, 2004.

\_\_\_\_\_  
**ASSISTANT MUNICIPAL COUNSELOR**

# SAMPLE LETTER

October \*, 2004

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Dear \*\*\*\*:

The Central Oklahoma 9-1-1 emergency system is a regional system serving 41 cities, towns, and county governments in Oklahoma, Cleveland, Canadian, and Logan and portions of McClain, Pottawatomie and Grady Counties. The system is jointly administered by the 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) and the City of Oklahoma City. 9-1-1 ACOG is an organization that coordinates the system's 40 communities, including 22 Public Safety Answering Points (PSAPs), and serves an area that is detailed on the enclosed map and list of entities. The City of Oklahoma City coordinates the system for the corporate limits of Oklahoma City and its two PSAPs.

In compliance with the FCC Rules and Orders that wireless carriers provide Phase I enhanced wireless 9-1-1 services within six months of a formal request from the governmental entity; this letter is our official request for Phase I enhanced wireless services in the Central Oklahoma region.

We suggest that we schedule a meeting with your 9-1-1 manager within the next 30 days in Oklahoma City to discuss the implementation process. Please ask that your 9-1-1 manager to contact Steve Willoughby at 405/234-2264 or email at [swilloughby@acogok.org](mailto:swilloughby@acogok.org) within a week to set up a meeting date and provide us information about your staff members who will be attending.

This meeting is important to assist us in understanding your Phase I plans and to be certain that we are doing our part to assist your implementation. We expect to discuss such issues as timelines for deployment, responsibilities and discussion about the characteristics of your technology selection.

We plan also to request representatives of our local exchange carrier and 9-1-1 service provider SBC to attend the meeting and discuss important network issues and technical issues.

We are looking forward to working with you on this project. If you have any questions please contact Steve Willoughby with 9-1-1 ACOG.

Best regards,

Zach D. Taylor  
Executive Director  
9-1-1 ACOG

James D. Couch  
City Manager  
City of Oklahoma City

CC: Pat Thedford, SBC

**CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

# SAMPLE LETTER

October \*, 2004

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Dear \*\*\*\*\*:

The Central Oklahoma 9-1-1 emergency system is a regional system serving 41 cities, towns, and county governments in Oklahoma, Cleveland, Canadian, and Logan and portions of McClain and Grady Counties. The system is jointly administered by the 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) and the City of Oklahoma City. 9-1-1 ACOG is an organization that coordinates the system's 40 communities, including 22 Public Safety Answering Points (PSAPs), and serves an area that is detailed on the enclosed map and list of entities. The City of Oklahoma City coordinates the system for the corporate limits of Oklahoma City at two PSAPs.

The Oklahoma Legislature has authorized county-wide **elections** for a monthly 50 cent 9-1-1 service fee per subscriber to assist 9-1-1 agencies in recovering costs associated with implementing and providing enhanced wireless 9-1-1 services. To ensure we are good stewards of our citizen's monies we want to ensure that this 50-cent service fee will cover all internal and external costs associated with implementing and provisioning of Phase II enhanced wireless 9-1-1 services to the region prior to asking for a vote of the people.

At this time, we need information from you regarding your specific technology requirements and designation of a technical point of contact for us to coordinate enhanced wireless implementation. We need to know the network architecture you plan to use in Central Oklahoma, so that we can analyze the impact it will have on our current system and configuration

If your company will be seeking cost recovery for Phase II after successful elections, we now need an analysis and overview of expected one-time and on-going operations costs associated with delivery the FCC mandated Phase II service. These costs need to be identified per

subscriber and delineate costs for 9-1-1 ACOG, City of Oklahoma City, and combined costs for a 9-1-1 ACOG and Oklahoma City regional coalition.

In addition, we request your subscriber counts, delineated by community taxing jurisdiction, within our region in order for us to project potential revenue upon successful wireless 9-1-1 service fee elections. We are willing to execute proprietary information agreements, should you require.

We look forward to working with your company to improve the quality of wireless 9-1-1 services for your customers and the citizens of this area. We ask you to document your response in writing to us within the next 30 days, and, encourage you to contact Steve Willoughby at 405/234-2264, e-mail [swilloughby@acogok.org](mailto:swilloughby@acogok.org) with the contact person with whom we may communicate regarding logistics, funding and other technical and non-technical concerns.

Our hope is that we can develop a productive and positive working relationship in the coming months and years, and that we continue to work together to improve the quality, reliability and effectiveness of wireless 9-1-1 services.

Thank you for your cooperation and assistance in this matter.

Sincerely,

Zach D. Taylor  
Executive Director  
9-1-1 ACOG

James D. Couch  
City Manager  
City of Oklahoma City

Enclosures

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED



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:** October 20, 2004

**TO:** 9-1-1 Board of Directors

**FROM:** Zach D. Taylor, Executive Director

**SUBJECT:** Annual 9-1-1 ACOG Audit Report FY 2004

**INFORMATION:** John M. Arledge & Associates, P.C. Inc. P.C. has completed its audit of the 9-1-1 Association of Central Oklahoma Governments' financial statements for the fiscal year end June 30, 2004. Representatives from John M. Arledge & Associates, P.C. will be present at the 9-1-1 Board of Directors meeting on October 28, 2004 to answer questions.

**Action Requested:** Motion to receive the Fiscal Year 2004 Audit Report of the 9-1-1 Association of Central Oklahoma Governments.



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## MEMORANDUM

**DATE:** October 20, 2004

**TO:** 9-1-1 Board of Directors

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

**SUBJECT:** General Status Report

### EMD Software Grant

The Oklahoma State Department of Health is in the process of approving the current federal fiscal year budget attachment to the ACOG's Emergency Medical Dispatch (EMD) Pilot Project Grant. This grant will be used to purchase the software version of the EMD protocols for the eight sites (Guthrie, Midwest City, Newcastle, Noble, Norman, Tuttle, Park View EMS, and Cleveland County)) designated to handle emergency medical calls in the region. In the meantime, staff is finalizing logistical planning and establishing a procedure for quality assurance.

### Homeland Security

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