

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPT. 8, 2005
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., September 13, 2005
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. MINUTES OF MEETING JUNE 14, 2005 ([Attachment III](#))
- IV. SPECIAL PRESENTATIONS
- V. DIRECTOR'S REPORT
- VI. REGIONAL TRAINING FOR 9-1-1 CALL-TAKER HOPEFULS ([Attachment VI](#))

INFORMATION: Efforts to develop a course at Eastern Oklahoma County Technology Center are provided for the committee's consideration.

Action Requested: Discussion regarding next steps toward course development.

- VII. WIRELESS 9-1-1 STATUS REPORT ([Attachment VII](#))

INFORMATION: Staff will report on the recent implementation of Phase I enhanced wireless services to the region. We will also discuss activities related to the Dec. 13, 2005 elections for the 50-cent wireless 9-1-1 service fee.

Action Requested: None, for information and discussion only.

VIII. ICE – IN CASE OF EMERGENCY CAMPAIGN ([Attachment VIII](#))

INFORMATION: On July 27th EMSA and 9-1-1 ACOG in conjunction with regional police, fire and EMS responders launched ICE, a campaign to encourage people to store emergency contact information in their cellular phones. By entering the acronym ICE, which stands for “In Case of Emergency” into their cell contact list or address book, cell phone users can identify the name and number of a person they want contacted in an emergency.

Action requested: None, for information only.

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

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

Action Requested: None, for information and discussion.

X. NEW BUSINESS

XI. ADJOURNMENT

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
TECHNICAL COMMITTEE MINUTES
June 14, 2005

The second meeting of the 9-1-1 Technical Committee for calendar year 2005 convened at 9:33 a.m., June 14, 2005 in the ACOG Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least twenty-four (24) hours prior to the meeting.

PRESIDING

Jane Sutter, Chair, Intergovernmental Services Division Director

MEMBERS PRESENT

Dusty Dowis, Bethany Police Department
Stephanie Brown, Choctaw Police Department
Troy Elkins, Cleveland County Sheriff's Office
Marvin Stanford, Del City Police Department
Mike Magee, Edmond Emergency Operations Center
Lisa Sutterfield, Edmond Emergency Operations Center
Dan Belk, Guthrie Police Department
Shelly Clemons, Guthrie Police Department
Mike Bower, Midwest City Emergency Operations Center
Becky Bruce, Midwest City Emergency Operations Center
Lance Terry, Norman Police Department
Matt Jackson, Oklahoma County Sheriff's Office
Marsha Blair, Town of Slaughterville
Lori Shannon, Tinker Air Force Base Fire Department
Chris Putnam, The Village Police Department
Richelle Treece, EMSA

GUESTS

John Avera, City of Edmond
Neil Gray, City of Nichols Hills
Robert Stoltz, Radio Technician, Norman Police Department
Lucien Jones, City of Oklahoma City
Ron Hill, Oklahoma City Emergency Operations Center
Erick Reynolds, Eastern Oklahoma County Vocational & Technical Education
Clint Craighead, SBC

STAFF

Zach D. Taylor, Executive Director
Jane Sutter, Intergovernmental Services Division Director
Stephen Willoughby, ENP, 9-1-1 & Public Safety Programs Director

STAFF (continued)

Doug Rex, Assistant to Executive Director
Jerry Church, Special Programs Officer
Johnny C. Irons, III, 9-1-1 Project Coordinator
Peggy C. Stoller, 9-1-1 Mapping Project Coordinator
Carolyn S. White, 9-1-1 Database Manager
Anita J. Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:33 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – MARCH 8, 2005 (Attachment III)

Marvin Stanford, Del City, made a motion to approve the minutes of the March 8, 2005, meeting. Richelle Treece, EMSA, seconded the motion. The motion carried the following votes:

AYE: Dowis, Brown, Elkins, Stanford, Magee, Sutterfield, Belk, Clemons, Bower, Terry, Jackson, Blair, Shannon, Putnam and Treece

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor thanked everyone for their assistance and support in the legislative endeavors related to enhanced wireless 9-1-1 HB1751 and its passage.

Mr. Taylor reported that the Oklahoma City-County Health Department and the Center for Disease Control will run an exercise in July 12-14 of the Strategic National Stockpile. There will be a mock inoculation conducted on July 14th at the Cox Center. It is estimated that there will be 2,000-2,500 volunteer patients. He said the contact person at the City-County Health Department is Jim Buck. If anyone is interested in participating they would need to call him.

Mr. Taylor reported that the National Guard is working with emergency operation centers to schedule a Weapons of Mass Destruction (WMD) exercise October 24-28 this year. The exercise would include State Homeland Security Region 6 and Region 8. Mr. Taylor congratulated EMSA for its roll-out of new vehicles and recapitalizing its system.

V. ALI FORMATTING

Stephen Willoughby reported that on May 10th managers, technical staff and CAD vendors from the region's PSAPs met to discuss changing the Automatic Location Identification (ALI) formatting currently being used by the ACOG area PSAPs. He said this is driven by the fact that we would be required to do this in order to progress to wireless Phase II. He said each PSAP would need to review how the information is being captured and what information is being captured. If feasible, PSAPs would need to make modifications to the CAD systems in order to record new information, which looks different because of the way it is displayed, that would be delivered in Format 56. He said the ALI appears differently with the wireless calls.

Stephen suggested that this be done sometime after the August timeframe because changing the format 56 affects how the information is displayed and how it spills into our CAD systems, it also affects the way the third-party database providers, which we use now with the wireless carriers, will be required to change their formats. Later on we will discuss more of that implementation, but currently we are in the middle of implementation of Phase I.

Melvin Stanford asked about the type of transition period. Clint Craighead, SBC, said that it would be instantaneous on SBC's part, and once it is determined if SBC would have to change the way TCI provides the information to the PSAPs, TCI would become involved. He said he would have to verify with TCI prior to that time, about configuration so that it could be loaded and changes made to the ALISA database, but he said it would not take more than one day. This would be done remotely.

Stephen Willoughby asked for a motion to establish a migration timeline changing from ALI Format 44 to ALI Format 56 after August. Melvin Stanford made the motion to establish the timeline changing from ALI Format 55 to ALI Format 56 after August. Lance Terry, Norman, seconded the motion. The motion carried the following votes:

AYE: Dowis, Brown, Elkins, Stanford, Magee, Sutterfield, Belk, Clemons, Bower, Terry, Jackson, Blair, Shannon, Putnam and Treece

NAY: None

ABSTAIN: None

VI. WIRELESS 9-1-1 STATUS REPORT

Mr. Willoughby reported that US Cellular completed implementation of Phase I enhanced 9-1-1 on April 27, 2005. Norman was the first ACOG site to be converted over to Phase I. He reported that Alltel (previously AT&T, then Cingular) completed their implementation of Phase I sometime in May, 2005. Sprint PCS began Phase I testing on May 31st and is scheduled to complete on June 17. He said T-Mobile has worked out a preliminary network connectivity testing schedule beginning June 15, through June 17.

Mr. Willoughby reported that Dobson Wireless notified 9-1-1 ACOG in December 2004 that they have no towers in our region and, we have that documentation on file.

He said originally Nextel informed 9-1-1 ACOG that they proposed to deploy HCAS in the region, which is a hybrid technology, which was opposed to the region's preferred NCAS technology. HCAS does not transition so to Phase II. Following discussions, Nextel agreed to deploy NCAS technology and they will begin testing their NCAS solution the week of June 27. This pushes back their deployment but we are accepting that.

Pioneer Wireless initially responded November 10, 2004 that they had no service in our region. Due to some acquisition of towers from another carrier, 9-1-1 ACOG and Oklahoma City sent another request for Phase I service on April 11, 2005. Pioneer is now working with their third-party administrator in deployment of Phase I in the region.

Alltel Wireless is a new wireless carrier providing service in the region. They have acquired assets from the former AT&T Wireless operating in Central Oklahoma. A request for Phase I service was sent to Alltel on January 20, 2005. Staff has been working with Alltel's third-party administrator to develop routing schemes prior to testing.

Johnny Irons presented a hardcopy of the Phase I Wireless Call Display to review with the group.

In regard to the state legislation, Mr. Taylor thanked numerous public safety and local officials, local media, and so forth, The Oklahoma Legislature successfully passed Oklahoma House Bill 1751, which amends the Oklahoma 9-1-1 Wireless Emergency Number Act. He described the many stages and accomplishments along the way and explained what allowances are within the Bill. He also discussed future steps that need to be made leading up to a vote of the 50-cent fee before the end of 2005. He explained that the Governor signed the Bill and that there would be a ceremony next week to publicize wireless 9-1-1.

Mr. Taylor reported that 9-1-1 ACOG staff will present a letter to the City Manager of Oklahoma City, and jointly we will request that revenue information from the wireless companies be updated so we can fine-tune our financial plan. We will be working with the vendors, SBC and others, in order to get the costs tied down so that once it goes to the voters and they approve it, we can go forward with implementation.

After that we will do a public education campaign. We will call upon the 9-1-1 Saves Lives Committee and those who helped with the wireline campaign. We did that jointly and very broadly, and the original wireline vote was an 88 percent in favor of it; two places voted 100% for it. This time the climate is different and the issues a little more confusing. He said we will have to be proactive to get this done.

He asked for examples from the cities that reflect when a wireless call could have gone better with the proper technology but did not because enhanced wireless 9-1-1 was absent.

Mr. Taylor said the target times we would have an election would probably be in September or early December. With the election being successful, we will then be able to order the system improvements and conduct testing to make sure it works. He said it took two years to implement wireline enhanced 9-1-1 and estimated that enhanced wireless 9-1-1 would be able to take about 12-15 months from passage. We will have to load mapping software that will regionally support the stream of data that will show the latitude and longitude of the call-taker. We will have to have a regional map.

Mr. Taylor said we will need to establish a public education committee and anyone interested in providing leadership should let Jane, Steve or Zach know.

Jane Sutter asked that the cities contact the media whenever an incident occurs because of the call-taker not knowing himself the location of a wireless caller, or advise 9-1-1 ACOG staff so we can get that out example out to the public.

Mr. Taylor said we need someone in each community as a subcommittee of the 9-1-1 Saves Lives Committee to work the campaign issue in their community.

VII. REGIONAL TRAINING

Jane Sutter introduced Dr. Erick Reynolds of Eastern Oklahoma County Technology Center who has agreed to partner with us in an effort to develop a joint regional training and testing opportunity targeted toward people interested in applying for positions of 9-1-1 call-taker/dispatcher in our various PSAPs.

There has been high turnover in these positions, and we believe that a training and testing site for applicants might improve the quality of applications and reduce turnover.

Mike Bower explained that he has worked in the past with the Vo-Tech to develop a fire training program to help determine appropriate candidates for fire service. He said there has been much success with metropolitan departments using that training program to find candidates so he talked to Dr. Reynolds about a program that would not necessarily try to train a person to be a dispatcher, but to evaluate and hone their skills to be capable test takers, such as the Split Hearing test, Multi-tasking, etc., giving the applicant a more of a realistic understanding of the demands of the job. This would help the applicant decide whether or not they are cut out for that type of work before they continue on with the hiring process. We hope to develop a candidate pool from which all metropolitan dispatching centers could draw from.

Dr. Erick Reynolds said he is willing to work with this group to develop a program that would be beneficial. Discussions so far have been a possible one-semester course that could be taught in the evening, open to high school students as well as high school graduates that would help establish a better pool of applicants for the regional PSAPs. He suggested that some type of personality test be developed or purchased to help determine if these roles are suitable for the applicant, and also he would like to provide some type of training and testing cycle that would create a pool of candidates from which to hire dispatchers.

Jane asked for comments from the group as to whether they feel this effort might be helpful to their communications center.

Lance Terry, Norman, suggested that we contact Broken Arrow who is working with its local Vo-Tech regarding testing and training and has a curriculum in place. Broken Arrow also has the critical software to test applicants. Lance said Norman has the software and is reviewing it. He said it can be customized to fit various needs. They have the software on sale right now for centers with fewer than 10 dispatchers. He said the cost is \$2,000. He said it appears to be good.

Jane said we need specific input from each agency about this endeavor. A survey was included in the meeting agenda and she asked each agency to complete it and return it to her within the next week. We will review the information and use it to determine how to move forward.

Mike Bower said that regarding the fire training, the cities are provided a list of candidates that have successfully completed the course and met the criteria for the written exam and physical agility test.

As far as the dispatching course, once they have met the criteria and completed the testing they could receive a certificate and when they go to a city to apply for a dispatching job, they would present the certificate and the hiring agency would have the assurance that they have met the original criteria.

Erick Reynolds said that the Vo-Tech charges the firefighting candidate \$30. He said the cost to the Vo-Tech for the written test is \$15 and the added \$15 helps to pay for the process. He said the Vo-Tech would provide each agency with a database showing each candidate and how they scored on the written test and all of their certifications.

Jane asked for volunteers to serve on a steering committee to help with this project. Becky Bruce, Neil Gray, Lisa Sutterfield, Lance Terry and Ron Hill all agreed to serve in that capacity.

Zach Taylor suggested that we include personnel directors from the cities as well. He said we could include Diane Berry, City of Oklahoma City.

Lance mentioned that it might be problematic as far as dispatch employees who are part of a union contract. Lance said Norman's dispatching is required to conduct all of the testing. He said they have to conduct the typing test within the agency as well.

Ron Hill, City of Oklahoma City, said they have developed a Pre-Employment Committee in their unit with the Personnel Human Resource Specialist and found that there are so many legal ramifications under EEOC and others, that he prefers that Human Resource Department assume the responsibility of showing that candidate has met the requirements.

Erik Reynolds said they held those types of discussions with the Vo-Techs Human Resource Department as well when they developed the fire service training and anticipated that there might be an issue with the union, but has proven not to be.

Mr. Taylor said these types of services and systems are not meant to supplant local requirements and local pools, and so forth; it is meant to be a supplement to their process. He said we will address those issues.

VIII. 9-1-1 EQUIPMENT UPDATE

Stephen Willoughby reported that all 54 of the 9-1-1 workstations' operating systems were upgraded from NT to XP-Pro in March. This has allowed us to receive the latest versions of software releases from TCI. 9-1-1 staff, SBC, and TCI are currently working on testing the methodology to begin local testing of the new software after it has been released from SBC laboratories.

Stephen said that SBC has determined that lost server problems are due to configuration problems in the routers that connect each PSAP with the central server. SBC is currently checking all of those routers to ensure that they are properly configured to eliminate this problem.

SBC asked staff to remind all of the PSAPs that screen servers are bad and not to load them on the 9-1-1 workstations. Due to the sensitive nature of the equipment and agreements with SBC, screen servers are not allowed. SBC asked staff to warn the PSAPs that trouble calls caused by installation of a screen saver is not covered under the maintenance agreement and that PSAPs will be responsible for costs associated with dispatching a technician.

IX. GENERAL STATUS REPORT

Johnny Irons talked about the key points of the FCC order 05-116 relating to Voice over Internet Protocol (VoIP). He said the FCC order establishes requirements for VoIP providers to perform the necessary actions needed to provide date, including telephone number and address, routing to the appropriate PSAP and appropriate financial contributions to E9-1-1. He said the E9-1-1 rules apply to those VoIP services that can be used to receive telephone calls that originate on public switch telephone network (PSTN) and can be used to terminate calls to the PSTN "interconnected VoIP services." He said the key points are how the FCC defines Interconnected VoIP services and requirements. VoIP service providers are only required to provide E9-1-1 service in areas where selective routers are utilized but are allowed to enter into separate 9-1-1 call termination arrangements with PSAPs not connected to a dedicated wireline E9-1-1 Network.

Also, VoIP providers must transmit all 9-1-1 calls, as well as a call back number and the caller's registered location for each call, to the PSAP, default answering point or local emergency authority; calls must be routed through the use of ANI and if necessary, pseudo-ANI.

VoIP providers must transmit all 9-1-1 calls to the appropriate PSAP via the wireline E9-1-1 network even in the case where PSAP is not capable of receiving or processing location or call back information. Providers must obtain location information from their customers prior to the initiation of service. VoIP services that can be utilized from more than one physical location must provide their end users one or more methods of updating information regarding the user's physical location.

Also, the service provider is required to advise every subscriber about the circumstances under which E9-1-1 service may not be available or in some way limited by comparison to traditional E9-1-1 services.

Providers who do not comply fully with the requirements set out in the order will be subject to substantial forfeitures, and in some cases, proceedings to revoke any commission licenses.

Mr. Irons said that the FCC declines to exempt providers of interconnected VoIP services from liability under state law related to their E9-1-1 services. Even though the 9-1-1 Act gave wireless carriers providing 9-1-1 equal liability protections to wireline, the FCC has given no similar protection to interconnected VoIP Service.

Mr. Irons said the FCC noted that states have the option of collecting 9-1-1 service fees from service providers, wholesale providers who interconnect with VoIP providers, and system service providers, such as ILECs, that provide direct interconnection to VoIP providers, but made no direct ruling on the issue.

Stephen Willoughby reported that 9-1-1 ACOG hosted a Communications Training Officer class in March, and a Basic Emergency Medical Dispatch class in April and a Hazardous Materials and Weapons of Mass Destruction awareness class in May. He thanked Richelle Treece, EMSA, for teaching that class.

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

Mr. Willoughby reported that ACOG distributed Automatic External Defibrillators (AED) to 16 public agencies in Logan and Canadian Counties in May. Since 2003, 33 AED units have been distributed through the Rural Access to AED Grant Program administered by ACOG.

Steve said that staff has begun to procure items and services authorized by the Health Resource and Services Administration grant awarded to ACOG to implement a regional Emergency Medical Dispatch (EMD) pilot project. We are purchasing servers and other associated equipment, and telecommunication services and interconnectivity for the software version of Emergency Medical Dispatch.

Mr. Willoughby reported that new legislation has placed the regional council of governments onto the state's Homeland Security Regional Councils. He said staff continues to assist member entities to fulfill requirements of the \$4.4 million Urban Area Security Initiative (UASI) grant awarded to the Oklahoma City metro area.

He said we are working with Tinker Air Force Base about some of their 9-1-1 issues. They have 9-1-1 calls that come in traditionally like other PSAPs. However, in addition, they also have calls that are initiated on the on-base switching unit into their PSAP. The problem with that is in routing coming from the on-base switch which causes difficulty in transferring the call to Midwest City. There is a new opportunity to find a fix for that and SBC has been awarded the contract on Tinker. Staff has met with Tinker over these issues.

X. NEW BUSINESS

Lisa Sutterfield, Edmond, reported that they have been going through a transition of personnel changes. Mike Magee is the Interim Communications Manager.

John Avera, Edmond, reported that they will be holding a Packet Cluster Seminar on June 21 at the Downtown Community Center in Edmond, starting with the police at 8:30 a.m. and lunch at 12:30 p.m., and the remaining time goes from 1:00 p.m. to 4:00 p.m. He asked that anyone interested in attending, to call him or e-mail him of their intention to attend.

Richelle Treece, EMSA, reported that they are in the process of rolling out new trucks. She said they have implemented a new plan which runs off of a Marvelous system that allows dispatchers to see in real time a map and other technical information. She said it is a dynamic plan rather than a static plan. She said they have a new version of CAD that is changing a few of the emergency call-taking screens.

David Barnes, Oklahoma County, reported that they are in the process of collecting quotes and identifying logistic issues with the move of the dispatch center from 201 North Shartel to the old Powers Nissan building at 29th & Midwest Blvd. He said it appears that it will be a year out yet from actually moving.

Lance Terry, Norman, said the Mobile Command Center that has been ordered previously is set to be delivered after July 1. It appears that Edmond and Norman will receive money from Homeland Security for interoperability. He said there will be a state radio system in the metropolitan area along with Oklahoma City's radio system tying in the four main police channels and fifth fire channel into the state's system so everyone can monitor.

He said Norman is helping an O.U. professor to develop a program called Wireless Ware, a cost effective solution, and would be used for interoperability and view other agencies on the system and connecting servers together. It has an OLETS solution and an NCI solution. He said they would like to invite other PSAPs to view it and will make arrangements with any agency that would like to view it.

XI. ADJOURNMENT

Jane announced that the next 9-1-1 Technical Committee will be September 13. The meeting was adjourned at 11:25 a.m.



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. Taulor

MEMORANDUM

DATE: September 6, 2005
TO: 9-1-1 Technical Committee
FROM: Jane Sutter, Division Director
SUBJECT: Regional training for 9-1-1 Call-Taker Hopefuls

INFORMATION: Attached are the results from the recent PSAP survey regarding requirements for applicants hoping to become dispatchers. We have been working with Dr. Erick Reynolds at the Eastern Oklahoma County Technology Center to develop a training course for people interested in applying for dispatch positions in the hope that it would help in the development of a well-informed pool of individuals from which your centers could draw for potential employees.

The Training Subcommittee will meet prior to the Technical Committee meeting and bring recommendations regarding next steps to the group. Attached are the survey results.

Action Requested: Motion regarding next steps for pre-dispatch course development.

**9-1-1 CALL-TAKER APPLICANT TRAINING
PSAP SURVEY RESULTS
August 2005**

Responding agencies: Midwest City, Moore, Nichols Hills, Noble, Norman, Oklahoma County, Tinker Air Force Base, Tuttle, The Village, Warr Acres and Yukon

- 1. How many call-takers do you employ?** Ranges from 2-19 (average 9.3, total 112)
- 2. Average number of replacements per year?** Ranges from 1-5 (average 2.8, total 31)
- 3. Do you require a typing test; if so, how many wpm?** 4 yes, 7 no (35 wpm, 5500 or 7500 kph)
- 4. What other aptitude/skill tests do you require before hiring?**
 - Dexterity
 - Split ear
 - Mapping
 - Exercise to prioritize call types and radio traffic
 - Nelson-Denny Reading comprehension
 - None
 - Federal govt. doesn't allow aptitude tests
 - Listening test
 - Filing
 - Writing assignment
 - Oral review board
- 5. Personality testing:** Yes: 5 No: 7 MMPI, CPI
- 6. What minimum background requirements do you have?**
 - High School diploma or GED
 - No felony
 - Computer/keyboarding experience
 - Criminal background check
 - 4 year degree or specialized work experience
 - Audio comprehension
- 7. What subjects would you recommend for pre-training potential applicants?**
 - Split ear
 - Communications
 - Stress management
 - Typing
 - Geography
 - Medical terminology
 - Spanish
 - Legal basics
 - Local government
 - Health education
 - Reading comprehension
 - Multi-tasking
 - 40 hr. basic course for dispatchers
 - Customer service training
 - Computer basics
 - Personality test

Taking control of calls

Telecommunicator's role in law enforcement/emergency services

Discussion of shift work realities

8. Job Descriptions

9. Other comments:

- a. typing scores irrelevant—data entry test far more appropriate for skill evaluation
- b. data entry not provided by Ok Sec. (?) so cannot be required by city unless have software and equipment for test

ATTACHMENT VII



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. Taulor

MEMORANDUM

DATE: September 6, 2005

TO: 9-1-1 Technical Committee

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

SUBJECT: Wireless 9-1-1 Status Report

Phase I Implementation

In July 9-1-1 ACOG and the City of Oklahoma City completed implementation of Phase I wireless service with the five wireless carriers operating in the Central Oklahoma region. Phase I wireless service allows for better routing of wireless 9-1-1 calls based upon tower location and cell face projections. Phase I also provides 9-1-1 call-takers with the call-back phone number of the 9-1-1 wireless caller.

Though initial implementation is completed, staff continues to work diligently with the wireless carriers and SBC in trouble shooting and corrections to ensure the best routing and information for wireless callers. On-going work will continue as each wireless carrier continues to deploy new towers in the region which have to be addressed and appropriate 9-1-1 database work completed before the new tower becomes live.

Wireless (Phase II) Service Fee Elections

Presentations have been made to county commissioners in Oklahoma, Cleveland, Canadian, Logan, McClain, and Grady Counties demonstrating the need for Phase II wireless technology and associated funding for essential system upgrades and integrity. Each Board of County Commission has already or is expected to call for a Wireless Enhanced 9-1-1 service fee election for **December 13, 2005**.

An extensive public education campaign will need to be conducted between now and the December 13th election in order to ensure the voting public understands this crisis to the 9-1-1 system. Initial contacts have been made to some of the civic and business leaders in the region in an effort to gain their support of this critical issue. However additional assistance is needed.

No group better understands this issue than our PSAPs. It will be very important for PSAPs to inform their local community leaders of this issue. Staff will be approach all of the member cities and towns asking for a resolution of support for this issue; local stories on how wireless 9-1-1 calls did not work are the most beneficial. We have found that tapes of actual calls tell the story better than anything. Therefore, ***it is absolutely vital that PSAPs capture these true wireless 9-1-1 emergencies and share them with 9-1-1 ACOG as an example of this problem.***



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. Taulor

MEMORANDUM

DATE: September 6, 2005
TO: 9-1-1 Technical Committee
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: ICE – “In Case of Emergency” Campaign

INFORMATION: On July 27th, EMSA and 9-1-1 ACOG in conjunction with regional police, fire and EMS responders launched ICE, a campaign to encourage people to store emergency contact information in their cellular phones. By entering the acronym ICE, which stands for “In Case of Emergency” into their cell contact list or address book, cell phone users can identify the name and number of a person they want contacted in an emergency.

This program is designed to address ill and injured patients that are sometimes unable to provide vital information that could help responders provide better care. This is intended to not only help providers contact friends and family members of patients, but it will also give paramedics another way to determine patients’ chronic illnesses, allergies and other historical information that can aid in treatment.

ICE is the brainchild of a paramedic from an ambulance service based in Cambridge, England, who had grown weary with the struggle to get contact information from shocked or injured patients.

Additional information about the ICE program can be obtained from ACOG’s website www.acogok.org.

Action Requested: None, for information only.



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. Taulor

MEMORANDUM

DATE: September 2, 2005

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

9-1-1 Training Institute

Nine dispatchers were recently nationally certified in Emergency Medical Dispatch through the ACOG 9-1-1 Institute and the assistance of EMSA's instructor.

The Institute is hosting an Emergency Telecommunicator Instructor Course October 17-19. This certifies representatives from area PSAPs to teach the basic telecommunicator course offered two-three times per year. If agencies send certified instructors to teach one day during the basic course, there is no charge for one registration from their PSAP. PSAPs which currently do not have a certified instructor on staff are not charged for the instructor course.

The next basic telecommunicator course is scheduled October 31-November 4.

If you have any questions or need to register for 9-1-1 Institute training, contact Anita Kroth.

Homeland Security

Regional Public Safety officials have asked ACOG to serve as the grant administrator for the \$4.4 million Urban Area Security Initiative (UASI) grant that has been awarded to the Central Oklahoma Region for Homeland Security planning and equipment needs.

A subcommittee under the UASI is designated to deal with regional radio interoperability and tactical communications. This subcommittee with the assistance of an on-line tool will assist in identifying interoperability needs. The committee has identified sub-regional contacts. Kerry Wagnon with the City of Oklahoma City is chairing this group.

VoIP

Last month the 9-1-1 Board of Directors approved an agreement with SBC-IS to ensure this subsidiary SBC offering of VoIP telephone services has agreed to ensure 9-1-1 database integrity and routing for their customers, as well as participate in the financing of the 9-1-1 system.

Staff continues to monitor activities at the FCC and congressional level as it relates to VoIP interaction with 9-1-1. 9-1-1 ACOG plans to file comments with the FCC regarding the importance of requiring E9-1-1 services for IP telephony. The deadline for these comments is September 12, 2005.