

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPTEMBER 27, 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

9-1-1BOARD OF DIRECTORS AGENDA

1:00 p.m., September 30, 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 – AUGUST 12, 2004 ([Attachment III](#))
Action Requested: Motion to approve minutes of the August 12, 2004 meeting.
- IV. COMMUNICATIONS
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. FINANCE REPORT – AUGUST/SEPTEMBER CLAIMS ([Attachment VI](#))

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 June24, 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.

VII. REGIONAL MEDICAL DISPATCH INITIATIVE STATUS REPORT ([Attachment VII](#))

INFORMATION: Staff will provide a progress report on the implementation of the Emergency Medical Dispatch throughout the region.

Action Requested: None, for information only.

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

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

Action Requested: None, for information only.

IX. NEW BUSINESS

X. ADJOURNMENT

**MINUTES OF THE
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS MEETING
ACOG CONFERENCE ROOM
August 12, 2004**

The seventh meeting of the calendar year 2004 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:20 p.m., August 12, 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. Grant Hedrick, Vice-Chairman, Canadian County Commissioner

MEMBERS PRESENT

Hon. Larry O'Connell, Councilmember, Del City
Hon. Sandra Naifeh, Mayor, Edmond
Hon. Matt Elerick, Mayor, Jones City
Hon. Bill Haddock, Mayor, Lexington
Hon. Eddie Reed, Mayor, Midwest City
Hon. Kathleen Moon, Councilmember, Mustang
Hon. Kathy Walker, Councilmember, Nichols Hills
Hon. James Pumphrey, Councilmember, Nicoma Park
Hon. David Hopper, Councilmember, Norman
Hon. John Brown, Councilmember, Piedmont
Hon. Ron Bledsoe, Mayor, Slaughterville
Hon. Marsha Jefferson, Mayor, Spencer
Hon. Scott Symes, Councilmember, The Village
Hon. Leslie Owens, Councilmember, Warr Acres
Hon. Mark Sharpton, Commissioner, Logan County
Hon. Stan Inman, Commissioner, Oklahoma County

MEMBERS ABSENT

Hon. Marilyn Murrell, Mayor, Arcadia
Hon. J. D. Johnston, Mayor, Bethany
Hon. Dave Howe, Councilmember, Choctaw
Hon. Debbie Harrison, Councilmember, El Reno
Hon. Lewis Pringle, Trustee, Forest Park
Hon. Jason Murphey, Councilmember, Guthrie
Hon. Karen Feldhake, Councilmember, Harrah
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. Carol Jones, Councilmember, Noble
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
Linda Simpson, Chief Deputy, Oklahoma County Commissioners' Office
Willa Johnson, Councilmember, City of Oklahoma City
Lucien Jones, IT Specialist, City of Oklahoma City
Mary Bailey, MTM Solutions
Brent Hawkinson, SBC
Keri Bondurant, Cox Communications
Jeff Mann, Cox Communications

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

Vice-Chairman Grant Hedrick called the meeting to order at 1:20 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Guests introduced themselves, and Executive Director Zach Taylor introduced Mary Bailey, MTM Solutions.

III. APPROVAL OF MINUTES - June 24, 2004 Meeting

Action Requested: Motion to approve minutes of the June 24, 2004 meeting.

Director John Brown, Piedmont, made a motion to approve the minutes of the June 24, 2004 meeting. Director Marsha Jefferson, Spencer, seconded the motion. The motion carried the following votes:

AYE: O'Connell, Naifeh, Haddock, Reed, Moon, Walker, Pumphrey, Hopper,
Brown, Bledsoe, Jefferson, Symes, Owens, Hedrick, Sharpton, and Inman

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

A. CHAIRMAN'S REPORT

None

B. DIRECTOR'S REPORT

Zach Taylor reported that we have been awarded additional Automatic External Defibrillators for distribution to our rural communities. The Governor held a press conference on August 9th and there will be a meeting at ACOG on August 27th for distribution of those devices to our members.

Mr. Taylor reported that he met with the Emergency Medical Director at the Oklahoma State Health Department in conjunction with the Governor's press conference. The Director expressed how the State of Oklahoma is pleased with what 9-1-1 ACOG is doing with Emergency Medical Dispatch in Central Oklahoma. The Director said he hopes that we will continue to expand that initiative.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. FINANCE REPORT – JULY 2004 CLAIMS

INFORMATION: Included in the agenda packet is a list of budgeted recurring expenses paid on July 29, 2004.

These expenses (\$154,451.31) were authorized for payment at the Board at the June 24, 2004 meeting. A copy of the Claims List is included for ratification.

Action Requested: Motion to ratify payment of the July budgeted recurring expenses.

Director Eddie Reed, Midwest City, made a motion to ratify payment of the July budgeted recurring expenses. Director Sandra Naifeh, Edmond, seconded the motion. The motion carried the following votes:

AYE: O'Connell, Naifeh, Haddock, Reed, Moon, Walker, Pumphrey, Hopper, Brown, Bledsoe, Jefferson, Symes, Owens, Hedrick, Sharpton, and Inman

NAY: None

ABSTAIN: None

VII. RENEWAL OF COMPETITIVE LOCAL EXCHANGE CARRIERS CONTRACTS

Stephen Willoughby, 9-1-1 ACOG, explained that FY 05 contracts for 9-1-1 service from the following Competitive Local Exchange Carriers (CLECs) were due for renewal in July, but were not received in time for the June Board meeting: Navigator Telecommunications, LLC (Resale/UNE-P), VarTec Telecom, Inc. (Resale/UNE-P), Cox Communications (Facilities-Based), MCImetro Access Transmission Services, LLC (Facilities-Based), and Excel Telecommunications (Reseller).

Director Bill Haddock, Lexington, made a motion to authorize the Executive Director to execute FY 05 contract renewals for 9-1-1 service with the abovementioned Competitive Local Exchange Carriers (CLECs), subject to approval of legal counsel. Director John Brown, Piedmont, seconded the motion. The motion carried the following votes:

AYE: O'Connell, Naifeh, Haddock, Reed, Moon, Walker, Pumphrey, Hopper, Brown, Bledsoe, Jefferson, Symes, Owens, Hedrick, Sharpton, and Inman

NAY: None

ABSTAIN: None

Director Sandra Naifeh asked if there are some groups with which we do not have a contract. Johnny Irons, 9-1-1 ACOG, explained that we have contracts with all of the companies operating in our area.

VIII. DISPOSAL OF UPS SURPLUS ITEMS

Stephen Willoughby, 9-1-1 ACOG, explained that last year when we purchased new UPS units and entered into a new maintenance agreement with SBC for the UPS units at all of the 22 PSAPs, a surplus of old units was created. A list of those items is provided in today's meeting agenda.

Therefore, the Association, with the authorization of this Board, will conduct a sale or surplus items. These items would be sold to the highest bidder.

Director John Brown made a motion to approve the list of surplus items for sale and to authorize an August 12, 2004 surplus sale and disposition of those items listed. Director Eddie Reed seconded the motion. The motion carried the following votes:

AYE: O'Connell, Naifeh, Haddock, Reed, Moon, Walker, Pumphrey, Hopper, Brown, Bledsoe, Jefferson, Symes, Owens, Hedrick, Sharpton, and Inman

NAY: None

ABSTAIN: None

IX. SBC WIRELESS TARIFF SETTLEMENT

The Oklahoma Corporation Commission conducted a settlement conference with the Intervenor (9-1-1 ACOG, Oklahoma City, Tulsa, and Oklahoma Municipal League and SBC on final terms and conditions of SBC's wireless 9-1-1 tariff.

X. GENERAL STATUS REPORT

Stephen Willoughby reported that staff continues to negotiate with the wireless carriers on acceptable language in the Wireless Uniform Statewide Agreement.

Mr. Willoughby said that TCI, our 9-1-1 equipment vendor, has begun research, development and testing of the software version of the emergency medical dispatch (EMD) protocols interaction with the 9-1-1 equipment. He said that staff is finalizing logistical planning and establishing quality assurance analysis to begin with the September 1st contract renewal with the state health department for the EMD project grant.

Also, staff continues to negotiate with Level 3 Communications, Verizon and AT&T on their VoIP telecommunications service delivery in Central Oklahoma.

We want to ensure that we have proper 9-1-1 routing, accurate data delivery and appropriate service fee remittance with these new providers.

Mr. Willoughby reported that the 9-1-1 Institute will conduct a basic emergency telecommunicator training course at ACOG on August 16-20.

Staff thanked all of the 9-1-1 ACOG communities that enacted the 9-1-1 service fee resolution for calendar year 2005 and returned those promptly. He reminded the Board that the 9-1-1 Association is required by state statute to notify the 40 telecommunication providers operating in the region by September 1st of the 9-1-1 service fee for the following calendar year beginning January 1, 2005.

XI. NEW BUSINESS

None

XII. ADJOURNMENT

Vice-Chairman Grant Hedrick 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: O'Connell, Naifeh, Haddock, Reed, Moon, Walker, Pumphrey, Hopper, Brown, Bledsoe, Jefferson, Symes, Owens, Hedrick, Sharpton, and Inman

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:25 p.m.

ADOPTED THIS 30TH DAY OF SEPTEMBER 2004.

Chairman

Secretary-Treasurer

PAGE DOWN TO VIEW ATTACHMENT VI

BE IT RESOLVED, that on this 30th day of September 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	\$	-	
Audit		698.75	
Equipment		1,712.00	
Legal		1,000.00	
Maintenance & Repair - Equipment		205.00	
Maintenance & Repair - Software		200.00	
Parking		128.00	
Printing		152.50	
Publications & Subscriptions		36.00	
Supplies		93.77	
Telephone		193.65	
		<u> </u>	
<i>Total MSAG/Education/Training</i>	\$		4,419.67

9-1-1 Operating/Maintenance

SBC	\$	42,806.73	
SBC (UPS Maintenance)		1,117.00	
SBC		106.97	
SBC Capital Services		1,686.14	
Koch Financial Corporation		17,903.21	
TDS Telecom		1,221.52	
Pioneer Telephone		413.62	
Pioneer Telephone		319.39	
Pioneer Telephone		111.70	
Pioneer Telephone		59.63	
Valor Telecom		71.91	
J. Dell Gordon		1,995.00	
MTM Solutions		180.00	
Language Line Services		67.00	
		<u> </u>	
<i>Total 9-1-1 Operating/Maintenance</i>			<u>68,059.82</u>

Total September Claims \$ 72,479.49

ATTEST:

CHAIRMAN

SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
CASH STATUS REPORT
FOR THE MONTH ENDED AUGUST 31, 2004**

	<u>OPERATING</u>	<u>SAVINGS</u>	<u>TOTAL</u>
Beginning Balance <i>August 1, 2004</i>			
Cash on Deposit	\$ 484,194.59	\$ 849,359.82	\$ 1,333,554.41
Cash Receipts			
Fee Income	\$ 133,683.33	\$ -	\$ 133,683.33
Contracts			
Transfers of Funds	567.37		567.37
Interest Earned	290.94	567.37	858.31
Miscellaneous	3,157.40	-	3,157.40
Total Cash Receipts	<u>\$ 137,699.04</u>	<u>\$ 567.37</u>	<u>\$ 138,266.41</u>
Total Cash Available	\$ 621,893.63	\$ 849,927.19	\$ 1,471,820.82
Cash Disbursements			
Claims/Operating Expense	\$ 74,589.70	\$ -	\$ 74,589.70
9-1-1 Fund Disbursement	18,750.00	-	18,750.00
Transfers of Funds		567.37	567.37
Miscellaneous	66.64	-	66.64
Total Cash Disbursements	<u>\$ 93,406.34</u>	<u>\$ 567.37</u>	<u>\$ 93,973.71</u>
Ending Balance <i>August 31, 2004</i>			
Cash on Deposit	<u>\$ 528,487.29</u>	<u>\$ 849,359.82</u>	<u>\$ 1,377,847.11</u>

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

Total August Disbursements	\$ 18,750.00
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At the June 24, 2004, 9-1-1 Association of Central Oklahoma Governments' Board of Directors' meeting, authorization was given to pay August budgeted recurring expenses. This list is offered so the Board of Directors may ratify.

MSAG/Education/Training

Personnel	\$	-	
Advertising/Public Education		4,800.00	
Consultant		135.00	
Development		204.81	
Equipment		408.00	
Mileage		36.00	
Printing		408.00	
Supplies		409.65	
Travel		564.87	
Telephone		160.32	
<i>Total MSAG/Education/Training</i>			\$ 7,126.65

9-1-1 Operating/Maintenance

SBC	\$	41,032.23	
SBC (UPS Maintenance)		1,117.00	
SBC		106.60	
SBC (Backup Equipment)		947.70	
SBC Capital Services		1,686.14	
Koch Financial Corporation		17,903.21	
TDS Telecom		1,221.52	
Pioneer Telephone		413.52	
Pioneer Telephone		111.70	
Pioneer Telephone		59.63	
Pioneer Telephone		319.39	
Language Line		50.00	
Valor Telecom		71.91	
Gordon, J. Dell, Attorney at Law		2,422.50	
<i>Total 9-1-1 Operating/Maintenance</i>			<u>67,463.05</u>

Total August Claims

\$ 74,589.70

ATTEST:

CHAIRMAN

SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
CASH STATUS REPORT
FOR THE MONTH ENDED JULY 31, 2004**

	<u>OPERATING</u>	<u>SAVINGS</u>	<u>TOTAL</u>
Beginning Balance <i>July 1, 2004</i>			
Cash on Deposit	\$ 501,021.17	\$ 848,526.20	\$ 1,349,547.37
Cash Receipts			
Fee Income	\$ 133,292.63	\$ -	\$ 133,292.63
Contracts			
Transfers of Funds	552.33		552.33
Interest Earned	240.76	1,385.95	1,626.71
Miscellaneous	22,362.60	-	22,362.60
Total Cash Receipts	<u>\$ 156,448.32</u>	<u>\$ 1,385.95</u>	<u>\$ 157,834.27</u>
Total Cash Available	\$ 657,469.49	\$ 849,912.15	\$ 1,507,381.64
Cash Disbursements			
Claims/Operating Expense	\$ 154,451.31	\$ -	\$ 154,451.31
9-1-1 Fund Disbursement	18,750.00	-	18,750.00
Transfers of Funds		552.33	552.33
Miscellaneous	73.59	-	73.59
Total Cash Disbursements	<u>\$ 173,274.90</u>	<u>\$ 552.33</u>	<u>\$ 173,827.23</u>
Ending Balance <i>July 31, 2004</i>			
Cash on Deposit	<u>\$ 484,194.59</u>	<u>\$ 849,359.82</u>	<u>\$ 1,333,554.41</u>

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
DISBURSEMENT OF FUND BALANCE
JULY 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 July 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: September 17, 2004
TO: 9-1-1 Board of Directors
FROM: Stephen M. Willoughby, Director
E9-1-1 & Public Safety Programs
SUBJECT: EMD Status Report

INFORMATION: To date our 9-1-1 Institute, with the assistance of EMSA, has nationally certified 73 call-takers as Emergency Medical Dispatchers. 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 of \$200,000+ for procurement of the software version of the EMD protocols and additional quality assurance training and elements to assist the EMD PSAPs.

Staff continues preparation work and coordinating with the OSDH prior to the installation of the EMD software, including ensuring that all acceptance items are completed on the TCI 9-1-1 equipment that would house the EMD software. TCI has been authorized to begin the research and development of placing the EMD software on the 9-1-1 workstations and ensuring proper interoperability and evaluate if additional network bandwidth will be needed during the deployment of the project.

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 to 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. NAED/Priority Dispatch will prepare formal recommendations on a work program to staff in coming weeks.

Action Requested: None, for information only.



9-1-1 association of central Oklahoma governments

ATTACHMENT VIII

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: September 17, 2004

TO: 9-1-1 Board of Directors

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

SUBJECT: General Status Report

2-1-1 and 5-1-1

Staff continues work with representatives in Central Oklahoma to establish a regional 2-1-1 system. 2-1-1 has been designed as the number for access to social services. It will have a database of thousands of governmental and community service agencies with trained operators to refer callers to the most appropriate agency to handle their concerns.

Staff is also 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.

Both the 2-1-1 and 5-1-1 systems, once deployed, can become a valuable resource for 9-1-1 call-takers, and potentially re-direct callers to other systems thereby making the 9-1-1 system more efficient.

VoIP Provider Negotiations

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 ACOG wants to ensure proper 9-1-1 routing, accurate data delivery and appropriate service fee remittance with these new providers.

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. This would allow communities with these 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. In addition, SBC has provided staff with proposed language for a tariff amendment outlining this new service.

State 9-1-1 Planning

Staff continues to meet with a group chaired by Gene Thaxton, the Governor's 9-1-1 designee to the FCC. This committee is attempting to develop a strategy to ensure Oklahoma could receive federal grants that could potentially come available in the future. To accomplish this the group is looking into additional 9-1-1 funding sources at a state level, as well as attempting to make recommendations to improve efficiencies in existing 9-1-1 systems in order to provide 9-1-1 services to more geographical areas in the state.

9-1-1 Institute

Ten call-takers from seven area agencies became nationally certified as emergency telecommunicators through the 9-1-1 Institute last month. The graduates are **Ali Razavi, Bethany; Tammi Bargwell** and **Adam Wile, Del City; Wes McGee** and **Emily Scharton, Edmond; LeAnn Goforth, Midwest City; Andrea Truelove, Mustang; Daniel DeLara, Nichols Hills;** and **Amy Boettler** and **Sherry Sullivan-Pack, Norman.**

The next call-taker Institute will be held October 4-8, at ACOG.

Upgrade of 9-1-1 Computer Operating System

SBC and TCI will be upgrading all 54 9-1-1 computer workstations in the 9-1-1 ACOG network from the existing NT operating platform to XP-Pro. This upgrade is to allow additional functionality of software upgrades, as well as place the system into better position for deploying emergency medical dispatch (EMD) and mapping software onto the workstations in the future. The licensing and installation for this upgrade is being covered by the existing maintenance agreement with SBC and TCI.