

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., DEC. 7, 2006  
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING**



*9-1-1 association of central oklahoma governments*

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

**9-1-1 TECHNICAL COMMITTEE MEETING AGENDA  
9:30 a.m., Tuesday, December 12, 2006  
ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma, 73104**

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – September 12, 2006 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. VOIP SERVICE FEE RESOLUTIONS/ORDINANCES ([Attachment V](#))

**INFORMATION:** Sample resolutions/ordinances were sent to each town, city and county administrator for consideration by their elected body. The resolution/ordinance enacts a 50-cent 9-1-1 service fee upon each Voice over Internet Protocol (VoIP) user. The resolutions/ordinances will be collected by 9-1-1 ACOG, who will inform each known VoIP service provider of the fee. To date Cleveland County, El Reno and Mustang have taken action on this item.

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

- VI. 9-1-1 WORKSTATION AND SOFTWARE UPGRADE ([Attachment VI](#))

**INFORMATION:** Staff will provide an update on the upgrades to the 9-1-1 workstations that were recently completed and will discuss the software upgrade scheduled in January.

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

VII. REGIONAL GIS (GEOGRAPHICAL INFORMATION SYSTEM)/MAPPING IMPLEMENTATION & MAINTENANCE ([Attachment VII](#))

**INFORMATION:** Staff will provide the 9-1-1 Technical Committee a status report on the region's GIS/Mapping implementation.

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

VIII. WIRELESS PHASE II IMPLEMENTATION STATUS REPORT ([Attachment VIII](#))

**INFORMATION:** Staff will provide the 9-1-1 Technical Committee a status report on the region's Phase II wireless implementation.

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

IX. WIRELESS PHASE II TESTING AND TIMETABLE

**INFORMATION:** Staff will brief the 9-1-1 Technical Committee on the testing procedures being developed that will need to be relayed to call-takers to ensure accuracy of data associated with Phase II calls being sent to each PSAP. Due to this documentation being dynamic, staff will distribute the latest schedule for testing/deployment at the meeting.

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

X. CALENDAR YEAR 2007 9-1-1 TECHNICAL COMMITTEE MEETING DATES ([Attachment X](#))

**INFORMATION:** To be in compliance with the Oklahoma Open Meetings Act, the 9-1-1 Board of Directors has approved a meeting schedule for calendar year 2007 for the 9-1-1 Technical Committee. See Attachment X for a list of the approved meeting dates.

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

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

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

XII. NEW BUSINESS

XIII. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES  
September 12, 2006**

The third meeting of the 9-1-1 Technical Committee for calendar year 2006 convened at 9:34 a.m., September 12, 2006 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

Marion Wright, Bethany Police Department  
Gerald Moody, Cleveland County Sheriff's Department  
Marvin Stanford, Del City Police Department  
Matthew Stillwell, Edmond Emergency Communications Center  
John Avera, Edmond Emergency Communications Center  
Toni Strader, Edmond Emergency Communications Center  
Becky Bruce, Midwest City Emergency Management  
Gayland Kitch, Moore Emergency Operations Center  
Virginia Guild, Moore Emergency Operations Center  
Neil Gray, City of Nichols Hills  
Kimberly Hill-Shaw, Nichols Hills Police Department  
Lance Terry, Norman Emergency Operations  
Lucien Jones, City of Oklahoma City  
Chris Fields, Oklahoma City Fire Department  
David Baisden, Oklahoma County Sheriff's Office  
Marsha Blair, Town of Slaughterville  
Ron Cummings, Spencer Fire Department  
Lori Shannon, Tinker Air Force Base  
John Corn, Yukon Police Department  
Richelle Treece, EMSA

GUESTS

Keri Nail, Cox Communications  
Brent Hawkinson, AT&T  
Jake Anderson, GeoComm

## STAFF

Jane Sutter, Intergovernmental Services Director  
Stephen Willoughby, E9-1-1 & Public Safety Programs Director  
Doug Rex, Executive Director's Assistant  
Jerry Church, Special Programs Officer  
Wendi Marcy, Special Programs Officer  
Brad Nesom, Sr. 9-1-1 GIS Specialist  
Carolyn S. White, 9-1-1 Database Manager  
Peggy Stoller, 9-1-1 Mapping Project Coordinator  
Paulette Marshall, 9-1-1 Database Associate  
Johnny C. Irons, III, 9-1-1 Project Coordinator  
Anita Kroth, 9-1-1 Administrative Assistant

### I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:34 a.m. A quorum was confirmed.

### II. INTRODUCTIONS

Self-introductions were made around the room.

### III. APPROVAL OF MINUTES – JUNE 13, 2006 MEETING

Marvin Stanford, Del City, made a motion to approve the minutes of the June 13, 2006 meeting. Richelle Treece, EMSA, seconded the motion. The motion carried the following votes:

AYE: Wright, Moody, Stanford, Stillwell, Bruce, Kitch, Guild, Hill-Shaw, Terry, Baisden, Blair, Cummings, Shannon, Corn, and Treece

NAY: None

ABSTAIN: None

### IV. DIRECTOR'S REPORT

Jane Sutter reported for the Executive Director as he was out of town. She reported that three new staff members have been added to the 9-1-1 Association.

Jane introduced Special Programs Officer Wendi Marcy who was previously shift supervisor for eight years at Edmond Emergency Management. Wendi won several awards while working at the City of Edmond for her innovations and job dedication. Her responsibilities include managing the 9-1-1 Training Institute and also the regional EMD project.

Wendi will work with the 9-1-1 Public Education program and the National Incident Management System (NIMS) to assist the ACOG communities to become compliant with Homeland Security requirements to receive preparedness funds.

Brad Nesom is our new Senior GIS Data Specialist who has a long background in geographical information systems. He most recently managed the GIS system for the City of Ponca City; prior to that Brad worked for the Oklahoma Water Resources Board.

Paulette Marshall has moved into the 9-1-1 department from the ACOG Receptionist Desk to assist Carolyn While, 9-1-1 Database Manager, with addressing and database maintenance, and the Master Street Address Guide (MSAG), as well as working with wireless carriers and third-party database providers to ensure the accuracy of information on current cell towers and development of routing associated with new towers. She will be working with addressing in the rural areas of northern Logan County.

V. EASTERN OKLAHOMA COUNTY TECHNOLOGY CENTER DISPATCH CURRICULUM

Jane reminded the group that we have been working to develop a course at Eastern Oklahoma County Technology Center for 9-1-1 dispatch hopefuls. People interested in becoming call-takers can be trained through this course to learn the details of a dispatcher's job, and receive their national certification. We hope that this effort will provide a way to decrease the turnover and increase the level of professionalism in call-taker positions.

Things were in place to hold a fall kick-off course but received only five registrations for the class. There is a minimum class size of 15, and a maximum class size of 25. We now plan to hold a course in January. Becky Bruce, Midwest City, has agreed to instruct that class. The class will be January 9, 2007. Jane said staff would mail out a flyer to all of the Human Resource Directors in the PSAP cities, and she encouraged the group to visit their individual directors to let them know the significance of this course. We would like them to include the flyer with the application form whenever someone applies for a call-taker position in their city. Jane asked each member to think of ways this course could be advertised in their area, i.e., cable TV channels, websites, etc. She said the course cost is \$200. Classes will be on Tuesday and Thursday evenings beginning Jan. 9<sup>th</sup> from 6:30 p.m. to 8:30 p.m.

VI. EMERGENCY MEDICAL DISPATCH PROJECT UPDATE

Wendi Marcy reported that we have been working on a regional EMD project to get all of the agencies in the ACOG region covered under the Emergency Medical Dispatch so order that dispatchers can provide medical direction before an ambulance arrives on scene. So far, 75 call-takers have received EMD training and certification through the 9-1-1 Institute and in partnership with EMSA. She explained that initially Medical Priority Card Sets were purchased for the EMD PSAPs in the ACOG region.

Later ACOG obtained a Homeland Security grant to enable an upgrade to a software-based system, which makes it easier for the dispatchers to lessen the response time and decrease human error. The software has been installed on the 9-1-1 workstations.

Wendi reported that on August 23, 9-1-1 ACOG in conjunction with Midwest City EOC conducted a table top bioterrorism exercise in Midwest City to test the ability of the EMD protocol to help dispatchers and call-takers identify a possible terror attack, give medical assistance over the phone and alert responders to possible dangers.

She said participants were Midwest City 9-1-1, Midwest City Emergency Management, Norman 9-1-1, Tuttle 9-1-1, Midwest City Regional EMS, EMSA, Midwest City Police Department, Midwest City Fire Department, Oklahoma State Department of Health, and ACOG. Wendi said there will be an after action report distributed in the near future.

Wendi said this project will continue to be as a part of ACOG's work program and 9-1-1 ACOG will continue to provide project coordination and enhancements, training and maintenance support of the EMD software. Also, we will continue to seek upgrades to the system.

#### VII. WIRELESS PHASE II 9-1-1 IMPLEMENTATION STATUS REPORT

Steve Willoughby reported that we are quickly moving toward using wireless Phase II capabilities. Our internal goal for Phase II is this January; the public expectation is within 12-18 months from the December 2005 election. He reported that on July 14, 9-1-1 ACOG and Oklahoma City jointly requested Phase II enhanced wireless 9-1-1 services from the wireless carriers operating in Central Oklahoma. He said that triggered a six-month deadline not only for the wireless carriers to begin delivery of Phase II information, but it requires 9-1-1 ACOG to be ready to receive Phase II information.

Due to an FCC consent decree, Cingular has been granted up to 15 months to deploy the entire network. Fifty-percent of their towers must be deployed in the six-month timeframe, however, that 50% must be spread among the various PSAPs.

Mr. Willoughby said we are working with Alltel, Pioneer, Cingular, Cross Wireless, Dobson Wireless, Epic Touch, Sprint/Nextel, Panhandle Telephone, T-Mobile, US Cellular, Pine Cellular, and Verizon. He said we have written Phase II request letters to each carrier thought to be operating in our area, and requested documentation from them if they are not operating in our area.

We've learned that Cingular has resellers, much like the Competitor Local Exchange Carriers had resellers with landline. These resellers tell us that they do not collect a service fee or remit fees. We are now tracking these companies to request them to collect and remit the 9-1-1 service fee. We have identified three of those companies.

Mr. Willoughby said another issue we have to address is pre-paid wireless phones. Some wireless carriers say that Oklahoma Legislation does not pertain to prepaid. We contend that the legislation is all inclusive of all wireless carriers.

We are using a technology called E2+ to deploy Phase II. This is an interface technology between our 9-1-1 database housed at AT&T and the third-party database providers of the wireless carriers. This new technology will provide more information as it relates to Phase II calls, and the same interface that we need to interface with the Voice over Internet Protocol (VoIP) providers.

Johnny Irons reported that replacement of existing 9-1-1 workstations is underway, and said about 70% has been replaced; there are five PSAPs remaining on the schedule. Once this has been totally completed, we will start to roll out the new 17" flat screen monitors to the PSAPs that wish to have the previous standard ACOG monitor replaced. Each PSAP will get at least two 17" flat screen monitors. These will be no new touch screen monitors, he said. Following the monitor installation will be the installation of the GeoLynx mapping software. These procedures will take about 35 days. Mr. Irons invited anyone having issues about space, to contact him and he will help them with any difficulties.

Once all of these are completed and running normal, we will go back and implement the new TCI software upgrade to begin in January 2007, which should be completed within 40 days.

Brad Nesom briefed the group on the expected implementation of the mapping software. He said 9-1-1 ACOG has completed training, database configuration and initial data load for Oklahoma County. He said the Oklahoma County data has been handed over to ACOG for maintenance. We are starting to develop and discover issues for the map maintenance process that will occur between cities and back to the PSAPs. He said data maintenance process, creation and trouble resolution all will be rolled into one process. Testing will begin on the data once the GeoLynx software is installed at the 9-1-1 Training PSAP.

He said a lot of current activity revolves around the new 9-1-1 area. We are looking at quality control on the roads, names, address ranges, input of new addresses, and completing Logan County. We have control of the addressing portion and GeoComm is still maintaining the roads. We have been quality controlling the ESN boundaries, teleco exchanges, community boundaries and zip code boundaries in Logan County.

Regarding Cleveland County, he said that GeoComm is working in the field to get all of the resources back to their offices in Minnesota for development.

The field work in Canadian County will be scheduled in the near future, he said.

Brad said all of the software necessary to maintain the data on our network has been installed at the 9-1-1 Training PSAP. GeoLynx with map display software is yet to be installed. As that begins we will be testing and begin our map creations at each PSAP.

He said there is a grant for rural community development for housing through the Department of Agriculture which shows you are creating a map of the community's assets or deficits and working on a strategic plan. Brad said if anyone is interested in that grant, to see him after today's meeting.

Steve Willoughby explained that we are graphically drawing MSAG changes onto the map so the next time an individual 9-1-1 center receives an update that street would then appear on that map. It is important to share these MSAG contacts with ACOG. He said after the beginning of the new year we plan to create a GIS/MSAG working group similar to the 9-1-1 Tech Committee and meet on a quarterly basis to share information and hold discussions on related issues. 9-1-1 Tech Committee members will be invited to attend those meetings as well.

Jane Sutter thanked all of the GIS and MSAG staff from all of the Central Oklahoma communities for coming forth with information requested by GeoComm and ACOG during this process and have helped to make it go well.

#### VIII. GEO COMM'S GEOLYNX DEMONSTRATION

Jane introduced Jake Anderson from GeoComm who was present to brief the group and give a demonstration on how the GeoLynx software works.

Steve Willoughby explained that 9-1-1 ACOG sought a qualified and experienced contractor to provide a GIS/Mapping Display software for the purpose of displaying the regional 9-1-1 GIS data set at our 22 PSAPs for plotting both, Wireless (Phase I and Phase II) and landline E9-1-1 calls. Based upon the criteria established in the original request for proposal, a selection committee consisting of representatives from the 9-1-1 Technical Committee and staff, reviewed, interviewed and conducted reference checks on the two qualified vendors, and based upon those evaluations and recommendations, the 9-1-1 Board of Directors selected AT&T's proposed GeoComm/GeoLynx production/solution.

Jake Anderson from GeoComm presented the product purchased to display E9-1-1 calls at the 9-1-1 ACOG PSAPs. He demonstrated some of the tools available in plotting 9-1-1 calls and how they can be used in other applications on a daily basis.

Mr. Willoughby said the installation of the mapping software is expected to begin in late October. He said this will allow the local PSAPs to have the power of a regional GIS system and the ability to customize at a local level. The GeoLynx software allows for this individualization whereas the others we looked at would not, Jane said.

IX. GENERAL STATUS REPORT

Steve Willoughby said in June, the Oklahoma Office of Homeland Security contracted with the Councils of Governments to assist local communities with compliance with the National Incident Management System (NIMS). Wendy Marcy, Special Programs Officer, has been working on this project and it is progressing well to date. ACOG has hosted two workshops to assist designated points of contact with compliance requirements and out of 58 entities contacted, 49 have submitted the requested point of contact information and of those 38 have officially adopted NIMS as their official incident management system by resolution or executive order. Entities have until September 30<sup>th</sup> to obtain compliance in order to be eligible for future Homeland Security preparedness funds, he said.

Mr. Willoughby also reported that the City of Oklahoma City has contracted with 9-1-1 ACOG to provide professional 9-1-1 support services. These services will include MSAG/ESN maintenance, 9-1-1 database trouble resolution, wireless and other technologies as well as general technical assistance and GIS data sharing. He said these types of services are already being provided to 9-1-1 ACOG members.

Mr. Willoughby asked the group to advise staff if and when they have any 9-1-1 training requests.

X. NEW BUSINESS

There was no new business conducted at today's meeting.

Jane asked members to individually report on any current updates that could be shared with the entire group.

David Baisden, Oklahoma County, reported that there will be an exercise conducted by the Tactical and Technical Operations group at Norman beginning at 9:00 a.m. to noon tomorrow. He said these exercises are being evaluated around the nation. He said the Department of Homeland Security through the Urban Area Services Initiative (UASI) has asked everyone to have one by the end of September.

Captain Baisden said that Oklahoma County is getting resources to link radio systems together and has a surplus of hand-held radios for other communities to use.

Neil Gray, Nichols Hills, reported that the City of Nichols Hills now has the notification system installed. Also, he thanked Brad Nesom for providing mapping information.

Lori Shannon, Tinker Air Force Base, reported that their dispatch is currently fully staffed. Lori thanked Wendi Marcy for helping them with training requests.

John Avera, Edmond Communications, reported that Matthew Stillwell is the new Emergency Communications Director.

Matt was introduced to the Technical Committee. John reported that they have started a major upgrade on their CAD system; map interface systems; hardware and software; 800 MHz system; an upgrade to 31 servers and 100 software plugs running those systems; purchasing lap tops for city vehicles.

Marion Wright, Bethany, said they are upgrading their CAD system; are looking for dispatchers; and that they have a new communications supervisor, Captain J.D. Reid.

John Corn, Yukon, said they have received 16 applications for dispatcher's position; they need to fill two positions.

Steve Willoughby reminded the group that ACOG can post job openings on the ACOG website and encouraged them to advise us when they have an opening they would like to post.

Gerald Moody, Cleveland County, said they will be participating in the Tactical and Technical Operations exercise tomorrow. He said they are in need of dispatchers.

Marvin Stanford, Del City, said they have one opening for a dispatcher.

Richelle Treece, EMSA, reported that EMSA has upgraded to the EMD software version 11.3 and they are currently working out the bugs. She said they are upgrading servers and backup system going down to 9-1-1; and the 800 MHz system is working well. She said that Presbyterian Hospital has asked EMSA to take trauma calls for them.

Lucien Jones, City of Oklahoma City, said they have had a problem with the CAD going down. He said the state radios are working.

Gayland Kitch, Moore, reported that they will be participating in the interoperable exercise tomorrow. He said Moore will be moving to the 800 MHz system on Oct. 1<sup>st</sup>. He said the Moore/Norman Haz Mat unit is available and has been used at the recent Haz Mat incident at the new casino. He said they have two new dispatchers. He said they are upgrading their Rollex system. Gayland said there will be a vote on Nov. 7<sup>th</sup> for public safety sales tax to add a new fire station.

Gayland said there is a national weather service located in the new facility south of Lloyd Noble Center. He said there will be an open house to the public event held Nov. 4<sup>th</sup>.

Marsha Blair, Slaughterville, said they do not have a grant for a radio system. They are looking at alternative ways to get the money. She said they have acquired new gas monitors and are providing training for those.

XI. ADJOURNMENT

The meeting adjourned at 11:15 a.m. Jane announced that the next 9-1-1 Technical Committee meeting is scheduled for December 12<sup>th</sup>.



*9-1-1 association of central oklahoma governments*

## ATTACHMENT V

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

### MEMORANDUM

**DATE:** October 18, 2006

**TO:** 9-1-1 Technical Committee

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

**SUBJECT:** VoIP Service Fee Resolutions/Ordinances

**SUBJECT:** 9-1-1 VoIP Service Fee Resolution/Ordinance for Consideration  
by Councils/Board of Trustees/and Boards of County Commissions

**INFORMATION:** As a result of efforts by 9-1-1 ACOG and others, HB 2877 passed the state legislature last regular session. HB 2877 requires Interconnected Voice over Internet Protocol (VoIP) service providers to direct 9-1-1 calls to PSAPs through the 9-1-1 network and to remit a 50-cent E9-1-1 service fee per VoIP service user.

VoIP is a new technology that allows customers to obtain dial-tone service utilizing internet technology. Similar to the impact wireless technology has had on 9-1-1; VoIP has the same potential in problems with 9-1-1 call delivery and in draining 9-1-1 revenues while requiring additional technological expenses for 9-1-1. HB 2877 was designed to address this newer technology before it becomes a 9-1-1 crisis. HB 2877 only impacts *Interconnected* VoIP users, as they interconnect with the public telephone network and can access 9-1-1 services as opposed to an *Intraconnected* system like used by the State of Oklahoma offices.

Similar to the annual service fee resolutions that are approved by your City Council, Board of Trustees or Board of County Commissioners, we will need each governing body to give consideration to the attached resolutions/ordinances relating to providing 9-1-1 services to VoIP customers.

These resolutions were mailed certified mail to each of your communities for your approval. **We asked that each governing body take action on this item before January 1, 2007.** The approved resolutions/ordinances need to be mailed back to 9-1-1 ACOG and we will take care of notification of the Interconnected VoIP service providers.

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

ORDINANCE  
AN ORDINANCE OF THE  
COUNCIL/BOARD OF TRUSTEES OF THE  
CITY/TOWN OF \_\_\_\_\_  
ESTABLISHING THE NINE-ONE-ONE  
VOICE OVER INTERNET PROTOCOL (VOIP)  
EMERGENCY SERVICE FEE

WHEREAS, more and more residences and businesses are abandoning their traditional telephone service for dial tone utilizing voice over internet protocol; and

WHEREAS, these residences and businesses still need access to public safety emergency services through the utilization of the existing regional enhanced nine-one-one system; and

WHEREAS, the voters and/or governing body of the city/town have approved the acquisition and operation of an emergency telephone service, together with the levy or imposition of user fee/tax for such service; and

WHEREAS, the state statutory authority to enact a 9-1-1 service fee on customers utilizing dial tone telephony service through Interconnected Voice over Internet Protocol is authorized by the Nine-One-One Voice over Internet Protocol (VoIP) Emergency Service Act, Oklahoma Statutes Section 2851 of Title 63.

THEREFORE, a 9-1-1 service fee is hereby ADOPTED AND IMPOSED by the Council/Board of Trustees of the City/Town of \_\_\_\_\_ upon Interconnected Voice over Internet Protocol telephony service customers whose businesses or residences are located within the City/Town limits of \_\_\_\_\_, at the rate of fifty-cents (\$0.50) per month for each VoIP service user, pursuant to the Title 63, O.S. (2006), section 2851 et.seq.

In addition all VoIP carriers having customers within the City/Town of \_\_\_\_\_ shall provide an annual census of customers to the City/Town no later than sixty (60) days after the first day of each calendar year.

Adopted and approved by the Council/Board of Trustees of the City/Town of \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 2006.

\_\_\_\_\_  
Mayor/Chairman

ATTEST:

\_\_\_\_\_  
City/Town Clerk

RESOLUTION \_\_\_\_\_  
A RESOLUTION OF THE  
BOARD OF COUNTY COMMISSIONERS OF THE  
COUNTY OF \_\_\_\_\_  
ESTABLISHING THE NINE-ONE-ONE  
VOICE OVER INTERNET PROTOCOL (VOIP)  
EMERGENCY SERVICE FEE

WHEREAS, more and more residences and businesses are abandoning their traditional telephone service for dial tone utilizing voice over internet protocol; and

WHEREAS, these residences and businesses still need access to public safety emergency services through the utilization of the existing regional enhanced nine-one-one system; and

WHEREAS, the voters and/or governing body of the county have approved the acquisition and operation of an emergency telephone service, together with the levy or imposition of user fee/tax for such service; and

WHEREAS, the state statutory authority to enact a 9-1-1 service fee on customers utilizing dial tone telephony service through Interconnected Voice over Internet Protocol is authorized by the Nine-One-One Voice over Internet Protocol (VoIP) Emergency Service Act, Oklahoma Statutes Section 2851 of Title 63.

THEREFORE, a 9-1-1 service fee is hereby ADOPTED AND IMPOSED by the Board of County Commissioners of the County of \_\_\_\_\_ upon Interconnected Voice over Internet Protocol telephony service customers whose businesses or residences are located within the unincorporated areas within the County of \_\_\_\_\_, at the rate of fifty-cents (\$0.50) per month for each VoIP service user, pursuant to the Title 63, O.S. (2006), section 2851 et.seq.

In addition all VoIP carriers having customers within the County of \_\_\_\_\_ shall provide an annual census of customers to the County no later than sixty (60) days after the first day of each calendar year.

Adopted and approved by the Board of County Commissioners of the County of

\_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 2006.

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

ATTEST:

\_\_\_\_\_  
County Clerk



*9-1-1 association of central oklahoma governments*

## ATTACHMENT VI

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

### MEMORANDUM

**DATE:** December 4, 2006

**TO:** 9-1-1 Technical Committee

**FROM:** Johnny Irons, 9-1-1 Project Coordinator

**SUBJECT:** 9-1-1 Workstation and Software Upgrade

**INFORMATION:** In November 9-1-1 ACOG completed the replacement and upgrades of all 65 9-1-1 workstations. This upgrade not only increased the computers' memory but also has dual processors to ensure adequate multi-tasking capability with the addition of the GeoLynx mapping software and Emergency Medical Dispatch (EMD) software. This replacement included changing all monitors to a dual 17 inch monitor, as well.

However, it has been determined that the existing software does not always operate seamlessly with the dual processing feature of the new workstations. When there becomes a conflict the workstation may have a tendency to lock-up. So far this has been an occasional problem for PSAPs and does not seem to be chronic at this time. However, we want to make sure the PSAPs were aware that we are monitoring this situation. This lock-up problem reportedly will be addressed when the new TCI Invision 2 software is installed in January as has been scheduled.

In the interim, call-takers need to be aware that computer functions are separate from the actual telephony functions, in that a 9-1-1 call is not automatically terminated when these lock-ups occur and **the call-taker still has the ability to transfer utilizing the telephone set itself. These instructions and transfer codes are attached. 9-1-1 ACOG encourages you to place these instructions near each call-taker workstation for easy reference in the event this functionality is needed.**

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

Central Oklahoma 9-1-1 System  
9-1-1 Tandem Transfer Codes

PSAP	TRANSFER CODE	PSAP	TRANSFER CODE
Bethany	#1005	Oklahoma County	#1017
Choctaw	#1018	Tinker AFB	#1041
Cleveland County	#1016	Tuttle	#1002
Del City	#1011	Village	#1007
Edmond	#1009	Warr Acres	#1006
El Reno	#1056	Yukon	#1004
EMSA	#1020		
Guthrie	#1015		
Midwest City	#1010		
Moore	#1012		
Mustang	#1003		
Newcastle	#1019		
Nichols Hills	#1008		
Noble	#1014		
Norman	#1013		
Oklahoma City	#1001		
Oklahoma City Fire	#1051		

ACOG Training PSAP #1022

McClain County/Purcell #1025

Blanchard #1027

Using the Meridian Telephone:

**TRANSFERRING TO ANOTHER 9-1-1 PSAP:**

- 1 Press "FLASH" Button
- 2 Press "#" key plus the 4-digit transfer code.

**TRANSFERRING TO A 7-DIGIT TELEPHONE NUMBER:**

- 1 Press "FLASH" Button
- 2 Dial the 7-digit Telephone Number



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Zach D. Taylor

**MEMORANDUM**

**DATE:** December 4, 2006  
**TO:** 9-1-1 Technical Committee  
**FROM:** Brad Nesom, Senior 9-1-1 GIS Specialist  
**SUBJECT:** Regional GIS/Mapping Implementation Status Report

**Regional Geographical Information System (GIS)/Map Development Project**

Installation of the GeoLynx Map Display Software is complete. Staff participated in System Administrator training in October. PSAP supervisors and trainers were trained last month, and call-taker training on this regional GIS mapping system is ongoing. To schedule call-taker training, contact Wendi Marcy at 234-2264.

Effective December 8<sup>th</sup>, the complete regional GIS (mapping) data set will be delivered to 9-1-1 ACOG. 9-1-1 ACOG has been maintaining the Oklahoma County and Cleveland County data for several months. There has been some delay with the entire dataset for the Wireless Phase I tower propagation. But, 9-1-1 ACOG required wireless companies to provide complete tower location prior to testing, to help ensure completeness and accuracy of this data in a timely fashion.

9-1-1 ACOG is looking for feedback on the GIS/mapping data and the mapping display software. Users are encouraged to submit changes utilizing the on-line report form in the GeoLynx software. Each request will be reviewed and determined if it can/should be accomplished internally, or if it will require a software change. 9-1-1 ACOG will be working closely with GeoComm to submit any software changes that make the system more user friendly for call-takers.

Beginning the first quarter of 2007, 9-1-1 ACOG will begin conducting quarterly GIS/MSAG technical advisory committees. This group will consist of GIS, MSAG, and PSAP managers to discuss issues related to regional GIS issues.



*9-1-1 association of central oklahoma governments*

## **ATTACHMENT VIII**

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

### **MEMORANDUM**

**DATE:** December 5, 2006

**TO:** 9-1-1 Technical Committee

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

**SUBJECT:** Wireless Phase II E9-1-1 Implementation Status Report

**INFORMATION:** 9-1-1 ACOG continues to work with the wireless carriers operating in the region on deployment of Phase II, which will provide location information for wireless 9-1-1 calls. Sprint was scheduled for testing and deployment of the Phase II technology in mid-November.

However, AT&T had not fully tested the new database interface (E2) with the third party database providers. AT&T resolved this issue in late November. Then an issue regarding redundant ALI links presented itself. ACOG, AT&T and TCI developed an interim work-around to this problem. The permanent resolve will occur upon installation of the new TCI software in January. Successful testing of Phase II was performed December 5<sup>th</sup> with the delivery of the first wireless Phase II call with latitude and longitude.

Resolution of these technical issues now allows testing and deployment for Sprint to begin immediately with other carriers soon following.

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

## ATTACHMENT X



*9-1-1 association of central oklahoma governments*

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

### MEMORANDUM

**DATE:** December 4, 2006

**TO:** 9-1-1 Technical Committee

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

**SUBJECT:** Calendar Year 2007 9-1-1 Technical Committee Meeting Dates

**INFORMATION:** The following is a list of approved 9-1-1 Technical Committee regular meeting dates for the calendar year 2007 which have been approved by the 9-1-1 Board of Directors at the November meeting. The dates are scheduled for the second Tuesday of the months of March, June, September and December at 9:30 a.m., in the ACOG Conference Room. The exception is the June meeting which is one week earlier due to a conflict with the National Emergency Number Association (NENA) annual conference.

March 13

June 5

September 13

December 11

Please mark your calendars for these very important meeting dates.

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

## ATTACHMENT XI

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor



*9-1-1 association of central oklahoma governments*

### MEMORANDUM

**DATE:** December 4, 2006

**TO:** 9-1-1 Technical Committee

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

**SUBJECT:** General Status Report

Implementation and deployment of enhanced wireless Phase II 9-1-1 is consuming most of staff's time. However, other projects that continue include:

#### **State 9-1-1 Advisory Board**

9-1-1 ACOG has been working with the State 9-1-1 Advisory Board on statewide 9-1-1 issues. The state advisory board was created two-years ago by legislation to address the lack of E9-1-1 (landline and wireless) in a large percentage of the state. The state advisory board is currently selecting a vendor to develop a comprehensive document on the true state of E9-1-1 in Oklahoma.

#### **Urban Area Security Initiative (UASI)**

ACOG has been designated as the administrator for the \$4.4 million in Homeland Security funds for the Central Oklahoma region. ACOG has been working with local public safety officials on encumbering these Federal Fiscal Year 2005 funds by December 31, 2006. Current projects include interoperable radio communications and development of a regional Emergency Operations Center (EOC). The Central Oklahoma region has been awarded an additional \$3.2 million in sustainment funds for this project.

## **NIMS (National Incident Management System)**

In June, the Oklahoma Office of Homeland Security contracted with the Councils of Governments to assist local communities with compliance with the National Incident Management System (NIMS). ACOG'S NIMS compliance project is progressing well. To date, we have hosted two workshops to assist designated points of contact with compliance requirements. Most communities have complied and ACOG continues to work with others who are in need of additional documentation. Entities must be NIMS compliant in order to be eligible for future Homeland Security preparedness funds.

## **Eastern Oklahoma County Technology Center Training (EOCTC)**

The 9-1-1 call-taker course being offered by the Eastern Oklahoma County Technology Center (EOCTC) to certify dispatchers in basic call-taking and dispatching procedures prior to employment is in need of a boost.

The course, first offered for the fall semester, had to be cancelled due to low enrollment numbers and now, with only five students enrolled for the upcoming spring semester, we face having to cancel it again. A minimum of 12 students is needed to cover the costs of the class.

The Training Subcommittee has put in literally hundreds of man hours and over a year of hard work to make this course what it is and have it offered at the EOCTC. We hope than in the last few weeks of enrollment we are able to fill the class, but if it does not fill, we may be forced to cancel.

Please continue to encourage prospective job applicants to enroll in the class. Their participation will save your agency time and money in the training process. We welcome any additional ideas or thoughts regarding this course you might have. Please bring them forward at the meeting. We cannot make this course work without your involvement.