



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

**\*\*\* PLEASE NOTE SPECIAL DATE AND TIME \*\*\***

9-1-1 TECHNICAL COMMITTEE MEETING AGENDA

**9:00 a.m., Tuesday, June 20, 2006**

ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – March 14, 2006 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. PRE-EMPLOYMENT TRAINING SUBCOMMITTEE REPORT ([Attachment V](#))

**INFORMATION:** Dr. Erick Reynolds with the Eastern Oklahoma Technology Center (EOTC) will present the 9-1-1 Technical Committee an outline of the proposed 9-1-1 call-taker certification course at EOTC.

**Action Requested:** A motion to endorse the pre-employment training course developed by a subcommittee of the 9-1-1 Technical Committee being offered by Eastern Oklahoma County Technology Center.

- VI. GIS CONSULTING AND DEVELOPMENT STATUS REPORT ([Attachment VI](#))

**INFORMATION:** In response to Request for Qualifications, the 9-1-1 Board of Directors in February selected GeoComm to provide consulting and development of a regional 9-1-1 GIS system. This map is to ultimately be used to display both wireless and landline 9-1-1 calls. A summary of this project is outlined in Attachment VI. In accordance with the aggressive time schedule of this contract, Objective One of this contract is due. Objective One contains: gathering information, consultation on GIS development processes and development of GIS quality standards.

GeoComm will provide the 9-1-1 Technical Committee with a summary of their findings and recommendations related to Objective One of the GIS Consulting and Development Contract.

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

VII. 9-1-1 SYSTEM UPGRADE MIGRATION ([Attachment VII](#))

**INFORMATION:** In order for our 9-1-1 system to be capable of handling the daily E9-1-1 tasks necessary to deliver wireless Phase II and support other future 9-1-1 capabilities (i.e. EMD) warranties and agreements must be extended and workstations upgraded. Therefore, in May the 9-1-1 Board of Directors authorized staff to contract with AT&T to procure new 9-1-1 workstations, and extend maintenance and warranty on the associated software and hardware.

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

VIII. ALI FORMAT CONVERSION ([Attachment VIII](#))

**INFORMATION:** One of the many steps to help us reach our goal of regional wireless Phase II is converting from our current ALI format 44 to format 56. This conversion is necessary in order for PSAPs to receive the latitude and longitude information that will accompany Wireless Phase II calls. This is tentatively scheduled for mid-July. Attachment VIII has more information about this conversion process.

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

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

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

X. NEW BUSINESS

XI. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES**

**March 14, 2006**

The first meeting of the 9-1-1 Technical Committee for calendar year 2006 convened at 9:34 a.m., March 14, 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

Dusty Dowis, Bethany Police Department  
Stephanie Brown, Choctaw Police Department  
Gerald Moody, Cleveland County Sheriff's Office  
Lester Robinson, Del City Police Department  
John Avera, Edmond Emergency Operations Center  
Becky Bruce, Midwest City Emergency Operations Center  
Gayland Kitch, Moore Emergency Operations Center  
Virginia Guild, Moore Emergency Operations Center  
Jennifer Gray, Norman Police Department  
Kelli Brookshire, Oklahoma County Sheriff's Office  
Marsha Blair, Town of Slaughterville  
Don Cluck, Tuttle Police Department  
Richelle Treece, EMSA

GUESTS

Erick Reynolds, Eastern Oklahoma County Technology Center  
Lucien Jones, City of Oklahoma City  
Clint Craighead, AT&T  
Brent Hawkinson, AT&T  
Keri Nail, Cox Communications

STAFF

Zach Taylor, Executive Director  
Jane Sutter, Intergovernmental Services Director  
Stephen Willoughby, ENP, E9-1-1 & Public Safety Programs Director  
Doug Rex, Executive Director's Assistant

STAFF (continued)

Jerry Church, Special Programs Officer  
Carolyn S. White, 9-1-1 Database Manager  
Peggy Stoller, 9-1-1 Mapping Project Coordinator  
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 –December 13, 2005

Gayland Kitch, Moore, made a motion to approve the minutes of the December 13, 2005 meeting. Richelle Treece, EMSA, seconded the motion. The motion carried the following votes:

AYE: Dowis, Brown, Moody, Robinson, Avera, Bruce, Kitch, Gray, Brookshire, Blair, Cluck and Treece

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Director Zach Taylor thanked everyone involved in helping with the December 13<sup>th</sup> wireless election effort. The result on the vote was nearly an 80% plurality. That campaign also received an Addy Award from the Oklahoma City Advertisement Club.

Mr. Taylor reported that the state has begun a process of looking at 9-1-1 issues and where there are 9-1-1 gaps in the state with both wireline and wireless. This is an effort to determine what state government can do to facilitate a statewide implementation of Enhanced 9-1-1 wireline as well as wireless.

A number of issues involved are transitional issues, funding, and how regional approaches that have been used in Central Oklahoma could assist to facilitate statewide build-out. He said staff would keep committee members posted on future progress of this item.

V. TRAINING AND EMPLOYMENT SUBCOMMITTEE REPORT

Jane Sutter said the subcommittee was established to evaluate the creation of a training course at Eastern Oklahoma County Technology Center (EOTC). The subcommittee has been working with Dr. Erick Reynolds of EOTC to design such a course that would help in the development of a pool of well-informed individuals from which regional PSAPS could draw for potential employees. Lance Terry, Norman; Becky Bruce, Midwest City; Neil Gray, Nichols Hills; and Steve Willoughby and Jane Sutter, ACOG are members of the subcommittee who have met with Dr. Reynolds to develop a curriculum for this type of a course.

Dr. Erick Reynolds was present and explained that the Eastern Oklahoma County Technology Center received similar curriculum from the Tulsa Technology Center to do dispatcher training. Tulsa worked with Broken Arrow to develop their curriculum, which has proven successful. He said the subcommittee has dissected that curriculum and taken desirable parts and added them to the National Academies of Emergency Dispatching (NAED) curriculum. He said after further work, they will present a curriculum to the Technical Committee that is hoped to be acceptable to everyone.

Jane said it is anticipated that EOTC will be able to offer this course this coming fall. She said that by offering this course the 9-1-1 ACOG regional PSAPs will have a pool of call-taker candidates already prepared in knowing the details of the duties of a call-taker.

VI. WIRELESS PHASE II E9-1-1 IMPLEMENTATION STATUS REPORT

Stephen Willoughby reported that after the successful wireless election in January, ACOG, the sub-state planning district, requested all of the wireless carriers in the area to begin collecting and remitting the 9-1-1 service fee and also provide ACOG with an annual census which is outlined in the state statute to divide the money. Collections have been remitted but we have not received the annual census information that we requested.

Until we receive the census information, these communities remain unidentified and we are unable to distribute the money back to them.

A second letter has been drafted to mail to the wireless carriers with a copy going to the Attorney General's Office.

9-1-1 ACOG is also working with the Association of South Central Oklahoma Governments (ASCOG), which is the council of governments for the cities of Newcastle and Tuttle in order to collect the service fee from those cities as well.

We are working with the wireless carriers in order to obtain census information to assist in making appropriate distributions to the 9-1-1 ACOG and Oklahoma City communities to pay for the on-going expenses we are already incurring.

One of those expenses relates to developing a regional GIS information system. The Board of Directors approved a Request for Qualifications (RFQ) for GIS analysis and development proposals from vendors experienced in regional 9-1-1 GIS mapping development for large metropolitan areas. The advertisement time for this was from February 1<sup>st</sup> to March 1<sup>st</sup>.

Mr. Willoughby explained that the first part of the project includes consulting services to conduct an analysis of GIS data currently available through ACOG and its member entities. The second part of this project is to incorporate the data found in the analysis and build out the map for areas in which limited GIS information is available. He said the final product will be a base map for plotting wireless and landline E9-1-1 calls. To date, four companies have responded to the RFQ.

Mr. Willoughby said the top two candidates have been scheduled for interviews this week and we hope to provide a recommendation to the 9-1-1 Board of Directors at the March meeting as to which vendor to use.

The next project will be GIS mapping display software and this will be a separate Request for Proposal. This takes the map being developed to display on the 9-1-1 workstations.

Director Zach Taylor added that this will be a regional map. Every community that has mutual aid agreements will be able to see their mutual aid cities. In disaster scenarios everyone will be able to see all of the areas they might respond to. The wireline calls are routed by the Master Street Index Guide (MSAG), which has been the central backbone of the system. In this system it will be a cross-check between the map and ESN to make sure the address on the street matches the MSAG and the street address guide also shows address and place the cell towers. All of this will be corresponding to the map and ESN. This serves everyone, he said.

Mr. Willoughby reported that staff is currently evaluating the existing E9-1-1 equipment and its ability, as well as cost effectiveness, and ability to be upgraded to display graphically wireless E9-1-1 call data.

Gayland Kitch, Moore, asked what mapping standard we will be using. Mr. Taylor said it is the ESRI standard. All of this will be moving with NENA standards and Postal Service standards as well.

John Avera, Edmond, asked if we would have aerial photos layered on this map. Mr. Willoughby answered by saying that we are looking at that in the long term. Currently, in order to expedite and fill commitments already made to the public to deploy this system within 12-18 months, when we first get the map it might not have that layer on it, but in long term that is what we are expecting to do.

Jane Sutter said that we will be inviting our communities to send representatives to a meeting next month to discuss current GIS information each individual community has. Carolyn White, 9-1-1 Database Manager, maintains a list of individual MSAG contacts within our communities and works with them on a daily basis, but if there are people within the communities that might be familiar with their city's GIS capabilities that we might not be aware of. Jane asked that they advise Carolyn White so we can include their names on the invitees to this GIS meeting planned for next month.

## VII. GENERAL STATUS REPORT

Mr. Willoughby reported that HB 2877 which pertains to Voice over Internet Protocol requires this new technology to work with 9-1-1.

This bill requires VoIP telephone users to pay a 9-1-1 service fee just like wireline and wireless. This will be done by resolution at a municipality or county level versus another costly election.

Mr. Willoughby explained that the Bill passed the House last night and will be on the way to the Senate. Senator Cal Hobson will represent this for us. Mr. Taylor pointed out that a fact sheet about the Bill was available as a handout. It provided a diagram depicting how VoIP works. We want to ensure effective communication with the Senate about the technical necessity of this and the framework from which it will operate and to the degree that information also can get to the House members. Mr. Taylor said we will provide a copy of roll call so that our communities can see how their representatives voted and let you know who you can contact.

Mr. Taylor said there are already a million customers in the United States using VoIP as their telecommunications system. The major companies that are going to market this including Cox and SBC, in addition to Vonage, are directing substantial investments toward marketing that product. We have had VoIP calls received in our region.

The necessity is to avoid the point reached with wireless when half of the calls potentially were going to the wrong place, and we were bleeding financially in the system and go ahead and resolve those issues before they could happen. We can assume that many users will drop their landline service to use VoIP, which will create a drop in service fee collections. Many technical things have to be done to make sure the VoIP call works correctly. There are expenses associated with this technology.

The Bill author wanted us to make sure that anyone who has a wireless phone and begins to use VoIP in addition to that, that the user will not be charged a fee twice for the same service.

Jane Sutter said that Cox and SBC/AT&T have both endorsed this and we have worked to make sure we were proposing something that would be satisfactory with them as well.

Mr. Willoughby reported that staff assisted EMSA, as well as the City of Oklahoma City, in the move of their respective PSAPs into Oklahoma City's combined Emergency Communications Center (ECC).

Lucien Jones, Oklahoma City, thanked ACOG staff for their participation in the move. He said fire and police moved in on February 18<sup>th</sup>. He remarked that the combined center is proving to be beneficial among the departments' personnel on a daily basis as they can assist each other on detailed information.

Mr. Willoughby reported that we recently received authority from the State Health Department to begin completing the installation of software and associated network components for the online version as opposed to the card-set version of the national emergency medical protocol system. ACOG has entered into an agreement with EMSA to procure, house and maintain the central server.

Once it is installed, testing and training will be conducted within the next few months. The deadline for the funding is August 31<sup>st</sup> so it is imperative that we accomplish all of these elements.

Mr. Willoughby introduced a new staff member who will begin next week. Wendi Marcy, is 9-1-1 ACOG's new Special Programs Officer, who will be coordinating the regional EMD program and the 9-1-1 training institute as well as enhancing the current public education. Wendi most recently had been serving as a shift leader at the Edmond Emergency Management and Central Communications Department.

Mr. Willoughby said that on December 13<sup>th</sup> Logan County approved the implementation of landline E9-1-1 throughout the county.

The landline budget allotted funding for 9-1-1 ACOG staff to be responsible for addressing the new areas of the county for landline E9-1-1. Staff is working with public safety officials in the northern part of the county who are not part of the enhanced 9-1-1 system on addressing schemes as well as emergency services boundaries. He said this project is expected to be completed by January 2007.

Also, staff has been working with Vonage who plans to provide VoIP telephone service to the region. 9-1-1 ACOG has agreements with Cox, SBC-IS, now AT&T, as well as Level 3. We are working with Vonage on the proper procedure for collection and remittance of 9-1-1 service fees.

Once we formally request Phase II wireless 9-1-1 service, the interconnection between us and the third party database providers who will be providing the ALI stream will be enhanced even more and we will receive even more information.

Mr. Willoughby talked about a ring delay to 9-1-1 and explained that during the past week Cox brought to our attention that there was a 10-second delay from when a caller pressed the last "1" in 9-1-1 and when they could actually hear it ring. Those delays were up to 10 seconds before the customer heard the call ring into the 9-1-1 center. He said when a caller complains about that problem, the PSAP should issue a trouble ticket so we can track the resolution.

It was recommended that a call-taker perform a print screen in the cases of the delayed ALI call and include that when transmitting the trouble report.

Mr. Willoughby said that SBC has formed a task force to evaluate that problem. SBC is still having difficulty recreating the issue for study and evaluation.

Johnny Irons made a presentation about testing Voice over Internet Protocol (VoIP) with Vonage. He explained that we have tried to provide to the 9-1-1 call-taker.

Eventually, call-takers will receive the ALI that appears normal. This will be the caller's pre-registered address, which means it has not been MSAG validated because this particular database is not connected with the MSAG database. The call-takers must be informed that they must verify the address on VoIP calls in order to fit with the pound interface. He said the customers who have VoIP supposedly would not be able to use that phone unless they re-register that phone.

Mr. Irons said further testing is necessary throughout the region before we will begin using this solution.

Clint Craighead, SBC, said tandem transfer calls could be made but without using the fire and EMS transfer buttons.

Mr. Irons asked the when a VoIP call is received from any carrier, that the PSAPs print it and send it.

#### VIII. NEW BUSINESS

Stephen Willoughby asked for reports around the room from individual members and also asked them to mention if they are experiencing an issue in answering 9-1-1 calls and if there is a significant delay before the ALI actually appears.

Kelli Brookshire, Oklahoma County, said they have not had any significant delays in receiving ALI information.

Becky Bruce, Midwest City, said they have not had any significant delays in receiving ALI information.

Stephanie Brown, Choctaw, said they have not had any significant delays in receiving ALI information.

Lester Robinson, Del City, said they anticipate moving back into their building which was previously flooded, by the end of the month.

Richelle Treece, EMSA, said they experience problems with the CAD interface. When a call-taker answers the 9-1-1 call on the first ring, the ALI does not appear so they have to open up the CAD ticket, close the CAD ticket, and then reopen it or, wait and not answer the phone right away until the information appears and then open a CAD ticket and then are able to do a CAD spill.

She said last week the top part of their radio tower at headquarters snapped off and was hanging. No one in the 9-1-1 center was informed about the incident because they had already moved to the Robert S. Kerr location and the people at headquarters did not think they would be using that radio any longer. She said the only thing that kept the top from falling was a COAX cable. Richelle said throughout all of that they did not lose their radios.

Richelle said they have started the Beta test for the most recent version, 11.3, of the EMD protocol.

John Avera, Edmond, asked what an acceptable ANI/ALI delay time is. Clint Craighead, SBC, said there is no NENA standard for it. He said EMSA says the delays being experienced are up to 15 seconds.

Mr. Avera reported that Edmond has installed a new Citrex system for their mobile radios. He said it is fast and works very well. They are running their police, fire and emergency management through it. He said they are contemplating having their desktops run through it as well. He said Citrex requires a powerful server. He said they are installing all new servers throughout their CAD system.

Gerald Moody, Cleveland County, reported that the status of the new jail facility is now under advisement of the county commissioners. He said the jail population is exploding in Cleveland County. The added number of people who are moving here from the Gulf Coast has increased the need.

Lucien Jones, City of Oklahoma City, reported that they have been putting a lot of effort into the implementation of their radio system. He said as of this week they will have all of the hand-held radios issued to all fire rigs and the process has begun to change out mobile radios in all of the fire rigs. Once every one has their hand-held radios connected to the 800 MHz, the need to be tied to the old system will be eliminated. He said the biggest problem so far has been how to tie the new system to the old system.

Meanwhile, he said the Oklahoma City Fire Department has a good Standard Operating Procedure (SOP) Committee working on how new system capabilities allows and fosters change in procedures. They have been meeting weekly and moved over into the interoperability aspect of it and particularly, chiefs from Mustang and Nichols Hills have participated in that effort to use those entities in a test case to interoperate with radio systems. Those tests have been successful.

Stephen Willoughby said if any entity is interested in obtaining radio equipment, they could contact Mark Myers, IT contact, at Oklahoma City about these surplus items.

Dusty Dowis, Bethany, reported that they have been in the new facility about a year. He said they operate with six dispatchers working 10-hour shifts and he said that arrangement is working very well. Dusty invited anyone interested in scheduling 10-hour shifts to contact him and he would show them how it was set up.

Marsha Blair, Slaughterville, reported that they recently hosted the Metro Chiefs' meeting. She said Slaughterville has comprised a "Strike Team" which is an Incident Management system team to work in Cleveland County. She said Moore, Norman, Noble, Lexington and Purcell all are a part of that team. She said the team works together on mutual aid in fire emergency situations. Marsha said that the county commissioners agreed that each individual entity would send at least two trucks each (two personnel per truck) who would work together in these incidents. She said Chief Hickman from Mustang experienced one of the worst fires earlier this year and their resources were extremely stretched and they experienced a lot of problems. She said so far the Strike Team has helped in the Ratcliff City fires, Duncan, Elmore City, and the Wayne area as well as some in El Reno.

Marsha said that there is one primary contact person who contacts the other fire departments on the Strike Team and they can all assemble within less than two hours to go in to the needed area and work together as a team to fight the fires.

Norman has made the mobile Command Center available to use at these types of fire scenes and assist with the firefighters' needs while fighting these fires.

Jennifer Gray, Norman, reported that they received a grant from Homeland Security to purchase a radio system. She said Norman also is expanding the number of fire engines and other emergency service equipment.

Gayland Kitch reported that Virginia Guild was promoted to Communications Supervisor, and he said the City of Moore has a new telephone system at city hall and other city facilities.

Gayland reported that they are in the process of installing a new 800 MHz radio system. He said they should be making the transition to the new radio system by July. There will be a radio tower erected soon.

Gayland said they have a new reverse calling system that was implemented about two months ago. He said to date it has been used mainly for utility services and road closings.

Brent Hawkinson, AT&T announced that he and Clint Craighead have reversed their job positions at AT&T. Brent is now the Senior Project Manager and Clint is 9-1-1 ACOG's Data Network Specialist.

Mr. Hawkinson said that he and Mr. Craighead have been working closely together in these capacities for a year and will continue to work closely for another six months regarding these role reversals. Mr. Hawkinson said Kathrine Gouker remains as the Communications Consultant. He said they would appreciate 9-1-1 ACOG including both of them in our phone calls, electronic mailings, correspondence, etc., during the next few months.

IX. ADJOURNMENT

The meeting was adjourned at 11:11 a.m.



*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:** June 9, 2006

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

**FROM:** Wendi Marcy, Special Programs Officer

**SUBJECT:** Pre-Employment Training Subcommittee Report

**INFORMATION:** At the request of the 9-1-1 Technical Committee, the training sub-committee has been working with the Eastern Oklahoma Technology Center (EOTC) on the development of a 9-1-1 Call-Taker Certification course to be offered at EOTC beginning this fall. The purpose of this course offering will be to provide a better pool of educated/certified 9-1-1 center call-takers for the 22 area public safety answering points, including Oklahoma City's Public Safety Communications Center.

With potential applicants being encouraged or required to attend the EOTC course to be considered for hiring, new hires will already have a national certification, saving the cities significant time and money. In addition, we believe turnover will be reduced because new hires in the 9-1-1 centers will be much more knowledgeable about the expectations and characteristics of the job.

**Action Requested:** A motion to endorse the pre-employment training course developed by a subcommittee of the 9-1-1 Technical Committee being offered by Eastern Oklahoma County Technology Center.



## 9-1-1 ACOG GIS PROJECT OVERVIEW

December 13, 2005, the citizens in Central Oklahoma were asked to vote to support upgrading the 9-1-1 system to better handle current technologies such as wireless phones. Since half of the calls into 9-1-1 now come from wireless phones, and the system is not equipped to provide necessary location information on such phones, the value of the 9-1-1 system was disintegrating daily.

A significant component of the necessary system upgrade is a Geographic Information System (GIS) and accompanying maps so that 9-1-1 call-takers will be able to see the location of those calling them from wireless as well as wireline telephones. This is an enormous undertaking in that there are 50 communities, six counties and a landmass of 3,000 square miles in this area, all of which must be coded and mapped in a consistent way and updated on a very frequent basis.

In order to meet aggressive timelines to deliver location information of wireless callers to 9-1-1 centers, 9-1-1 ACOG contracted with GeoComm, Inc. of St. Paul, Minnesota, for \$552,625 to perform much of the initial work related to the GIS. To develop a highly dynamic and accurate GIS map to plot wireless and landline emergency 9-1-1 calls throughout the ACOG region.

This project is being completed in three stages:

### **Objective One – Consulting & Data Gathering:**

This first objective of this project will result in a road map for implementing an accurate GIS system for the region. GeoComm has surveyed all 50 communities involved in the regional E9-1-1 system, conducted stakeholder meetings and conducted on-site visits. In addition to the resources already available from our member communities, GeoComm identified other available resources for the development or enhancement of the GIS system.

In addition, GeoComm will begin working with 9-1-1 ACOG to establish 9-1-1 GIS Standards for the GIS data being developed. These standards (such as data accuracy and sharing) will provide a blueprint for accuracy and consistence of the GIS data going forward.

## **Objective Two – GIS Map Development:**

Based upon the findings of Objective One, GeoComm will append and modify existing GIS data sets as well as develop new GIS data to meet the newly developed 9-1-1 GIS Standards. GeoComm will mirror and compare the GIS data set with the 9-1-1 Master Street Address Guide to ensure both 9-1-1 call data and the GIS mapping data work in tandem.

## **Objective Three – Tools for Long Term Maintenance:**

After the initial map development it will be the responsibility of 9-1-1 ACOG staff to maintain this comprehensive GIS data. GeoComm will provide tools in not only software, but training and support to ensure successful maintenance of this data. 9-1-1 ACOG has purchased GeoComm's ESRI ArcGIS based data maintenance solution called "GeoSnap". This tool has been specifically designed to assist 9-1-1 ACOG's GIS Staff to maintain the very specialized and accurate data associated with E9-1-1 calls and E9-1-1 call-routing.

**Once this project is completed in January of 2007, 9-1-1 ACOG will have accurate GIS mapping data for the 50 communities in the six-county region served by the Association. This data will include:**

- 1) Street Centerlines;
- 2) Emergency Service Number (ESN) Boundaries;
- 3) Community Boundaries;
- 4) Phase I Wireless Tower Sectors;
- 5) Telephone Exchange Boundaries;
- 6) Water Features;
- 7) Landmarks and Parks;
- 8) Railroads;
- 9) Zip Code Boundaries;
- 10) Map Data of at least two miles beyond the coverage area;
- 11) Other data determined important by 9-1-1 ACOG for the delivery of Wireless and Landline E9-1-1 calls.



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## **ATTACHMENT VII**

Chair Grant Hedrick  
Canadian County Commissioner

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Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

### **MEMORANDUM**

**DATE:** June 9, 2006

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

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

**SUBJECT:** 9-1-1 System Upgrade Migration

**INFORMATION:** 9-1-1 ACOG is quickly moving towards wireless Phase II capabilities. We continue our aggressive schedule to have all the necessary projects completed for delivery of location information on wireless E9-1-1 calls in the first half of 2007.

Warranty and maintenance agreements on both the hardware and software for the existing 9-1-1 equipment expire December 16<sup>th</sup> of this year. We had originally planned complete replacement of the 9-1-1 PSAP equipment, if the elections that were conducted this last December were successful –which they were. However, at the request of the PSAPs, this plan has changed.

The existing software that we use to operate the 9-1-1 system (TCI) is currently stable. In addition, many PSAP managers have requested that this element of the system upgrade not occur – at least at this time. The reasoning is that all 200+ 9-1-1 call-takers in the region are already trained and are familiar with the existing system. With all the additional technological changes that will be occurring at the PSAP for implementation of Wireless E9-1-1, it is desirable to keep the 9-1-1 answering software the same.

Therefore, staff requested AT&T provide cost information to extend the warranty and maintenance of the existing TCI 9-1-1 operating software for at least one year.

However, we still must deal with the obsolescence of the existing 9-1-1 workstation hardware (which expires in December as well). It is five-years old and at capacity. There are no more available resources in the existing workstations to house the map display software needed to plot 9-1-1 calls.

Therefore, staff consulted with TCI (the 9-1-1 software vendor) and Priority Dispatch (the Emergency Medical Dispatch software provider) on current and future specifications needed for these workstations. Staff then visited with other technical experts on specifications that would be needed for the additional mapping display software.

Based upon these discussions, staff approached AT&T with highly detailed specifications for 9-1-1 workstations that are graphics intense (for mapping) as well as having the ability to be **forward compatible** to help ensure a lifetime of at least three years of operation in a 24/7 9-1-1 application.

Due to the complexity of the integration of these multiple elements the 9-1-1 Board of Directors believed it was important that we continue the *end-to-end* relationship we have had for over 17 years with AT&T (formerly SBC/Southwestern Bell). This *end-to-end* relationship ensures full compatibility of all these different elements and helps avoid finger-pointing while resolving any technical issues on this life saving system.

AT&T quoted these products and services outlined in this memo as:

Replacement and installation of 64 9-1-1 workstations	\$246,307.20
Warranty and maintenance o 64 9-1-1 workstations	\$201,600.00
Extending the TCI software warranty (1 year)	<u>\$120,000.00</u>
Total Project Costs	<u>\$567,907.20</u>

Last month the 9-1-1 Board of Directors authorized staff to enter into a contract with AT&T to procure new 9-1-1 workstations, and extend maintenance and warranty on the associated software and hardware, as well as secure appropriate capital financing for this project.



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## 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:** June 9, 2006

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

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

**SUBJECT:** ALI Format Conversion

**INFORMATION:** The ACOG region, with the passing of the wireless service fee, is quickly moving toward wireless Phase II capabilities. We are on an aggressive schedule and there are many projects happening simultaneously to accomplish this feat by January 2007.

One of the many steps to help us reach our goal of regional wireless Phase II is converting from our current ALI format 44 to format 56. This conversion is necessary in order for PSAPs to receive the latitude and longitude information that will accompany Wireless Phase II calls.

**We have tentatively scheduled this conversion to occur in mid-July.**

Since all ACOG PSAPs share a single, redundant ALI PSAP ID, **all PSAPs will have to convert to format 56 at the same time.** From a database perspective, this is about a 30-second switch.

Once the change is made, PSAPs without CAD interface should see little change. The only predicted fluke would be jumbled ALI, if a 9-1-1 call is received on a workstation that has not been reset with the new ALI parameters.

However, PSAPs with CAD spills will most likely require a manual intervention from their CAD vendor. Therefore, planning and coordination between ACOG, PSAPs, AT&T and the CAD vendor is extremely important. To help this go as incident-free as possible, those PSAPs with CAD attended a meeting June 1<sup>st</sup>. During that meeting resources and timelines were explained, adjusted and finalized.

Additional reminders and procedures will be supplied to each PSAP as this conversion comes closer. Any questions about this conversion, contact Johnny Irons at ACOG.



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

## **ATTACHMENT IX**

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

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### **MEMORANDUM**

**DATE:** June 9, 2006

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

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

**SUBJECT:** General Status Report

#### **Map Display Software at the PSAP**

In April, the 9-1-1 Board of Directors authorized staff to begin requesting proposals from qualified vendors to provide map display software for our 22 PSAPs. This is software that will take the regional GIS/map currently being created and put it into a user-friendly format for 9-1-1 call-takers to use to display both landline and wireless E9-1-1 calls.

AT&T submitted two proposals that qualify: Plant/CML's Map Star and GeoComm's GeoLynx. A selection committee consisting of staff and representatives from the 9-1-1 Technical Committee interviewed both of these vendors earlier this month. The committee plans to make a recommendation to the 9-1-1 Board of Directors this month of the most qualified vendor for this project.

#### **Voice over Internet Protocol (VoIP) Legislation – HB 2877**

With the assistance of our Authors, Rep. Bill Case and Sen. Cal Hobson, HB 2877 was passed by the legislature and signed by Gov. Henry. HB 2877 requires Interconnected VoIP service providers to remit a 50-cent E9-1-1 service fee per VoIP service user.

This law becomes effective November 1, 2007 upon resolution or ordinance of the local government. 9-1-1 ACOG will be providing our member communities with sample resolutions/ordinances.

### **Emergency Medical Dispatch (EMD)**

The regional EMD project continues to move forward. Staff is working with EMSA and Priority Dispatch to complete testing and installation of the software at the six PSAPs which are performing EMD.

Earlier this month approximately 75 call-takers and 15 supervisors attended software training. This training is to ensure once the system goes live, certified call-takers will immediately be able to use their new and much improved emergency medical dispatch system. In order to meet the requirements of the bioterrorism grant which is funding this upgrade, we will be conducting a regional exercise before August 30th to ensure the system functions efficiently throughout the region.

### **Homeland Security**

ACOG will soon begin work on procurements associated with the \$2 million Urban Area Security Initiative (UASI) grant ACOG is administering for the region. Projects being selected are approved by the UASI working group consisting of the Region Six and Eight Homeland Security Councils.

ACOG also has been contracted to assist the State Office of Homeland Security to assist the communities in our region in obtaining National Incident Management System (NIMS) compliance. Staff that will be working on this project will be attending training this month in order to have a better understanding of these requirements.