



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, March 14, 2006

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – December 13, 2005 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. TRAINING AND EMPLOYMENT SUBCOMMITTEE REPORT

INFORMATION: The Training and Employment Subcommittee was established to evaluate the creation of a training course at Eastern Oklahoma County Technology Center (EOTC). The subcommittee is working with Dr. Erick Reynolds of EOTC in the hopes that such a course would help in the development of a pool of well-informed individuals from which regional PSAPs could draw for potential employees. The subcommittee is enhancing the existing basic emergency telecommunicator course with supplemental information provided by Tulsa Tech, which has a similar program. The subcommittee will provide a report to the 9-1-1 Technical Committee on the progress that has been made on this project.

Action Requested: None, for information only.

- VI. WIRELESS PHASE II E9-1-1 IMPLEMENTATION STATUS REPORT ([Attachment VI](#))

INFORMATION: Staff will provide the 9-1-1 Technical Committee with the current status of our Enhanced Wireless 9-1-1 project.

Action Requested: None, for information only.

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

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

VIII. NEW BUSINESS

IX. ADJOURNMENT

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
TECHNICAL COMMITTEE MINUTES
December 13, 2005

The fourth meeting of the 9-1-1 Technical Committee for calendar year 2005 convened at 10:12 a.m., December 13, 2005 in the ACOG Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least twenty-four (24) hours prior to the meeting.

PRESIDING

Jane Sutter, Chair, Intergovernmental Services Division Director

MEMBERS PRESENT

Dusty Dowis, Bethany Police Department
Lester Robinson, Del City Police Department
Toni Strader, Edmond Emergency Operations Center
Dan Belk, Guthrie Police Department
Mike Bower, Midwest City Emergency Operations Center
Becky Bruce, Midwest City Emergency Operations Center
Gayland Kitch, Moore Emergency Operations Center
Neil Gray, City of Nichols Hills
Brenda Hooper, Nichols Hills Police Department
Lance Terry, Norman Police Department
Jeri Borcharding, Norman Police Department
Lori Shannon, Tinker Air Force Base Fire Department
Richelle Treece, EMSA

GUESTS

Erick Reynolds, Eastern Oklahoma County Technology Center
Clint Craighead, SBC

STAFF

Zach Taylor, Executive Director
Jane Sutter, Intergovernmental Services Director
Stephen Willoughby, ENP, E9-1-1 & Public Safety Programs Director
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 J. Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 10:12 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – September 13, 2005

Gayland Kitch, Moore, made a motion to approve the minutes of the September 13, 2005 meeting. Dusty Dowis, Bethany, seconded the motion. The motion carried the following votes:

AYE: Dowis, Robinson, Strader, Belk, Bower, Kitch, Hooper, Terry, Shannon and Treece

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor said the trouble reporting system that SBC uses is changing and being augmented at this time and urged the PSAPs to contact 9-1-1 ACOG staff if they deem that the system is not working well for them or have any issues with it.

Mr. Taylor reported that staff continues to work with the State Health Department on the next phase of EMD. There have been some mix-ups at the Health Department related to the next phase of funding on EMD, and we continue working to resolve that.

We are working with SBC towards a software upgrade and looking at the schedule for roll-out of that after the first of the coming year.

Mr. Taylor announced that the City of Midwest City's Fire Department has received an ISO rating of "1" which is the highest ISO rating that can be achieved by any local government. Mike Bower said this current rating has been a long term goal.

Mr. Bower said the dispatching element of that requirement amounts to 10 points of the rating and Midwest City received all 10 points.

He said receiving the “1” rating was a city-wide effort including the water distribution system; the fire department and its training, equipment and personnel; the dispatching of fire calls, and so forth which proved they could perform at the class “1” level. On a residential level, all have a rating of “3” but on a commercial level the level “1” can save commercial properties on their insurance rates, he said.

Mr. Bower said there about 45,000 departments that are rated nation-wide, and out of that number there are 46 class “1”s and Midwest City is the 46th. This means that the rating averages one department per every 1,000 departments.

V. 2-1-1 PRESENTATION

Tom Martin, Director of the HeartLine 2-1-1 system, was present to describe what HeartLine 2-1-1 is, the service area and types of services provided. Mr. Martin said HeartLine serves nine counties. He said although 2-1-1 is new they have been providing this type of crisis listening for almost 30 years. He said the typical caller is usually someone needing assistance with one or more basic human needs (needing assistance with utilities, shelter/rental, medical, etc.) Usually, the listener is on the phone three to six minutes per call. He said the listeners receive training to handle crisis listening. There are 15 operators working around the clock to receive calls.

Mr. Martin explained that HeartLine 2-1-1 received a sizeable amount of funding to initiate this program. The program is operated according to the Association of Information and Referral Specialists (AIRS) standards. They are required to meet or exceed AIRS qualifications before receiving national certification. They are required to receive certification after two years of operation.

Mr. Martin provided a handout which outlined the Promise of 2-1-1 for Oklahoma which briefly stated that 2-1-1 has been referred to as a response information line for public information campaigns;. Getting people on their feet more quickly ultimately helps the economy and saves the state from having to provide as much financial assistance. Constituent services are a key part of every legislator’s job. Access to the 2-1-1 database and operators will allow legislative staff to respond more quickly to constituent needs, increasing constituent satisfaction.

Mr. Martin said that in response to recent hurricanes in Louisiana the 2-1-1 system became statewide. He said 2-1-1 as a secondary response line to a natural or manmade disaster allows quicker, non-emergency relief for victims and communities, including connecting people to food, shelter, volunteer and community-based relief. He said getting people on their feet more quickly ultimately helps the economy and saves the state from having to provide as much financial assistance.

Mr. Martin said that Tulsa Helpline and HeartLine Oklahoma City are both operational and it is hoped that at least one rural provider will be available within one year. The ultimate goal is to have statewide 2-1-1 coverage by year 2010.

Gayland Kitch, Moore, asked if a caller is given a referral telephone number to call or if their call was transferred by the call-taker. Mr. Martin explained that the caller is provided with a referral number to call.

Mr. Martin said that because 2-1-1 does not currently work with cell phones, cell phone users are given a seven-digit telephone number which is 286-4057 that will call into the 211 line and the call is made a no cost to them on their phone bill. He said HeartLine has been approached by T-Mobile, Alltel and Dobson for their cell phone users on a statewide level or at least on a regional level.

Mr. Martin explained how HeartLine call-takers handle suicide callers and how they relate to 9-1-1. He said their call-takers forward the information to the proper authorities and if the suicide is in progress the 2-1-1 call-takers will go ahead and put in a call to 9-1-1 and also encourages the caller to call 9-1-1. The call-taker will identify the city the caller is in when they make the call to 9-1-1.

Lester Robinson, Del City, asked if people can call 2-1-1 from a pay phone at no cost to the caller. Mr. Martin said yes, the caller does have access to 2-1-1 from a pay phone without a cost to them.

Richelle Treece, EMSA, asked if the HeartLine call-takers are trained to transfer any type of emergency call or do they have the caller hang up and call 9-1-1 themselves. Mr. Martin said they have the caller to call 9-1-1.

Richelle asked if the HeartLine call-takers take any address information from the caller before they hang up. She asked if the call-taker calls that agency to make sure that someone has called back.

Mr. Martin said, not currently, and commented that is probably something their call-takers should be doing. Richelle suggested that the call-taker take the information and then call that agency to make sure someone follows up with the caller.

Jane asked if HeartLine uses Language Line to handle multi-lingual situations. Mr. Martin said HeartLine uses a service called Tele Interpreter, which is similar. He said they also have TTY equipment to take those types of calls.

VI. TRAINING AND EMPLOYMENT SUBCOMMITTEE REPORT

Dr. Erick Reynolds, Eastern Oklahoma County Technology Center, reported that the subcommittee visited the Tulsa Technology Center and they have been working with Broken Arrow to develop a specific training for dispatchers. Dr. Reynolds said he has the approval to get that curriculum but has not received it to date. There will be a subcommittee meeting today following the 9-1-1 Technical Committee meeting and those items will be discussed further. He said adaptations will be made to the Tulsa curriculum to accommodate our needs and meet our goals for the dispatcher training. Once that has been accomplished it will be brought back to the 9-1-1 Technical Committee for recommendations and/or approval.

VII. VOIP SOUND DEGRADATION PRESENTATION

Johnny Irons gave a brief presentation to the group regarding degradation of background noises on Voice over Internet Protocol (VoIP) 9-1-1 calls. Mr. Irons mentioned that in a recent webinar attention was brought to the impact of background noise (such as doors slamming; gunshots, whispers, any non-human sound) to a VoIP 9-1-1 call. Mr. Irons presented some of those slides from the Webinar to the 9-1-1 Technical Committee today. VoIP is optimized during human speech and since not all sounds are voice, which affects how well a VoIP call will be transmitted. He said on the traditional analog phones there is a wider spectrum of sound that is heard. As far as wireless phones, the sounds are diminished and when it involves VoIP, it diminishes even more.

Currently in the first phase of VoIP it is not distinguishable as to if it is a VoIP call. Eventually, it will be made so that a code will appear before the call-taker to indicate a VoIP call in addition to receiving ANI/ALI and call-back numbers. VoIP transmits data/voice in digital packets. There are opportunities for packets to be dropped during a call. If a packet is dropped it will affect the way the call sounds to the dispatcher.

VIII. 2006 MEETING DATES

Jane Sutter explained that Attachment VIII in the agenda outlined the meeting dates scheduled for the 9-1-1 Technical Committee for the calendar year 2006. She asked that everyone mark their calendars for these important meetings.

IX. WIRELESS 9-1-1 STATUS REPORT

Executive Director Zach Taylor reported on the recent wireless 9-1-1 campaign and election. He said revenues raised by the 9-1-1 Saves Lives Committee was approximately \$92,000.

The expenditures near that same amount. He said the 9-1-1 Saves Lives Committee ran a multi-faceted campaign. The materials were developed on behalf of the ACOG communities by multiple organizations and he mentioned several of them. He said the media coverage has been extensive. In the Cox system there were 41 cable stations that provided coverage for the campaign. There were two different 60-second spots done over radio, plus a 15-second traffic wrap. Twenty-five different community newspapers carried stories, and there was one television ad. Outdoor ads were covered on 40+ billboards located around the region.

The 911saveslives.org website provided an effective mechanism for organizations that wanted to extend wireless issues to their friends and employees, etc. There were in excess of 130 public presentations that have been done on the wireless issue. Those presentations were made to city and county governments; broadcasts on City shows; a great number of civic groups; and so forth. He said there was a broad range of endorsements for this campaign from the public sector; transportation related endorsements; health and hospital endorsements; chambers of commerce; police and fire unions; emergency managers; and everyone that this issue touches found a way to endorse it. Latino groups; the Urban League; and substantial media provided by the area's Asian groups. He said financial support has come from a broad sector ranging from chambers to hospitals. The largest single contributors have been from area metropolitan hospitals.

Mr. Taylor mentioned that Gayland Kitch at the Moore Emergency Operations Center expanded on the e-mails from the 9-1-1 Saves Lives Committee onto everyone in the emergency management field.

One of the last efforts made by the committee was done through an effort known as IVR which makes a recorded telephone calls to the homes of everyone who voted in the last three elections prior to proposition 723. In this case it was a call from either Jennifer Reynolds or Ron Norick.

One contention related to the effort to have wireless E9-1-1 was related to the fiscal responsibility questions inquiring whether a fee is reasonable, whether a fee should be levied at all, whether it should be paid by the wireless carriers, or come from the general fund of local governments, or by some other means.

Some people have shown concerns about the technologies used for purposes other than 9-1-1 that would be associated with tracking individuals on a selective or non-selective basis.

Mr. Willoughby said that another contention was the on-going cost of the system because the system has to be maintained and updated at times, at least every five years.

Mr. Taylor mentioned other debates and radio interviews involving staff on these various issues.

Gayland Kitch from Moore, and Richelle Treece from EMSA told what their agencies had done to promote and encourage staff and citizens to get out and cast their votes on this issue. Neil Gray, Nichols Hills, said he had heard positive feed back in his community.

Mr. Taylor thanked everyone for all of the efforts they made to promote the campaign and get this vital information out, and used their techniques and resources to do that.

Gayland Kitch presented an excellent documentary that he produced, which described and depicted some of the issues dispatchers face when taking wireless 9-1-1 calls. Gayland said it ran for at least a month on the City of Moore's local government channel as part of its city shows. He also showed a recent news clip that was ran as well related to a fire emergency.

Richelle Treece showed a related commercial produced as part of a class project that she was involved in.

X. GENERAL STATUS REPORT

Stephen Willoughby reported that in October 9-1-1 ACOG hosted the Okla-NENA (Oklahoma Chapter of the National Emergency Number Association) VoIP Task Force. This committee is chaired by Johnny Irons. The group evaluated the current status of an FCC ruling regarding VoIP interconnection with E9-1-1. He said that representatives from SBC and VoIP telecommunications providers were present at that meeting to discuss solutions.

Mr. Willoughby said following that meeting, staff and the City of Oklahoma City conducted a conference call with SBC 9-1-1 officials on the delivery of VoIP calls from certain VoIP carriers. There are about three different ways they plan to deliver these calls. Some of these companies do not directly connect into the 9-1-1 network. He said we were told that we would have to request Phase II before we would be able to receive the location information that we traditionally see from landline phones.

That is because the technology used to interface with third-party database providers is being paid for by Phase II tariff costs. SBC has told us that they will not deliver that until we have requested Phase II. Staff is currently evaluating their solution and deciding which direction to take on that.

Mr. Willoughby said that staff has begun working on legislation that requires VoIP providers to appropriately remit 9-1-1 service fees similar to that of traditional landline, as well as wireless users of the 9-1-1 system. Representative Bill Case who was one of the authors of the wireless legislation has agreed to author the VoIP bill as well. Staff will meet with SBC and Cox to work on suggested language for that bill.

Regarding the 9-1-1 Training Institute, Mr. Willoughby reported that that an Instructor course was held in October, and a basic course as well. Staff is beginning to work on a training schedule for 2006, and asked if PSAPs have certain continued education courses they would like to see offered, to be sure to advise 9-1-1 ACOG staff.

XI. NEW BUSINESS

Jane referred to an article in the Edmond Sun where Mike Magee, the Communications Center Supervisor at Edmond EOC, reflected positive points and informed the community in that article of some positive things going on in the community and he explained the handling of that particular call.

Richelle Treece, EMSA reported that they will be moving the main communications center in to the Emergency Communications Center with the City of Oklahoma City which is planned for Jan. 10th.

Mike Bower, Midwest City, reported that they have mobile computer terminals that have been coming on line in large groups; just recently 17 units came on line. He said the police and fire units are being outfitted and this will create communications between the 9-1-1 communications center and the response personnel out in the field.

XII. ADJOURNMENT

The meeting adjourned at 11:02 a.m.



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: March 6, 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

Collections/Remittance

In January ACOG (the sub-state planning district) requested wireless carriers begin collecting and remitting the 50-cent wireless E9-1-1 fee as authorized by elections in December. Remittances are beginning to be sent and placed into a separate Wireless 9-1-1 account, as directed by state statutes. However, carriers still have not supplied any of the sub-state planning districts with an annual census which identified the communities in which the service fee was collected. The sub-state planning districts are jointly sending additional letters requesting census information from carriers. Copies of these letters will also be sent to the State Attorney General.

ACOG Legal Counsel has began drafting contractual language between the sub-state planning district and the 9-1-1 Association (the 9-1-1 governing body), as well as an agreement with the City of Oklahoma City. A similar agreement is being drafted between 9-1-1 ACOG and the Association of South Central Oklahoma (ASCOG) which is the sub-state planning district for the cities of Newcastle and Tuttle, which are a part of the 9-1-1 Association.

Geographical Information System (GIS)

Approved by the Board of Directors at its January meeting, the Request for Qualifications (RFQ) for GIS analysis and development was advertised February 1-March 1. This RFQ requested proposals from vendors experienced in regional 9-1-1 GIS mapping development for large metropolitan areas.

The first part of this project includes 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. The final product will be a base map for plotting wireless and landline E9-1-1 calls. Four companies responded to the RFQ.

Staff has begun reviewing and will be interviewing respondents to the RFQ to prepare a recommendation to the 9-1-1 Board of Directors at their March 30th meeting.

GIS/Mapping Display Software

Staff is currently evaluating the existing E9-1-1 equipment and its ability, as well as cost effectiveness, to be upgraded to display graphically wireless 9-1-1 call data.



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ATTACHMENT VII

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: March 6, 2006

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

Voice over Internet Protocol (VoIP) Legislation – HB 2877

Staff has been working with Rep. Case, SBC and Cox and a group of independent telephone companies to ensure a cohesive solution to both interconnection and financing of 9-1-1 from these new technologies. All parties have agreed to committee substitutive language that passed the Energy and Utility Regulation Committee of the State House on February 21.

The proposed bill requires Interconnected VoIP service providers to remit a 50-cent E9-1-1 service fee per VoIP service user. Copies of the current version of this bill will be available for handout at the meeting.

Oklahoma City's Emergency Communications Center

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). With this move, Oklahoma City police, fire, as well as EMSA, are served out of the same communications center.

Emergency Medical Dispatch (EMD)

ACOG received purchasing authorization a few weeks ago to begin completing the installation of software and associated network components for the online version of the national emergency medical protocol system. The funding deadline is August 31, 2006.

The ACOG Board has entered into an agreement with EMSA to procure, house, and maintain the central EMD server at their Oklahoma City Headquarters. Once installation is completed, testing and training will be conducted within the next few months.

Logan County E9-1-1 Implementation

On December 13th, in addition to approving wireless 9-1-1, Logan County residents approved implementing 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 county for landline E9-1-1. Staff has been working with public safety officials and the County Commissioners in developing addressing schemes and emergency response boundaries. Staff has also been providing technical assistance to towns in the new coverage area to assisting them in addressing their respective communities. This project is expected to be completed by January 2007.

VoIP Testing

Staff has been working with Vonage who is planning to provide VoIP telephone service to the region. Staff has been very involved in testing with Vonage, AT&T (formerly SBC), and the 9-1-1 ACOG PSAPs on delivery of location information to PSAPs. This is an interim solution until 9-1-1 ACOG and AT&T have implemented the I2 NENA Standard for VoIP 9-1-1 calls.