

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPTEMBER 25, 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 BOARD OF DIRECTORS AGENDA
1:00 p.m., Thursday, September 28, 2006
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES –August 10, 2006 meeting ([Attachment III](#))
- IV. COMMUNICATIONS
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. CONSENT DOCKET

INFORMATION: This item is placed on the agenda so that the Board of Directors, by unanimous consent, may designate those routine agenda items that they wish to be approved or acknowledged by one motion. If any item proposed does not meet with the approval of all board members, that item will be heard in regular order. Staff recommends that Item VI- A be placed on the Consent Docket.

A. FINANCE REPORT – AUGUST/SEPTEMBER 2006 CLAIMS

INFORMATION: Due to staff illness in the Accounting Department, the finance report was not available at the time agendas were published. Copies of the finance report will be made available at the 9-1-1 Board meeting and will be posted on ACOG's web site as soon as they are completed.

At the 9-1-1 Board meeting on September 28, the 9-1-1 Board will be asked to consider materials claims budgeted for the 9-1-1 Association for the month of September. These claims will have been found to be in order by staff and proper

as to form and recommended for payment. A copy of the Claims List will be available at the meeting. Also available at the meeting will be a list of August budgeted recurring expenses paid on September 5, 2006. These expenses were authorized to be paid by the Board at the June 29, 2006, meeting. A copy of the Claims List will be available for ratification.

Action Requested: Staff will ask for a motion to accept the finance report and approve payment of the September claims against the Association and to ratify payment of the August budgeted recurring expenses paid on September 5, 2006.

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

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

VIII. NEW BUSINESS

IX. ADJOURNMENT

**MINUTES OF THE
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS
BOARD OF DIRECTORS MEETING
ACOG CONFERENCE ROOM
August 10, 2006**

The seventh meeting of the calendar year 2006 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:10 p.m., August 10, 2006 in the Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG Offices, 21 E. Main, Suite 100, at least twenty-four (24) hours prior to the meeting.

PRESIDING

Hon. Grant Hedrick, Commissioner, Canadian County

MEMBERS PRESENT

Hon. James H. Woodard, Councilmember, Arcadia
Hon. Dave Howe, Councilmember, Choctaw
Hon. Larry O'Connell, Councilmember, Del City
Hon. Paula Sanford, Mayor, Edmond
Hon. Jon Gumerson, Councilmember, Guthrie
Hon. Gordon Jeney, Councilmember, Harrah
Hon. Margaret Graham, Trustee, Luther
Hon. Russell Smith, Mayor, Midwest City
Hon. Kathy McMillan, Councilmember, Moore
Hon. Keith Bryan, Councilmember, Mustang
Hon. Kathy Walker, Councilmember, Nichols Hills
Hon. James Pumphrey, Councilmember, Nicoma Park
Hon. Cindy Simon Rosenthal, Councilmember, Norman
Hon. John Brown, Councilmember, Piedmont
Hon. Mike Fina, Councilmember, Piedmont
Hon. Marsha Jefferson, Mayor, Spencer
Hon. Mark Sharpton, Commissioner, Logan County

MEMBERS ABSENT

Hon. Phil Shirey, Councilmember, Bethany
Hon. Julie Rozsypal, Councilmember, El Reno
Hon. Lewis Pringle, Trustee, Forest Park
Hon. Matt Elerick, Mayor, Jones City
Hon. Gary Johnston, Mayor, Lake Aluma
Hon. Mark Easton, Councilmember, Lexington

MEMBERS ABSENT (continued)

No Designee, Newcastle
Hon. Carol Jones, Councilmember, Noble
Hon. Linda Daniels, Mayor, Slaughterville
Hon. Kathy Jordon, Trustee, Smith Village
Hon. Chet Curlee, Councilmember, Tuttle
No Designee, Valley Brook
Hon. Scott Symes, Mayor, The Village
Hon. Jeff Martinez, Councilmember, Warr Acres
Hon. Jim Gilbert, Mayor, Woodlawn Park
Hon. Bob Bradway, Mayor, Yukon
Hon. Bill Graves, Commissioner, Cleveland County
Hon. Stan Inman, Commissioner, Oklahoma County

GUESTS

Chris Wallace, Oklahoma County District #1
Pam Wendt, Oklahoma County District #2
Sean Douglas, Tuttle Police Department
Willia Johnson, Oklahoma City Councilmember
Ronnie Freeman, AT&T

STAFF

Zach Taylor, Executive Director
Jane Sutter, Division Director, Intergovernmental Services
Stephen M. Willoughby, E9-1-1 & Public Safety Programs Director
Debbie Cook, Finance Division
Doug Rex, Assistant to Executive Director
John G. Johnson, Legal Counsel
Jerry Church, ACOG Special Programs Officer
Wendi Marcy, 9-1-1 Special Programs Officer
Johnny Irons, 9-1-1 Project Coordinator
Brad Nesom, 9-1-1 GIS Specialist
Carolyn White, 9-1-1 Database Manager
Anita Kroth, Administrative Assistant

I. CALL TO ORDER

Chairman Grant Hedrick called the meeting to order at 1:10 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Executive Director Zach Taylor welcomed Sean Douglas, Tuttle Police Department; Cindy Rosenthal, Councilmember, Norman; Gordon Jeney, Councilmember, Harrah; Russell Smith, Mayor, Midwest City; and Chris Wallace, Oklahoma County; and Ronnie Freeman, AT&T.

III. APPROVAL OF MINUTES – June 29, 2006

Director James Pumphrey, Nicoma Park, made a motion to approve the minutes of the June 29, 2006 meeting. Director Keith Bryan, Mustang, seconded the motion. The motion carried the following votes:

AYE: Woodard, Howe, O’Connell, Sanford, Gumerson, Jeney, Graham, Smith, McMillan, Bryan, Walker, Pumphrey, Rosenthal, Brown, Jefferson, Hedrick and Sharpton

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

Chairman’s Report:

None

Director’s Report:

Executive Director Zach Taylor asked Jane Sutter to brief the Board regarding a recent Pandemic Seminar.

Jane Sutter reported that Mr. Taylor, Mr. Willoughby and she attended an all-day seminar hosted by the Oklahoma State Health Department on the Pandemic Influenza Virus outbreak preparedness. She said a pandemic would impact all services provided by local governments and, collectively, we need to consider this information in our communities.

ACOG is working on an internal Continuity of Operations Plan (COOP). One of the statistics brought to our attention is that if a pandemic flu should hit, it could take out 30-50% of the workforce.

This poses an important question regarding workforce staff and how to cover critical responsibilities. Our community leaders need to know how to communicate to the public about this issue and answer questions from the public.

Jane said it was suggested at the seminar that leaders talk to their city managers to learn what plans might be in place.

Willa Johnson, City of Oklahoma City, remarked that the City Manager of Oklahoma City pointed out that although our communities are involved in the pandemic planning, the city managers must make sure that in the case of a pandemic flu, the cities maintain their operations.

Jane reported that ACOG staff has been working on the National Incident Management Systems (NIMS) which dovetails well with the type of incident mentioned above, or any natural disaster.

Executive Director Zach Taylor informed the Board that the metropolitan area, principally Oklahoma City, was designated to be the recipient of Urban Area Security Initiative (UASI) funds. Oklahoma City has been extremely benevolent in making sure that the strategies for the use of the \$4 million grant is regional and that the funds go to multiple counties in the metropolitan area. He said that is proceeding well. He said ACOG's staff meets fairly regularly with the state and local Homeland Security officials. Mr. Willoughby is providing good leadership related to this project. We are moving toward timely actions pertaining to UASI.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. CONSENT DOCKET ITEMS VI-A THROUGH VI-D

INFORMATION: This item is placed on the agenda so that the Board of Directors, by unanimous consent, may designate those routine agenda items that they wish to be approved or acknowledged by one motion. If any item proposed does not meet with the approval of all board members that item will be heard in regular order. Staff recommends that Items A through D in Section VI be placed on the Consent Docket.

A. FINANCE REPORT – JULY 2006 CLAIMS

INFORMATION: Included in the agenda packet is a list of budgeted and recurring expenses paid on August 2, 2006. The 9-1-1 Board of Directors authorized payment of these expenses (\$245,328.62) at the June 29, 2006 Board meeting. A copy of the Claims List is included for ratification. Also included in the agenda packet is an additional claim totaling \$15,662.04. Staff is requesting payment of this claim on August 10, 2006.

Action Requested: Motion to ratify payment of the July budgeted recurring expenses and authorization for payment of the additional claim against the Association.

B. AUTHORIZATION TO OBTAIN CAPITAL LEASE FINANCING FROM CHASE EQUIPMENT LEASING INC. FOR 9-1-1 EQUIPMENT AND SOFTWARE PURCHASE

INFORMATION: Following Board action earlier this year, staff has been working on financing for upgrades associated with Enhanced Wireless Phase II Deployment. Staff is proposing that capital lease financing be done on the 9-1-1 workstation hardware (\$246,307) for a three-year term and on the mapping display software (\$301,352) for a five-year term.

Action Requested: Authorization for the Executive Director to obtain Capital Lease Financing from Chase Equipment Leasing Inc. for 9-1-1 Equipment and Software as outlined in Attachment VI-B for terms of three to five years, subject to legal counsel approval.

C. AUTHORIZATION TO EXECUTE A CONTRACT BETWEEN THE CITY OF OKLAHOMA CITY AND 9-1-1 ACOG FOR 9-1-1 PROFESSIONAL SERVICES

INFORMATION: The City of Oklahoma City is wanting to contract with the 9-1-1 Association for professional services related to 9-1-1 administration. These services will include: 9-1-1 database management; Master Street Address Guide (MSAG) management; technical assistance/coordination; and sharing geographical information.

Action Requested: Authorization for the Executive Director to execute a contract in the amount of \$111,611 between the City of Oklahoma City and 9-1-1 ACOG for 9-1-1 professional services related to regional 9-1-1 administration.

D. MEMORANDUM OF UNDERSTANDING BETWEEN HEARTLINE, INC. AND 9-1-1 ACOG

INFORMATION: The Memorandum of Understanding in Attachment VI-D formalizes the relationship already in place between 9-1-1 ACOG and HeartLine crisis helpline (2-1-1).

Action Requested: Authorization for Executive Director to execute Memorandum of Understanding with HeartLine, Inc., subject to legal counsel approval.

Director John Brown, Piedmont, made a motion to place the above items on the Consent Docket and approve or acknowledge those items, subject to any conditions included in those items. Director James Pumphrey seconded the motion. The motion carried the following votes:

AYE: Woodard, Howe, O’Connell, Sanford, Gumerson, Jeney, Graham, Smith, McMillan, Bryan, Walker, Pumphrey, Rosenthal, Brown, Jefferson, Hedrick and Sharpton

NAY: None

ABSTAIN: None

VII. ITEMS REQUIRING INDIVIDUAL ACTION

Wendi Marcy said that in 2002 The 9-1-1 Association was contacted by the American Heart Association and other community leaders to evaluate providing Emergency Medical Dispatch (EMD), to the entire metropolitan area. At that time EMSA was the only responder providing EMD to citizens. The bulk of our communities were uncovered by Emergency Medical Dispatch.

Wendi explained that Emergency Medical Dispatch is the use of a strict medical protocol for the dispatcher to use in over-the-phone instructions to the 9-1-1 caller. EMD provides the caller with medical assistance before the emergency responder gets to them and provides “zero minute” response through nationally standardized medical protocols approved by local medical personnel.

She said that our partnership with EMSA has allowed ACOG to train 61 call-takers in the system, as well as providing medical card sets for our region. Between the training and the card sets the initial investment was \$30,000.

Wendi said with the help from the Homeland Security grant monies we were able to automate this system from a card set system to a software version, which was installed on the 9-1-1 workstations at the designated EMD sites. She briefly demonstrated how to use that software and how it works on the system.

Chairman Grant Hedrick asked if there is someone dispatching a responder while the dispatcher is giving medical instruction to the caller. Wendi explained that at some agencies, where there is only one dispatcher on duty, they are asked to inform the caller of what they are doing so the caller knows that help is coming while medical instructions are being given.

Mr. Taylor said this advancement in the 9-1-1 services was requested by elected officials of this 9-1-1 Board. The American Heart Association approached several officials and city councils and commissions, asking for installation of this system because it would make a significant difference in saving lives and reducing traumas.

Mr. Taylor said we appreciate the communities who have signed up to provide the leadership on this project. He also complimented Wendi on the many things she has done to help achieve this in a timely manner.

VIII. GENERAL STATUS REPORT

Mr. Willoughby said that July 14, 2006, 9-1-1 ACOG and the City of Oklahoma City jointly requested Phase II enhanced wireless 9-1-1 services from the wireless carriers operating in Central Oklahoma.

This begins an FCC mandated six-month deadline in which wireless carriers must deliver location information (latitude and longitude) to the region's PSAPs, but also requires our PSAPs to have the capability of receiving this valuable location information in the same time period.

All of the projects we are currently working on to upgrade the 9-1-1 system and geographical information system are all geared toward a January activation date.

Regarding the geographical information system, Mr. Willoughby said that staff is finalizing installation of the administrative GIS server and the associated user software that is necessary to share, manage, and update the regional GIS on a daily basis.

Mr. Willoughby said the roads database associated with the regional GIS system is currently being checked through quality control methods by both GeoComm and 9-1-1 ACOG staff.

He said Oklahoma County data was delivered on August 1st as outlined in the contract. Logan County data is being developed now as well.

Mr. Willoughby reported that in June, the Oklahoma Office of Homeland Security contracted with regional Councils of Government to administer the NIMS (National Incident Management System) program to make sure that all of the local communities are compliant with the national standard for incident management. He said that 95% of the entities in ACOG are working toward the September 30, deadline to be NIMS compliant. The NIMS program not only helps to manage an incident, but there are federal preparedness funds tied to this as well. If not compliant by September 30, a community will not be eligible for federal preparedness funds. There are a few smaller communities and rural fire departments that we are still working to make contact with.

Mr. Willoughby reported that in June, the 9-1-1 Technical Committee endorsed the training curriculum that has been developed by 9-1-1 ACOG and the Eastern Oklahoma County Technology Center, which is a 44-hour telecommunicator course being offered there beginning August 15th and running Tuesday and Thursday evening through November 2nd. The course costs \$200 per person. The goal is to provide a better pool of educated/certified 9-1-1 call-takers for the 22 area PSAPs, as well as Oklahoma City.

Director Larry O'Connell asked if ACOG's 9-1-1 system would experience the same problems as recently reported by Oklahoma City's communications department.

Mr. Taylor said that there are 22 public safety answering points in the ACOG 9-1-1 system.

Mr. Taylor said they are on the frontline of intake calls for emergency as well as running the jail, radio dispatch, reception 24/7 for their city and there are a tremendous number of responsibilities associated with all of that. Increasing numbers of certifications and professional training are necessary. Oftentimes the dispatcher position does not receive a high level of salary in the community. This effort is worthy of everyone in our communities to look at that and see how that position is managed, what the work requirements are, what the pay opportunities are, and what training advancements are in place to make sure that we are doing all that can be done for stability in that position.

All of the 9-1-1 managers in the ACOG region say that they have the same formidability and the same potential problems.

Jane Sutter explained that 9-1-1 ACOG staff has worked along with some of ACOG PSAPs' staff and the Eastern Oklahoma County Technology Center to train people that are interested in becoming 9-1-1 call-takers, and part of the turnover problem relates to people who, for various reasons, seek that position before knowing what stresses are involved, and do not have the capacity to multi-task.

Jane said the course will provide a national certification as a 9-1-1 call-taker which tells a community hiring that this person would be a candidate for that position. These candidates will provide a more educated, well-informed candidate as they come into these positions.

Director Larry O'Connell suggested that some cities might want to reimburse the students who are certified in this course and become successfully hired. Mr. Taylor said that would be a great policy for each community.

Director Gordon Jeney asked for affirmation on the January time period for the wireless carriers to meet the FCC mandate to provide location of the 9-1-1 caller. Zach Taylor said their promise made to the public was to have this goal met between 12 and 18 months. Our work efforts are still targeting December, but there are several kinds of technological, software and informational issues at play at getting to that day.

As different elements to this system come on line rigorous testing will be done to make sure it is working properly. It will be operating in the background and give us a soft opening before making an announcement to the public.

IX. NEW BUSINESS

None

X. ADJOURNMENT

Chairman Grant Hedrick called for a motion to adjourn. Director John Brown made a motion to adjourn. Director Larry O'Connell seconded the motion.

The motion carried the following votes:

AYE: Woodard, Howe, O'Connell, Sanford, Gumerson, Jeney, Graham, Smith, McMillan, Bryan, Walker, Pumphrey, Rosenthal, Brown, Jefferson, Hedrick and Sharpton

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:35 p.m.

ADOPTED THIS 28TH DAY OF SEPTEMBER 2006.

Chairman

Secretary-Treasurer

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

9-1-1 association of central oklahoma governments

MEMORANDUM

DATE: September 19, 2006

TO: 9-1-1 Board of Directors

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

SUBJECT: General Status Report

Phase II Wireless 9-1-1 Implementation

Staff continues to coordinate Wireless Phase II Implementation and deployment with each of the wireless carriers operating in Central Oklahoma. Staff is currently reviewing all the existing network and routing configurations to ensure consistency. In addition, 9-1-1 ACOG will be changing the interface technology between AT&T and the wireless carriers' database providers. This interface change will allow for complete ALI information.

Equipment/Software Upgrade

Workstation replacement – workstation replacement is expected to be completed at the end of September.

Monitor replacement – the monitor replacement schedule will begin shortly after the workstation replacement is completed and will correspond with the installation of the map display software.

PSAP map display software – installation of the GeoLynx map display software is scheduled to begin October 2nd. As per 9-1-1 ACOG's testing protocols, the first site will be the 9-1-1 ACOG Training PSAP with the extensive testing being completed before installation at the live PSAPs.

Administrative, train-the-trainer, and call-taker training – will begin the first week of November.

Installation – expected to be completed by late November.

Installation – is expected to be completed by late November.

TCI/Invision software upgrades – at completion of the workstation, Monitor and GeoLynx installation, AT&T will begin to upgrade the existing 9-1-1 software to a newer version. AT&T expects the duration of this upgrade to last at least 30 days, and is expected to begin in January.

Regional Geographical Information System (GIS) Map Development Project

Staff has finalized installation for the administrative GIS server and associated user software that is necessary to share and manage regional GIS on a daily basis. GIS and Data Management staff participated in five days of training with GeoComm earlier this month on utilizing the administrative tools purchased from GeoComm to administrate, develop and maintain this regional GIS data.

Oklahoma County's GIS data was delivered on schedule by GeoComm to 9-1-1 ACOG on August 1. Logan County data is being developed and updated by staff. The roads database for Logan and Oklahoma Counties is being checked through quality control methods by both staff and GeoComm.

GeoComm is currently conducting field work in Cleveland and Canadian County to GPS and verify accuracy of information for those respective counties. The Cleveland County data is due to be delivered October 2, 2006.

Oklahoma City 9-1-1 Administration

On September 20th 9-1-1 ACOG staff met with key operational personnel with the City of Oklahoma City. The meeting was introductory to discuss services 9-1-1 ACOG will be providing the City and establish processes for exchanging information.

Regional Emergency Medical Dispatch (EMD) project

On August 23, 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, offer medical assistance over the phone and alert responders to the possible dangers and, in turn, emergency responders from becoming additional victims. Agencies represented at the exercise were: Midwest City 9-1-1, Midwest City Emergency Management, Norman 9-1-1, Tuttle 9-1-1, Midwest Regional EMS, EMSA, Midwest City Police Department, Oklahoma State Department of Health, and ACOG.

The exercise was a success, and an after-action report will be available for review next month. The current grant which funded the software portion of this project expired on August 30, 2006.

However, this project will continue as a part of the organization's work program, and 9-1-1 ACOG will continue to provide project coordination and enhancements, training and maintenance support of the EMD software.

Homeland Security/NIMS

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. Out of 58 entities contacted, 51 have submitted the requested point of contact information and of those 39 have officially adopted NIMS as their official incident management system by resolution or executive order. Thirty-two (32) of these entities have completed their online NIMS assessment and several are in the process of completing the assessment. Entities have until September 30th to obtain compliance in order to be eligible for future Homeland Security preparedness funds.