



*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, September 12, 2006  
ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES –June 13, 2006 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. EASTERN OKLAHOMA COUNTY TECHNOLOGY CENTER DISPATCH CURRICULUM

**INFORMATION:** The 9-1-1 Call-Taker Certification Course offered at EOTC this fall did not have enough enrollees to meet. The committee will bring recommendations for further publicizing a course offering to begin in January, 2007.

**Action Requested:** For discussion.

- VI. EMERGENCY MEDICAL DISPATCH PROJECT UPDATE ([Attachment VI](#))

**INFORMATION:** Staff will provide the 9-1-1 Technical Committee with the current status of our Regional Emergency Medical Dispatch (EMD) project.

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

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

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

**Action Requested:** Discussion.

VIII. GEO COMM'S GEOLYNX DEMONSTRATION ([Attachment VIII](#))

**INFORMATION:** Jake Anderson, Implementation Specialist for GeoComm, Inc. will demonstrate the new mapping software recently authorized by the Board of Directors for displaying landline and wireless calls in our PSAPs following Phase II wireless implementation.

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  
June 20, 2006**

The second meeting of the 9-1-1 Technical Committee for calendar year 2006 convened at 9:34 a.m., June 20, 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

Stephanie Brown, Choctaw Police Department  
Gerald Moody, Cleveland County Sheriff's Department  
Marvin Stanford, Del City Police Department  
John Avera, Edmond Emergency Communications Center  
Mike Bower, Midwest City Emergency Management  
Becky Bruce, Midwest City Emergency Management  
Virginia Guild, Moore Emergency Operations Center  
Keith Bryan, City of Mustang  
Sarah Bristol, Newcastle Police Department  
Neil Gray, City of Nichols Hills  
Lance Terry, Norman Police Department  
Kelli Brookshire, Oklahoma County Sheriff's Office  
Marsha Blair, Town of Slaughterville  
Ron Cummings, Spencer Fire Department  
Sean Douglas, Tuttle Police Department  
Christine Putnam, The Village Police Department  
Jeff Lara, Yukon Fire Department  
John Corn, Yukon Police Department  
Richelle Treece, EMSA

GUESTS

Erick Reynolds, Eastern Oklahoma County Technology Center  
Ron Hill, City of Oklahoma City  
Lucien Jones, City of Oklahoma City  
Kathy Liljequist, GIS Development Director, GeoComm  
Jody Sayre, Production Manager, GeoComm  
Clint Craighead, AT&T

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  
Jerry Church, 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  
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 9:04 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – MARCH 14, 2006 MEETING

Marvin Stanford, Del City, made a motion to approve the minutes of the March 14, 2006 meeting. John Corn, Yukon, seconded the motion. The motion carried the following votes:

AYE: Brown, Moody, Stanford, Avera, Bower, Guild, Bryan, Bristol, Gray, Terry, Brookshire, Blair, Cummings, Douglas, Putnam, Corn and Treece

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor welcomed Brad Nesom, the newest 9-1-1 staff member who is the Geographical Information Systems specialist at ACOG.

Mr. Taylor thanked all staff members and partners from AT&T, GeoComm, and others who are making efforts to help us build out the wireless system.

The GIS project is underway; an equipment upgrade is in process; mapping display software is in the procurement process; and automating the EMD system is occurring simultaneously. We are also trying to connect with all of the wireless companies (nearly a dozen companies) to make business arrangements for Phase II implementation. All of these projects and dates certain must converge around this coming December. He commended staff for their work.

Mr. Taylor reported that the State is focusing on preparedness for possible flu pandemics. He said a great number of people attended the recent Governor's Pandemic Summit. He said the City-County Health Department plans to hold a summit this August and advised the group that some of them might be contacted by the Focus group regarding some of those items.

Mr. Taylor said that if any PSAP has expected changes, moves or remodels to let us know so that we can design the installation schedule over the next six months for the new equipment to align with those events.

V. PRE-EMPLOYMENT TRAINING

Jane Sutter explained that a committee comprised of Lance Terry, Becky Bruce, Dr. Erick Reynolds, Wendi Marcy, Stephen Willoughby, Neil Gray and herself has worked hard for several months regarding establishing a Pre-Employment Training course to be taught at the Eastern Oklahoma County Technology Center (EOCTC). This is an effort to pool together training and testing for potential dispatcher job applicants. She said the goal is that employee 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.

Dr. Erick Reynolds said the committee has worked hard to reach this objective. He said the Tulsa Technology Center had already developed this type of curriculum with the Broken Arrow Police Department and the Tulsa center was good enough to share their entire curriculum with us to use and adapt however we decided. He said the committee combined some of the National Academies of Emergency Dispatching (NAED) curriculum with this curriculum and adapted it to interests of agencies in the Central Oklahoma region. Dr. Reynolds said the training sessions will begin in the fall semester which begins Aug. 15.

The course cost is \$200, and the participating students would also take a NAED certification test at the end of the course, making the course a total of 43 hours. He said development of the curriculum will be on-going in order to make changes as modifications become necessary.

Keith Bryan, Mustang, and Jeff Lara, Yukon, both commented about the strenuous lengths agencies sometimes go through in order to hire the appropriate candidate and commented that this course offering would be highly beneficial to all agencies. Chief Lara said it will be convenient to search the database which includes these applicants.

Mr. Bryan said he is hopeful that with this added credibility that the positions for dispatchers will be viewed more on a professional level than in the past, and hopefully the pay scale for these individuals would be elevated along with it.

Becky Bruce suggested site visits by all of agencies to include everyone other than only the representative agencies involved in the committee work.

Marvin Stanford, Del City, asked if the testing side goes along with attending the course.

Lance Terry said the Metro Police Chiefs' Association is looking for an example of a pre-test for the course. He said a typing class may need to be included. He said they want to change the current communications class to be more interactive and include radios and computers.

The group discussed metro-wide advertising of the course. Dr. Reynolds said he would go to agencies and visit with any interested police department and provide them further details of the program and hear their concerns or suggestions. Dr. Reynolds said he would prepare a mailout that could be done to all of the agencies. Jane said ACOG will send a press release to all of the area newspapers. Mr. Taylor suggested talking to someone at *The Oklahoman* about the career aspects of it, especially hearing from career people and the newspaper could report it as a human interest story.

Mike Bower, Midwest City, said one of the problems experienced in current recruitment and retention is the fact that many people come into the communications field with the attitude that it might provide a step up to working into a fire department career or a police department career and see it as a stepping stone for them. He said we need to seek out individuals who see public safety communications as a meaningful career. He said the most important thing about the training course is that it is a tool for the communications center that are hiring and it gives the applicant a comprehensive view of the type of work they would be doing as a dispatcher.

John Avera, Edmond, suggested having the prospective candidates visit the CLEET training center as well.

Jane said in order to cover costs of having an instructor and costs of materials; the Training Committee set a minimum class size of 15.

Mr. Taylor pointed out that this class would be available to a new hire in order to achieve their certification requirements.

Ron Hill, Oklahoma City, said he thought this effort is great and sees it highly beneficial. He said Oklahoma City recently posted a call-taker only position, which will not include radio dispatch. He said they lose 50% of the applicants once background checks have been made.

Lance suggested a post-training class test to help people get prepared to take the test given at the hiring agencies.

Marvin Stanford made a motion to endorse the pre-employment training course developed by the training subcommittee of the 9-1-1 Technical Committee being offered by Eastern Oklahoma County Technology Center. Keith Bryan seconded the motion. The motion carried the following votes:

AYE: Brown, Moody, Stanford, Avera, Bower, Guild, Bryan, Bristol, Gray, Terry, Brookshire, Blair, Cummings, Douglas, Putnam, Corn and Treece

NAY: None

ABSTAIN: None

## VI. GIS CONSULTING AND DEVELOPMENT STATUS REPORT

Jane explained that this item refers to the GIS consulting and development for the mapping of wireless 9-1-1 as well as landline 9-1-1 calls. The 9-1-1 Board of Directors voted in February and selected GeoComm to provide consulting and development of a regional 9-1-1 GIS system. She said this is a huge project and involves many people including GIS staff from 9-1-1 ACOG member entities. Jane referred to Attachment VI which is a comprehensive view of the project that the members can look through later.

Jody Sayre, GeoComm, began with an update on the project by saying that there are three objectives to this project.

The first objective relates to consulting and data gathering; second objective is the map development phase; and the third objective is training and maintenance.

Jody reported that they are in the final steps of completing objective one and moving into objective two.

Jody said they are working with individual entities to learn from them what GIS data they have available, and what type of resources GeoComm has access to in order to build a database. Based on those findings, they have made a report which reflects their approach to the development of this regional datasets. She said that information has been submitted to ACOG for review.

She said that GeoComm contacted some of the contact people from various entities from the group who attended the initial stakeholders' meeting, and on-site meetings were conducted with several entities and some city officials as well.

Kathy Liljequist said on this regional system there are ten different GIS data layers that will be delivered and integrated into the GIS regional dataset. The primary ones are the streets, emergency service zones, and cell sectors. Also, there are miscellaneous railroad and water features, and other points of interests such as schools and parks.

Kathy said the address anomaly layers are important also, because the call-taker is at the mercy of the accuracy when the address was originally assigned. There are some areas where there are addressing anomalies such as an odd address on the even side of the road, or a range that has been split, etc.

Anomalies also can be identified also by out-of-sequence addresses, duplicate addresses, outside of the standard grid, wrong side of the road and others. While GeoComm was making site visits they focused on identifying these types of anomalies in each individual jurisdiction, including resources available to identify them in the dispatch system. When a 9-1-1 call comes in and there is a location with an anomaly, they want to make sure the location is shown with as much accuracy as possible.

She said there will be a two-mile buffer around the region with map data. The Committee also decided to add all of McClain County and also some of the emergency dispatch area in Grady County to cover Tuttle. Those areas will be included to extend beyond the two-mile buffer area.

Kathy said there it is a huge responsibility related to the data maintenance process, and that flow is crucial. They are developing a work flow influenced by things like jurisdiction annexations, new roads, service boundary changes, road name changes, and so forth because any of these that affect the Master Street Address Guide (MSAG) will affect the map data. The information that comes in through the jurisdictions then goes into the local GIS partners, if one exists, and also flows into ACOG. She explained that this will also trigger map data changes as they occur.

Kathy said as the maintenance process comes into play there will be training classes for 9-1-1 ACOG members. The data information will be incorporated into the map and delivered to the 9-1-1 PSAPs and available to the ACOG members for any secondary usage, i.e., crime analysis, planning issues, etc.

Jody said as part of this objective a GeoComm team of ten people working on this project. Kathy said starting tomorrow their staff will travel to Oklahoma and begin collecting GPS data. As these staff members work in the field there will be a team working in the office doing actual development work and analysis. Also, there will be two managers on site and providing status reports. She said they visited 31 different sites throughout the ACOG region and the responses were great.

Kathy said the next deadline is August 1<sup>st</sup> to deliver the Oklahoma County datasets. She encouraged representatives in attendance today from communities in Oklahoma County to make sure the GIS personnel in their city are working with GeoComm.

## VII. 9-1-1 SYSTEM UPGRADE MIGRATION

Stephen Willoughby explained that next month we will be requesting Phase II wireless 9-1-1 from all of the wireless carriers in the region. This means the carriers must build out their network within six months. Time commitments were previously made during the wireless elections in December to get Phase II on line between January and July 2007, which provides the location of the caller by the end of this year or the first part of next year. We are on a quick migration path, he said, and are due to be delivered in the next six to seven months.

The warranty and maintenance agreements on both current hardware and software expires December 16<sup>th</sup>. Originally we planned to replace all of the 9-1-1 PSAP equipment, however many of the PSAPs have requested that the software upgrade not be made simultaneously since the current software is in a stable condition.

Mr. Willoughby explained that 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. He said this would provide ample time to evaluate the next step with the 9-1-1 equipment and also to focus on the new element while retaining the 9-1-1 operating software consistent.

There is still the obsolescence of the existing 9-1-1 workstation hardware which also expires in December. The equipment is five years old and cannot house the mapping display software needed to plot 9-1-1 calls.

After consulting with AT&T, TCI and Priority Dispatch regarding current and future specifications needed on these workstations, staff consulted technical experts on specifications necessary for additional mapping display software and based on these discussions, staff approached AT&T with highly detailed specifications for 9-1-1 workstations that is very graphics intensive for mapping as well as having the ability to be forward compatible. As new components come on line, the expectation is that this workstation will last three years.

Mr. Willoughby said that 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 that we have had with over 17 years with AT&T which ensures full compatibility of all these different elements and helps avoid finger-pointing while resolving any technical issues on this life saving system.

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, extend maintenance and warranties on the associated software and hardware of the TCI equipment, and secure appropriate capital financing for this project.

Mr. Willoughby said that the earliest timeframe we can look for these changes would be September/October. He said before they get to the PSAPs the workstations will be loaded with the latest TCI 9-1-1 software.

Neil Gray, Nichols Hills, asked about having a warranty on the maintenance of the 9-1-1 workstations. Mr. Willoughby explained that the warranty maintenance is for only one year, and year to year with AT&T. Mr. Gray's concern was the high cost compared to the replacement costs. Mr. Willoughby said that includes the installation of the mapping display software and other associated installation costs.

Clint Craighead, AT&T, said the warranty includes visits by AT&T technicians and troubleshooting for as long as necessary. Also, if the equipment fails, it will be replaced at no charge to the PSAPs.

#### VIII. ALI FORMAT CONVERSION

Johnny Irons said that currently the system uses ALI Format 44. The ALI Format conversion is happening so that we will be able to use the data and information that we get for wireless Phase II. He said discussions with various PSAPs using nine different CAD systems were held in June. The discussions were necessary to determine what types of questions to ask the CAD vendors, and also create a check list to ensure that everything from our end gets done as far as preparing for the ALI format conversion.

Because of the type of 9-1-1 system we have, everything has to be set up at the same time. He said the conversion has been tentatively scheduled to occur July 17<sup>th</sup>.

Mr. Irons said a letter has been sent to each PSAP with a CAD system with a set of questions to ask their CAD vendor. He said he has received responses from only one half of the PSAPs and asked any PSAP that has not responded to do so as soon as possible. He said this must be completed before the deadline of July 17<sup>th</sup>.

Stephen Willoughby explained that Format 56 includes longitude and latitude, a requirement for mapping calls.

He said PSAPs without CAD interfaces should not be impacted, with the exception that the day of the conversion, there may be a time period when some information on the 9-1-1 screen may appear different or jumbled.

#### IX. GENERAL STATUS REPORT

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

AT&T submitted two proposals that qualify: Plant/CML's Map Star and GeoComm's GeoLynx. A selection committee that consisted of PSAP personnel as well as ACOG staff interviewed both of these vendors earlier this month, and plan to develop a recommendation back to the Board of Directors today.

Mr. Willoughby announced that copies were available today of HB 2877 signed by the Gov. Brad Henry which requires Interconnected VoIP service providers to remit a 50-cent E9-1-1 service fee per VoIP service user they have. It becomes effective November 1<sup>st</sup> upon resolution or ordinance of the local government. After November 1<sup>st</sup> the 9-1-1 Association will provide sample resolutions for the ACOG communities to consider.

Mr. Willoughby reported that the server software has been installed for the Emergency Medical Dispatch (EMD), and staff has begun testing on it.

As of last week, 75 call-takers have been trained on how to use the EMD software. The card sets have been used for two years, and now we will move forward to the software version. The goal is to have this up and running by August 30.

We will soon begin procurements associated with the \$4 million Urban Area Security Initiative (UASI) grant. He said we recently have been notified that we will be getting another \$4.1 million for the next federal fiscal year.

These projects will be selected and approved by UASI working group consisting of Region 6 and Region 8 Homeland Security Councils. ACOG has also been contracted by assist the State Office of Homeland Security to assist communities in our region to obtain National Incident Management System (NIMS) compliance. He said if a community is not NIMS compliant by September 30 of this year, that community will be ineligible for any preparedness funds. He said in the future, if a community is non-compliant, it might limit reimbursements, or that community might not be eligible for reimbursement in the event of a disaster.

Mr. Willoughby said it is left to local communities' discretion to determine who needs which level of certification. NIMS has guidelines pertinent to each level. Documentation is critical to this process showing what has been done.

After further discussions it was mentioned that elected officials need to take at the least, the IS-700 level training. Beyond that, it is discretionary. Lance suggested that every community set the same requirements.

#### X. NEW BUSINESS

Reporting for Norman, Lance Terry said they do not plan any remodels, but they will be keeping a watchful eye over the removal of the old equipment and installation of the new equipment to avoid any problems.

Lance said there is a UASI exercise planned for September 13<sup>th</sup> for selected areas. He said certain radio systems have been identified across the metro areas of Region 6 and Region 8, and police, fire and EMS have been identified to participate in the exercise in Norman. Communications during traffic control will be a part of that exercise.

Chris Putnam, The Village, said the Village Fire Department's 800 MHz system is up and running smoothly.

Gerald Moody, Cleveland County Sheriff's Office, reported that everything is running well. He said they plan to build a new jail and command center in the next two years, dependent on decisions to be made by Cleveland County Commissioners.

Sean Douglas, Tuttle, said they are looking at new construction within the next 12-24 months for a police department facility, including a communications center. He said operations are running well. He said they are talking with Oklahoma City about interoperability patches in their system.

Marvin Stanford, Del City, reported that the communications department moved from the temporary mobile trailer into a remodeled building. He said possibly they might build a new building within the next two years. They have hired a consultant to help determine actual needs.

Neil Gray, Nichols Hills, reported that they finalized the purchase of an emergency notification system, a city watch system. He said that should be completed in another month. He said they also plan a new document imaging system to archive city documents.

Keith Bryan, Mustang, reported that the city council changed the pay structure for dispatchers to align with a professional service level.

He said the State Fire Marshal's Office on-line communication has a delegation of about 26 people going to Washington, D.C. in September with an agenda focusing on interoperability and communication. He said the group is comprised of the Safety Commissioner and Emergency Management Director, Fire Marshal, two senators, and several fire chiefs.

John Corn, Yukon, said since he last attended this committee meeting they have come against some legalese related to a new jail and communications center dealing with landowner and building owner as separate owners. The architectural firm is now looking at using an acre and a half already owned by Yukon to add on to where they are now. He said they have been keeping up with NIMs compliance surveys.

Jeff Lara, Yukon, confirmed the need for the pre-employment training effort that has been made and talked about the usefulness that those types of opportunities bring to the employer and employees. He commented particularly on the usefulness of pre-employment testing.

Lucien Jones, said that Oklahoma City recently turned off the old UHF repeater systems and are totally operating on 800 MHz with the fire department. He said they will have to maintain the old set up with the police department for some time while the radios get changed out in the police cars. The work with the fire department was completed June 1. He said that was a milestone for them.

Mr. Jones said as they turn off the old system they become available as resources to interoperate with other municipalities. He said the first two patches are with Medi Flight and Mustang Fire Department. Tests have been done with Nichols Hills and The Village and within a week after they were operating their new radios, Oklahoma City dispatchers were able to talk to the Nichols Hills Fire Department units.

Mr. Jones said the CAD project they started is not going well in terms of schedules and are now looking for a new CAD vendor. As it stands now, he said, they will go with Tri Tech. He does not know if they will meet the December/January date.

Virginia Guild, Moore, said to date they are undecided about the exact details of the building plans for their new facility.

Richelle Treece, EMSA, said that operations in the new facility are going well. She mentioned that some mailing list changes from ACOG would be appropriate since there have been many turnovers over the past.

Marsha Blair, Slaughterville, said they cannot go with the 800 MHz system yet. They have a low band and repeater antenna on one of the new cell towers in their area. She said Cedar County Fire, Slaughterville Fire, Lexington, and also Wadley Ambulance in Purcell is on that system. She said they are going to apply for assistance to get new radios.

Sarah Bristol, Newcastle, reported that they plan a new police department by this time next year. She said they have discussed locations for that new building and it looks like the new building will be where they are now. She said they have more dispatchers and time-part positions than ever before. They have more officers than before as well.

Kelli Brookshire, Oklahoma County Sheriff's Office, reported they are in the middle of moving and plan soon to be functional there. She said the phone numbers of the direct lines to dispatch are changing. The main number will be rolled-over by the phone company for approximately two more years. The new number will be available soon.

## 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



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

### MEMORANDUM

**DATE:** August 29, 2006

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

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

**SUBJECT:** Emergency Medical Dispatch Project Update

**INFORMATION:** Emergency Medical Dispatch (EMD) is a project 9-1-1 ACOG has been working on since 2002. Member communities, the American Heart Association and other community leaders approached the association to evaluate providing this life saving system to the entire metropolitan region.

A partnership with EMSA has allowed 9-1-1 ACOG to train 75 call-takers in this “zero minute” response through nationally standardized medical protocols approved by local medical personnel. Medical Priority Card Sets were initially purchased for the seven PSAPs providing EMD to the 9-1-1 ACOG region (Norman, Midwest City, Newcastle, Tuttle, Guthrie and Parkview EMS in El Reno). This initial phase of the EMD implementation represents a regional investment of \$30,625.

In 2003, 9-1-1 ACOG obtained a Homeland Security grant through the Oklahoma State Department of Health to upgrade the card-set system to a computer based software system. Last month the software, called ProQA, was installed on the 9-1-1 workstations at the six remaining (Guthrie dropped out) participating sites and those call-takers who have completed the software training are utilizing the system to process live emergency medical calls. This installation also included quality assurance software (AQUA) utilized to evaluate call-handling to ensure professional service delivery. This upgrade represents an investment of \$249,879.

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, 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, Midwest City Fire 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.

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



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

## **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:** August 30, 2006

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

**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 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.

#### **Phase II Request and Wireless Carrier Information**

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

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

For example, not all Phase II customers can come from one community such as Oklahoma City, but 50% of the customers in Moore, Edmond, Oklahoma County, El Reno and so forth must be Phase II compliant in the allotted time.

Staff has requested preliminary meetings with each of the wireless carriers to ensure complete cooperation and communication as Phase II wireless deployment continues. 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 carrier's database providers. This interface change will allow for complete ALI information.

### **Equipment Upgrade**

Workstation replacement – workstation replacement is approximately one week ahead of schedule but expected to slow down once we reach the remaining larger PSAPs due to special circumstances, i.e. remotes, space and wiring concerns.

Monitor replacement – the monitor replacement schedule will begin shortly after the workstation replacement is completed. A tentative schedule will be provided to the PSAPs later.

TCI/Invision software upgrades – at completion of the workstation, Monitor and GeoLynx (map display) installation, AT&T will begin to upgrade the existing 911 software to a newer version. AT&T expects the duration of this upgrade to last at least 30 days, and expects 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 with GeoComm on utilizing the administrative tools purchased from GeoComm to administrate, develop and maintain this regional GIS data.

Oklahoma County's GIS data was delivered 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 or of information for those respective counties. The Cleveland and Canadian county data is due to be delivered October 2, 2006.

### **PSAP Map Display Software**

The PSAP Map Display Software project of 9-1-1 ACOG's Phase II Wireless E9-1-1 Implementation is covered in Item VIII of this agenda.

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



*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  
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Executive Director  
Zach D. Taylor

### **MEMORANDUM**

**DATE:** August 30, 2006

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

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

**SUBJECT:** GeoComm's GeoLynx Demonstration

**INFORMATION:** On May 11, 2006, 9-1-1 ACOG issued a Request for Proposals [RFP#002] for 9-1-1 Geographical Information System (GIS) Mapping Display Software, with a May 31, 2006 deadline for response. 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, Phase II and landline E9-1-1 calls.

We received three proposals, two of which were deemed qualified under the addendum issued May 12, 2006, which required the proposed mapping software product/solution to be technically approved for use with the existing 9-1-1 system and software by 9-1-1 ACOG's regional 9-1-1 service provider (AT&T).

Based upon the criteria established in RFP#002, 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. Based upon these evaluations and recommendation the 9-1-1 Board of Directors selected AT&T's proposed GeoComm/GeoLynx production/solution at a contracted cost of \$511,176.

A representative from GeoComm will be at the 9-1-1 Technical Committee to present the product purchased to display E9-1-1 calls at the 9-1-1 ACOG PSAPs. Installation of the mapping software is expected to begin in late October.

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



*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

Executive Director  
Zach D. Taylor

### **MEMORANDUM**

**DATE:** August 30, 2006

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

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

**SUBJECT:** General Status Report

#### **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, 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. Ten (10) of these entities have completed their online NIMS assessment and several are in the process of completing the assessment. Entities have until September 30<sup>th</sup> to obtain compliance in order to be eligible for future Homeland Security preparedness funds.

#### **Oklahoma City 9-1-1 Administration**

The City of Oklahoma City has contracted with 9-1-1 ACOG to provide some professional 9-1-1 support services. These services will include MSAG/ESN maintenance, 9-1-1 database trouble resolution, wireless and other new technologies implementation, general technical assistance, and GIS data sharing. These are services already provided to the 9-1-1 ACOG membership.