

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MAY 31, 2007  
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING**



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

Chair Grant Hedrick  
Canadian County Commissioner

Vice-Chair David Hopper  
Norman Councilmember

Secretary/Treasurer Dave Howe  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

**9-1-1 TECHNICAL COMMITTEE MEETING AGENDA**

9:30 a.m., Tuesday, June 5, 2007  
ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – March 6, 2007 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. REQUEST FOR PROPOSALS FOR NEXT GENERATION E9-1-1 ANSWERING SOFTWARE ([Attachment V](#))

**INFORMATION:** We are currently advertising a Request for Proposal (RFP) for the replacement of the 9-1-1 operating software currently utilized by 9-1-1 ACOG's 22 PSAPs to handle emergency calls. The existing software is six years old and the extended maintenance contract expires in December.

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

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

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

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

VI. GIS (GEOGRAPHICAL INFORMATION SYSTEM) UPDATE ([Attachment VII](#))

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

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

VIII. NATIONAL TELECOMMUNICATOR WEEK ACTIVITIES ([Attachment VIII](#))

**INFORMATION:** Staff will provide a report to the 9-1-1 Technical Committee on 9-1-1 ACOG's activities related to National Public Safety Telecommunicator Week, April 8-14. This week is set aside each year to recognize the commitment of 9-1-1 call-takers and dispatchers to provide professional emergency services to our communities.

**Action Requested:** None, for information 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 6, 2007**

The first meeting of the 9-1-1 Technical Committee for calendar year 2007 convened at 9:35 a.m., March 6, 2007 in the ACOG Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least twenty-four (24) hours prior to the meeting.

**PRESIDING**

Jane Sutter, Chair, Intergovernmental Services Division Director

**MEMBERS PRESENT**

Marion Wright, Bethany Police Department  
Gerald Moody, Cleveland County Sheriff's Department  
Louis Russell, Cleveland County Sheriff's Department  
Marvin Stanford, Del City Police Department  
Matthew Stillwell, Edmond Emergency Operations  
Becky Bruce, Midwest City Emergency Management  
Gayland Kitch, Moore Emergency Operations Center  
Sarah Bristol, Newcastle Police Department  
Neil Gray, City of Nichols Hills  
Kris Albertson, Noble Police Department  
Lance Terry, Norman Police Department  
Lucien Jones, City of Oklahoma City  
Chris Fields, Oklahoma City Fire Department  
Tammy Kualaa, City of Piedmont  
Ron Cummings, Spencer Fire Department  
Josh Lenz, Warr Acres Police Department  
John Corn, Yukon Police Department  
Kathy Ogburn, EMSA

**GUESTS**

Keri Nail, Cox Communications  
Tilia Davis, Cox Communications  
Brent Hawkinson, AT&T

**STAFF**

Zach Taylor, Executive Director  
Jane Sutter, Intergovernmental Services Director  
Stephen Willoughby, E9-1-1 & Public Safety Programs Director  
Carolyn S. White, 9-1-1 Database Manager  
Brad Nesom, Sr. 9-1-1 GIS Specialist  
Johnny C. Irons, III, 9-1-1 Project Coordinator  
Jerry Church, Special Programs Officer

**STAFF** (continued)

Peggy Stoller, 9-1-1 Mapping Project Coordinator

Wendi Marcy, Special Programs Officer

Anita Kroth, 9-1-1 Administrative Assistant

Paulette Marshall, 9-1-1 Database Associate

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:35 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – DECEMBER 12, 2006 MEETING

Marvin Stanford, Del City, made a motion to approve the minutes of the December 12, 2006 meeting. Gerald Moody, Cleveland County, seconded the motion. The motion carried the following votes:

AYE: Wright, Moody, Stanford, Stillwell, Bruce, Kitch, Bristol, Gray, Albertson, Jones, Kualaau, Cummings, Lenz, Corn and Ogburn

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor asked Brent Hawkinson, AT&T, to report to the group about changing the time at the 9-1-1 workstations to reflect the upcoming Daylight Savings Time.

Mr. Hawkinson said AT&T is 100% complete at the 9-1-1 sites for all of ACOG and Oklahoma City dispatch centers and ready for the Daylight Savings Time change.

Mr. Taylor said if any PSAP has difficulties with this time change, to contact the Resolution Center. Mr. Hawkinson said the Resolution Center is the one who coordinated this with AT&T's Product Development team.

Mr. Taylor pointed out meeting handouts including a press release by PlantCML. Plant has acquired TCI (Tel Control, Inc.), which is our current 9-1-1 system provider. He asked the group to read the press release.

TCI is the most successful in building platforms for VoIP and future systems. Plant, we believe, has acquired TCI for that purpose. It's been relayed to us that TCI will remain intact and will receive additional capitalization that will solidify their position. He said we will track this closely to make sure it does not have any negative impact on us.

V. 9-1-1 EQUIPMENT AND SOFTWARE STATUS

Johnny Irons reported that the TCI 9-1-1 software upgrade has been completely installed. There were a few changes to the user screen and functionality of the 9-1-1 software. Mr. Irons explained certain hot keys/"F" keys. He pointed out that ALI error reports can be printed using the Error Form Report button. He said that AT&T recently installed a software patch to temporarily fix a server software issue that resulted in no ANI no ALI problems, and has since installed a permanent solution.

Mr. Irons reported that GeoComm also recently installed their latest software upgrade, which addressed maps not displaying correctly or not at all. There were a few issues with it but it is now usable.

He mentioned that the next major evolution, system wide frame relay upgrades, will tentatively occur March 13<sup>th</sup>. He said once AT&T provides their method of procedure on how they plan to implement this, he would notify the PSAPs so they will be aware of what, when and how it will happen.

Mr. Irons said that because of the recent software and hardware upgrades, the mapping project and ongoing wireless testing, some locations have been experiencing a range of various issues.

He said it is very important that after trouble calls to the AT&T resolution center, to report a problem, that the trouble reports be faxed to ACOG as soon as possible. This will allow follow-up on any issue that may exist, and also tracking of any ongoing problems. He said this is especially important during this transitional period.

Johnny announced that 9-1-1 ACOG has begun the RFP development process for regional 9-1-1 software, in order to address contract expiration of the current 9-1-1 software in December 2007.

Brent Hawkinson, AT&T, said the holding company that purchased Plant previously purchased CML and CMI. He said their products suites have mainly remained the same. Johnny said we still remain on the alert for evolution.

Johnny said we have successfully completed enrolling all of our critical circuits in the Telecommunication Service Priority (TSP) which guarantees that our circuits get correct priority in case of disasters or outages.

Steve Willoughby said that all who attended the training relating to GeoLynx learned that there is a place to generate an ALI error report in the GeoLynx application.

However, for the short term we ask that you do not report ALI error through the mapping application because of the required resources dedicated to pull the information on a daily basis for that report. He explained that currently staff is dealing with other issues. Steve said we hope to migrate to that in the future. He asked the PSAPs to complete a 9-1-1 Trouble Report, as they previously did, or use the newer TCI method where it is printed out. He said we need the PSAPs to document ALI error in a paper format, and fax the forms to 9-1-1 ACOG staff. Eventually, we will be monitoring the reports on the GeoLynx, but they will not be worked on a daily basis as those being faxed in. He said the mapping trouble reports should still be reported through the GeoLynx because it provides a snapshot of what the call-taker is actually seeing.

Steve said we continue to work with GeoComm regarding some of the features and functionalities of the GeoLynx. One of those issues is the display of calls outside your jurisdiction or other jurisdictions in the region. He said there are some technical glitches associated with that which we are working through with GeoComm.

Mr. Willoughby said soon 9-1-1 ACOG will issue a Request for Purchase (RFP) for the replacement of new E9-1-1 software. Last year related to wireless upgrade we changed our position to where the software and hardware are two different softwares, e.g., EMD software, 9-1-1 software, GeoLynx mapping software. We must look at the different compartments rather than one whole unit as before. This change also affects the cycle of budgeting as well. The RFP will relate only to the replacement of new software, he said.

Johnny Irons said refresher training begins tomorrow for the TCI and the mapping. He encouraged the PSAP supervisors and managers to make sure their call-takers attend that training.

#### VI. 9-1-1 ACOG TRAINING INSTITUTE SCHEDULE

Wendi Marcy said we will kick off the 2007 training on February 16<sup>th</sup> with a full Suicide Intervention class. She said with so many new hires this year it is important that anyone interested in classes throughout the year be sure to get the enrollment forms to her in ample time to be enrolled. Even when the class is free-of-charge to our agencies, it is necessary to have an enrollment form to insure a seat in the classes. Or in the case where a purchase order is required, an enrollment form will suffice until the purchase order number is provided.

Wendi reported that there will be a software refresher class starting tomorrow morning at ACOG regarding the TCI software and the mapping software. After that we will begin to schedule software training for new hires or people who were unable to attend previous classes. The class will last about four hours.

Wendi announced that our next 40-hour Basic Telecommunicator class is scheduled for April 16-20, 2007. She said we anticipate having a full class. Instructors need to begin thinking about the days they would be available to teach.

Wendi said we plan to have an instructor meeting in late March to discuss the class layout and any needs instructors might have.

Wendi said she has not been able to obtain a vendor that offers a "Spanish for Dispatchers" class. She said she has acquired materials to teach it in-house. She asked for any suggestions from the group if they know of someone who could teach that class for us.

She said there are five seats available for the School Violence class scheduled for March 16<sup>th</sup> if anyone is interested in attending.

#### XI. NATIONAL TELECOMMUNICATOR WEEK

Wendi announced that during National Telecommunicator Week, April 8-14, 9-1-1 ACOG will be recognizing regional call-takers for the outstanding job they do. She encouraged PSAP managers and supervisors to do the same in their own call centers. 9-1-1 ACOG has chosen the theme "Heroes Behind the Scenes" for the week and have several activities planned to celebrate.

Wendi said there will be a PSAP decorating contest based on the theme "Heroes Behind the Scenes." There will be three independent judges selected to pick the winner. She said the winning PSAP will receive a pizza party for each shift sponsored by GeoComm and tickets to the April 13<sup>th</sup> Hornets' basketball game sponsored by AT&T. The winning PSAP will be the first to receive a traveling trophy.

She said there will be a host of prizes given in daily door prize drawings. She asked that each PSAP be sure to complete a list of names of each dispatcher at their PSAP and fax that information to Wendi to make sure we get everyone's name in the drawing. Winners will be notified and prizes delivered by staff to the PSAPs.

9-1-1 ACOG is providing a commemorative National Telecommunicator Week, 2007 lapel pin to each dispatcher and supervisor. She said additional pins can be purchased for \$2.00 each while supplies last.

Wendi reported that the 9-1-1 Board of Directors adopted a Proclamation at their February, 2007 meeting recognizing National Telecommunicator Week. A sample Proclamation was sent to city councils and county commissioners to encourage adoption as well.

Steve Willoughby said 9-1-1 ACOG also would issue a press release about that week. Also, we will be giving a 9-1-1 Hero Award for an incident that occurred where a child did the right things to save a life as it relates to 9-1-1 in that incident.

Steve thanked Wendi for her work in organizing these events for the week and for her many efforts to make this a big celebration. Steve said we will check with the ACOG cities to determine what would be needed to make this a big celebration next year as well.

Wendi said some things we are considering for next year are to have a Dispatcher of the Year award, a 9-1-1 Call of the Year award and a 9-1-1 Hero award. She asked the PSAPs to keep these things in mind to help us prepare to make next year an even greater celebration.

#### VIII. GENERAL STATUS REPORT

Steve Willoughby reported that we have completed the initial implementation of Phase II wireless E9-1-1 ACOG in suburban communities, except for Cingular. Phase II provides location information from 9-1-1 callers using wireless phones. He said in the coming months we will begin performing compliance checks to ensure accuracy of the data being delivered to the PSAP by the wireless carriers.

Cingular has a consent decree that allows them a different timeframe to work from than the other carriers. We have an agreement with Cingular that they will deploy the balance of their wireless towers at the same time we implement Oklahoma City's Phase II. Cingular is not required to deploy until October, however, it is on schedule to deploy during June or July.

Steve said the primary issue with Phase II implementation in Oklahoma City is that their CAD vendor went defunct months ago, and Oklahoma City had to implement a new CAD system, which is expected to be online in June. We will begin testing Oklahoma City with Phase II in June and hope to have Phase II implemented by July throughout the Central Oklahoma region.

Steve reported that the regional GIS system is up and running. The first technical committee meeting comprised of regional GIS personnel and those responsible for the Master Street Address Guide met on February 6<sup>th</sup>. There was great participation at that meeting; there were 41 members present. The committee plans to meet again May 1<sup>st</sup>. This group will make decisions about how to disseminate map data out to our member communities providing more easy access to that map data.

Brad Nesom said a survey was distributed to those in attendance at the Regional GIS Technical Committee meeting on May 1. He said thus far he has received only two responses. The information that will be gleaned from those surveys will help to drive the maps that we produce and data access to the community development offices and police agencies.

Mr. Willoughby reported that staff continues to work on the GeoComm product and are looking at certain areas of the GeoLynx, quality control and evaluation data. Brad visited GeoComm's offices in Minnesota last month and went through hands-on training relating to the maintenance of this data.

In the December 2005 Wireless 9-1-1 elections Logan County also voted in landline 9-1-1 for the northern part of the county that had previously not been served, and we hope to have that project finalized by the end of this month, he said.

Mr. Willoughby mentioned that ESN012, in the unincorporated portion of Cleveland County, has experienced instances over the last year related to fire and response times being slow according to citizens. This relates to the northern part of the county between Norman and Oklahoma City. The citizens have approached Norman City Council who said that Oklahoma City is the principal responder to that area, and they will continue to work with Oklahoma City to enter into some automatic mutual aid agreements so that Norman and Moore can be dispatched the same time as Oklahoma City. Our public safety answering points may get some calls related to this issue. The citizens want Moore or Norman to respond to that area but neither of those departments agreed to respond while Oklahoma City has agreed to respond.

Mr. Willoughby reported that the 9-1-1 State Advisory Board has contracted with Intrado to develop a statewide 9-1-1 plan. Many parts of the state do not have 9-1-1. The board is currently surveying to assess where the state is as far as the level of 9-1-1 and technologies. Some of the information Intrado is asking for is unique to individual PSAPs and 9-1-1 staff will be contacting those PSAPs to collect that current information.

Steve said we have learned that some of the wireless carriers are not remitting 9-1-1 service fees for prepaid wireless customers. This is an issue facing many states in the U.S. It has been estimated that 10-15% of all wireless customers are prepaid. In response, a group of attorneys representing some of the larger 9-1-1 systems have met and recommended issuance of a demand letter to the wireless companies. ACOG issued a letter to them for them to report the number of prepaid customers they have and remit the 50-cent 9-1-1 service fee.

The response from the carriers included some that said they were reporting and remitting for prepaid wireless, to others who said it depends on whether the customer pays by credit card or cash, to still a third group who refuse to remit prepaid because they believe the legislation does not specifically address them.

We believe the legislation is inclusive in that the language states all wireless subscribers remit a 50-cent service fee per month. Mr. Willoughby said staff will keep the 9-1-1 Board and 9-1-1 Technical Committee apprised of this process.

## IX. NEW BUSINESS

Lance Terry, Norman, gave a public thank you to Wendi Marcy for making sure that ground-level communications staff get the attention they deserve in addition to her hard work to make National Telecommunicator Week a success, and going above and beyond the call of duty for them.

Chair Jane Sutter reported that staff met with Kim Moyer, editor in charge of regional metro sections of the *Oklahoman*, who mentioned that sometimes they have difficulty in getting 9-1-1 call information from cities because of how their recording devices work. She said the *Oklahoman*, therefore, usually calls Oklahoma City for 9-1-1 call information because Oklahoma City can email recorded files to the media.

Zach Taylor said the media is interested in putting on their websites audio links of actual calls that relate to major crimes in the region. These are considered to be open records unless it's a matter of an on-going investigation. He said if there is a way our cities could download these calls and provide them to the media in electronic format, they would appreciate it.

Matt Stillwell, Edmond, mentioned that the current technology they have limits them to putting it on a cassette tape. He said they plan to purchase a new recorder after the first of July which will alleviate that step.

Jane asked that the ACOG PSAPs advise ACOG when they begin using technology that would allow them to accommodate the media's request.

Josh Lenz, Warr Acres, reported that they experienced an outage where they lost all power in their communications center at 10 o'clock on a Friday night. They said they routed all the calls to Bethany during that outage. He said they were down about four hours.

Louis Russell, Cleveland County, reported that they have installed a new digital voice recorder that will allow them to provide the digital recording to fill the media requests.

Gayland Kitch, Moore, reported that the Moore City Council has negotiated with an architect to design a new communications center. The City of Moore also plans to build a new fire station once they decide on the new location.

Kathy Ogburn, EMSA, said they are looking forward to installing a new CAD system in April.

Matt Stillwell, Edmond, reported that they are upgrading the CAD system in their center. He said they are currently doing preliminary work necessary to join the state's radio system. He said the process has been delayed somewhat due to some licensing issues, but those should be cleared up within the next six to eight weeks.

John Corn, Yukon, reported that Yukon's bond election passed which means the police department is looking forward to breaking new ground in July. The new department will include a new communications center and jail which will be a big improvement, he said. He said Yukon is able to send 9-1-1 call records to the media's web link.

Sarah Bristol, Newcastle, said the city of Newcastle is in the decision-making process of whether to build a new police department or get a city-owned cemetery first.

Lucien Jones, City of Oklahoma City, recognized 9-1-1 ACOG's staff for the dynamite graphics and style used in the design of the National Telecommunicator Week paper announcement. Lucien referred to the process of transferring Phase I and Phase II calls.

Lance Terry, Norman, reported that he has spent a lot of time working on the Homeland Security 800 MHz radio system upgrade. He said this is coming from the Interoperability funding from Homeland Security. He said if 800 MHz radios are in any center and used for interoperability, the PSAP should make sure to contact their system owner and stay in close contact, because Lance said there might be a possibility of missing radios that need to be rebanded or replaced to reband. He said they are conducting an inventory of their radios and recommended that all of our PSAPs are aware they might want to do the same.

He said Norman has been running the ProQA with the interface to the CAD system for about two weeks and it is working. It parcels the data to the CAD a little differently.

Lance said it puts it into a statement form and the alpha pagers can get paged out. He said they will look into that in the near future to determine whether it is a CAD problem or a ProQA problem.

Lance said Norman has the capability to email the 9-1-1 calls to the news channels and are currently doing that.

Neil Gray, Nichols Hills, said they are capable of emailing the 9-1-1 calls electronically to the news media. He said there is a bureaucratic procedure to go through to accommodate those types of request.

Kris Albertson, Noble, reported that they are working with the 800 MHz radio system now also.

Several of the agencies representatives today reported that they are fully staffed and some reported that they are budgeted to hire more staff.

X. ADJOURNMENT

The meeting was adjourned at 10:38 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:** May 29, 2007

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

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

**SUBJECT:** Request for Proposal Process for Next Generation  
E9-1-1 Answering Software

**INFORMATION:** 9-1-1 ACOG is currently advertising a Request for Proposal (RFP) for the replacement of the 9-1-1 operating software currently utilized by 9-1-1 ACOG's 22 PSAPs to handle emergency calls. The existing software is six years old and the one-year extended maintenance contract expires in December.

This existing software, TCI Invision 2, was replacement software chosen by AT&T (then SBC) to complete a 10-year contract for the defunct Nortel 9-1-1 software. The existing software was installed in 2001 on a five-year maintenance agreement which was extended in December 2006 for one year.

The timeline associated with this RFP is:

May-June	Advertise and accept RFP responses
July	Interview and collect background information from vendors who responded to the RFP
August	Staff recommends a vendor to the Board of Directors for contract execution
September-January	Design, test and implement the new 9-1-1 answering software

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



*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:** May 29, 2007

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

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

**SUBJECT:** Wireless Phase II Implementation Status Report

**INFORMATION:** In April, 9-1-1 ACOG completed 100% deployment with the sixth and final carrier currently operating in the 9-1-1 ACOG area. This completed three years of work including funding legislation that allowed for the December 13, 2005 election in which over 80% of Central Oklahoma approved a 50-cent service fees to wireless phones to pay for these extensive upgrades.

9-1-1 ACOG Staff has worked diligently to coordinate the multitude of aspects to implement Phase II on a very aggressive schedule. Coordinative aspects included development of regional GIS system, PSAP technology improvements, database interface upgrades and configurations, and scheduling with the six wireless carriers for testing and deployment.

9-1-1 ACOG Staff appreciate the assistance and patience provided by the region's PSAPs. PSAP call-takers and supervisors provided daily feedback to 9-1-1 ACOG and the wireless carriers through the nearly 2,000 test calls that were placed.

9-1-1 ACOG now enters into maintenance mode of Phase II Wireless E9-1-1 implementation. PSAPs need to continue their diligence in reporting wireless 9-1-1 routing and database errors. Unlike landline, in which fixed boundaries are associated with each call, each wireless E9-1-1 calls presents its own unique characteristics associated with routing and display of database information for the call-taker.

The City of Oklahoma City has contracted with 9-1-1 ACOG to assist in the implementation and deployment of enhanced wireless 9-1-1 services for Oklahoma City. Staff has begun scheduling this testing to begin July 9<sup>th</sup>, as this is the completion timeline for the new computer aided dispatch system, which is a prerequisite for Phase II compliance.

**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:** May 29, 2007

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

**FROM:** Brad Nesom, 9-1-1 GIS Specialist

**SUBJECT:** GIS Update

**INFORMATION:** The GIS Technical Committee met for their second meeting May 1. Two subcommittees were formed: Aerial Photo Project and the Standards. The Aerial Photo Project subcommittee has already begun discussing ways in which joint purchase of aerial photos could be beneficial to member cities and counties. The subcommittee is currently gathering specifications and frequency of aerial photos purchased by various entities. From this they plan to develop a matrix of minimum and maximum specifications that can be used in planning for a possible future cost/sharing project.

The Standards Subcommittee, working on development of uniform standards for shared mapping data, has scheduled its meeting for 9:30 a.m., June 21, at ACOG.

ACOG has also hired an intern to help with 9-1-1 mapping data, particularly related to paper maps that can be distributed to area fire departments and other emergency responders in the region. Ryan Billings graduated this month from the University of Oklahoma with a B.S. Degree in Geography. He has been accepted into the Regional and City Planning Masters Program at OU beginning in the fall semester.

**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  
Choctaw Councilmember

Executive Director  
Zach D. Taylor

### MEMORANDUM

**DATE:** May 29, 2007  
**TO:** 9-1-1 Technical Committee  
**FROM:** Wendi Marcy, Special Programs Officer  
**SUBJECT:** National Telecommunicator Week, April 8-14, 2007

**INFORMATION:** ACOG staff honored dispatchers and call-takers in our 21 PSAPs by hosting several activities through out the week of April 8-14, which was officially declared National Telecommunicator Week in 1991 by Congress.

**PSAP decorating contest:** Seven of 9-1-1 ACOG's 21 PSAPs showed their creativity and competitive spirit by participating in the PSAP decorating contest. Judges Katherine Gouker from AT&T, Lena Penwright from TCI and Tony Harrison from the Public Safety Group found the judging difficult as all seven centers put forth a great deal of effort. Ultimately only one and two points separated the placings with **Norman's** 9-1-1 center being the grand prize winner. Norman dispatchers attended the last Hornets game to be played in Oklahoma City with tickets donated by AT&T and will enjoy a pizza party sponsored by GeoComm. Norman will also be the first recipient of the 9-1-1 ACOG National Telecommunicator Week "Perpetual Traveling Trophy."

**Daily Door Prize Drawings:** Beginning on Monday, April 9<sup>th</sup>, ACOG staff drew seven names per day for door prize awards donated by 9-1-1 vendors and local merchants. Prizes were personally delivered by ACOG staff to the winners. ACOG staff would like to thank the following sponsors for their generous donations:

AT&T	National Emergency Number Association (NENA)
Abuelo's Mexican Restaurant	Oklahoma Tourism & Recreation
Applebee's	Priority Dispatch
Cox Communications	Quartz Mountain Resort
Geo Comm	Starbucks
Marcy Service Center	The Olive Garden
Midland Radio	The Public Safety Group
	Yahoo!

**Commemorative Lapel Pins & Gift Baskets:** Commemorative lapel pins, specially designed for National Telecommunicator Week 2007, cookie/gift baskets constructed by ACOG staff, and thank you cards were given to all 21 PSAPs to thank the dispatchers and call-takers for being dedicated to public safety in Central Oklahoma. They are truly “Heroes Behind the Scenes.”

**9-1-1 Hero Award:** On Tuesday, April 10th ACOG staff honored our first “9-1-1 Hero,” 8 year-old Tristan Robinson, who is credited for saving his diabetic mother’s life by calling 9-1-1 and properly giving all the necessary information to ensure a speedy response from medical personnel. Tristan also followed the dispatcher’s instructions to assist his mother while waiting for the paramedics to arrive.

Tristan was honored in front of 120 of his Washington Irving Elementary classmates, the third grade teachers and principal, Mr. Evans. Following a brief discussion with the kids on when and how to call 9-1-1, Tristan received a framed certificate, a medal and 9-1-1 Hero hat. Also, firemen from Oklahoma City’s Fire Department Station 37 were on hand to take Tristan for a ride in a fire engine.

The 9-1-1 Hero Award program is a public education effort that helps children to see the importance of calling 9-1-1 and knowing important information such as their address and phone number. ACOG hopes to have the opportunity to honor more extraordinary child callers in the future.



*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:** May 29, 2007

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

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

**SUBJECT:** General Status Report

#### **LOGAN COUNTY E9-1-1 EXPANSION**

The balance of Logan County that had previously not had E9-1-1 services was turned up live with enhanced 9-1-1 services earlier this month. This process included addressing nearly 2,000 structures in the new area, designating appropriate emergency responders and placing all the information into a master database for appropriate routing of E9-1-1 calls for emergency service. Staff coordinated and provided technical assistance to cities and towns in building addressing data. Staff sent a notification letter to each business and residence notifying them of their new 9-1-1 address.

#### **ONSTAR TELEMATICS 9-1-1 SERVICE ARRANGEMENTS**

Staff has been working with OnStar, the in-vehicle telematics provider, in making better arrangements for connectivity between their customers and regional 9-1-1 centers when their customers request emergency assistance.

OnStar and 9-1-1 ACOG have agreed on a multiple staged approach of connecting their in-vehicle customers, the OnStar Call Center and the Central Oklahoma 9-1-1 system. Calls from OnStar customers will now be received through the 9-1-1 system giving them the appropriate priority. Eventually, 9-1-1 ACOG PSAPs can expect to be able to see location information of OnStar customers accessing emergency assistance through that system.

## **VoIP 9-1-1 TESTING**

Staff has been working with several Voice over Internet Protocol (VoIP) service providers in testing connectivity and data delivery from their customers. This delivery is now possible because of the E2 interface upgrade 9-1-1 ACOG did during our transition to enhanced wireless 9-1-1. Preliminary testing is going well.