

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPTEMBER 6, 2007  
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING**



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

Chair David Hopper  
Norman Councilmember

Vice-Chair Kathy McMillan  
Moore Councilmember

Secretary/Treasurer Keith Bryan  
Mustang Councilmember

Executive Director  
Zach D. Taylor

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

9:30 a.m., Tuesday, September 11, 2007

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTION
- III. APPROVAL OF MINUTES – June 5, 2007 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. RESOLUTION OF SOLICITOR CALLS ON 9-1-1 TRUNKS AND COX QUARTERLY CALL-THROUGH TESTING ([Attachment V](#))

**INFORMATION:** Recently we received reports from various PSAPs about solicitors calling in on their 9-1-1 lines. The phone numbers were exclusively from out of state such as Kansas, California and Indiana. Attachment V provides further information.

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

- VI. REGIONAL GIS/MAPPING 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 GIS/Mapping (geographical information system) implementation and maintenance.

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

VII. WIRELESS PHASE II IMPLEMENTATION STATUS REPORT ([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 Phase II wireless implementation.

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

VIII. 9-1-1 TRAINING INSTITUTE ([Attachment VIII](#))

**INFORMATION:** Attachment VIII provides the 9-1-1 Technical Committee information about current activities of the 9-1-1 ACOG Training Institute.

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

IX. VoIP TESTING ([Attachment IX](#))

**INFORMATION:** HBF is in the process of performing Voice over Internet Protocol (VoIP) E9-1-1 call delivery to the Central Oklahoma region. HBF is a VoIP Positioning Center or VPC. They do not actively sell to end-user residential or business customers, but supply the network and routing databases for the VoIP Service Providers or VSP.

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

X. 2008 NATIONAL TELECOMMUNICATOR WEEK ([Attachment X](#))

**INFORMATION:** 9-1-1 ACOG is developing a "National Telecommunicator Week" subcommittee so that our member agencies can be involved with the planning process. This subcommittee's first meeting will be held on **Tuesday, September 25<sup>th</sup> at 9 a.m.**, in the ACOG conference room.

**Action Requested:** Volunteers for National Telecommunicator Week subcommittee.

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

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

XII. NEW BUSINESS

XIII. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES  
June 5, 2007**

The second meeting of the 9-1-1 Technical Committee for calendar year 2007 convened at 9:36 a.m., June 5, 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**

Gerald Moody, Cleveland County Sheriff's Office  
Matthew Stillwell, Edmond Emergency Operations  
John Avera, Edmond Emergency Operations  
Gayland Kitch, Moore Emergency Operations Center  
Sarah Bristol, Newcastle Police Department  
Neil Gray, City of Nichols Hills  
Les Arnold, Nichols Hills Police Department  
Kris Albertson, Noble Police Department  
Lucien Jones, City of Oklahoma City  
Tabitha Hardy, Oklahoma County Sheriff's Office  
David Baisden, Oklahoma County Sheriff's Office  
Tammy Kualaa, City of Piedmont  
Marsha Blair, Town of Slaughterville  
Ron Cummings, Spencer Fire Department  
Chris Putnam, The Village Police Department  
Joe Wallace, EMSA

**GUESTS**

Keri Nail, Cox Communications  
Rachel Hernandez, Cox Communications  
Brent Hawkinson, AT&T

**STAFF**

Zach Taylor, Executive Director  
Jane Sutter, Intergovernmental Services Division Director  
Stephen Willoughby, E9-1-1 & Public Safety Programs Director  
Carolyn S. White, 9-1-1 Database Manager  
Brad Nesom, Senior 9-1-1 GIS Specialist  
Jerry Church, Special Programs Officer  
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 9:36 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – MARCH 6, 2007 MEETING

Gayland Kitch, Moore, made a motion to approve the minutes of the March 6, 2007 meeting. Marsha Blair, Slaughterville, seconded the motion. The motion carried the following votes:

AYE: Moody, Stillwell, Kitch, Bristol, Arnold, Albertson, Jones, Baisden, Kualaau, Blair, Cummings, Putnam, and Wallace

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor referred to the State 9-1-1 Advisory Board which is charged with the responsibility of developing a plan for build-out of E9-1-1 services throughout the balance of the state.

Mr. Taylor reported that Intrado is the contractor who has a plan in draft form. Hopefully, this will begin to set into motion a series of events that will help, to some degree, get a build-out of E9-1-1 in the rest of the state, he said.

Mr. Taylor talked about the prepaid wireless issue with some of the wireless carriers who broker their services as a version of prepaid, and have asserted that the law, up until the end of this session, did not cover them. It is apparent that they have escaped responsibilities of doing the right things by 9-1-1 in other states. Therefore, we collaborated with the industry and worked with the House and Senate to approve language which clarifies those responsibilities, i.e., SB806.

Mr. Taylor said the bill was sent to the Governor on May 25<sup>th</sup> and will have seven days to be approved. He said it is very important to note that these achievements could not have been made without the assistance of Marvin York who is a legislative educational specialist for the City of Oklahoma City. He worked with the leadership and authors to get this accomplished. Mr. Taylor extended our appreciation to John Johnson, on ACOG's behalf, Orville Jones, Oklahoma City, and staff members at the Oklahoma Municipal League (OML), and many others were involved.

Mr. Taylor said in some cases, we were able to measure that the prepaid wireless fees amounted to 15% of the revenue stream that has been deferred to us. This legislation is not necessarily retroactive but at least we will move forward with resolving the issue.

V. REQUEST FOR PROPOSALS FOR NEXT GENERATION 9-1-1 ANSWERING SOFTWARE

Stephen Willoughby explained that 9-1-1 ACOG is currently advertising a Request for Proposal (RFP) for the replacement of the 9-1-1 operating software for 9-1-1 ACOG's 22 PSAPs. He said last year staff made a decision to unbundle our services from how we had previously replaced 9-1-1 software. He explained that within last year we upgraded the hardware and added Emergency Medical Dispatch (EMD) and mapping software.

Mr. Willoughby said we made a decision collectively last year not to upgrade the 9-1-1 answering software because adding another element for the dispatchers to work with could be excessive after the other types of updates that were being made at that time. Therefore, we entered into an extension of one year on the maintenance contract on the existing TCI Invision 2 software which we use today. This arrangement carries us until December 2007.

Now we need to issue an RFP for E9-1-1 answering software. The existing software was replacement software chosen by AT&T, formerly SBC, to complete a 10-year contract for the defunct Nortel 9-1-1 software. The existing software is six years old and was installed in 2001 on a five-year maintenance agreement which was extended in December 2006 for one year.

Mr. Willoughby said the plan is to release the RFP, conduct interviews throughout the summer, and possibly make recommendations to the 9-1-1 Board of Directors in August.

VI. WIRELESS PHASE II IMPLEMENTATION STATUS REPORT

Stephen Willoughby reported that in April, 9-1-1 ACOG completed 100% deployment of Phase II (providing longitude and latitude with a certain margin of error of the location of a 9-1-1 caller) with the sixth and final carrier currently operating in all of the communities in the 9-1-1 ACOG area. He said this completed three years of work beginning with funding legislation followed by a December 13, 2005 election and implementation. 9-1-1 ACOG met its obligation to the public to have enhanced wireless 9-1-1 completed in an 18-month time frame. He congratulated all of the staff who worked diligently to fulfill this promise.

Mr. Willoughby also thanked all of the PSAP supervisors and staff at the local communication centers for their accommodating test calls from the wireless carriers and working with 9-1-1 ACOG in completing that effort. He said there were approximately 2,000 test calls over about a 3-4 month period. He said 9-1-1 ACOG could not have done that without the PSAPs and the call-takers being diligent and making sure that the information being received was true and accurate.

Mr. Willoughby said we will now go into a maintenance mode which will be much more dynamic with wireless than it was with wireline because every wireless 9-1-1 call has a unique set of circumstances. Each call has its own unique routing number with it, he said. So when a 9-1-1 call goes to the wrong place it presents a complex investigation to reach a resolution.

He said 9-1-1 ACOG staff works closely with the wireless carriers and the third-party database providers. He emphasized that when incorrect address information comes up, the 9-1-1 ACOG database manager can access the database and make the correct change in it.

Steve said another related issue is that with a wireless call we cannot see directly into the third-party database provider's database like we can with the landline database provider, which is AT&T. This means our only position is to have someone else look into it which affects the time involved in resolving some of these trouble reports. He urged the PSAPs to continue to report when a call does not go the way it should.

Mr. Willoughby reported that the City of Oklahoma City has contracted with 9-1-1 ACOG to assist in the implementation of their Phase II. He said we anticipate testing with them beginning July 9<sup>th</sup>. They will go through the same battery of tests with the six wireless carriers that others have had to.

Lucien Jones, City of Oklahoma City, asked if ACOG has any numbers of how many roaming calls that are received would be deemed as flukes. Steve said there's no way we could detect that.

Lucien said after using his Alltel phone to make several test calls in the Oklahoma City Communications Center, he was able to determine that those calls he made were roaming, and coming into the answering center as a Cingular call. He said that type of scenario would certainly be a difficult one when attempting to trace a call and determine problems. He alerted the group to the fact that while test calls are being made, there may be some unexpected roaming.

Steve said it would be a good idea for the communities to have their field personnel such as firefighters, police, etc. to make calls and conduct spot checks to learn how calls are actually coming in. This would also be a way to see if the wireless carriers are fulfilling the FCC requirements that they are hitting a certain percentage of accuracy a certain period of time. He said we have not determined a way to measure that yet.

John Avera, Edmond, mentioned that when he makes calls on a Nextel phone that it does not update from one call to the next and does not necessarily reflect current latitude and longitude on the call.

Mr. Willoughby said on a national level he said that is an issue that NENA is addressing to the wireless carriers. He said he is not aware of a solution. However, we share that same problem with other areas across the nation.

Mr. Jones asked how that is working with agencies that have CAD interfaces.

Matt Stillwell, Edmond, reported that they are not interfacing at this point but are discussing it. He said they look at the data on the 9-1-1 map not on the CAD map.

Gayland Kitch, Moore, said they have not experienced any issues with it.

Steve Willoughby said regarding the CAD interface, currently our system is spilling the entire ALI and the longitude and latitude is in that ALI. It's a matter if that CAD is capturing the longitude and latitude.

John Avera, Edmond said they capture the address but not the longitude and latitude, and then they verify the address.

#### VII. GIS (GEOGRAPHICAL INFORMATION SYSTEM) UPDATE

Brad Nesom, 9-1-1 GIS Specialist, reported that the regional GIS Technical Committee met for the second meeting May 1.

Brad said staff and GeoComm have been working together to resolve several issues that relate to a possible match between information in the regional database and its match with PSAP data.

He said there are still some issues with possible match windows in that a space appears in front of the ALI address and also issues with alias files GeoComm created for street names/ranges that do not actually match in the ALI (anomalies).

Mr. Nesom said the alias file was built for all 9-1-1 ACOG communities, but that GeoComm did not specifically work on Oklahoma City, which means a call transferred to or made from an Oklahoma City number may not provide the information.

#### VIII. NATIONAL TELECOMMUNICATOR WEEK ACTIVITIES

Wendi Marcy reported that in the second week of April we celebrated National Telecommunicator Week, and said it was a fun for all of 9-1-1 staff. She reported that seven of the 9-1-1 PSAPs participated in the PSAP decorating contest. She said the independent judges did a great job at judging. During her report Wendi ran a slide show of those PSAPs that participated in the decorating contest. The Norman PSAP was the winning PSAP. She said that next year there will be several categories. She said door prizes were given out during the week. She thanked representatives present today from Cox Communications and AT&T for their contributions to the door prizes.

Wendi reported that commemorative lapel pins, specially designed for National Telecommunicator Week 2007, and cookie/gift baskets constructed by ACOG staff, and thank you cards were given to all ACOG PSAPs to thank the dispatchers and call-takers for being dedicated to public safety in Central Oklahoma.

Also, this year we conducted the first “9-1-1 Hero” award ceremony. This year ACOG staff honored 8 year-old Tristan Robinson, from Edmond, for his 9-1-1 call to EMSA saving his diabetic mother’s life. That was celebrated with him at his school, Washington Irving Elementary in Edmond. The Oklahoma City Fire Department was there and gave Tristan a ride on the fire truck.

We plan to continue each year recognizing a “9-1-1 Hero.” She asked everyone to keep in mind a child-caller that could be recognized. She said next year we will recognize a “Dispatcher of the Year” and asked communications supervisors to keep that in mind throughout the year.

Zach Taylor said we have not done a lot of public education regarding the Oklahoma City conversion to wireless. At that time we will want to and these success stories regarding wireless calls will be beneficial at that time to recognize local experiences. He asked the group to keep that in mind and inform our staff of any stories we might use in that regard.

IX. GENERAL STATUS REPORT

Stephen Willoughby reported that the balance of Logan County that had previously not had E9-1-1 services turned up live with enhanced 9-1-1 services earlier this month. We now have E9-1-1 service throughout Canadian, Cleveland, Logan and Oklahoma counties.

Mr. Willoughby reported that 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.

We have agreed to a multiple stage approach in connecting their system to our system. One of the first steps is that they will begin delivering those emergency calls made into their system directly into our 9-1-1 system so that in our 9-1-1 centers those calls will receive the appropriate emergency level and not going to a seven-digit administrative number. We will provide information on what that ALI information will look like today but hope to in the near future receive longitude and latitude of their customers as well so that it will plot to the map. Currently, those calls will appear similar to a VoIP call and delivered in a like manner.

We are working with them and NENA to be able to assign telematics service providers a unique class of service for better tracking.

Mr. Willoughby reported that staff has been working with several Voice over Internet Protocol (VoIP) service providers and testing the connectivity and data integrity for their customers. This delivery is now possible because of the E2 interface upgrade that 9-1-1 ACOG did in conjunction with wireless Phase II.

He said we have enhanced the connectivity that our vendors have into the server farm, i.e. TCI, AT&T and GeoComm. These companies conduct diagnostics by going in through the server. We are enhancing that connectivity so it is a more stable connection, which enhances their capabilities in helping us.

Steve referred to the issue with seeing extra spaces before the address in the ALI on the TCI screen that was mentioned earlier today, and asked that PSAPs generate trouble reports and fax them to the 9-1-1 staff.

Steve urged everyone to send in a trouble report when they see these types of issues. We are providing specific examples of those to AT&T so they can resolve them.

He mentioned that there are a lot of trouble tickets coming in relating to restarting the PC. Steve said rebooting by call-takers causes the system a lot of problems because it may be masking a larger problem. When a call-taker reboots arbitrarily we lose maintenance logs and it becomes very difficult, if not impossible, to go back and look to see what caused the problem. He asked them not to reboot their PC unless ACOG or AT&T asks that it be done.

Steve said rebooting, from the call-takers aspect, causes the system a lot of problems because it may be masking a larger problem. When a call-taker reboots arbitrarily we lose those logs and oftentimes we lose the maintenance logs, and becomes very difficult, if not impossible, to go back and look to see what caused those problems so a long-term diagnosis could be made. He asked them not to reboot their PC unless ACOG or AT&T asks that it be done.

Steve said since supervisors might not know when call-takers are arbitrarily rebooting, whenever he sees it he will notify the supervisor by letter and advise them of the date and time that it occurred.

It is recommended that the GeoLynx program be closed and opened once a day, but not by shutting down the PC.

Gayland Kitch asked if there is any plan to work with the batteries on the UPS every once in a while. Steve said yes, we are working with AT&T and have a vendor in mind. Currently, we have a maintenance agreement for the existing UPS. AT&T reports that they are checking them quarterly, and maintaining them properly.

Gayland reported a recent power outage and at that time they shut down a machine and brought it back up. Steve asked that when that happens that they issue a trouble ticket.

Brent Hawkinson, AT&T, said that they should generate a trouble ticket, and also call the Resolution Center.

Steve referred to a handout available to the group about the majority of Texas call centers receiving Voice over Internet Protocol (VoIP) technology emergency calls. He pointed out that the VoIP technology will be dominating a lot of interaction we have with telecommunications.

X. NEW BUSINESS

David Baisden, Oklahoma County Sheriff's Office, presented information regarding the COPS FY 2007 Technology Program. COPS has announced the availability of funding approximately \$159 million to provide to law enforcement agencies for the procurement of technology that focuses on data information-sharing and/or an enhancement of voice interoperability with regional, state and federal partners. There is a 25% local cash match requirement under this grant program.

Gayland reported that there is a group, including emergency managers and others, working on a regional evacuation plan to use in case there is a need to evacuate the entire metro area. He said David Barnes, Oklahoma County, is heading that program, and they hope to have a public draft available in another month or so. Committee members were invited to stay after the meeting to discuss this opportunity with David if they so desired.

XI. ADJOURNMENT

Jane Sutter announced that the next 9-1-1 Technical Committee meeting is scheduled for Tuesday, September 11, 2007.



9-1-1 association of central oklahoma governments

## ATTACHMENT V

Chair David Hopper  
Norman Councilmember

Vice-Chair Kathy McMillan  
Moore Councilmember

Secretary/Treasurer Keith Bryan  
Mustang Councilmember

Executive Director  
Zach D. Taylor

### MEMORANDUM

**DATE:** August 29, 2007

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

**FROM:** Johnny C. Irons, III  
9-1-1 Project Coordinator/Analyst

**SUBJECT:** Resolution of Solicitor Calls on 9-1-1 Trunks  
and Cox Quarterly Call-Through Testing

#### **Resolution of Solicitor calls on 9-1-1 trunks**

Recently we have received reports from various PSAPs about solicitors calling in on their 9-1-1 lines. The phone numbers were exclusively from out of state such as Kansas, California and Indiana.

Staff worked with AT&T and Cox Communication to investigate the origin [sender] of these calls, why and how they accessed the 9-1-1 trunks. After monitoring our local tandems and 9-1-1 trunks by AT&T and Cox, it was determined that the problem was associated with Cox's BroadSoft platform.

BroadSoft is a suite of vendor application software that enables Cox to introduce VoiceManager. VoiceManager will be a new service that uses voice over packet switching technology (Internet Protocol). VoiceManager is still in the testing phase and has not been officially released.

The directory numbers that were being used for the BroadSoft as VDN (Vector Directory Number) for routing were compromised by telemarketing companies using auto dialers to call specific numbers at random in efforts to make sales. Unfortunately, the numbers being called were the same numbers as the VDN numbers for BroadSoft.

On July 19, 2007, Cox requested the immediate removal of routing required for 9-1-1 call completions on the BroadSoft platform. There should be no more future incidents related to solicitor calls on 9-1-1 trunks but if an incident occurs, please put as much information as possible on our standard trouble reporting form and fax it to ACOG at 405-234-2200. **Please do not contact the Resolution Center for this particular type incident.**

## Cox Quarterly Call-Through Testing

Cox Communications began quarterly testing of all trunks (each member) in the ACOG territory for every rate center, except Oklahoma City, on Tuesday, August 28, 2007 at 10 a.m.

Cox tested each channel with a telephone number in the database and one test call with a telephone number that is not in the E9-1-1 database to verify the default routing. Oklahoma City will be postponed until after previously scheduled Phase II wireless testing.

This is a new 9-1-1 trunk audit initiative by Cox Communications to set benchmarks for the coming years. After this year testing will be conducted only semi-annually.

Cox trunks for the ACOG area are:

### OKLAHOMA CITY SWITCH: # AND TYPES OF TRUNKS

- Edmond Rate Center 2 MF and 2 SS7
- Guthrie Rate Center 2 MF and 2 SS7
- Midwest City Rate Center 2 MF and 2 SS7
- Oklahoma City Rate Center 4 MF and 4 SS7
- Bethany Rate Center 4 MF and 4 SS7
- Britton Rate Center 4 MF and 4 SS7
- Piedmont Rate Center 2 MF and 2 SS7

### NORMAN SWITCH: # AND TYPES OF TRUNKS

- Edmond Rate Center 2 MF and 2 SS7
- El Reno Rate Center 2 MF and 2 SS7
- Guthrie Rate Center 2 MF and 2 SS7
- Harrah Rate Center 2 MF and 2 SS7
- Midwest City Rate Center 2 MF and 2 SS7
- Moore Rate Center 2 MF and 2 SS7
- Mustang Rate Center 2 MF and 2 SS7
- Noble Rate Center 2 MF and 4 SS7
- Norman Rate Center 2 MF and 4 SS7
- Piedmont Rate Center 2 MF and 2 SS7
- Nicoma Park Rate Center 2 MF and 2 SS7
- Spencer Rate Center 2 MF and 2 SS7
- Wheatland Rate Center 2 MF and 2 SS7
- Yukon Rate Center 2 MF and 2 SS7
- Choctaw Rate Center 2 MF and 2 SS7



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**MEMORANDUM**

**DATE:** August 29, 2007

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

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

**SUBJECT:** Regional GIS/Mapping Implementation Status Report

Brad Nesom, Senior 9-1-1 GIS Specialist left 9-1-1 ACOG in July to take a position as a project manager with a local private geographical services firm. 9-1-1 ACOG has contracted with GeoComm on an interim basis to fill many of the job functions of the Senior GIS Specialist. 9-1-1 ACOG is currently evaluating the current needs within the GIS section of operation to ensure the most effective course is taken in filling this void.

**GEOLYNX MAP UPDATES TO PSAPS**

9-1-1 ACOG is pushing an update to each 22 PSAPs the third week of each month. This data push is only of updated data (not the entire GIS data set). The current schedule for the update pushes is:

Tuesday: Bethany, Choctaw, Cleveland County, Del City and Edmond  
Wednesday: El Reno, EMSA, Guthrie, Midwest City, and Moore  
Thursday: Mustang, Newcastle, Nichols Hills, Noble, and Norman  
Friday: Tinker AFB, The Village, Tuttle, Warr Acres, and Yukon

Each of the PSAPs should be seeing the date in the overview map window. This date indicates the data the map was updated. (An example of this is attached.)

Staff would like to remind PSAPs that it is important that the GeoLynx application be closed and reopened at least daily. This refreshing of the mapping application ensures the software operates at its most efficient level as well as ensuring the workstation has the most current version of the regional map data.

## **ESN BOUNDARIES**

9-1-1 ACOG staff has found some discrepancies in the ESN boundaries depicted in the regional GIS data set. These minor discrepancies have not presented a problem to date, however, staff wants to ensure the integrity of the map data and is working with GeoComm to resolve these issues.

## **GIS DATA ANALYSIS**

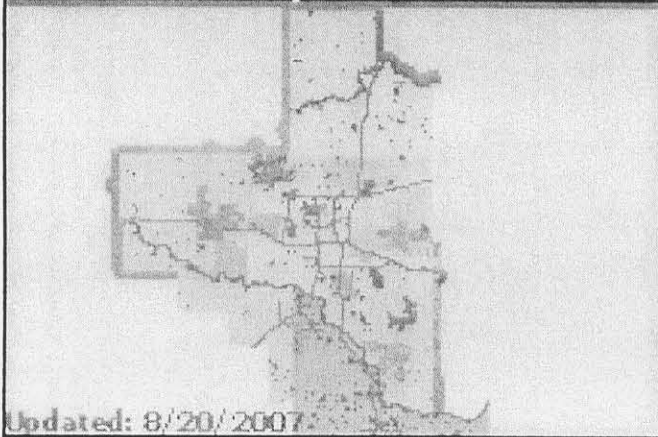
GeoComm is in the final stages of performing an updated analysis of the regional GIS data set. A part of this analysis is to plot every landline ALI record currently in the 9-1-1 database to ensure that each address plots correctly. See analysis revealing percentages of accuracy on the table shown on page immediately following this page.

9-1-1 Database Manager Carolyn White will be investigating and begin resolving all of the fall-out ALI records (on the attached page) that did not plot accurately.

## GIS DATA ANALYSIS

<u>Entity</u>	<u>Date</u>	<u>Percentage</u>	<u>Fallout Total</u>
Arcadia	07/12/07	88.88%	3
Bethany	07/12/07	94.02%	12
Calumet	07/13/07	96.88%	1
Candian County	07/13/07	81.47%	131
Cashion	07/17/07	93.02%	3
Cedar Valley	07/17/07	95.23%	1
Choctaw	07/17/07	91.36%	26
Cimarron City	07/20/07	100.00%	0
Cleveland County	07/20/07	87.40%	81
Coyle	07/23/07	97.50%	1
Crescent	07/23/07	97.22%	2
Del City	07/23/07	95.01%	14
Edmond	08/14/07	60.67%	803
El Reno	07/24/07	78.50%	89
Forest Park	07/25/07	82.75%	10
Geary	07/25/07	71.42%	4
Guthrie	07/25/07	94.09%	18
Harrah	07/26/07	87.97%	22
Jones	07/26/07	93.33%	6
Lake Aluma	07/26/07	100.00%	0
Langston	07/26/07	97.14%	2
Lexington	07/26/07	96.49%	2
Logan County	07/26/07	92.00%	140
Luther	07/30/07	83.72%	14
Marshall	07/30/07	100.00%	0
Meridian	07/30/07	83.33%	4
Midwest City	07/30/07	88.73%	112
Moore	07/31/07	87.00%	115
Mulhall	08/07/07	87.50%	3
Mustang	08/07/07	92.96%	29
Newcastle	08/07/07	81.15%	49
Nichols Hills	08/07/07	94.44%	4
Nicoma Park	08/07/07	91.07%	5
Noble	08/07/07	89.40%	16
Norman	08/08/07	93.91%	172
Okarche	08/10/07	100.00%	0
Oklahoma County	08/10/07	85.53%	113
Orlando	08/13/07	100.00%	0
Piedmont	08/13/07	87.94%	27
Slaughterville	08/13/07	91.89%	18
Smith Village	08/14/07	100.00%	0
Spencer	08/10/07	93.22%	8
The Village	08/09/07	98.54%	2
Tinker AFB	08/01/07	89.74%	4
Tuttle	07/25/07	85.82%	38
Union City	07/23/07	93.75%	7
Valley Brook	07/19/07	100.00%	0
Warr Acres	07/13/07	99.38%	1
Woodlawn Park	07/13/07	100.00%	0
Yukon	08/14/07	94.56%	21
<b>Totals</b>		<b>Average 91.32%</b>	<b>2133</b>

Overview Map



Updated: 8/20/2007



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## ATTACHMENT VII

Chair David Hopper  
Norman Councilmember

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Moore Councilmember

Secretary/Treasurer Keith Bryan  
Mustang Councilmember

Executive Director  
Zach D. Taylor

### MEMORANDUM

**DATE:** August 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 fee to wireless phones to pay for these extensive upgrades.

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. Oklahoma City's ability to receive Phase II wireless calls hinges around their new Computer Aided Dispatch (CAD) system. Oklahoma City's CAD project suffered several setbacks due to the original vendor going bankrupt forcing the city to re-bid and re-implement the project. Although Oklahoma City is currently operating on the old CAD system and previously did not have the ability to convert to ALI format 56, which is necessary for Phase II wireless.

The new CAD system for Oklahoma City is expected to be online within the next 90 days. However, that did not leave enough time to test all six wireless carriers (with approximately 2,000 cell sectors) within the publicly committed implementation deadline of December 13, 2007. To address this problem Oklahoma City has had a vendor develop an ALI reformatter that in essence receives the ALI Format 56 data and translates it back to the old format for the old CAD. This new device was installed and has been working since August 28<sup>th</sup>.

Meanwhile, 9-1-1 ACOG has scheduled testing/implementation of Phase II for Oklahoma City to begin September 17<sup>th</sup> with the final carrier scheduled to complete testing by November 7<sup>th</sup>.

Staff is currently developing procedures for compliance testing of wireless carriers to ensure proper routing and delivery of data associated with Phase I and Phase II wireless 9-1-1 calls to the region's PSAPs.

This compliance test is based upon testing procedures developed by the Tarrant County 9-1-1 District in Fort Worth, Texas. The testing utilizes a systematic approach and measures that will provide 9-1-1 ACOG data that will be used to work with wireless carriers to refine routing and location information for each wireless carrier.

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



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

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Norman Councilmember

Vice-Chair Kathy McMillan  
Moore Councilmember

Secretary/Treasurer Keith Bryan  
Mustang Councilmember

Executive Director  
Zach D. Taylor

## MEMORANDUM

**DATE:** August 30, 2007

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

**FROM:** Wendi Marcy, E9-1-1 Special Programs Officer

**SUBJECT:** 9-1-1 Training Institute

**INFORMATION:** 9-1-1 ACOG is committed to providing reduced cost, and in some cases free, training and certification opportunities for our member agencies. To continue doing so, we need additional assistance from our members. Some of the training vendors assess an additional fee for classes that do not meet minimum student requirement or for late cancellations. Some of these fees can be as much as \$500.

There have been several instances this year in which member agencies have registered between four and six people from their agency to attend a class and then cancel all of the students at the last minute. This often leaves us with an inadequate class size and not enough notice to cancel the class with the vendor. Staff is evaluating implementing a cancellation policy for next year to address this issue. In the mean time, please take this into consideration when enrolling and canceling students.

In general, we have been very pleased with the turn out for classes this year. Listed below are the remaining ACOG hosted training opportunities for this year.

**October 15-19:** 40 Hour Emergency Telecommunicator Course. (NAED) This class is being offered at \$40 per student for 9-1-1 ACOG member agencies and for \$55 per student for non-member agencies. For each day your agency provides a NAED certified instructor to teach, you may send 1 student for free.

**November 15 & 16:** Communications Center Supervisor. (The Public Safety Group) This class 16 hour class is being offered for free to 9-1-1 ACOG member agencies and for \$225 per student for non-member agencies.

**Action Requested:** Soon we will begin planning training for 2008 and we would like to hear your "needs and wants" regarding training. Please take a minute to fill out the attached training survey so that we may use your input to develop the 2008 training calendar.

911 ACOG  
Dispatcher/Call-Taker Training Survey

1. Do you feel the 9-1-1 ACOG training program meets the general training needs of your agency? (Circle one)

Yes

No

If "No," please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. If your agency has been unable to take advantage of 9-1-1 ACOG hosted training opportunities this year, please tell us why: (Check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Inadequate staff to cover shifts       | <input type="checkbox"/> Budget                     |
| <input type="checkbox"/> Getting training from another source   | <input type="checkbox"/> Don't like classes offered |
| <input type="checkbox"/> Have already taken all offered courses | <input type="checkbox"/> We already know it all     |
| <input type="checkbox"/> Other (please explain) _____           |   |
- \_\_\_\_\_

3. What topics would you like to see covered in 2008 training classes? (Check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Terrorism/Homeland Security      | <input type="checkbox"/> Domestic Violence        |
| <input type="checkbox"/> Hostage/crisis Negotiations      | <input type="checkbox"/> Training Officer         |
| <input type="checkbox"/> Communications Center Supervisor | <input type="checkbox"/> School Violence          |
| <input type="checkbox"/> EMD                              | <input type="checkbox"/> EMD-Q                    |
| <input type="checkbox"/> ETC (40 Hour Basic)              | <input type="checkbox"/> ETC-Instructor           |
| <input type="checkbox"/> Suicide Intervention             | <input type="checkbox"/> Critical Incident Stress |
| <input type="checkbox"/> Critical Incident Dispatching    | <input type="checkbox"/> Fire Communications      |
| <input type="checkbox"/> Dispatcher Liability             | <input type="checkbox"/> Hazmat/plane crash       |
| <input type="checkbox"/> Other (please list) _____        |   |
- \_\_\_\_\_  
\_\_\_\_\_

4. Please share any additional ideas or comments you have regarding the 9-1-1 ACOG training program.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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## MEMORANDUM

**DATE:** August 29, 2007

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

**FROM:** Johnny Irons, III  
Project Coordinator/Analyst

**SUBJECT:** VoIP Testing

**INFORMATION:** HBF is in the process of performing Voice over Internet Protocol (VoIP) E9-1-1 call delivery to the 9-1-1 ACOG region a few PSAPs at a time. HBF is a VoIP Positioning Center or VPC. They do not actively sell to end-user residential or business customers but supply the network and routing databases for the VoIP Service Providers or VSP.

A VPC serves as the “middle man” in handling the interaction between a VSP and the legacy 9-1-1 infrastructure (AT&T, Verizon, Pioneer etc.). VPCs generally refer to an organization that performs some or all of the following functions:

- \* Address Validation
- \* PSAP and Emergency Service Zone (ESZ) determination
- \* Location information delivery to the PSAP via their serving ALI
- \* Contingency Routing
- \* Call Center Routing

As of August 28, 2007 the following PSAPs have been tested successfully and are now capable of receiving live 9-1-1 calls from VoIP customers: **Bethany PD, Del City PD, Edmond ECC, Moore PD, Newcastle PD, Noble PD, Oklahoma County Sheriff, The Village PD, Tuttle PD, and Warr Acres PD.**

Please refer to the attachment as an example of a Voice over Internet Protocol (VoIP) call.

### **HBF Trouble Reporting**

When and if a problem occurs where ANI and/or ALI are not delivered or the call has been misrouted to your PSAP by a VoIP customer, please fill out the standard trouble reporting form and fax to: **Johnny C. Irons III, 405-234-2200.**

If the call requires immediate assistance from HBF (HBF will be displayed in Telco ID field), call **HBF at 1-888-342-3911** (available 24x7), then fill out a standard trouble report and fax to: **Johnny C. Irons III, 405-234-2200.**

# HBF

(VoIP Callers)

## **1-888-342-3911**

24x 7 emergency line

**Should only be used by the PSAP if the call requires immediate assistance with an emergency call with no ANI/ALI (ex. caller on line but unsure of their location.)**

Address

21 E MAIN ST  
OKLAHOMA CITY OK

Name

TEST CUSTOMER

Class of Service

VOIP

Answer Time

10:19:51

Location

FL 1<sup>st</sup> LOC SUITE 100 A

Type of Service

Undefined

Duration

00:00:48

Notes

VOIP-VERIFY CUSTOMER NAME VOIP-VERIFY LOCATION  
VOIP-VERIFY TELEPHONE NUMBER  
UNC=0

ANI

5124802108

Telco ID 1

HBF

Alternate

Telco ID 2

Callback

ESN

499

Trunk

2

Edit Call History

Add

Pilot Number

02115354

Close

Confidence Factor

Latitude

35.46768665

Confidence %

Longitude

-97.5118374

Sector ID

Elevation

Cell ID

Retry ALI

Options

TDD Make Call

TDD Challenge

Clear ALI

Retry ALI

More Info



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## MEMORANDUM

**DATE:** August 30, 2007

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

**FROM:** Wendi Marcy  
E9-1-1 Special Programs Officer

**SUBJECT:** 2008 National Telecommunicator Week (April 7-11)

**INFORMATION:** 9-1-1 ACOG hosted a variety of activities during the 2007 National Telecommunicator Week and we feel this year's week was a great success. 2008 National Telecommunicator week is April 7-11, 2008, a mere seven months away. It's not too early to beginning planning.

9-1-1 ACOG is developing a "National Telecommunicator Week" subcommittee so that our member agencies can be involved with the planning process. This subcommittee's first meeting will be held on Tuesday, **September 25<sup>th</sup> at 9 a.m.**, in the ACOG boardroom.

If you have ideas you would like to share on how to best honor our hard working telecommunicators during National Telecommunicator Week, please fill out the attached sign up sheet and plan to attend on September 25<sup>th</sup>.

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

**9-1-1 ACOG  
2008 National Telecommunicator Week Subcommittee**

**Sign-up Sheet**

**Name:** \_\_\_\_\_

**Agency:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Cell phone:** \_\_\_\_\_

**E-Mail address:** \_\_\_\_\_

**Areas of interest (circle all that apply)**

**Contests**

**Giveaways**

**Awards**

**Food**

**Activities**

**Publicity**

**Other:** \_\_\_\_\_



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**MEMORANDUM**

**DATE:** August 30, 2007  
**TO:** 9-1-1 Technical Committee  
**FROM:** Stephen M. Willoughby, Director  
E9-1-1 & Public Safety Programs  
**SUBJECT:** General Status Report

**STATE 9-1-1 PLAN**

Staff has spent considerable time working on the state 9-1-1 plan being developed by Intrado for the State 9-1-1 Advisory Board. This plan is to address gaps and deficiencies in E9-1-1 service in the state and create a mechanism for Oklahoma to be eligible for future federal 9-1-1 grant funds.

The state, through Homeland Security funds, is paying Intrado \$200,000 to develop this plan. However, this plan has suffered several delays, still has inaccuracies and is not at a comprehensive level needed for a state plan.

**URBAN AREA SECURITY INITIATIVE (UASI) GRANT ADMINISTRATION**

Staff is near completion on the procurement of Homeland Security items authorized to be purchased from the Federal Fiscal Year 2005 grant funds being administered by ACOG.

ACOG continues negotiations with the Oklahoma Office of Homeland Security for the FFY 06 grant cycle which awarded \$3.1 million in Homeland Security funds to the Central Oklahoma region.

The U.S. Department of Homeland Security recently announced that the Central Oklahoma UASI will receive approximately \$4 million for the FFY 07 grant cycle.

### **9-1-1 SOFTWARE REPLACEMENT PROJECT**

In June the 9-1-1 Board of Directors authorized staff to begin the request for proposal (RFP) process to purchase replacement 9-1-1 software. Responses to this RFP were received July 5<sup>th</sup>. After reviewing the four proposals submitted, staff determined that all proposals exceeded the budgeted amount authorized by the Board and none of the RFPs conformed to the terms outlined in the RFP. Therefore, all proposals were rejected.

Staff is currently evaluating the options available to 9-1-1 ACOG in order to meet both the short-term and long-term goals of the Association while maintaining the highest level of 9-1-1 service to Central Oklahoma.

### **PREPAID WIRELESS 9-1-1 SERVICE FEE REMITTANCE**

9-1-1 ACOG legal counsel has worked with other 9-1-1 attorneys in the state to craft language for a letter to be sent in the coming weeks to each wireless carrier reminding them of the changes to the Wireless 9-1-1 Emergency Number Act which now specifically addresses prepaid wireless service and the requirements for those services to remit 9-1-1 service fees. The new amendment goes into effect November 1, 2007.

### **9-1-1 SERVICE FEE RESOLUTIONS FOR 2008**

State statutes require that each community that has enacted a 9-1-1 service fee under the Oklahoma 9-1-1 Emergency Number Act reaffirm the service fee on an annual basis and report the established fee to all telecommunications providers by September 1 of each year.

A sample resolution/ordinance was sent to the 9-1-1 ACOG entities for enactment. 9-1-1 ACOG appreciates each community giving this matter the appropriate attention and returning these approved resolutions back to 9-1-1 ACOG in a timely manner so that we were able to notify each telephone company within the prescribed time.

### **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 the system.