

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., DECEMBER 15, 2008
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING



9-1-1 association of central oklahoma governments

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Dan O'Neil
Edmond Mayor

Executive Director
John G. Johnson

9-1-1 TECHNICAL COMMITTEE MEETING AGENDA
9:30 a.m., Tuesday, December 9, 2008
ACOG Conference Room
21 E. Main – Suite 100
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – September 9, 2008 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. INFORMATION ITEMS

A. THE CRYSTAL DARKNESS METHAMPHETAMINE CAMPAIGN

INFORMATION: There will be a brief presentation regarding the upcoming Crystal Darkness Methamphetamine Campaign events being planned in the coming months. This campaign is to educate the public about crystal methamphetamine.

Action Requested: None, for information only.

B. TROUBLE REPORTING/TROUBLE TICKETS ([Attachment V-B](#))

INFORMATION: We continue to get questions regarding the proper way to report technical problems involving 9-1-1 equipment and data. Staff will review some very important trouble scenarios and the appropriate way to report them.

Action Requested: None, for information only.

C. 2009 9-1-1 TRAINING INSTITUTE ([Attachment V-C](#))

INFORMATION: The 2009 training calendar is complete, with only a few dates still pending. Attached is the schedule of classes to be held.

Action Requested: None, for information only.

D. 9-1-1 TECHNICAL COMMITTEE 2009 MEETING CALENDAR ([Attachment V-D](#))

INFORMATION: On November 20, 2008, the 9-1-1 Board of Directors approved the calendar year 2009 meeting dates for the 9-1-1 Technical Committee. See Attachment VI-C for detailed listing.

Action Requested: None, for information only.

E. WIRELESS ACCURACY TESTING ([Attachment V-E](#))

INFORMATION: The objective of compliancy testing is to determine whether the wireless carriers are meeting the FCC mandate for accuracy. Staff will explain more details at the meeting.

Action Requested: None, for information only.

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

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

VII. NEW BUSINESS

VIII. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES
September 9, 2008**

The third meeting of the 9-1-1 Technical Committee for calendar year 2008 convened at 9:40 a.m., September 9, 2008, 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, Deputy Director

MEMBERS PRESENT

Marvin Stanford, Del City Police Department
Matt Stillwell, Edmond Emergency Operations Center
Mary Polly, Guthrie Police Department
Mike Bower, Midwest City Emergency Communications
Sherri Cargal, Midwest City Emergency Communications
Virginia Guild, Moore Emergency Operations Center
Jim Davis, Mustang Police Department
Casey Cottrell, Noble Police Department
Heather Trask, Noble Police Department
Lance Terry, Norman Police Department
Jerry Koester, Piedmont Police Department
Marsha Blair, Slaughterville Fire Department
Andy Johnson, Yukon Police Department

GUESTS

Brent Hawkinson, AT&T
Keri Nail, Cox Communications
Dawn Osborne, Cox Communications

STAFF

Jane Sutter, Deputy Director
Stephen Willoughby, E9-1-1 & Public Safety Director
Johnny C. Irons, III, 9-1-1 Programs Manager
Wendi Marcy, Special Programs Officer
Carolyn S. White, 9-1-1 Database Manager
Paulette Marshall, 9-1-1 Project Coordinator/Analyst
Peggy Stoller, GIS Specialist
Anita Kroth, 9-1-1 Administrative Assistant
Jerry Church, Communications Program Coordinator

I. CALL TO ORDER

Jane Sutter called the meeting to order at 9:40 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – JUNE 3, 2008

Marvin Stanford, Del City, made a motion to approve the minutes of the June 3, 2008 meeting. Andy Johnson, Yukon, seconded the motion. The motion carried the following votes:

AYE: Stanford, Stillwell, Polly, Bower, Guild, Davis, Trask, Terry, Koester, Blair and Johnson

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Steve Willoughby reported that certain organizational changes have occurred recently in the 9-1-1 Division. Johnny Irons has been promoted to 9-1-1 Programs Manager to oversee 9-1-1 operational and technical issues. Paulette Marshall has been promoted to Project Coordinator/Analyst. Also, Johnny Irons recently accomplished his Emergency Number Professional (ENP) certification.

V. ACTION ITEMS

A. ANNUAL MAINTENANCE AGREEMENT FOR EMERGENCY MEDICAL DISPATCH SOFTWARE

Steve Willoughby outlined the history of how the Emergency Medical Dispatch (EMD) initiative originated from the time funds were secured through a Homeland Security grant from the Oklahoma State Department of Health to purchase the software version of the Emergency Medical Dispatch protocol and quality assurance software. This initiative represented an investment of over \$200,000.

Subsequently, dispatchers from the participating PSAPs were trained how to use the software and supervisors trained on how to use the quality assurance software.

Wendi Marcy said that since 2006 when the system went live (with the exception of the Norman PSAP) the software has been used very little by EMD dispatchers, 9-1-1 ACOG staff has conducted several meetings with PSAP members, managers and city managers to no avail. She said that the annual maintenance for the software is due for renewal at this time at a cost of \$12,555 for the protocol software and \$3,645 for the quality assurance software. It should be noted that Emergency Medical Dispatch protocol can still be provided to the citizens by participating PSAPs using the manual EMD card set available to each individual PSAP maintains for their dispatch.

Therefore, due to the lack of use of these programs, staff is recommending that 9-1-1 ACOG not expend money to renew the annual maintenance but present the option to the individual PSAPs to pay \$502 per workstation for the protocol and \$405 per PSAP for the quality assurance software, should they desire. This will reduce 9-1-1 ACOG overhead related to this initiative because a separate server and related networking will not be necessary. This does not impact Norman's protocol software which resides independently on their separate server.

Wendi said staff requests that the 9-1-1 Technical Committee recommend to the 9-1-1 Board of Directors whether or not to continue maintenance of the EMD ProQA software.

Jane Sutter said this item was taken to the policy committee last month to review staff's recommendation not to renew the software because of the nearly \$17,000 expense and lack of use. The policy group expressed concern about the \$200,000 investment.

She said staff deemed it necessary to have further discussion with the 9-1-1 Technical Committee and perhaps arrive at a recommendation to give to the policy group for further consideration.

Matt Stillwell, Edmond, asked about the response from the city managers and PSAP directors to the question as to why the software was not being used. Wendi Marcy said the responses varied. She said for some people, because the software is housed on separate workstations it is a redundancy of effort where they have their CAD system and the EMD system separately, and in other cases it was budget issues related to ongoing training.

Matt Stillwell asked if it is provided today and not provided tomorrow, what type of liability issues will that present? Steve said we recommend reverting back to the fact that the EMD protocol card sets are still being used at some PSAPs; the card sets will not be repossessed. Principally, we are talking about the software which has not been used on ACOG's 9-1-1 system since August 2006 which was not long after it was deployed.

Jane Sutter acknowledged that question is valid because there is a public expectation that this is being done throughout the region. This EMD protocol follows the national and international standard, and we have been under the impression that it reduces liabilities for the PSAPs.

Jim Davis, Mustang, asked if EMSA is on this EMD system. Steve explained that EMSA has used this Emergency Medical Dispatch protocol for years and partnered in making it available throughout the region. EMSA has its own separate software and server.

Lance Terry, Norman, said his recommendation is to submit a letter to each of the agencies with current access to the program and ask them if they want to maintain it or not; we would allow the license to be on their server and ask them to choose and then advise us of their choice.

Lance said rather than being in limbo and seeing what is going to happen, recommended that the licenses should be released to the agencies on a per workstation basis; they could pay the upgrade if they wanted to. This would get 9-1-1 ACOG out of the EMD oversight business.

Lance Terry made a motion that the EMD licenses be released back to the communities for them to pay their own annual maintenance and no longer be held by ACOG. Sherri Cargill seconded the motion. The motion carried the following votes:

AYE: Stanford, Stillwell, Polly, Bower, Guild, Davis, Trask, Terry, Koester, Blair and Johnson

NAY: None

ABSTAIN: None

Mike Bower suggested that we still have the availability to upgrade the card sets.

Wendi Marcy said the card sets are maintained by the individual agencies at a cost of \$39 per card set. She said she has previously informed the EMD agencies that Priority Dispatch would be billing the PSAPs.

Matt Stillwell asked to amend the previous motion to include correspondence to those agencies and have those agencies check-off on what we are doing.

VI. INFORMATION ITEMS

A. WIRELESS COMPLIANCY TESTING

Paulette Marshall informed the committee that 9-1-1 ACOG will begin wireless compliancy testing on September 10, 2008. Testing will take place four days a month with a few exceptions. She said the FCC has rules on compliance accuracy standards that each carrier will be required to meet. This testing will not only check accuracy but also help us verify call routing and call data information such as wireless call misroutes, etc. She said the first test will be at Moore and Cleveland County. A test schedule was provided in the agenda information. She said all testing schedule dates are subject to change with prior notice given to the PSAPs. Johnny Irons said staff will initiate other types of testing as well to meet the new and emerging technologies.

B. UPCOMING 9-1-1 TRAINING INSTITUTE

Wendi Marcy referred to an attached training schedule for the remaining part of this year. She said the turnout for training classes this year has been outstanding. She said staff will soon begin looking at courses to host for the 2009 calendar year. She asked members to review a survey provided and indicate any classes they desire to be held at 9-1-1 ACOG.

Wendi announced that the 9-1-1 Institute still offers GeoLynx user training for new hires, or if anyone needs a refresher course, these classes will be offered several times a month at different times. These sessions are limited to four people each. She said refresher training will be offered three days a month. Wendi said she is available to go to the PSAPs to conduct the GeoLynx refresher training when requested.

Wendi said the next Basic 40-Hour Emergency Telecommunicator class will be October 20-24.

C. XY COORDINATES AND MILE MARKER INFORMATION

Wendi Marcy reported that in August, staff met with the Communications Manager for Medi Flight regarding the use of latitude and longitude when requesting a Medi Flight response. After a brief demonstration of the GeoLynx mapping software, he plans to advise Medi Flight dispatchers that the display of information on the screen could reduce the response time of those units. Wendi said it is possible they will begin asking for this information when their services are requested by emergency responders.

XY coordinates are helpful when requesting other air support services such as Oklahoma City's Air One police helicopter, Oklahoma Highway Patrol's helicopter or fire support services.

9-1-1 ACOG has also added mile markers to the map data available to dispatchers which helps dispatch responders to more precise locations on Interstate highways.

Wendi provided an on-screen demonstration to the Technical Committee on how to locate the latitude and longitude, as well as mile markers.

VII. GENERAL STATUS REPORT

Johnny Irons gave a status report on recent projects which included the New and Emerging Technologies (NET) 911 Improvement Act (HR3403) which was signed into law on July 23, 2008 by President Bush. The legislation addresses VoIP E9-1-1 deployment, PSAP funding, liability protection, Next Generation 9-1-1 and other issues that are critical to the 9-1-1 system. It amends the IP-Enabled Voice Communications and Public Safety Act of 1999 requiring IP service providers to provide 9-1-1 service to their subscribers, as well as allows a state or tribal fee for 9-1-1 or enhanced 9-1-1 services for IP service subscribers. The Act requires the FCC to regulate the interconnection of VoIP providers' connectivity to the 9-1-1 networks. 9-1-1 ACOG will send comments by Sept. 5 to the FCC regarding regional interests on how this should be accomplished.

Steve Willoughby said it currently is very difficult to find out who the IP service providers are or where they are located. We have asked the FCC to take a proactive approach in locating these individuals so we can contact them. We need to get appropriate agreements with them and conduct database verifications, testing and other necessary operational items. We want a parody with these carriers so we can interact with these new emerging technologies like we have with traditional wireline and continued with the wireless.

Johnny Irons said 9-1-1 ACOG is expecting the release of the latest InVision2 9-1-1 answering software patch for installation within the next few months. As soon as the software patch is available for installation a schedule will be sent out to each PSAP showing the time and duration of the installation per location.

He explained that TCI's Invision2, is coming to the end of its life cycle and will no longer be supported by Plant/CML after December 2009. Staff has begun the research and discovery phase for new 9-1-1 answering software and equipment and hopes to begin the RFP process before the end of this calendar year.

Brent Hawkinson, AT&T, said 9-1-1 ACOG already has the upgrade plan, but forthcoming will be the method of procedure for the upgrade plan, which will be a detailed mock that will be sent to 9-1-1 ACOG who in-turn will notify members of the detailed dates and times, etc.

Johnny referred to August 15th when at approximately 11:55 a.m. for approximately 4.5 hours, a regional ALI outage occurred. Plant/CML's (TCI) performance of a download of a large data file across the networks was the source of the problem that caused a reduction in bandwidth creating a communication problem between the server and its client workstations at the PSAPs.

Brent Hawkinson read a statement from Plant/CML addressing that issue:

“On August 15, 2008, a database maintenance activity was scheduled between AT&T, ACOG 9-1-1 Program Manager, and PlantCML to archive 2005 and 2006 data from the ACOG Call Record Log database. The archive process began at 11 a.m. Pacific, and at approximately 12:30 Pacific ATT notified PlantCML TSA (James Webb) that the client's sites had lost ANI and ALI.

Upon AT&T's notification PlantCML identified that the maintenance activity was using extensive amounts of memory. PlantCML terminated that maintenance activity and cleared the databases servers of all errors and the Server Applications were shutdown and restarted. It is estimated that this effort took about 15 minutes. At approximately 1:00 p.m. Pacific, AT&T notified PlantCML that all satellite sites were back on line and were receiving ANI and ALI.

Root Cause Identification - After review that it was identified the combination of three issues causing extensive memory usage on the database.

- The database was still on line.
- The amount of data being archived was too large.
- The scripting developed acquired additional modifications to more effectively utilize the system for this type of activity.”

Brent said primarily, it was a stupid mistake. Following the transition from TCI to CML, the task was assigned to a different person in a separate work group.

This same function has been performed over the years of using this software and hardware, and that group should have received that task and did not.

Johnny Irons wanted to clarify that the time it took “15 minutes” must have referred to restarting one individual workstation. Brent said that was referring to the server end because we know this process took hours. Jane Sutter said that should be stated.

Steve Willoughby asked for a solution that this will not happen again. Brent said Plant/CML has taken this in-house now as they should have previously.

Steve reported that August 28th 9-1-1 ACOG held a workshop with the Board of Directors principally to discuss the ten-year financial forecast of the 9-1-1 Association. Landline revenues are declining; wireless is somewhat static.

He said as a result of the workshop, the Board has requested research to include: [1] ways to reduce system costs, and [2] explore legislation that would increase current service fees as well as establish a new device-oriented funding mechanism so that we are not always chasing new technologies; and [3] evaluate litigation against those carriers who currently are not remitting 9-1-1 service fees.

Steve reported that more businesses are signing up for PS-911. Carolyn White reported that some recent applications for PS-911 have been submitted to 9-1-1 ACOG, i.e., Veterans Administration; Devon Energy; Chesapeake Energy; Oklahoma Christian University; Bank of Oklahoma, and Banc First. PS9-1-1 allows for better automatic location information for large businesses and campus telephone systems.

Steve encouraged that the PSAPs send their dispatchers to upcoming TDD training, and explained how important a part it can play in complying with the Americans with Disabilities Act.

VIII. NEW BUSINESS

Lance Terry reported that APCO has launched the website, OKAPCO.org where there is a place to post job openings the PSAPs would be interested in. There are APCO training opportunities listed on that website for the upcoming Public Safety Conference in October.

Virginia Guild, Moore, thanked Johnny Irons for helping them in a situation when they needed a telephone number for a carrier representative to find out what happened on a particular call. Also, she reported that plans have begun to construct a new police station.

IX. ADJOURNMENT

The meeting adjourned at 11:10 a.m.



9-1-1 association of central oklahoma governments

ATTACHMENT V-B

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Dan O'Neil
Edmond Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: November 25, 2008
TO: 9-1-1 Technical Committee
FROM: Wendy Marcy, Special Programs Officer
SUBJECT: Trouble Reporting/Trouble Tickets

INFORMATION: We continue to get questions regarding the proper way to report problems involving 9-1-1 equipment or data. It is important to remember that if we are not aware of a problem, the problem may not get resolved. Please report any technical trouble you may have with the equipment, software applications or data received so that the problem may be addressed. Below is a summary of some of the more common issues and how they should be reported.

9-1-1 Equipment and Software Malfunctions

Any time there is a problem with your 9-1-1 hardware, such as your phone handset not working, mouse not working, computer freezing up, monitor going blank, UPS unit beeping, etc., this should immediately be reported to the AT&T 9-1-1 Resolution Center at **866-722-3911**.

In addition to this, please fill out a 9-1-1 trouble ticket describing the problem and fax it to the ACOG office at **405-234-2200**. When filling out the trouble ticket, please note the ticket number given to you by the Resolution Center employee and provide a DETAILED description of the problem. "Computer not working" or "map not working" does not help us understand the problem. If at any time you are told to reboot your workstation or asked to perform another function involving the 9-1-1 equipment, please note on the trouble ticket who advised you to do so. This helps us ensure that you are getting the best customer service possible in regards to your 9-1-1 equipment.

Receiving these reports in our office also allows us to identify trends, or reoccurring problems in the system.

Wireless Phase 1 calls

All wireless carriers are providing Phase II (latitude and longitude) information to the PSAPs for 9-1-1 calls made using a wireless or "cell" phone. The exception to this is in the case of an uninitialized phone. An uninitialized phone is one that is not active, or in service, but still has the ability to dial 9-1-1. Phase II information may not be delivered by these phones. A call from an uninitialized phone can be identified by the "911" that appears in the area code field where the call back number can be seen.

If you receive a Phase I wireless 9-1-1 call, that is one that is not delivered with latitude and longitude and the call is still active, please click on the "Retry ALI" button. This will send a signal back to the phone requesting that information, and after a few seconds it should re-populate your screen with the information.

If AFTER clicking on Retry ALI you still do not receive the Phase II information, please fill out a trouble ticket, making sure that the date, time, wireless carrier, tower location, and call back number are noted on the form and fax it to ACOG. It is NOT necessary to call the AT&T Resolution Center to report this problem.

PLEASE NOTE: WE ONLY HAVE A 24-HOUR WINDOW IN WHICH WE CAN RESEARCH MANY TYPES OF TROUBLES WITH WIRELESS CALLS WITH THE CARRIERS, AND IDENTIFY A PROBLEM SO IT IS CRITICAL THAT YOU REPORT THE ISSUE AS SOON AS POSSIBLE AFTER IT OCCURS.

ANI/ALI Problems

If you are not receiving Automatic Number Identification (ANI) and/or Automatic Location Identification (ALI) on your 9-1-1 workstation you should immediately report this problem to the AT&T Resolution Center AND complete a trouble ticket to fax to ACOG.

If you find during your address verification process that the address or phone number are incorrect, please fill out a trouble ticket noting both the incorrect AND correct information and fax it to ACOG. There is no need to report this problem to the Resolution Center, but a fax to ACOG is necessary.

GeoLynx Map Problems

If at any time your GeoLynx map fails to map incoming 9-1-1 calls, you should report this problem to the AT&T Resolution Center and fax a trouble ticket to the ACOG office.

If your map simply plots a call in an incorrect location or you get a "possible match" window instead of the call plotting, please fill out a trouble ticket and fax it to the ACOG office. It is not necessary to call the AT&T Resolution Center to report this problem.

9-1-1 Call Misroutes

If you need to report a landline 9-1-1 call that was routed to the wrong PSAP, please complete a trouble ticket, including the caller's name, address and phone number, and fax it to ACOG. Our 9-1-1 data base team will verify the information and make sure the call is routed correctly.

If you have any questions regarding reporting trouble with your 9-1-1 system, or you need additional trouble reporting forms, please do not hesitate to contact **Johnny Irons at 405-234-2264.**



9-1-1 association of central oklahoma governments

ATTACHMENT V-C

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Dan O'Neil
Edmond Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: November 25, 2008

TO: 9-1-1 Technical Committee

FROM: Wendi Marcy, Special Programs Officer

SUBJECT: 2009 9-1-1 Training Institute

INFORMATION: The 2009 training calendar is complete, with only a few dates still pending. Attached is the schedule of classes to be held. Remember to fax or e-mail course registrations to 9-1-1 ACOG prior to the enrollment deadline to reserve seats for your agency.

Participation in the 2008 classes was outstanding and, per your input, we have added a couple of new classes to the 2009 line up, i.e., "Active Shooter Incidents" and "Crisis Negotiations and Mental Health for Dispatchers."

We look forward to working with you to meet your training needs in 2009!

If you have any questions regarding 9-1-1 training courses offered at ACOG please contact Wendi Marcy.

Action Requested: None, for information only.



9-1-1 INSTITUTE

21 E. Main Street, Suite 100 • Oklahoma City, OK 73104 • (405) 234-2264

2009 DISPATCHER/CALL-TAKER TRAINING SCHEDULE

Terrorism and the Telecommunicator

8 HOUR CLASS, CERTIFICATE OF COMPLETION

January 30, 2009



Crisis Negotiations and Mental Health for Dispatchers

2 DAY CLASS, CERTIFICATE OF COMPLETION

February, 2009 (date to be announced)

October, 2009 (date to be announced)



Active Shooter Incidents

8 HOUR CLASS, CERTIFICATION OF COMPLETION

February 27, 2009

40-Hour Basic Telecommunicator

5 DAY CLASS, NATIONAL CERTIFICATION

March 2-6, 2009

August 17-21, 2009

Critical Incident Dispatching

2 DAY CLASS, CERTIFICATE OF COMPLETION

April 9-10, 2009

School Violence, Lessons Learned

1 DAY CLASS, CLEET APPROVED

April 22 and 23rd, 2009 (tentative)

Emergency Medical Dispatch

3 DAY CLASS, NATIONAL CERTIFICATION

May 6-8, 2009 (tentative)

Dec. 2-4, 2009 (tentative)

Communications Center Supervisor

2 DAY CLASS, CERTIFICATE OF COMPLETION

June 29-30, 2009



9-1-1 INSTITUTE

21 E. Main Street, Suite 100 • Oklahoma City, OK 73104 • (405) 234-2264

2009 DISPATCHER/CALL-TAKER TRAINING SCHEDULE (Page 2)

Communications Training Officer
2 DAY CLASS, CERTIFICATE OF COMPLETION
July 9-10, 2009

Emergency Telecommunicator *Instructor* Course
3 DAY CLASS, NATIONAL CERTIFICATION
July 22-24, 2009

Domestic Abuse
1 DAY CLASS, CERTIFICATION OF COMPLETION
September 17, 2008

To register or for further information contact:
Wendi Marcy at 405-234-2264 or wmarcy@acogok.org



9-1-1 association of central oklahoma governments

ATTACHMENT V-D

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Dan O'Neil
Edmond Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: November 24, 2008

TO: 9-1-1 Technical Committee

FROM: Stephen M. Willoughby, Division Director

SUBJECT: Calendar Year 2009 Meeting Dates
9-1-1 Technical Committee

INFORMATION: In compliance with the Oklahoma Open Meetings Act, the 9-1-1 Association must submit the regular meeting dates schedule to appropriate county offices prior to December 15 which 9-1-1 ACOG has done.

At the November 20, 2008 9-1-1 Board of Directors meeting the following dates were approved which represent the regular meeting dates for calendar year 2009 for the 9-1-1 Technical Committee of the second Tuesday of the months of March, September and December, and the first Tuesday in June, at 9:30 a.m. in the ACOG Conference room, at 21 E. Main, Suite 100, Oklahoma City, OK:

March 10
June 2
September 8
December 8

Action Requested: Please mark your calendars for the 2009 meetings. Your participation is vital to the ongoing efficiency of our regional system.



9-1-1 association of central oklahoma governments

ATTACHMENT V-E

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Dan O'Neil
Edmond Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: November 25, 2008

TO: 9-1-1 Technical Committee

FROM: Paulette Marshall, 9-1-1 Project Coordinator/Analyst

SUBJECT: Wireless Compliancy Testing

INFORMATION: 9-1-1 ACOG has begun wireless compliancy testing. The first testing occurred at Cleveland County and the City of Moore on September 10, 2008.

The objective of compliancy testing is to determine how accurately wireless calls locate the caller, and whether the calls route to the correct PSAP with complete information.

There were 141 test calls made in two and a half days with 53% accuracy within 50–100 meters and 72% accuracy within 150–300 meters of the intersection tested. Though debate continues at the FCC on final accuracy standards, staff expects the final rulemaking will be 50-100 meters 67% of the time and within 50-300 meters 95% of the time for the entire Metropolitan Statistical Area (MSA). Additional testing and analysis will need to be done to gain a comprehensive understanding of wireless accuracy in central Oklahoma.

We experienced a few problems with call routing and were also made aware of procedural issues with wireless call transfers between the ACOG jurisdictions and the city of Oklahoma City.

The drive testing will not only test for wireless accuracy but also system information reliability.

Staff plans to arrive at each testing PSAP at approximately 9:00 am. Testing is expected to take a full day.

A minimum of one 9-1-1 ACOG staff member will be present in the PSAP to answer test calls if a station is available and one 9-1-1 ACOG staff member will be assigned as a drive tester.

The drive tester will make several test calls from handsets of all wireless network carriers doing business in the region.

Testing is tentatively scheduled to take place four days a month, with a minimum two PSAP areas being tested per day. All PSAPs scheduled for testing and PSAPs sharing jurisdictional boundaries will be notified of testing dates and times and any changes that may occur.

If you have any questions or concerns, please contact Paulette Marshall at (405) 234-2264 or pmarshall@acogok.org.

Action Requested: None, for information only.

2008 Compliancy Testing Schedule

September 10	Moore PSAP
September 11	Cleveland County PSAP
December 10	Del City PSAP
December 11	Midwest City PSAP
December 17	Mustang PSAP
December 18	Newcastle PSAP

2009 Compliancy Testing Schedule

January 14	Noble PSAP
January 15	Norman PSAP
January 27	El Reno PSAP
January 28	Yukon PSAP
February 11	Oklahoma County PSAP
February 12	Tinker AFB PSAP
February 24	Edmond
February 25	Guthrie
March 11	Tuttle
March 12	Choctaw
March 24	Bethany PSAP
March 25	Warr Acres PSAP
April 15	Nichols Hills PSAP
April 16	The Village PSAP
April 28	Oklahoma City PSAP



9-1-1 association of central oklahoma governments

ATTACHMENT VI

Chair Keith Bryan
Mustang Councilmember

Vice-Chair Ken Bartlett
Del City Councilmember

Secretary/Treasurer Dan O'Neil
Edmond Mayor

Executive Director
John G. Johnson

MEMORANDUM

DATE: November 26, 2008

TO: 9-1-1 Technical Committee

FROM: Johnny Irons III, 9-1-1 Programs Manager

SUBJECT: General Status Report

9-1-1 DATABASE SERVER UPGRADE

Plant/CML was scheduled to upgrade the SQL central database servers in the first week of December 2008. The upgrades are expected to fix known vulnerabilities and improve database operational efficiency.

This is an essential phase of the upcoming software patch update that was reported at the September 9-1-1 Technical Committee meeting. The full software release 1.4.5 will not be implemented until after March 2009 once beta testing has been completed.

9-1-1 SYSTEM MIGRATION

The current 9-1-1 system is quickly coming to the end of its life cycle and it is time to begin the process of evaluating and purchasing the hardware, software and network configuration for the next evolution. The final year of maintenance on the current system expires December 2009.

The first step in this process was the release of a Request for Proposal (RFP) to begin evaluating vendors and their products. The RFP was released early December 2008. A mandatory vendor pre-proposal meeting is set for January 8, 2009 and Vendor proposals are due February 9, 2009 by 5 p.m. Implementation of the system is expected to begin early July 2009.

A committee consisting of PSAP representatives, contractors and 9-1-1 ACOG staff tasked will evaluate the proposal for the new system software, hardware and network.

This necessary process will permit 9-1-1 ACOG to stay current with the most up to date system software and hardware, and network available to the 9-1-1ACOG region.

9-1-1 ACOG staff will keep you informed as this evolutionary process moves forward.

CIRCUIT ID CHANGES

Due to network accounting changes within their organization, AT&T has changed the PSAP circuit IDs used in reporting trouble to the Service Assurance Center. Staff will provide each PSAP with their new PSAP circuit ID; please make a note of your new circuit ID and dispose of old number.