

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MAY 29, 2008
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

Interim Executive Director
John G. Johnson

9-1-1 TECHNICAL COMMITTEE MEETING AGENDA

9:30 a.m., Tuesday, June 3, 2008

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – March 11, 2008 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. INFORMATION ITEMS

A. NATIONAL TELECOMMUNICATOR WEEK

INFORMATION: Wendi Marcy will report to the 9-1-1 Technical Committee on the activities of this year's National Telecommunicator Week as it was celebrated in the 9-1-1 ACOG Central Oklahoma region.

Action Requested: None, for information only.

B. FORMATION OF THE NEXTGEN911 TELCOM TASK FORCE ([Attachment V-B](#))

INFORMATION: Staff will inform the 9-1-1 Technical Committee of the latest development of the NextGEN911 Telcom Task Force for 9-1-1 ACOG. Since technology is moving at the speed of innovation and is causing shifts in the mobility of communications, creating convenience and flexibility for business and personal uses of communications, it has become necessary to address how these technologies interface with enhanced 9-1-1 systems and current and future routing of 9-1-1.

Action Requested: None, for information only.

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

INFORMATION: Wendi Marcy will report on current and future training opportunities and scheduled events.

Action Requested: None, for information only.

D. GEOLYNX MAPPING SOFTWARE DVD

INFORMATION: Staff will present DVD of GeoComm's latest mapping display software product improvements that will be deployed at the PSAPs later this year.

Action Requested: None, for information only.

E. WIRELESS TOWER 9-1-1 CALL ROUTING DETERMINATION

INFORMATION: Staff will explain the processes and criteria of how wireless calls are routed to appropriate jurisdictions according to their wireless tower location.

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
March 11, 2008**

The first meeting of the 9-1-1 Technical Committee for calendar year 2008 convened at 9:35 a.m., March 11, 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, Chair, Intergovernmental Services Division Director

MEMBERS PRESENT

Steve Haga, El Reno Police Department
Mike Bower, Midwest City Emergency Operations
Willard James, Mustang Police Department
Les Arnold, Nichols Hills Police Department
Robin Murray, Nichols Hills Police Department
Neil Gray, Nichols Hills Police Department
Heather Trask, Noble Police Department
Lance Terry, City of Norman
Jennifer Gray, City of Norman
Jerry Koester, Piedmont Police Department
Marsha Blair, Town of Slaughterville
Christine Putnam, The Village Police Department

GUESTS

Brent Hawkinson, AT&T
John Coffey, HeartLine 2-1-1

STAFF

John G. Johnson, Interim Executive Director
Jane Sutter, Intergovernmental Services Director
Stephen Willoughby, E9-1-1 & Public Safety Programs Director
Johnny C. Irons, III, 9-1-1 Project Coordinator
Wendi Marcy, Special Programs Officer
Carolyn S. White, 9-1-1 Database Manager
Paulette Marshall, 9-1-1 Database Associate
Anita Kroth, 9-1-1 Administrative Assistant
Jerry Church, Communications Program Coordinator

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 11, 2007 MEETING

Lance Terry, City of Norman, made a motion to approve the minutes of the December 11, 2007 meeting. Marsha Blair, Slaughterville, seconded the motion. The motion carried the following votes:

AYE: Haga, Bower, James, Arnold, Terry, Trask, Koester, Blair and Putnam

NAY: None

ABSTAIN: None

IV. INTERIM EXECUTIVE DIRECTOR'S REPORT

Mr. John Johnson, Interim Executive Director, mentioned a recent news story regarding children having and using cell phones like toys. He said we have a DVD which is a news item about that issue to show the group for those who have time to stay.

Mr. Johnson also talked about ACOG re-energizing the Emergency Medical Dispatch (EMD) initiative and reinstitute quarterly EMD meetings. Norman has agreed to host the next meeting this Friday at 9:30 a.m., and welcomed anyone interested to attend.

He also asked that members present today inform 9-1-1 ACOG of any recent staff changes or vacancies.

V. PRESENTATION FROM HEARTLINE 2-1-1

John Coffey, HeartLine 2-1-1, talked to the group about 2-1-1 and how it relates to 9-1-1. He made available a handout of HeartLine's December 2007 Ice Storm Summary. He said during that time it was apparent that 2-1-1 provides a good community service. He said they took about 20,000 calls during that timeframe.

Mr. Coffey said many calls were from people with no power and no food, and needed money for food, as well as many people asking for help to cut down hanging tree branches on their property. He said there were many non-emergency calls of that type made to 9-1-1 during the ice storm. Calling 2-1-1 in those instances frees up 9-1-1 for taking emergency calls, he said.

Mr. Coffey said HeartLine has had 2-1-1 since November, 2005. He said last year approximately 90,000 calls were made to 2-1-1. He said the types of calls 2-1-1 received are asking for utility assistance, financial assistance, mental health services, drug and alcohol rehabilitative services, toy/holiday assistance, food baskets and food pantry assistance just to name a few. He said they have a large database of agencies and services to refer callers to that will provide those types of services.

He also provided the group with a flyer which showed a map of 2-1-1 areas in Central Oklahoma, and soon will include two new centers in Enid and Woodward. He said there is a massive marketing push which will soon begin and there will be television ads as well.

Lance Terry, City of Norman, said during the ice storm some landline phones calling 2-1-1 did not go through. He said the PBX systems might not be set up to be able to call 2-1-1.

He said Norman uses the Plexar system in some of the outlying areas tied into the PBX systems, and those problems were resolved. He said businesses need education on what they can do in this regard.

VI. NATIONAL TELECOMMUNICATOR WEEK APRIL 13-19, 2008

Wendi Marcy, 9-1-1 Special Programs Officer, reported that we are a month away from celebrating National Telecommunicator Week, April 13-19. She said this year the theme is "The Heart of Public Safety." This year's celebration will consist of a PSAP decorating contest around that theme.

Also, for the first time, we will be awarding a "Dispatcher of the Year" award and that person will receive regional recognition as well as various other prizes, she said. Wendi urged each PSAP to make one nomination and submit that to her by April 14th.

She said there will be daily door prizes and asked that representatives complete a dispatcher list for their PSAP; forms were made available today to submit those names for drawing. National Telecommunicator Week lapel pins were available for all dispatchers. She said for all those PSAPs not represented today at the meeting, pins would be delivered at a later date to their PSAP.

Jane informed the group that a sample Proclamation was mailed to each of the city councils in the region asking them to proclaim April 13-19 as National Telecommunicator Week and recognize their call-takers.

VII. 9-1-1 TROUBLE REPORT FORM

Johnny Irons provided a supply of an updated 9-1-1 trouble reporting form which is used by all of the 9-1-1 ACOG PSAPs. He said there is a supply available for each PSAP.

He reviewed the form with the group. The new form now allows space to report wireless call misroutes and mapping technical issues. He encouraged call-takers to add comments explaining the issues needing to be resolved. Also, he asked that the PSAPs review the new form and make their suggestions for any changes in the form to him as soon as possible so the final copy can be printed and distributed to the PSAPs by the end of March.

Les Arnold, Nichols Hills, suggested that the trouble report be posted on the ACOG website for public access.

VIII. GEOLYNX ADDRESS LOCATION FEATURES DEMONSTRATION

Wendi Marcy demonstrated two features of the GeoLynx mapping system which is deployed at all the 9-1-1 ACOG PSAPs. She explained how it maps all 9-1-1 calls for call-takers.

Also, the GeoLynx is capable of allowing call-takers to query an address and locate it on the 9-1-1 map. This is helpful in identifying jurisdictions when dealing with multiple jurisdictions in our four-county area. GeoLynx provides call-takers an actual physical street address associated with wireless 9-1-1 calls as well. She said staff can provide training to any PSAP who needs it.

IX. GENERAL STATUS REPORT

Johnny Irons informed the group that on January 31st, 9-1-1 ACOG and AT&T completed placement of new Uninterruptible Power Supply (UPS) units. He said not every PSAP, according to their power structure, required a new UPS unit; replacements were completed by the end of February.

Mr. Irons said additional random access memory was purchased for each 9-1-1 workstation which should alleviate some of the memory and program error messages that have been reported over the past months. He said AT&T will install memory in each workstation as they perform their regularly scheduled quarterly maintenance.

Mr. Irons said ACOG has reinstated quarterly EMD Stakeholders meetings. These meetings are open to PSAP staff where EMD instruction for medical calls is being given. It was suggested in recent EMD meetings that CPR Instructor training be offered in-house. He encouraged EMD PSAPs to send at least one representative to the upcoming March 14th meeting at Norman.

He reported that 9-1-1 ACOG is working with the Oklahoma Municipal League and the Indian Nationals Councils of Government in Tulsa on two pieces of proposed legislation, i.e., House Bill 2822 (liability protection for 9-1-1 operators, and cover new types of communication technologies such as VoIP and wireless services; House Bill 2502 (re-establishing the 9-1-1 grant fund at the Oklahoma Corporation Commission).

John Johnson said HB2822 is in Senate Committee now. He said the original \$5 million grant fund that helped to finance the implementation and initial equipment costs for 9-1-1 centers in the state is now dead.

Mr. Irons updated the group regarding efforts to remind the wireless carriers that they are responsible to report an annual census of their customers which gives a snapshot of the number of customers each carrier has in each of their community. To date, 11 of the 25 carriers have submitted census information.

Wendi Marcy briefed the group on upcoming 9-1-1 training events and advised them of the new 9-1-1 PEP Squad (Professionals Educating the Public). This is a public education program for adult groups such as churches, senior centers, neighborhood watch groups, citizens, police academies, etc. and will be available to children at schools, day cares, safety fairs, etc.

The PEP squad plans to develop educational materials to be distributed at high school/college career fairs to target individuals who might be considering a career in 9-1-1.

Steve Willoughby encouraged each PSAP should make sure that they have a member on the PEP Squad because this will help get the education out to more areas.

Willard James, Mustang, brought up the situation about callers making harassing calls to 9-1-1 and threatening dispatchers for nearly an hour, and searching Title 21 to determine how to charge that person, he learned that the only charge is for an obscene phone call. This is not directly toward the threat to an emergency call-taker or tying up a 9-1-1 line.

Mr. James asked if 9-1-1 ACOG could look into what can be done about this, possibly add it into the current legislation and deem this as a felony.

John Johnson said that would need to be under a different title than Title 21. He suggested that it be taken to the District Attorneys Council for them to advance Title 21.

X. NEW BUSINESS

Jerry Church, ACOG, showed a video made by Channel 25 who had contacted 9-1-1 ACOG wanting a story about active and inactive wireless phones which was aired on Prime Time News.

XI. ADJOURNMENT

The meeting adjourned at 11:02 a.m.



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Chair David Hopper
Norman Councilmember

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Moore Councilmember

Secretary/Treasurer Keith Bryan
Mustang Councilmember

Interim Executive Director
John G. Johnson

MEMORANDUM

DATE: May 21, 2008
TO: 9-1-1 ACOG Technical Committee
FROM: Johnny C. Irons III, 9-1-1 Projects Coordinator
SUBJECT: NextGEN911 Telcom Task Force

INFORMATION: Technology is moving at the speed of innovation. This movement is causing massive shift in the mobility of communications, creating convenience and flexibility for business communications as well as our personal uses of communications. But, lost in this technological movement is the ever present role of public safety and 9-1-1. Yes, usually it is the last component considered as new bells and whistles are created to sell to consumers.

When we prepare to plan our networks to make that next technological change, only modest thought is given to the public safety challenges that are brought about by the “next thing” even when the new technology may offer better ways to do the job. Specifically, often lost in the mix is how these new technologies interface with enhanced 9-1-1 systems.

To assist in understanding these new issues, 9-1-1 ACOG has partnered with the Oklahoma Chapter of the National Emergency Number Association (NENA) to create a NextGEN911 (Next Generation 9-1-1) Telcom Task Force. The task force will consist of representatives from 9-1-1 agencies, local exchange carriers, competitive local exchange carriers, VoIP Service Providers, and other interested parties wanting to participate in the discussion of how this technology evolution is impacting 9-1-1.

This approach is similar to the Competitive Local Exchange Carrier (CLEC) Task Force that 9-1-1 ACOG created approximately five years ago to address the explosion of new landline telephone service providers in Central Oklahoma. Results of that task force included a better mutual understanding of the interactions, formation of local policies, and adjustments of state regulatory requirements.

The first meeting of the NextGEN911 Telcom Task Force will be Friday, May 30th at 10:00 a.m. in the ACOG Boardroom.

Action Requested: None, for information only.



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ATTACHMENT V-C

Chair David Hopper
Norman Councilmember

Vice-Chair Kathy McMillan
Moore Councilmember

Secretary/Treasurer Keith Bryan
Mustang Councilmember

Interim Executive Director
John G. Johnson

MEMORANDUM

DATE: May 22, 2008
TO: 9-1-1 Technical Committee
FROM: Wendi Marcy, Special Programs Officer
SUBJECT: 9-1-1 Institute Training

INFORMATION: The 9-1-1 Institute continues to have good turnouts for the 2008 classes. Ten area dispatchers/call-takers participated in the April, 40-Hour Emergency Telecommunicator Class and nine area dispatchers were certified in Emergency Medical Dispatch during the May EMD class.

Attached is a schedule of upcoming dispatcher/call-taker training. Please keep in mind that many of these classes are offered to your staff free of charge or at a much discounted rate. ACOG realizes that budget constraints can limit training opportunities for your department; our goal is to make sure regular training opportunities are available for your staff.

Please remember to send in your reservations for class by the registration deadline. These deadlines are established to give us enough time to order class materials for the appropriate number of students.

Action Requested: None, for information only.



9-1-1 INSTITUTE

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

2008 DISPATCHER/CALL-TAKER TRAINING SCHEDULE

<p><u>Emergency Telecommunicator Instructor</u> June 4-6, 2008 8:00 AM – 5:00 PM</p> <p>Price \$450 per person</p>	<p><u>TDD Training (communicating with the deaf)</u> September 12, 2008 (two sessions) 8:00 AM- 12:00 PM and 1:00 PM-5:00 PM</p> <p>Free for members / \$69 per person for non-members</p>
<p><u>9-1-1 Spanish Class</u> June 2-4, 2008 \$275 per person For more information: Contact Norman Police Dept.</p>	<p><u>Communications Center Supervisor</u> September 22-23, 2008 8:30 AM – 4:30 PM</p> <p>Free for members / \$250 per person for non members</p>
<p><u>Crisis Negotiations</u> July 28, 2008 8:00 AM-5:00 PM Free for members / \$125 per person for non-members *Location TBA</p>	<p><u>40-Hour Emergency Telecommunicator</u> October 20-24, 2008 8:30 AM – 4:30 PM</p> <p>\$45 for members/\$55 per person for non members</p>
<p><u>Being the Best!</u> August 21, 2008 \$75 per person for members \$99 per person for non-members *discount for 3 or more*</p>	<p><u>Customer Service for Telecommunicators</u> November 6, 2008 (two sessions) 8:00 AM – 12:00 PM and 1:00 PM – 5:00 PM</p> <p>Free for members / \$69 per person for non members</p>
<p><u>School Violence: Lessons Learned</u> August 22, 2008 \$75 per person for members \$99 per person for non-members *discount for 3 or more*</p>	<p><u>Emergency Medical Dispatch (EMD)</u> December 15-17, 2008 8:00 AM – 5:00 PM</p> <p>\$295 per person members and non members</p>

*All classes are subject to cancellation if minimum class size is not met. Also, PSAPs that make reservations for classes will be responsible for payment for no-shows or last minute cancellations if 9-1-1 ACOG is charged an additional fee for not meeting minimum attendee requirements.

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

ATTACHMENT VI

Chair David Hopper
Norman Councilmember

Vice-Chair Kathy McMillan
Moore Councilmember

Secretary/Treasurer Keith Bryan
Mustang Councilmember

Interim Executive Director
John G. Johnson



9-1-1 association of central oklahoma governments

MEMORANDUM

DATE: May 21, 2008
TO: 9-1-1 Technical Committee
FROM: Johnny C. Irons III, 9-1-1 Projects Coordinator
SUBJECT: General Status Report

CRICKET WIRELESS

In April staff reported that Cricket Wireless began providing wireless service in the region prior to deploying wireless enhanced 9-1-1. Staff escalated this concern within Cricket which resulted in them dedicating additional resources and expediting their deployment schedule. After over a week of testing, Cricket came into compliance with 9-1-1 ACOG's Phase II request on May 6, having successfully tested with the 23 PSAPs in Central Oklahoma.

RANDOM ACCESS MEMORY UPGRADE COMPLETE

Random access memory upgrades were completed the week of April 6, 2008. All 9-1-1 workstations now have total random access memory capacity of 2 gigabytes. This should alleviate memory and program error messages previously experienced and allow workstations to perform more efficiently.

UNINTERRUPTED POWER SUPPLIES (UPS)

9-1-1 ACOG encourages PSAPs ensure that no additional electrical items are plugged into the 9-1-1 UPS. The UPS is engineered to run an approximate amount of time during an outage based on the 9-1-1 equipment that utilizes it. Additional items such as fans, heaters, cell phone chargers, etc., reduce the effectiveness of the unit during outages.

9-1-1 TROUBLE REPORT FORMS

The final version of the 9-1-1 trouble report form is complete, and supplies can be picked up after today's meeting.