

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MARCH 7, 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, March 11, 2008

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – December 11, 2007 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. PRESENTATION FROM HEARTLINE 2-1-1

**INFORMATION:** The 9-1-1 Technical Committee has been briefed on 2-1-1 in the past. However, the December ice storm demonstrated the important role 2-1-1 has in response to a disaster, and the need for additional coordination.

Staff has asked Steve Almon, 2-1-1 Director of HeartLine to discuss with the Technical Committee the role of 2-1-1 in disasters, as well as, the resources 2-1-1 can provide to 9-1-1 call-takers on a daily basis.

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

- VI. NATIONAL TELECOMMUNICATOR WEEK APRIL 13-19, 2008 ([Attachment VI](#))

**INFORMATION:** 9-1-1 ACOG is again gearing up for National Telecommunicator Week, 2008. This year's festivities will take place the week of **April 13-19, 2008**, the official week set aside to honor our hardworking, dedicated telecommunicators. The theme chosen for the ACOG region this year is "**9-1-1, The Heart of Public Safety.**" Staff will discuss the activities planned again for this year and encourage all to participate.

**Action Requested:** For information and discussion only.

VII. 9-1-1 TROUBLE REPORT FORM ([Attachment VII](#))

**INFORMATION:** The 9-1-1 trouble report form is in the process of being updated and revised due to recent changes in technology, software and networking. Staff will review a copy of the new proposed 9-1-1 trouble report form with the group.

**Action Requested:** For information and discussion.

VIII. GEOLYNX ADDRESS LOCATION FEATURES DEMONSTRATION

**INFORMATION:** GeoLynx is the mapping system deployed at all the 9-1-1 ACOG PSAPs that map all 9-1-1 calls for call-takers. GeoLynx has the capability of allowing call-takers to query an address and locate it on the map. GeoLynx also can provide call-takers an actual physical street address associated with wireless 9-1-1 calls. Staff will briefly demonstrate to the 9-1-1 Technical Committee how to access these two features.

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

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

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

X. NEW BUSINESS

XI. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES  
December 18, 2007**

The fourth meeting of the 9-1-1 Technical Committee for calendar year 2007 convened at 9:36 a.m., December 18, 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 Department  
Marvin Stanford, Del City Police Department  
Matthew Stillwell, Edmond Emergency Communications Center  
John Avera, Edmond Emergency Communications Center  
Matt White, Mayor, City of El Reno  
Virginia Guild, Moore Emergency Operations Center  
Willard James, Mustang Police Department  
Lance Terry, Norman Emergency Operations  
Lucien Jones, Oklahoma City Emergency Communications Center  
Jerry Koester, Piedmont Police Department  
Marsha Blair, Town of Slaughterville  
Sean Douglas, Tuttle Police Department  
Josh Lenz, Warr Acres Police Department  
Andrew Johnson, Yukon Police Department

GUESTS

Brent Hawkinson, AT&T

STAFF

Zach D. Taylor, Executive Director  
Jane Sutter, Intergovernmental Services Director  
Stephen Willoughby, E9-1-1 & Public Safety Programs Director  
Jerry Church, Special Programs Officer  
Wendi Marcy, Special Programs Officer  
Carolyn S. White, 9-1-1 Database Manager  
Peggy Stoller, 9-1-1 Mapping Project Coordinator  
Paulette Marshall, 9-1-1 Database Associate  
Johnny C. Irons, III, 9-1-1 Project Coordinator  
Anita Kroth, 9-1-1 Administrative Assistant

I. CALL TO ORDER

Chair Jane Sutter called the meeting to order at 9:36 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – SEPTEMBER 11, 2007 MEETING

Marvin Stanford, Del City, made a motion to approve the minutes of the September 11, 2007 meeting. Jerry Koester, Piedmont, seconded the motion. The motion carried the following votes:

AYE: Moody, Stanford, Stillwell, Guild, James, Terry, Jones, Koester, Blair, Douglas, Lenz and Johnson

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Executive Director Zach Taylor asked that when we go around the later room today to hear updates on what is going on in the region, that members inform staff regarding any changes in service from the AT&T Assurance Center. He also asked for feedback from members who have early warning telephone notification systems, such as Reverse 9-1-1, and how they are handling notifications to cell phones.

Mr. Taylor informed the committee that as of February 18, 2008, the Federal Communications Commission (FCC) has ordered that cellular telephone companies will no longer be required to provide analog service. This means that old cell phones are not necessarily going to work, or certainly not work very well.

Mr. Taylor said that OnStar wireless service in vehicles older than 2003 do not have the technology to work through the wireless network. It has been reported that OnStar is bringing those down as of December 31, 2008, he said.

Mr. Taylor said he would like to hear from the committee members regarding their perspective related to residual issues associated with the ice storm.

Jane Sutter made an announcement that 9-1-1 has been the Hotline For Help since 1989 and that over time it had become diluted due to the proliferation of wireless phones and how they did not work with 9-1-1 in the same enhanced way.

Jane said two years ago an election was held throughout the metropolitan area and the citizens voted by an overwhelming majority to charge themselves a service fee on their cell phone bills to enhance our 9-1-1 system for their cell phones. As of last April all of the ACOG communities were wireless Phase II compatible, and as of October 28<sup>th</sup> Oklahoma City became wireless Phase II compliant. She thanked Steve Willoughby and the 9-1-1 staff for their persistence and perseverance to bring Phase II wireless 9-1-1 to the region.

Jane also thanked each of the 9-1-1 ACOG communities for all of their assistance in taking the multitude of test calls made from various cell towers and cell faces, enduring changes in the 9-1-1 answering software, learning to read and use the mapping software, and working with the GIS people in their communities. The group celebrated this major accomplishment with non-alcoholic champagne.

V. 9-1-1 ANSWERING SOFTWARE STATUS REPORT

Steve Willoughby reminded the group of past history regarding our 9-1-1 equipment and services. He explained that the existing 9-1-1 answering software was replacement software chosen by AT&T to complete a 10-year contract for defunct Nortel software. The existing software was installed in 2001 on a five-year maintenance agreement which was extended in December 2006 for one year, expiring December 16, 2007.

He reported that in April, 2007, the 9-1-1 Board of Directors authorized staff to advertise and conduct a Request for Proposal (RFP) process for new 9-1-1 answering software. The deadline for responses to this RFP was July 5<sup>th</sup>. After reviewing the four submitted proposals staff determined that all proposals exceeded the budgeted amount authorized by the Board, and that none of them conformed to the terms outlined in the RFP; all four proposals received were rejected.

Mr. Willoughby said in the interim months staff has evaluated 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.

Staff determined that the existing 9-1-1 answering software is stable, and 9-1-1 ACOG is pleased with the maintenance support currently being provided; local 9-1-1 call-takers do not have to be retrained which reduces local expenses for overtime to accommodate training; and that the 9-1-1 software is "cutting edge."

He said the next generation 9-1-1 software will likely be on a Voice over Internet Protocol (VoIP) platform, and that nationally recognized standards for use in 9-1-1 have yet to be developed.

Mr. Willoughby said based on those considerations, 9-1-1 ACOG recommends continuing with the existing TCI Invision2 software and maintenance with AT&T for at least one additional year.

Mr. Willoughby thanked all of the members who were involved in the review process. He said in the future the regional PSAPs will be involved in helping to develop a standard for VoIP.

VI. UNINTERRUPTIBLE POWER SUPPLY (UPS) CHANGE-OUT

Johnny Irons reported that the life cycle of the current uninterruptible power supply (UPS) units and the service maintenance agreement are coming to an end. Therefore, 9-1-1 ACOG proposes to replace UPS units with a new vendor, Tripp•Lite, which is a leader in the industry. He said 9-1-1 ACOG and AT&T have recently visited the regional PSAPs and made a future backup power needs assessment.

Mr. Irons reviewed the UPS units proposed and stated that they will provide additional surge protection as well as protection from brownouts, blackouts and electrical surges. He said we will also receive a five-year replacement warranty for the UPS units and other equipment damaged in the event the UPS would fail.

Lance Terry, Norman, asked how long the UPS will power a workstation. Mr. Irons explained that the smaller UPS units can handle the standard 15-20 minutes, depending on how much is plugged into it and the larger remote units handle 15-30 minutes.

VII. 9-1-1 PC USAGE, SECURITY, INTEGRITY AND UPKEEP

Johnny Irons said staff has reviewed the recently reported issues at the PSAPs such as the PC locking up, the mouse freezing, and so forth, and has narrowed the problem down to a lack of random access memory for the computers, and also a system software memory leak. He said staff and AT&T determined that one solution is to add another gig of random access memory to the workstations.

Johnny also asked that the PSAP supervisors instruct dispatchers not to add additional software to the workstations.

Mr. Irons said related to security, integrity and upkeep all 9-1-1 workstations have the capability for use of other storage mediums i.e. flash drives, thumb drives, CDs, etc. He said the computers should not be used to burn CDs or view videos. He said it is very important that unauthorized (authorized by ACOG only) outside sources not be introduced to the 9-1-1 workstations. Outside sources can be subject to viruses or other malicious programs that can infect and disable.

Also, he said it is important, when possible, to keep areas surrounding your workstations clear and clean. He said since the workstations are often located in tight spaces with little air circulation, and this will help your computer operate more efficiently. He suggested that dispatchers open doors and let cool air in periodically to help them from slowing down and compounding issues such as computers locking up and slowing program execution.

VIII. 9-1-1 PUBLIC EDUCATION TEAM

Wendi Marcy reported that the ACOG staff is in the process of establishing a public education team that will work together to educate not only children, but adults and special interest groups about the proper use of 9-1-1. She said we want to focus on career and job fairs as a means to promote 9-1-1 as a desirable profession, and hopefully increase the job applicant pool in the region. Wendi said staff plans to attend high school and college job fairs where we can represent 9-1-1 centers as desirable places to work.

Wendi invited anyone interested to use the sign-up sheet available today to sign up to participate. The team name is the 9-1-1 Professionals Educating the Public Squad. In an effort to reduce time away from their job positions, the 9-1-1 PEP Squad will communicate via e-mail, telephone and periodically hold meetings as needed in preparation of starting a project.

IX. REGIONAL GIS SYSTEM UPDATE

Steve Willoughby brought the group up to date on the current status of the regional GIS data system and the different elements involved.

Mr. Willoughby said the regional GIS system is the result of hundreds of thousands of hours of cooperation of data development by ACOG members, staff and our GIS vendor, GeoComm. Our members, cities, towns, counties, and Tinker Air Force Base are all working together to develop a quality GIS system, which is a compliment to the ACOG membership.

Mr. Willoughby explained that in December 2005, regional elections were held to enact a wireless 9-1-1 service fee to pay for technological upgrades to our system and staffing so that we could deliver wireless Phase II calls.

The regional GIS system is an integral part of that 9-1-1 system. We went out for an RFP for map display software at our 9-1-1 centers. New 9-1-1 workstations were installed in the fall of that year because a more robust workstation was necessary in order to display the map. Call-takers were trained to handle the first wireless 9-1-1 calls being delivered to our PSAPs in the spring 2007.

Mr. Willoughby mentioned that map updates are delivered to each PSAP during the third week of each month. Steve asked the PSAPs to make note of the functionality feature which is a date showing in the upper right hand of the GIS map screen that indicates when the last update was made. He said they should close out and reopen the GIS application on a regular basis in order to receive those updates. Currently, Johnny Irons has gone through and remotely synchronized the updates at the PSAPs. He said only the updates rather than the entire data set is pushed out every month. Sending only updates uses less bandwidth and time.

He explained that if the 9-1-1 ACOG server should go down, the PSAPs will still have maps because the maps reside at each individual workstation.

Mr. Willoughby informed the group that ACOG pulls an ALI Discrepancy Report from the server each month when the updated maps are sent to the PSAPs, which contains any live 9-1-1 call that did not properly map for the 9-1-1 call-taker. He explained that this is an automatic process housed within the software. The 9-1-1 staff reviews this report for both database and GIS errors in order to correct problems with the data and help ensure successful map plotting.

Steve reported that ACOG and 9-1-1 ACOG have finalized a Memorandum of Understanding with the OU Spatial Center of Analysis which allows us to provide to OU on a monthly basis certain layers of our GIS data set, and they in-turn will provide public access to those layers of the data set. This will be beneficial to us because ACOG receives many calls from people asking for our GIS data.

OU provides a web interface so that the public can have access to it. We comply with the Open Records Act, and at the same time keep restricted data in-house, he said.

Steve said whenever one of our member cities or a PSAP would like to have a map printed or obtain a copy of the GIS data, they should call ACOG staff.

He said we have designed maintenance processes that attempt to minimize duplication of effort. We want a city to feed data to our info and us feed data back to them, rather than having them build an entire GIS system. We want to insure that small towns have the same level of GIS as the larger cities.

Mr. Willoughby said we have designed a system categorizing communities based on our relationship with those communities and what we as a staff have to do to process their data. He referred to Attachment IX of today's agenda which outlined those categories "A", "B" and "C.

Steve said quality assurance and control methods are in place for each category and cover a wide range of details pertaining to each individual community.

Marvin Stanford, Del City, mentioned that many wireless 9-1-1 calls coming into their communications center last week were actually calls for Midwest City, and he asked how to report those.

Mr. Willoughby told him to file a trouble report form and to include all information that comes with the call. Johnny Irons said that trouble report form should be faxed to 9-1-1 ACOG and not to the AT&T resolution center.

Executive Director Zach Taylor said it would be helpful to indicate the name of the wireless carrier on those calls as well.

Mr. Willoughby said wireless routing unscientific in that those calls could be coming to Del City because the cell sector covers both Del City and Midwest City. He said the selection to send the call to Del City was based on several different factors in that it was more likely for Del City to receive them than Midwest City. He said weather conditions also affect where the calls route to. He asked that Del City submit the problem calls so that staff can evaluate them.

Johnny Irons said it would be helpful if they would also include the tower address on the form, and also include the "pilot number," which is shown on the TCI screen.

Jane Sutter informed the group about a media conference scheduled for tomorrow in Midwest City, Dec. 19, at 10 a.m. to talk about Phase II wireless being complete throughout the region.

#### X. GENERAL STATUS REPORT

Steve Willoughby said there are two pieces of legislation being introduced. One relates to dispatch immunity to insure that dispatchers have protection similar to other public safety officials.

The other piece relates to an amendment to the reverse 9-1-1 type legislation. Currently the language reads that a community must have a population of 300,000 or more, in order to have access to the 9-1-1 database. This does not necessarily impact 9-1-1 ACOG members in that we have agreements with AT&T that we collectively meet those criteria.

We want to include language that covers AT&T additional liability protection and also for other telephone companies we deal with.

The State 9-1-1 Advisory Board is recommending legislation to reinstate the Universal Service Fund. He said originally it was a charge of five cents per telephone user that went to the fund at the Corporation Commission to help pay for upgrades to the 9-1-1. This fund was for El Reno's 9-1-1 system and to incorporate the balance of Canadian County into our system. We would like the legislature to appropriate money to reinitialize that fund in order to help pay for 9-1-1 in areas of the state that currently do not have 9-1-1 service or Enhanced 9-1-1.

Mr. Willoughby said there are discussions about creating an interim study to evaluate the need for a state 9-1-1 coordinator to help those parts in the state that do not have 9-1-1. He said the purpose of that position would be to provide technical assistance and coordination rather than be a regulatory agency and not put additional requirements on 9-1-1 ACOG and the 9-1-1 ACOG entities.

Steve reported that in October the FCC issued an order to expand the deadline associated with the accuracy plotting 9-1-1 calls from wireless phones. The accuracy standard has been used for handset-based solutions utilized by Sprint, US Cellular, Nextel and Alltel.

The standard is that they provide latitude and longitude within 50 meters at 67% of the calls, and 150 meters 95% of the calls. He said for those companies that are network-based, which are T-Mobile and AT&T Mobility must plot calls within 100 meters 67% of the time, and 300 meters for 95% of the calls.

Steve said the FCC has developed a five-year timeline. He said as of 2008 the FCC standards are measured on an economic area which is smaller than a state but larger than a metropolitan statistical area (MSA). In 2009 carriers will be required to issue progress reports on this and in 2010 standards will be measured on a MSA or a RSA which is the rural equivalent to that for 75% of the PSAPs in those respective areas. In 2011 carriers will be required to issue progress reports. He said in 2012 is when they must meet the standards mentioned above.

He said there are signup sheets available today for anyone interested in participating in the National Telecommunicator Week subcommittee. Also, available today for PSAP representatives is a stock of Trouble Report forms and a 2008 9-1-1 ACOG Training Schedule to refer to when planning upcoming calendar year training.

Brent Hawkinson, AT&T, reassured the group that the AT&T resolution center has not disbanded the dedicated 9-1-1 service but they are taking after hours and overflow calls for Texas Major Account Center and FAA. He said if any of the 9-1-1 PSAPs experience any degradation of services, to contact him and he will make sure to escalate any pertinent issues.

XI. ADJOURNMENT

The meeting adjourned at 11:30 a.m.



9-1-1 association of central oklahoma governments

## 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

### MEMORANDUM

**DATE:** March 4, 2008  
**TO:** 9-1-1 Technical Committee  
**FROM:** Wendi Marcy, Special Programs Officer  
**SUBJECT:** National Telecommunicator Week 2008

**INFORMATION:** 9-1-1 ACOG is gearing up for National Telecommunicator Week, 2008. This year's festivities will take place the week of **April 13-19, 2008**, the official week set aside to honor our hardworking, dedicated telecommunicators. The theme chosen for the ACOG region this year is "**9-1-1, The Heart of Public Safety.**" We have several activities and contests planned again for this year and encourage all to participate.

9-1-1 ACOG will be presenting a regional Telecommunicator of the Year award this year. The nomination form is attached. We would like for each PSAP to select **one** nominee per PSAP (in essence, *your own* telecommunicator of the year for 2007) to be eligible for the regional award. Please fill out and return the enclosed nomination form **by 5:00 PM on March 14, 2008**. ACOG has chosen three independent judges to select the winner. Also enclosed is a nomination form for the 9-1-1 Hero award. This award will be presented to an extraordinary child, nominated by an ACOG member PSAP.

9-1-1 ACOG will, again, be hosting the PSAP decorating contest. Independent judges will evaluate the PSAP decorations according to creativity, reflection on job function and relation to the theme. A first **and** second place will be awarded this year since we had so many great entries last year. We anticipate some fun and fabulous prizes!

Donations from vendors and merchants are arriving daily. We will have some fantastic door prizes for daily drawings again this year.

Please feel free to contact me if you have any questions regarding National Telecommunicator Week 2008. LET THE GAMES BEGIN!!

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

**2008 NATIONAL TELECOMMUNICATOR WEEK**  
**9-1-1: The *Heart* of Public Safety**  
**Regional Telecommunicator of the Year Nomination form**

**Award**

This award will recognize an individual telecommunicator who has contributed significantly to the profession of public safety communications during the prior calendar year.

Evidence of a significant contribution may be, but is not limited to, exemplary performance on a consistent basis, substantial efforts made to better the profession through training or innovation, or outstanding performance on a single, difficult or high profile call.

**Eligibility**

- Nominee must have been selected by current supervisors or peers as the *local* 2007 telecommunicator of the year.
- Nominee must be an active telecommunicator, in good standing, employed by one of the 9-1-1 ACOG member PSAPs both currently and during the prior calendar year.

<b><i>Nominee Information</i></b>	
Name:	
Agency:	
Work Address:	
Telephone:	

<b><i>Nominator Information</i></b>	
Name:	
Work Address:	
Telephone:	Best time to contact:
Signature:	Date:



**2008 NATIONAL TELECOMMUNICATOR WEEK**  
**9-1-1: The *Heart* of Public Safety**

**9-1-1 Hero Nomination form**

**Award**

A “9-1-1 Hero” is an extraordinary child caller who dialed 9-1-1 to save a life, property or to report a crime. The 9-1-1 Hero award is also used as a public education effort to encourage children to know HOW and WHEN to call 9-1-1 and WHAT to say if they do have to call 9-1-1.

**Eligibility**

- Nominee must be under the age of 14 and have called 9-1-1 to request assistance or report an incident during the prior calendar year. The *ideal* nominee is a child who was able to give the telecommunicator their name, location and telephone number and any other information pertinent to the call, but all “9-1-1 Hero” nominees will be considered for the award.

<b><i>Nominee Information</i></b>	
Name:	
Address:	
Phone Number:	
Type of incident reported:	
Date and time of incident:	

<b><i>Nominator Information</i></b>	
Name:	
Agency Address:	
Telephone:	Best time to contact:
Signature:	Date:





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

## **ATTACHMENT VII**

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:** March 4, 2008

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

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

**SUBJECT:** Revised 9-1-1 Trouble Report Form

**INFORMATION:** The 9-1-1 Trouble Report form is in the process of being updated and revised due to recent changes in technology, software and networking [see attachment]. New sections for wireless call misroutes and areas to denote mapping issues have been added to the form. Please take careful note of these additional requests for information on the revised form and familiarize your dispatcher/call-takers.

Printing and issuance of the revised form is expected to occur in late March of 2008. At that time please discard old forms and begin using the revised forms.

The trouble reporting process will not change. Please continue to fax copy of completed trouble reports to 9-1-1 ACOG at 405-234-2200. Also, if you have unresolved trouble issues please do not hesitate to call Johnny Irons at 405-409-0871.

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



# 9-1-1 Trouble Report

Fax to: (405) 234-2200

## PSAP Information

Date \_\_\_\_\_ Time \_\_\_\_\_

PSAP Name \_\_\_\_\_ Call-Taker \_\_\_\_\_

Resolution Center Rep \_\_\_\_\_

## 9-1-1 Database/Address Problem

### 9-1-1 Record Information

Caller's Tel No.                      Alternate Tel No.                      Telco ID                      ESN

\_\_\_\_\_

Problem Reported: (check all that apply)		Remarks
<input type="checkbox"/>	Screen originally showed Record Not Found	
<input type="checkbox"/>	ALI (location) incorrect	Change to:
<input type="checkbox"/>	Name incorrect	Change to:
<input type="checkbox"/>	Call routed to wrong PSAP	Route to PSAP (name)
<input type="checkbox"/>		

### Wireless Call Misroute

Tower Address \_\_\_\_\_

Sector \_\_\_\_\_

Pilot # \_\_\_\_\_

Caller's Callback Number \_\_\_\_\_

PSAP Call Should Route To \_\_\_\_\_

Location of emergency \_\_\_\_\_

## 9-1-1 Hardware/Software/Equipment Problem

**Immediately Call 1 - 866 - 722 - 3911**

Problem with: (check all that apply)	Position #	Critical	Major	Minor
<input type="checkbox"/> 9-1-1 Workstation Hardware (boot error; won't turn on)	1 2 3 4 5 6			
<input type="checkbox"/> 9-1-1 Software Issue (unable to transfer call; No ANI/ALI; etc.)	1 2 3 4 5 6			
<input type="checkbox"/> Telephony (handset; audio; etc.)	1 2 3 4 5 6			
<input type="checkbox"/> Mapping (GEOCOMM)	1 2 3 4 5 6			
<input type="checkbox"/> Other (ESCO Failure 405-911-0XXX)	1 2 3 4 5 6			

Responding Tech: \_\_\_\_\_ AT&T Ticket # \_\_\_\_\_

Status: \_\_\_\_\_ Date/Time Repaired: \_\_\_\_\_

### Additional Comments

\_\_\_\_\_

\_\_\_\_\_



9-1-1 association of central oklahoma governments

## ATTACHMENT IX

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:** March 4, 2008

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

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

**SUBJECT:** General Status Report

#### **UNINTERRUPTIBLE POWER SUPPLY (UPS) UNITS**

Upon authorization of the 9-1-1 Board of Directors on January 31, 2008, 9-1-1 ACOG and AT&T completed placement of the following new Uninterruptible Power Supply (UPS) units:

- 40 Omni 1500 Va for the workstations
- 5 SU2000XL (2200Va) Tower model
- 13 SMART2200RMXL2U Rack mounted
- 5 AVR550U

#### **ADDITIONAL RANDOM ACCESS MEMORY 9-1-1 WORKSTATIONS**

9-1-1 ACOG is in the process of purchasing an additional one Gigabyte of memory for each 9-1-1 workstation. This additional memory should alleviate some of the memory and program error messages that have been reported over the past months. AT&T will install memory in each workstation as they perform their regularly scheduled quarterly maintenance. There should be little inconvenience to PSAP operations or personnel. Installation of additional memory should begin in mid to late March 2008.

#### **EMERGENCY MEDICAL DISPATCH (EMD) STAKEHOLDERS MEETING**

ACOG has reinstated quarterly EMD Stakeholders meetings. These meetings are open to PSAP staff where EMD instruction for medical calls is being given.

The most recent meeting was held on Thursday, February 21st. Many good ideas were shared at that meeting, such as providing CPR Instructor training so participating EMD PSAPs can offer CPR and CPR renewal classes in-house, and establishing a “mock call” program where Emergency Medical Dispatchers can practice navigating the EMD card sets and software programs by making mock calls to each other during down times.

The next meeting will be held in Norman on Friday, March 14<sup>th</sup> at 9:30 a.m. and will be held quarterly following the March meeting. If your agency provides EMD instruction, we encourage you to send at least one representative to the meeting.

### **9-1-1 LEGISLATION**

9-1-1 ACOG is working with the Oklahoma Municipal League and the Indian Nations Councils of Government (INCOG) in Tulsa on two pieces of proposed legislation.

House Bill 2822 – would amend current statutes to provide additional liability protection for 9-1-1 operators and other emergency personnel to clarify language to include all public agencies, as well as to cover new types of communication technologies such as VoIP and wireless services.

House Bill 2502 – would re-establish the 9-1-1 grant fund at the Oklahoma Corporation Commission. The new grants would be funded through a state appropriation.

Originally \$5 million, this grant fund helped finance implementation and initial equipment costs for 9-1-1 centers in the state. 9-1-1 ACOG received some grant money to assist with some of the initial costs to incorporate El Reno and Canadian County into the regional 9-1-1 system in 2001.

### **WIRELESS 9-1-1 UPDATE**

Staff sent letters to all the wireless carriers operating in the region reminding them of the annual census of wireless customers that is required by state law. This census information is used by ACOG, the substate planning district, to account and distribute wireless 9-1-1 service fees received. The census is a snapshot of the number of customers each carrier has in each community as of December 31, 2007. To date 11 of the 25 wireless carriers have sent in their census information.

Cricket Communications has begun operation in the ACOG region as of January 2008. Testing has started with Phase 0 calls in February and will continue through March. Phase 0 testing means Cricket is testing the default numbers, which means test calls will be routed to your 7-digit lines. With Phase 0 calls, we do not expect ANI/ALI to be displayed on 9-1-1 screens.

Cricket testers will call to verify that calls have been routed to the correct default PSAP. When Phase 0 testing is completed they will then begin testing Phase II. Test dates are yet to be determined. 9-1-1 ACOG will notify the PSAPs ahead of that time.

## **9-1-1 TRAINING INSTITUTE**

9-1-1 ACOG is pleased with the attendance at our training institute classes so far this year. 9-1-1 ACOG will host an Emergency Telecommunicator Instructor Course April 1-3. We must have at least five people enrolled in this class for it to take place. Each agency that sends a certified ETC instructor to teach a day during the 40-Hour Emergency Telecommunicator course can send one student for free. This is an excellent way to get your new hires nationally certified for free.

9-1-1 ACOG is also offering 9-1-1 software and mapping training classes upon request for agencies with new hires or for employees who may need a refresher course. Please contact Wendi Marcy to make arrangements for this training.

## **9-1-1 "PEP" (PROFESSIONALS EDUCATING THE PUBLIC) SQUAD**

The 9-1-1 PEP squad is currently working on putting together a public education program to be used for adults, explaining how the different types of technology affect your 9-1-1 call. The squad should be available late spring or early summer for presentations to church groups, senior centers, neighborhood watch groups, citizens, police academies, etc. Also, the squad will be available for education of children at schools, day cares, safety fairs, etc., using well known and highly successful 9-1-1 for Kids curriculum.

The squad also is working hard to develop educational materials to be distributed at high school/college career fairs encouraging individuals to consider a career in 9-1-1.

If you or someone in your PSAP are interested in being a part of this group, contact Wendi Marcy at 9-1-1 ACOG.