

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPTEMBER 22, 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 BOARD OF DIRECTORS  
AGENDA

1:00 p.m., Thursday, September 25, 2008  
ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES – August 14, 2008 meeting ([Attachment III](#))
- IV. COMMUNICATIONS
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. CONSENT DOCKET (VI-A through VI-B)
  - A. FINANCE REPORT – AUGUST/SEPTEMBER 2008 CLAIMS ([Attachment VI-A](#))

**INFORMATION:** Consideration of materials claims budgeted for the Association in the amount of \$78,987.98 for the month of September. Staff has found these claims to be in order and proper as to form, and are recommended for payment. A copy of the claims list is included in the agenda packet.

Also included in the agenda packet is a list of the August budgeted recurring expenses, \$93,204.12, paid on September 3, 2008. The Board authorized these expenses for payment at the June 26, 2008 meeting. A copy of the claims list is included for ratification.

**Action Requested:** Motion to authorize payment of the September claims against the Association and ratify the payment of budgeted recurring expenses paid on September 3, 2008.

## B. RENEWAL OF COMPETITIVE LOCAL EXCHANGE CARRIERS (CLECs) CONTRACTS

**INFORMATION:** It is time to renew the contract with the following Competitive Local Exchange Carriers (CLECs) for the period July 1, 2008 through June 30, 2009. Complete contract documentation is available for review at the ACOG offices.

- A. Bixby Telephone Sales & Service Co., d/b/a PrimeTel (Reseller)
- B. Logix Communications, L.P. (Facilities-Based)
- C. Nu Vox Communications of Oklahoma, Inc. (Facilities-Based)
- D. The Telephone Company (Reseller)

**Action Requested:** Motion to authorize the Executive Director to execute a contract renewal for 9-1-1 service with the abovementioned Competitive Local Exchange Carriers (CLECs) for the period July 1, 2008 through June 30, 2009.

## VII. ITEMS REQUIRING INDIVIDUAL ACTION

### A. EMERGENCY MEDICAL DISPATCH SOFTWARE ANNUAL MAINTENANCE AGREEMENT ([Attachment VII-A](#))

**INFORMATION:** This agenda item was tabled from the August 14, 2008 meeting. Since that meeting the 9-1-1 Technical Committee has met and is recommending that 9-1-1 ACOG not renew the annual maintenance agreement with Priority Dispatch, but rather defer the cost of maintaining the system to the individual PSAPs should they choose to maintain and utilize the system. The Technical Committee is also recommending that written correspondence be sent to each EMD participating PSAP requiring them to commit to using and maintaining the system or opt out by official signature.

**Action Requested:** Motion to discontinue the annual maintenance agreement with Priority Dispatch for the re-occurring annual maintenance and turn the responsibility for the annual maintenance fee over to the individual PSAPs should they desire to continue to use the EMD software program, and that written correspondence be sent to each EMD participating PSAP requiring them to commit to using and maintaining the system or opt out by official signature.

### B. 9-1-1 BOARD WORKSHOP FOLLOW-UP ([Attachment VII-B](#))

**INFORMATION:** On August 28, 2008 the 9-1-1 Board of Directors participated in a workshop to discuss the 10-year financial projections of the 9-1-1 Association and to discuss the migration of equipment and software needed to address next generation technology.

As a result of the discussion the Board Members present at the Workshop recommended staff pursue multiple approaches to address the current needs, reduce future expenses and potentially increase future revenue.

**Action Requested:** Motion to authorize staff to proceed with the 9-1-1 Board Workshop recommendations.

These recommendations include:

1. Explore Consolidation: In an effort to reduce ongoing expenses, authorize staff to begin evaluating factors and develop a possible consolidation plan for future consideration and review by the Board.
2. Litigation: Authorization for staff to continue to work with the City of Oklahoma City and other interested partners in pursuing litigation against service providers not properly remitting 9-1-1 service fees. This task also includes beginning the interview process and recommend legal counsel to the 9-1-1 Board of Directors for legal representation of the 9-1-1 Association in these proceedings.
3. Legislation: Authorization for staff to work with the State Legislature to initiate and sponsor legislation that would increase revenues for 9-1-1. This could include establishing a one-time fee on any new device than can access 9-1-1. Also, to seek reforms to existing 9-1-1 statutes to increase the allowable amounts of wireless and VoIP 9-1-1 service fees and include language providing legal enforcement measures against carriers failing to comply with the state's 9-1-1 laws.
4. System Migration: Authorization for staff to begin exploring a next generation 9-1-1 system and software replacement solution and make a recommendation of a solution to the Board by the January 2009 meeting.

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

IX. NEW BUSINESS

X. ADJOURNMENT

**MINUTES OF THE  
9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
BOARD OF DIRECTORS MEETING  
ACOG CONFERENCE ROOM  
August 14, 2008**

The seventh meeting of the calendar year 2008 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:08 p.m., August 14, 2008 in the 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, 21 E. Main, Suite 100, at least twenty-four (24) hours prior to the meeting.

**PRESIDING**

Hon. Keith Bryan, Councilmember, Mustang

**MEMBERS PRESENT**

Hon. James Woodard, Councilmember, Arcadia  
Hon. Phil Shirey, Councilmember, Bethany  
Hon. Roger Malone, Councilmember, Choctaw  
Hon. Ken Bartlett, Councilmember, Del City  
Hon. Dan O'Neil, Mayor, Edmond  
Hon. Chuck Burtcher, Mayor, Guthrie  
Hon. Margaret Graham, Trustee, Luther  
Hon. Russell Smith, Mayor, Midwest City  
Hon. Kathy McMillan, Councilmember, Moore  
Hon. Linda Molsbee, Councilmember, Newcastle  
Hon. Kathy Walker, Mayor, Nichols Hills  
Hon. Rachel Butler, Councilmember, Norman  
Hon. Ward Larson, Councilmember, Yukon  
Hon. Rod Cleveland, Commissioner, Cleveland County  
Hon. Mark Sharpton, Commissioner, Logan County  
Hon. Ray Vaughn, Commissioner, Oklahoma County

**MEMBERS ABSENT**

Hon. Matt White, Mayor, El Reno  
Hon. Marianne Yarbrough, Trustee, Forest Park  
Hon. Bill Lisby, Councilmember, Harrah  
Hon. Ray Poland, Councilmember, Jones City  
Hon. Laurel Anderson, Mayor, Lake Aluma  
Hon. Mark Easton, Councilmember, Lexington  
Hon. James Pumphrey, Mayor, Nicoma Park  
Hon. Gary Hayes, Mayor, Noble  
Hon. John Brown, Councilmember, Piedmont  
Hon. Bob Cleveland, Trustee, Slaughterville  
Hon. Kathy Jordon, Trustee, Smith Village  
Hon. Earnest Ware, Mayor, Spencer  
No Designee, Tuttle  
Hon. Scott Symes, Mayor, The Village  
No Designee, Valley Brook

**MEMBERS ABSENT** (continued)

Hon. Dean Johnson, Councilmember, Warr Acres  
Hon. Jim Gilbert, Mayor, Woodlawn Park  
Hon. Grant Hedrick, Commissioner, Canadian County

**GUESTS**

Larry Kesler, Union City  
Brent Hawkinson, AT&T

**STAFF**

John G. Johnson, Executive Director  
Jane Sutter, Deputy Director  
Debbie Cook, Finance Division  
Stephen M. Willoughby, Division Director, E9-1-1 & Public Safety  
Wendi Marcy, Special Programs Officer  
Carolyn White, 9-1-1 Database Manager  
Paulette Marshall, 9-1-1 Projects Coordinator  
Johnny Irons, 9-1-1 Programs Manager  
Diane McCullough, Grants Program Manager  
Anita Kroth, Administrative Assistant, E9-1-1 & Public Safety  
Susan Yingling, Administrative Assistant, Administration  
Doug Rex, Division Director, Transportation Planning & Data Services  
Jerry Church, Communications Program Coordinator

I. CALL TO ORDER

Chairman Keith Bryan called the meeting to order at 1:08 p.m. A quorum was present.

II. INTRODUCTION OF GUESTS

Executive Director John Johnson introduced Brent Hawkinson, AT&T, and welcomed new Board member, Linda Molsbee, Councilmember, Newcastle, and current Councilmember Rachel Butler from the City of Norman.

III. APPROVAL OF MINUTES – June 26, 2008

Director Dan O’Neil, Edmond, made a motion to approve the minutes of the June 26, 2008 meeting. Director Ken Bartlett, Del City, seconded the motion. The motion carried the following votes:

AYE: Woodard, Malone, Bartlett, O’Neil, Burtcher, Graham, Smith, McMillan, Bryan, Molsbee, Walker, Butler, Larson, Cleveland, Sharpton and Vaughn

NAY: None

ABSTAIN: None

IV. COMMUNICATIONS

Chairman's Report:

Chairman Keith Bryan congratulated AT&T on their contract with Boeing aircraft.

Chairman Bryan thanked all past board members who have served as officers of the 9-1-1 Association for their service and the new officers as well.

He said he will be in Washington, D.C. talking to our congressional delegates during the time of the next 9-1-1 Board meeting, talking about fire service as well as 9-1-1 issues. He thanked Vice-Chair Ken Bartlett for his willingness to chair next month's meeting.

Executive Director's Report:

John Johnson recognized Johnny Irons, 9-1-1 Programs Manager, who recently received his Emergency Number Professional (ENP) certification.

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. FINANCE REPORT – JULY 2008 CLAIMS

**INFORMATION:** Included in the agenda packet is a list of budgeted and recurring expenses paid on July 31, 2008 for the month of July. The 9-1-1 Board of Directors authorized payment of these expenses (\$351,618.16) at the June 26, 2008 Board meeting.

Director Roger Malone, Choctaw, made a motion to ratify payment of the July budgeted recurring expenses. Director Ken Bartlett, Del City, seconded the motion. The motion carried the following votes:

AYE: Woodard, Malone, Bartlett, O'Neil, Burtcher, Graham, Smith, McMillan, Bryan, Molsbee, Walker, Butler, Larson, Cleveland, Sharpton and Vaughn

NAY: None

ABSTAIN: None

VII. ITEMS REQUIRING INDIVIDUAL ACTION

A. EMERGENCY MEDICAL DISPATCH SOFTWARE ANNUAL MAINTENANCE AGREEMENT

**INFORMATION:** The annual maintenance for the software version of the Emergency Medical Dispatch protocol system, which can aid dispatchers in navigating the protocol and processing of the emergency medical call for service, along with the quality assurance software to assist PSAP supervisors in their quality assurance, is up for renewal at this time.

The software and miscellaneous fees related to coordination, installation, training and networking represents an initial investment of more than \$200,000. The cost to renew the maintenance for another year is \$12,555 for the protocol software and \$3,645 for the quality assurance software.

Steve Willoughby informed the Board about the history behind 9-1-1 ACOG obtaining the Emergency Medical Dispatch (EMD) protocol system software. He explained that the maintenance agreement on the protocol and the associated quality assurance software is up for renewal at this time. He said after tracking the use of the software, staff found that it was last used in August 2006. ACOG has been maintaining this software. He said it is difficult for staff to justify the expense of maintaining this software.

He said many of the 9-1-1 ACOG cities are using the manual card-set version of the EMD protocol but not the software version.

Due to a lack of interest of the EMD PSAPs to use the software program, staff is recommending that ACOG not renew the annual maintenance but rather defer the expense of \$502 per workstation for the protocol software and \$405 per PSAP for the quality assurance software to the EMD PSAPs, should they desire to maintain and utilize the software system.

Steve explained that the exceptions are EMSA which has its own separate system and the City of Norman which has its EMD software on their CAD service. Therefore, this issue has no impact on the system that serves EMSA and Norman.

John Johnson said ACOG has until the end of September to make a decision about whether or not to renew the maintenance agreement.

After a lengthy discussion, Director Ward Larson, Yukon, made a motion to table this item until the next meeting to allow individual board representatives time to go back to their respective city officials and discuss this important issue. Director Dan O'Neil seconded the motion. The motion carried the following votes:

AYE: Woodard, Shirey, Malone, Bartlett, O'Neil, Burtcher, Graham, Smith, McMillan, Bryan, Molsbee, Walker, Butler, Larson, Cleveland, Sharpton and Vaughn

NAY: None

ABSTAIN: None

## VIII. GENERAL STATUS REPORT

Steve Willoughby reported that last month the President signed HR3403 known as the New and Emerging Technologies (NET) 9-1-1 Improvement Act. This codifies the FCC's requirement that has been placed on Voice over Internet Protocol (VoIP) providers to deliver location information to 9-1-1. Also, it provides additional liability protection for both PSAPs and telephony services regulated by the FCC.

The Act also confirms the authority for states to enact legislation imposing 9-1-1 service fees on VoIP providers; and instructs the FCC to develop rules on the interconnection between VoIP providers and the Local Exchange Carrier (LEC) that is the 9-1-1 service provider. It reinforces many of the steps that 9-1-1 ACOG has already done to address these emerging issues.

9-1-1 ACOG plans to file comments regarding the VoIP interconnection with 9-1-1 and its impact on managing the regional 9-1-1 system.

Steve announced that the Next Generation 9-1-1 Telcom Task Force formed in May continues to meet to address how new technologies interact with 9-1-1. The next meeting will be September 5<sup>th</sup> at 10:00 a.m. in the ACOG Conference Room.

A representative from the Corporation Commission talked to the group at the last meeting and informed the group of potential assistance they can provide in addressing current concerns that 9-1-1 has with these technologies. Staff will follow up with the Corporation Commission to pursue some of those avenues.

Mr. Willoughby thanked all of the ACOG communities that have provided the necessary resolutions in order to continue to collect the 9-1-1 service fees to be collected through the landline telephone bills for the calendar year 2009.

Steve announced that there will be a 9-1-1 Board of Directors Workshop at ACOG on Thursday, August 28<sup>th</sup>, at 1:00 p.m., which customarily would be the regular monthly board meeting date, to review 9-1-1 history and discuss its future and the migration of equipment and software needed to address next generation technology.

IX. NEW BUSINESS

None

X. ADJOURNMENT

Director Ken Bartlett made a motion to adjourn. Director Dan O'Neil seconded the motion. The motion carried the following votes:

AYE: Woodard, Shirey, Malone, Bartlett, O'Neil, Burtcher, Graham, Smith, McMillan, Bryan, Molsbee, Walker, Butler, Larson, Cleveland, Sharpton and Vaughn

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:50 p.m.

ADOPTED THIS \_\_\_\_\_ DAY OF SEPTEMBER 2008.

\_\_\_\_\_  
CHAIRMAN

\_\_\_\_\_  
SECRETARY-TREASURER

**PAGE DOWN TO VIEW ATTACHMENT VI -A**

***BE IT RESOLVED, that on this 25th day of September 2008, the following claims are approved by the 9-1-1 Association of Central Oklahoma Governments; and the Director and Officers of this Association are directed to pay such claims.***

**ACOG Administrative Services**

Consultant	6,509.00
Mileage	387.11
Parking	90.75
Postage	39.66
Supplies	231.28
Telephone	397.20
Temporary Labor	568.01
Travel	1,636.56

*Total MSAG/Education/Training*

\$ 9,859.57

OKC Professional Services Agreement

-

Total ACOG Administrative Services

\$ 9,859.57

**9-1-1 Operating/Maintenance**

AT&T (Network, Database, TSP & Frame Relay)	\$44,780.83
AT&T (Wireless Phases I & II)	5,447.49
AT&T Global Services (UPS Maintenance)	1,213.00
AT&T (Frame Relay EMD Parkview EMS)	468.99
AT&T (EMSA EMD Frame Relay)	196.06
AT&T (DSL Connection)	101.94
Chase Equipment Leasing Inc.	13,463.10
Hinton Telephone Company	246.20
Language Line	396.12
Logix Communications	199.32
McLoud Telephone	280.00
MTM Solutions, Inc.	510.00
Oklahoma Communication Systems	1,217.67
Pioneer Telephone (Newcastle Diagnostic Line)	53.14
Pioneer Telephone (9-1-1 Trunks)	481.60
Windstream	72.95

*Total 9-1-1 Operating/Maintenance*

\$69,128.41

**Total September Claims**

**\$ 78,987.98**

ATTEST:

\_\_\_\_\_  
CHAIRMAN

\_\_\_\_\_  
SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
DISBURSEMENT OF FUND BALANCE  
August 2008**

Arcadia	\$ 19.93
Bethany	1,179.07
Choctaw	341.30
Cleveland County	429.43
Del City	786.80
Edmond	4,483.78
El Reno	1,343.59
Forest Park	46.81
Guthrie	965.97
Harrah	206.41
Jones	97.26
Lexington	81.71
Midwest City	2,320.03
Moore	1,783.77
Mustang	650.56
Newcastle	355.33
Nichols Hills	255.84
Nicoma Park	109.37
Noble	245.02
Norman	4,621.23
Oklahoma County	777.32
Piedmont	209.05
Slaughterville	89.25
Spencer	145.55
The Village	405.89
Tinker AFB Fire Department	122.42
Tuttle	240.74
Warr Acres	486.30
Woodlawn Park	3.22
Yukon	1,046.80
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Total August Disbursements	\$ 23,843.75
	=====

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
CASH STATUS REPORT  
FOR THE MONTH ENDED AUGUST 31, 2008**

	<u>SWEEP/OPERATING ACCOUNT</u>	<u>T-BILLS</u>	<u>TOTAL</u>
Beginning Balance <i>August 1, 2008</i>			
Cash on Deposit	\$ 2,737,155.83	\$ 794,654.84	\$ 3,531,810.67
Cash Receipts			
Fee Income	\$ 152,198.51	\$ -	\$ 152,198.51
Fee Income - Wireless	213,031.28	-	213,031.28
Contracts	8,405.07	-	8,405.07
Transfers of Funds	100,357.78	99,029.33	199,387.11
Interest Earned	1,857.75	460.06	2,317.81
Miscellaneous	233.10	-	233.10
Total Cash Receipts	<u>\$ 476,083.49</u>	<u>\$ 99,489.39</u>	<u>\$ 575,572.88</u>
Total Cash Available	\$ 3,213,239.32	\$ 894,144.23	\$ 4,107,383.55
Cash Disbursements			
Claims/Operating Expense	\$ 351,618.16	\$ -	\$ 351,618.16
9-1-1 Fund Disbursement	23,843.75	-	23,843.75
Transfers of Funds	99,029.33	100,000.00	199,029.33
Miscellaneous	60.06	-	60.06
Total Cash Disbursements	<u>\$ 474,551.30</u>	<u>\$ 100,000.00</u>	<u>\$ 574,551.30</u>
Ending Balance <i>August 31, 2008</i>			
Cash on Deposit	<u>\$ 2,738,688.02</u>	<u>\$ 794,144.23</u>	<u>\$ 3,532,832.25</u>

**At the June 26, 2008, 9-1-1 Association of Central Oklahoma Governments' Board of Directors' meeting, authorization was given to pay August budgeted recurring expenses. This list is offered so the Board of Directors may ratify.**

**ACOG Administrative Services**

Audit	\$	416.75	
Consultant		6,509.00	
Development		1,309.00	
Institute		1,610.00	
Mileage		298.12	
Professional Dues		44.00	
Public Education		452.98	
Publications & Subscriptions		65.00	
Supplies		196.39	
Telephone		584.01	
Temporary Labor		1,199.13	
<i>Total MSAG/Education/Training</i>	\$		12,684.38
OKC Professional Services Agreement			12,030.22
<b>Total ACOG Administrative Services</b>			<b>\$ 24,714.60</b>

**9-1-1 Operating/Maintenance**

AT&T (Network, Database, TSP & Frame Relay)	\$44,795.73	
AT&T (Wireless Phases I & II)	5,447.49	
AT&T Global Services (UPS Maintenance)	1,213.00	
AT&T (Frame Relay EMD Parkview EMS)	468.99	
AT&T (EMSA EMD Frame Relay)	196.06	
AT&T (DSL Connection)	102.85	
Chase Equipment Leasing Inc.	13,463.10	
Hinton Telephone Company	246.20	
Language Line	252.96	
Logix Communications	199.32	
McCloud Telephone	280.00	
Oklahoma Communication Systems	1,217.67	
Pioneer Telephone (Newcastle Diagnostic Line)	53.14	
Pioneer Telephone (9-1-1 Trunks)	480.06	
Windstream	72.95	
<i>Total 9-1-1 Operating/Maintenance</i>		<u>\$68,489.52</u>
<b>Total August Claims</b>		<b><u>\$ 93,204.12</u></b>

ATTEST:

\_\_\_\_\_  
CHAIRMAN

\_\_\_\_\_  
SECRETARY-TREASURER

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
DISBURSEMENT OF FUND BALANCE**

**July 2008**

Arcadia	\$ 19.93
Bethany	1,179.07
Choctaw	341.30
Cleveland County	429.43
Del City	786.80
Edmond	4,483.78
El Reno	1,343.59
Forest Park	46.81
Guthrie	965.97
Harrah	206.41
Jones	97.26
Lexington	81.71
Midwest City	2,320.03
Moore	1,783.77
Mustang	650.56
Newcastle	355.33
Nichols Hills	255.84
Nicoma Park	109.37
Noble	245.02
Norman	4,621.23
Oklahoma County	777.32
Piedmont	209.05
Slaughterville	89.25
Spencer	145.55
The Village	405.89
Tinker AFB Fire Department	122.42
Tuttle	240.74
Warr Acres	486.30
Woodlawn Park	3.22
Yukon	1,046.80
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Total July Disbursements	\$ 23,843.75
	=====

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
CASH STATUS REPORT  
FOR THE MONTH ENDED JULY 31, 2008**

	<u>SWEEP ACCOUNT</u>	<u>T-BILLS</u>	<u>TOTAL</u>
Beginning Balance <i>July 1, 2008</i>			
Cash on Deposit	\$ 2,641,190.54	\$ 794,151.81	\$ 3,435,342.35
Cash Receipts			
Fee Income	\$ 149,137.34	\$ -	\$ 149,137.34
Fee Income - Wireless	160,115.34	-	160,115.34
Contracts	8,181.09	-	8,181.09
Transfers of Funds	100,346.23	99,011.64	199,357.87
Interest Earned	1,993.22	1,837.62	3,830.84
Miscellaneous	260.40	-	260.40
Total Cash Receipts	<u>\$ 420,033.62</u>	<u>\$ 100,849.26</u>	<u>\$ 520,882.88</u>
Total Cash Available	\$ 3,061,224.16	\$ 895,001.07	\$ 3,956,225.23
Cash Disbursements			
Claims/Operating Expense	\$ -	\$ -	\$ -
9-1-1 Fund Disbursement	23,843.75	-	23,843.75
Transfers of Funds	99,011.64	100,346.23	199,357.87
Miscellaneous	201,212.94	-	201,212.94
Total Cash Disbursements	<u>\$ 324,068.33</u>	<u>\$ 100,346.23</u>	<u>\$ 424,414.56</u>
Ending Balance <i>July 31, 2008</i>			
Cash on Deposit	<u>\$ 2,737,155.83</u>	<u>\$ 794,654.84</u>	<u>\$ 3,531,810.67</u>



9-1-1 association of central oklahoma governments

## ATTACHMENT VII-A

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:** September 15, 2008

**TO:** 9-1-1 Board of Directors

**FROM:** Stephen M. Willoughby, Division Director

**SUBJECT:** Annual Maintenance Agreement for Emergency Medical Dispatch Software

**INFORMATION:** During the August 2008 Board of Directors meeting there was discussion regarding the annual maintenance agreement for the software that automates the EMD call taking process. This software was purchased in 2004 through a Homeland Security grant from the Oklahoma State Department of Health and represents an investment of over \$200,000.

Because the system is being used very little by area Emergency Medical Dispatchers, staff recommended to the Board that ACOG not renew the annual maintenance agreement which costs just under \$17,000. The agenda item was tabled for discussion at the September board meeting.

On September 9th, the 9-1-1 Technical Committee was presented the same information. After lengthy discussion, it was the Technical Committee's recommendation that the 9-1-1 Board of Directors *NOT* renew the annual maintenance agreement with Priority Dispatch but rather defer the cost of maintaining the system to the individual PSAPs should they choose to maintain and utilize the system. They also recommended that written correspondence be sent to each EMD participating PSAP requiring them to commit to using and maintaining the system or opt out by official signature.

The cost to each PSAP to maintain the system on their own would be approximately \$502 per workstation for the protocol software and \$405 per PSAP for the quality assurance software should they desire to maintain and utilize the software system. By doing this, 9-1-1 ACOG will also be able to reduce overhead costs related to the regional EMD project because a separate server and related networking will no longer be necessary.

It should be noted that Emergency Medical Dispatch can still be provided to the citizens by participating PSAPs using the EMD card set method. The card sets are being maintained by the individual PSAPs and are still in place for use by the dispatcher. Staff will continue to encourage Emergency Medical Dispatch and continue to provide EMD certification training locally for participating agencies.

**Action Requested:** Motion to discontinue the annual maintenance agreement with Priority Dispatch for the re-occurring annual maintenance and turn the responsibility for the annual maintenance fee over to the individual PSAPs should they desire to continue to use the EMD software program; and that written correspondence be sent to each EMD participating PSAP requiring them to commit to using and maintaining the system or opt out by official signature.



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

## **ATTACHMENT VII-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:** September 15, 2008

**TO:** 9-1-1 Board of Directors

**FROM:** Stephen M. Willoughby, Division Director

**SUBJECT:** 9-1-1 Board of Directors' Workshop Follow-Up

On August 28, 2008 the 9-1-1 Board of Directors participated in a Workshop to discuss the 10-year financial projections of the 9-1-1 Association and to discuss the migration of equipment and software needed to address next generation technology.

Board members in attendance were: Grant Hedrick (Canadian County); Ken Bartlett (Del City); Dan O'Neil (Edmond); Russell Smith (Midwest City); Keith Bryan (Mustang); Linda Molsbee (Newcastle); Kathy Walker (Nichols Hills); Jim Pumphrey (Nicoma Park); Rachel Butler (Norman); Earnest Ware (Spencer); and Dean Johnson (Warr Acres).

Staff began by providing the historical perspective of how the 9-1-1 Association was created and how the previous migrations of equipment were accomplished in the past. Staff then discussed the 10-year financial projections of the Association which reflect that fund balance for the Association will be nearly depleted after fiscal year 2012.

In December 9-1-1 ACOG will have its last opportunity to extend maintenance of the current system for only a one year period. AT&T has advised they will no longer extend the maintenance/warranty on the system originally designed for a life cycle of five years, and will at that time be an eight-year-old product.

Therefore, staff suggested that a plan needs to be in place for the migration to the next generation of 9-1-1 equipment in December to allow adequate time for completion of contractual arrangements and installation of the new system before maintenance on the existing system expires.

As a result of the discussion the Board Members present at the Workshop recommended staff pursue a multiple approaches to address the current needs, reduce future expenses and potentially increase future revenue.

**Action Requested:** Motion to authorize staff to proceed with the 9-1-1 Board Workshop recommendations. These recommendations include:

1. Explore Consolidation: In an effort to reduce ongoing expenses, authorize staff to begin evaluating factors and develop a possible consolidation plan for future consideration and review by the Board.
2. Litigation: Authorization for staff to continue to work with the City of Oklahoma City and other interested partners in pursuing litigation against service providers not properly remitting 9-1-1 service fees. This task also includes beginning the interview process and recommend legal counsel to the 9-1-1 Board of Directors for legal representation of the 9-1-1 Association in these proceedings.
3. Legislation: Authorization for staff to work with the State Legislature to initiate and sponsor legislation that would increase revenues for 9-1-1. This could include establishing a one-time fee on any new device than can access 9-1-1. Also, to seek reforms to existing 9-1-1 statutes to increase the allowable amounts of wireless and VoIP 9-1-1 service fees and include language providing legal enforcement measures against carriers failing to comply with the state's 9-1-1 laws.
4. System Migration: Authorization for staff to begin exploring a next generation 9-1-1 system and software replacement solution to recommend to the Board by the January 2009 meeting.



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

## ATTACHMENT VIII

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:** September 15, 2008  
**TO:** 9-1-1 Board of Directors  
**FROM:** Stephen M. Willoughby, Division Director  
**SUBJECT:** General Status Report

#### **Federal NET 9-1-1 Act and FCC Comments**

In July, Congress adopted and the President signed the New and Emerging Technologies (NET) 9-1-1 Improvement Act of 2008 with its stated goal to ensure that new technologies, specifically VoIP, are compatible with 9-1-1 services, and that customers of these types of communication services are able to receive the same benefits of 9-1-1 systems as are those customers of more traditional, landline and/or wireless service. Now it is up to the Federal Communications Commission (FCC) to create the rules to make this goal a reality.

Earlier this month the FCC opened an opportunity to comment on this proposed rulemaking, including several specific questions for their consideration. Comments prepared by 9-1-1 ACOG staff will be available as a handout at the Board meeting, but can be reviewed in advance online at: <http://www.acogok.org/Newsroom/Downloads08/fccfinalcomments.pdf>

You will notice in the comments that we ask for strong FCC national directives related to standards that must be achieved, but suggest that enforcement be shared by state entities such as the Oklahoma Corporation Commission and local 9-1-1 agencies. We contend that state and local authorities must have access to these companies and their representatives to ensure that appropriate agreements, database verifications, testing and so forth be conducted so that their customers in crisis situations are able to access the right 9-1-1 answering points, and that those public safety responders will have the information necessary to locate the emergency caller.

9-1-1 ACOG also provided copies of the comments to our congressional delegation, Governor and state legislative leadership.

The City of Oklahoma City, Oklahoma Municipal League and Oklahoma State 9-1-1 Advisory Board filed similar comment as well with the FCC.

### **Next General 9-1-1 Task Force**

The Next Generation 9-1-1 Task Force formed earlier this year to address how new technologies interact with 9-1-1 met last on September 5<sup>th</sup>. The task force received a presentation from T-Mobile of their new “At Home” and “Hot Spot” service offerings. These service offerings are being termed *hybrid technologies* because they utilize both the wireless network as well as a VoIP network to communicate. The next meeting of the Next Generation 9-1-1 Task force is scheduled for October 3<sup>rd</sup> at 10:00 a.m. at ACOG.