

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPTEMBER 5, 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, September 9, 2008  
ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – June 3, 2008 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. ACTION ITEMS
  - A. ANNUAL MAINTENANCE AGREEMENT FOR EMERGENCY MEDICAL DISPATCH SOFTWARE ([Attachment V-A](#))

**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.

**Action Requested:** Staff requests that the 9-1-1 Technical Committee make a recommendation to the 9-1-1 Board of Directors as to whether or not to continue maintenance of the EMD ProQA software.

- VI. INFORMATION ITEMS
  - A. WIRELESS COMPLIANCY TESTING ([Attachment VI-A](#))

**INFORMATION:** 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.

The FCC has rules on compliance accuracy standards that each carrier will be required to meet. This testing will not only check that accuracy, but also will provide call routing and call data information.

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

B. UPCOMING 9-1-1 TRAINING INSTITUTE ([Attachment VI-B](#))

**INFORMATION:** Staff will provide an update to the remaining training in the 2008 calendar year. The attendance for training offered in 2008 has been outstanding. Staff will also ask the 9-1-1 Technical Committee members to complete a training survey so that we can better assess the 9-1-1 training needs in the region.

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

C. XY COORDINATES AND MILE MARKER INFORMATION ([Attachment VI-C](#))

**INFORMATION:** XY [latitude/longitude] coordinates are very helpful when requesting other air support services such as Medi Flight, Oklahoma City's "Air One" police helicopter, Oklahoma Highway Patrol's helicopter or fire support services. A demonstration will show how dispatchers can utilize their GeoLynx 9-1-1 map to find this information and provide location to these responders.

In addition, this new "Mile Marker" information that 9-1-1 ACOG has added to the map will be demonstrated. This information will assist with responding to incidents on the Interstate highways.

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

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

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

VIII. NEW BUSINESS

IX. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES  
June 3, 2008**

The second meeting of the 9-1-1 Technical Committee for calendar year 2008 convened at 9:34 a.m., June 3, 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

John Johnson, Executive Director

MEMBERS PRESENT

Marion Wright, Bethany Police Department  
Gerald Moody, Cleveland County Sheriff's Office  
Louis Russell, Cleveland County Sheriff's Office  
Steve Haga, El Reno Police Department  
Virginia Guild, Moore Police Department  
Keith Bryan, Mustang Police Department  
Teena Scott, Mustang Police Department  
Heather Trask, Noble Police Department  
Lance Terry, Norman Police Department  
Lucien Jones, City of Oklahoma City, Emergency  
Tabitha Hardy, Oklahoma County Sheriff's Office  
Jerry Koester, Piedmont Police Department  
Lori Shannon, Tinker Air Force Base Fire Department  
Andy Johnson, Yukon Police Department  
Joe Wallace, EMSA

GUESTS

Brent Hawkinson, AT&T  
Chuck Wood, AT&T

STAFF

John G. Johnson, Executive Director  
Stephen Willoughby, E9-1-1 & Public Safety Division 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  
Peggy Stoller, GIS Specialist  
Ryan Billings, GIS Specialist  
Anita Kroth, 9-1-1 Administrative Assistant  
Jerry Church, Communications Program Coordinator

I. CALL TO ORDER

John Johnson called the meeting to order at 9:34 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – MARCH 11, 2008 MEETING

Lance Terry, Norman, made a motion to approve the minutes of the March 11, 2008 meeting. Jerry Koester, Piedmont, seconded the motion. The motion carried the following votes:

AYE: Wright, Moody, Haga, Guild, Bryan, Task, Terry, Hardy, Koester, Shannon, Johnson and Wallace

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

None

V. INFORMATION ITEMS

A. NATIONAL TELECOMMUNICATOR WEEK

Wendi Marcy reported that National Telecommunicator Week in the region went spectacular and was a repeated success from last year. The Norman PSAP was the winner of the PSAP decorating contest this year.

9-1-1 ACOG honored the first Telecommunicator of the Year in the region to Christy Gordon from Mustang Police Department. Wendi said we will be giving another Telecommunicator of the Year award next year and asked the communication supervisors keep that in mind during the year when considering making their nominations.

She said we did not have a nominee this year for the child hero 9-1-1 caller. She asked the PSAPs to keep track of child callers who could be eligible for that award next April. This is a good public education effort for our communities about teaching their children to call 9-1-1.

B. FORMATION OF THE NEXTGEN911 TELCOM TASK FORCE

Johnny Irons reported that the first meeting of the NEXTGEN911 Telcom Task Force was held May 30, 2008 with approximately 30 people in attendance, including representatives from AT&T, Intrado, Cox Communications, Pioneer Telephone, Oklahoma Telephone Association, City of Tulsa, Oklahoma Corporation Commission and participants from all around the state. Topics of discussion were funding, legislation and technology. The goal of the task force is to determine how to move the region and state to a next generation of the 9-1-1 network.

Getting this accomplished may include getting new legislation, regulatory orders, business models and funding mechanisms, a lot of which are outdated and need to be brought up to standard, he said.

Johnny announced the next task force meeting is scheduled for June 27<sup>th</sup> at 9:30 a.m. at ACOG. AT&T is scheduled to make a presentation to the task force that day.

C. 9-1-1 INSTITUTE TRAINING

Wendi Marcy reported that we continue to have a great training institute. So far, the attendance at the classes has been fabulous and thanked the PSAPs for their participation. She encouraged everyone to keep up with the future schedule. She reminded the group that many of the training classes are free to 9-1-1 ACOG members.

We are able to do that by negotiating costs with some of the training vendors, as opposed to individual member agencies not having such a bargaining power to offer professional training.

Wendi reported that 10 graduates came out of the recent 40-Hour Basic Telecommunicator class in April, and 11 graduated in the EMD class held in April. She pointed out that there is a training schedule for the remaining classes for the year included in today's meeting agenda.

D. GEOLYNX MAPPING SOFTWARE DVD

Steve Willoughby announced that there is going to be a new update to the GeoLynx, which is the map display software that is in front of the 9-1-1 calltakers. It is called "G7," which provides additional functionalities and features and provides more enhancements; it provides what we now have but it has a new look. We are looking at rolling this out during the fall of this year, he said. We will not be the beta site; they have pushed us back to the end of the existing customers they are rolling out.

He said initially there was a problem of not being able to see 9-1-1 calls from other jurisdictions. A new tool has been added that will allow for that now. This will be helpful in our regional situation.

Steve said he asked for a training DVD so that we could provide a training DVD to each one of the 9-1-1 ACOG public safety answering points. They provided us with a seven-minute broad overview of the new functionalities and features. This DVD will be provided to the PSAPs for their use and purposes.

After the group viewed the video Steve explained that it provides pictometry. Currently, the Regional GIS Technical Committee is conducting a needs assessment survey from all of the cities to determine their aerial needs. Some communities are very interested in pictometry information, however, it is very expensive. Road closure information is another great feature since all of the PSAPs would be able to see it, which would be very beneficial in mutual aid responses or in some cases, jurisdictions go through other jurisdictions to respond to calls. Routing information is included up to our standards based on information.

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

Steve explained that wireless calls are still routed based on the Phase I information, which is the tower location and each tower has three cell sectors and has a footprint within those cell sector; calls are route based on which cell sector a call hits. Phase II is not determined until after the call is delivered to the 9-1-1 PSAP and automatically queries that information and it appears as a longitude and latitude.

The issue we are running into is the system works better than predicted in that the calls we are getting are coming in immediately as Phase II. These cell sectors vary from carrier to carrier and depend on the density of the population. The more rural an area is, the bigger the cell sectors are. Urban area cell sectors cover denser areas compared to the rural cell sectors.

Steve said we obtain several pieces of tower information from the carrier, i.e., longitude, latitude, address of the towers, radius of the particular cell sectors and azimuth, all which indicate how wide an area the sector encompasses. The tools we use internally, which is a GeoComm product, will then have necessary information that a routing decision is made.

We have to take into consideration that when a carrier changes cell sector information that may affect call routing, they don't always inform us of that change.

Steve said staff will be doing test calls using phones from the various wireless carriers. He said he has learned from other 9-1-1 districts that doing this helps to refine and enhance the accuracy of information because when the carriers have done their modifications to it, there is incorrect information in the ALI field to a cell sector but never informed the 9-1-1 agency. All of this is not as clean-cut as it once was with wireline.

## VI. GENERAL STATUS

Johnny Irons reported that 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.

Mr. Irons reported that the random access memory upgrades were completed during the week of April 6<sup>th</sup>, with the exception of EMSA, which will be completed after this month. This upgrade is expected to alleviate memory and program error messages previously experienced and allow workstations to perform more efficiently.

Also, Johnny pointed out that 9-1-1 ACOG encourages PSAPs ensure that no additional electrical items are plugged into the 9-1-1 Uninterruptible Power Supplies (UPS) because these are engineered to run an approximate amount of time during an outage based on the 9-1-1 equipment that utilizes it. He said additional items such as fans, heaters, cell phone chargers, and so forth, reduces the effectiveness of the unit during outages.

He advised the PSAPs to toss old trouble report forms and replace them with a new preferred version, and said supplies can be picked up after today's meeting.

Chuck Wood, AT&T, said when AT&T technicians make a call to the PSAPs to perform quarterly maintenance on the PCs, part of that is to check the back of the PCs, and said that is not really those technicians jobs to do that but the job of the PSAPs. He said in order to lengthen the life and abilities of the PCs, to be sure to keep those clean. Not keeping them clean causes the equipment to overheat. He said that can cause the loss of a hard drive or PC, which is especially undesirable when that occurs in the night time hours.

Johnny said the AT&T technicians answer critical calls and come to the PSAP the same day; when the call is not deemed critical, they may wait until the next day to make the call. When it is that case, and there is another workstation a call-taker can move to, he advised that they make that move. They advised the call-taker to turn the trouble report form in anyway, and the dispatch can wait until the next morning.

Chuck Wood assured the group that AT&T will make that service call the next day or remote in as quickly as they can. If there is a position with a radio, OLETS or something special, advise the resolution center about that when the trouble call is made, and if there is a need for an immediate response, AT&T will respond that way.

Steve Willoughby said when there is an overflow of 9-1-1 calls, those calls go to the 7-digit number. We are looking at segregating trunks out, at some PSAPs, wireless calls from wireline calls to help minimize the overflow of wireless 9-1-1 calls.

VII. NEW BUSINESS

Louis Russell, Cleveland County, said they are working on new radio equipment, new dispatch software, and moving to a new location. He said they don't have a move schedule yet. They plan to move to the old Security National Bank building north of the County Courthouse. He estimated it might be mid-August before that happens.

Lucien Jones, City of Oklahoma City, reported that after two and a half years of postponements, as of June 10<sup>th</sup> they will go live on the new Computer Aided Dispatch (CAD).

Andy Johnson, Yukon, reported their new police station (which houses 9-1-1) is under construction and plan to open it around Nov. 1<sup>st</sup>; police officers are fully staffed.

Virginia Guild, Moore, reported they plan to build a new communications facility that will be located under the police station. She said soon they will be fully staffed. She reported that they recently conducted a safety fair at the local schools and it was a great success.

VIII. ADJOURNMENT

The meeting adjourned at 10:45 a.m.



9-1-1 association of central oklahoma governments

## ATTACHMENT V-A

Chair Keith Bryan  
Mustang Councilmember

Vice-Chair Ken Bartlett  
DeI City Councilmember

Secretary/Treasurer Dan O'Neil  
Edmond Mayor

Executive Director  
John G. Johnson

### MEMORANDUM

**DATE:** September 2, 2008

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

**FROM:** Wendi Marcy, Special Programs Officer

**SUBJECT:** Annual maintenance agreement for Emergency Medical Dispatch software

**INFORMATION:** In 2004, 9-1-1 ACOG secured a homeland security grant from The Oklahoma State Department of Health to purchase the software version of the Emergency Medical Dispatch protocol system to aid the dispatchers in the participating PSAPs in navigating the protocol and processing emergency medical calls for service. Also purchased was the accompanying quality assurance software to assist PSAP supervisors in their quality assurance processes. This software and miscellaneous fees related to coordination, installation, training and networking represents an investment of over \$200,000.

Just prior to the system going live in June of 2006, 42 dispatchers were trained on the use of the protocol software, and 10 supervisors were trained on how to use the quality assurance software.

Since the system went live in 2006, with the exception of the Norman PSAP, the software has been used very little by area Emergency Medical Dispatchers with the last call having been entered into the system in August of 2006. Staff has conducted several meetings with PSAP members, managers and city managers, but has seen no improvement in the use of the system.

The annual maintenance for these two software systems is due for renewal at this time. The cost to renew the maintenance for another year is \$12,555.00 for the protocol software and \$3,645.00 for the quality assurance software.

Due to the lack of interest in using the software programs, staff is recommending that ACOG not renew the annual maintenance but rather let individual PSAPs pay the \$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 not be necessary. This does not impact Norman's protocol software which resides independently on their separate server

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 dispatchers.

**Action Requested:** Staff requests that the 9-1-1 Technical Committee make a recommendation to the 9-1-1 Board of Directors whether or not to continue maintenance of the EMD ProQA software.



9-1-1 association of central oklahoma governments

## ATTACHMENT VI-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:** August 28, 2008  
**TO:** 9-1-1 ACOG Technical Committee  
**FROM:** Paulette Marshall, 9-1-1 Project Coordinator/Analyst  
**SUBJECT:** Wireless Compliancy Testing

**INFORMATION:** 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. 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.

One 9-1-1 ACOG staff member will be in your 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. Staff will arrive at the PSAP at approximately 9:00 a.m. Thirty-two test calls will be made by the drive tester at each PSAP.

Please see attached Compliancy Testing schedule. All testing schedule dates are subject to change with prior notice to the PSAP's.

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

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

## **2008 Compliancy Testing Schedule**

September 10	Moore PSAP
September 11	Cleveland County PSAP
September 23	Norman PSAP
September 24	Noble PSAP
October 28	Edmond PSAP
October 29	Oklahoma County PSAP
November 12	Guthrie PSAP
November 13	Tuttle PSAP
December 10	El Reno PSAP
December 11	Yukon PSAP

## **2009 Compliancy Testing Schedule**

January 14	Mustang PSAP
January 15	Newcastle PSAP
January 27	Choctaw PSAP
January 28	Del City PSAP
February 11	Midwest City PSAP
February 12	Tinker AFB PSAP
February 24	Bethany PSAP
February 25	Warr Acres PSAP
March 11	Nichols Hills PSAP
March 12	The Village PSAP
March 24	Oklahoma City PSAP



## ATTACHMENT VI-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

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

### MEMORANDUM

**DATE:** August 28, 2008  
**TO:** 9-1-1 Technical Committee  
**FROM:** Wendi Marcy, Special Programs Officer  
**SUBJECT:** Upcoming 9-1-1 Institute Training

**INFORMATION:** Attached is a schedule of the remaining dispatcher/call-taker training for the 2008 calendar year. The turnout for 2008 institute class has been outstanding. Staff will soon begin looking at courses to host for the 2009 calendar year, so if there is a course any one would like to see hosted here at ACOG, please complete the attached survey so that we can better meet your training needs.

#### Enrollment forms

Please remember to fax or e-mail your enrollment forms to Wendi for ALL classes, even those being offered at no cost to you. These forms are necessary for record keeping and to reserve your seat(s). You may submit an enrollment form even if you are waiting for a purchase order approval. The PO# should be sent as soon as it is approved. Thank you for your assistance in this matter.

#### GeoLynx user training for new hires or "refresher training"

To accommodate your PSAP's new hires or those who may need refresher training on the mapping software; 2 ½ hour long GeoLynx user training sessions will be offered several times a month at different times to accommodate different working shifts. These sessions are limited to four people each to ensure the best hands on learning experience. 9-1-1 ACOG staff is also available for on-site mapping software training by request. Please allow for ample time to schedule your on-site training.

#### 40-hour Basic Telecommunicator Class

Our next 40-hour basic class is scheduled for October 20-24, 2008. If you are an instructor, please begin thinking about the days you would be available to teach. We have several new instructors in the region, and I hope to have them "team teach" with some of our more seasoned instructors while they get their first 40-hour class under their belts. Remember, for each day you instruct, you can send one student for free.

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



## 9-1-1 INSTITUTE

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

<b>2008 DISPATCHER/CALL-TAKER TRAINING SCHEDULE</b>	
<p><u>Communications Center Supervisor</u> <b>September 22-23, 2008</b> 8:30 AM – 4:30 PM Free for members / \$250 per person non members</p>	<p><u>40-Hour Emergency Telecommunicator</u> <b>October 20-24, 2008</b> 8:30 AM – 4:30 PM \$45 for members/\$55 non members</p>
<p><u>TDD Training</u> <u>[communicating with the deaf]</u> <b>September 12, 2008</b> (two sessions) 8:00 AM- 12:00 PM <b>and</b> 1:00 PM-5:00 PM Free for members / \$69 per person for non-members</p>	<p><u>Emergency Medical Dispatch (EMD)</u> <b>December 15-17, 2008</b> 8:00 AM – 5:00 PM \$295 per person members and non members</p>

\* All classes held at 9-1-1 ACOG, 21 E. Main St., Oklahoma City, unless otherwise noted.

\*\*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](mailto:wmarcy@acogok.org)**

9-1-1 ACOG  
Dispatcher/Call-Taker Training Survey

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

YES

NO

2. If no, please tell us what we could do differently to better serve your training needs.

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

- Inadequate staff to cover shifts
- Getting training from another source
- Have already taken all offered courses
- Budget
- Don't like Classes offered
- We don't need no trainin'
- Other (please explain)

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4. Of the courses offered in 2008, which do you believe were/will be most beneficial to you or your staff?

- Terrorism and the Telecommunicator
- Communications Training Officer
- Handling Domestic Violence Calls
- 40 hour Emergency Telecommunicator
- Emergency Medical Dispatch (EMD)
- Crisis Negotiations
- School Violence "Lessons Learned"
- Communications Center Supervisor
- "Being the Best!"

5. What training topics would you like to see offered in 2009?

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6. Any additional thoughts, ideas or comments you have regarding the 9-1-1 ACOG training program.

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## ATTACHMENT VI-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



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

### MEMORANDUM

**DATE:** August 26, 2008

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

**FROM:** Wendi Marcy, Special Programs Officer

**SUBJECT:** XY Coordinates and Mile Marker Information

**INFORMATION:** In August, staff met with Robbie Copeland, the communications manager for Medi Flight, regarding the use of latitude and longitude (XY coordinates) when requesting a Medi Flight response.

After a brief demo of the GeoLynx mapping software, Mr. Copeland determined that the DMS coordinates displayed at the bottom of the mapping screen is information that could possibly further reduce the response time of dispatched Medi Flight units. Mr. Copeland plans to advise Medi Flight dispatchers that this information is available from select PSAPs (ACOG member PSAPs), and it is possible they will begin asking for this information when their services are requested by area emergency responders.

XY coordinates are also very 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. This should help dispatch responders to more precise locations on Interstate highways as well.

If your dispatchers/calltakers need additional training on the GeoLynx mapping software, please contact our office to arrange training. If you have any questions, contact Wendi Marcy.

**Action Requested:** Demonstration of XY and mile marker information availability.

## ATTACHMENT VII

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 association of central oklahoma governments*

### MEMORANDUM

**DATE:** August 28, 2008  
**TO:** 9-1-1 Technical Committee  
**FROM:** Johnny C. Irons III, 9-1-1 Programs Manager  
**SUBJECT:** General Status Report

#### **NET 9-1-1 IMPROVEMENT ACT (HR3403)**

President Bush signed the New and Emerging Technologies (NET) 911 Improvement Act (HR3403) into law on July 23, 2008. 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. The legislation amends the IP-Enabled Voice Communications and Public Safety Act of 1999 to require IP-enabled voice service providers to provide 9-1-1 service, including enhanced 9-1-1 service, to their subscribers. It also allows a state or tribal fee for 9-1-1 or enhanced 9-1-1 services for IP-enabled voice services subscribers.

The new 9-1-1 Act also requires the FCC to regulate the interconnection of VoIP providers' connectivity to the 9-1-1 networks. 9-1-1 ACOG is preparing comments to the FCC regarding our regional thoughts on how this should be accomplished.

#### **9-1-1 SOFTWARE PATCH**

9-1-1 ACOG is expecting the release of the latest InVision2 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.

TCI's Invision2, PSAP 9-1-1 answering software, is coming to the end of its life cycle and will no longer be supported by Plant/CML after December 2009. 9-1-1 ACOG 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 the calendar year 2008.

## **ALI OUTAGE**

A regional ALI outage occurred Friday, August 15<sup>th</sup> at approximately 11:55 a.m. for approximately 4.5 hours. The source of the problem was Plant/CML (TCI) performed a download of a large data file across the networks that caused a reduction in bandwidth creating a communications problem between the server and its client workstations at the PSAPs. Steps have been taken to eliminate this process so this issue does not repeat.

## **9-1-1 BOARD WORKSHOP**

On August 28<sup>th</sup> the 9-1-1 Board of Directors met to discuss the 10-year financial forecast of the 9-1-1 Association and the procurement of a next generation 9-1-1 system. The board members present at the workshop requested (1) staff evaluate ways of reducing 9-1-1 system costs; (2) explore legislation that would increase current service fees, establish a new device oriented funding mechanism and add enforcement provisions for telecommunications providers not remitting 9-1-1 service fees; and (3) begin preparations to enter into litigation against those service providers not currently remitting 9-1-1 service fees.

Board members discussed that a migration plan for the next generation 9-1-1 technology must be in place by December 14, 2008, so that adequate time is allowed for completion of system replacement at the end of the extended maintenance contract December 13, 2009.