

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., DECEMBER 3, 2009  
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 Kathy McMillan  
Moore Councilmember

Executive Director  
John G. Johnson

9-1-1 TECHNICAL COMMITTEE MEETING AGENDA

9:30 a.m., Tuesday, December 8, 2009

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – June 16, 2009 meeting ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. AT&T-POSITRON NEW REGIONAL 9-1-1 SYSTEM SOFTWARE PRESENTATION ([Attachment V](#))

**INFORMATION:** AT&T and Positron will present and provide for the technical committee a demonstration of the proposed Viper system to be deployed with the next regional system upgrade.

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

- VI. 2010 MEETING DATES ([Attachment VI](#))

**INFORMATION:** In accordance with the Oklahoma Open Meetings Act, the 9-1-1 ACOG Board of Directors approved a meeting schedule for the calendar year 2010 for the 9-1-1 Technical Committee. These dates are attached for committee members to place on their calendars for the upcoming year.

**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 16, 2009**

The second meeting of the 9-1-1 Technical Committee for calendar year 2009 convened at 9:31 a.m., June 16, 2009, in the ACOG Conference Room, 21 E. Main, Suite 100, Oklahoma City, Oklahoma. This meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least twenty-four (24) hours prior to the meeting.

PRESIDING

Jane Sutter, Deputy Director

MEMBERS PRESENT

Marion Wright, Bethany Police Department  
Louis Russell, Cleveland County Sheriff Office  
Doug McKenzie, Cleveland County Sheriff Office  
Marvin Stanford, Del City Police Department  
Matt Stillwell, Edmond Emergency Operations  
John Avera, Edmond Emergency Operations  
Elvin McDaniel, El Reno Police Department  
Bryan Crumb, Guthrie Police Department  
Ray Poland, Mayor, Jones City  
Mike Bower, Midwest City Emergency Operations  
Gayland Kitch, Moore Emergency Operations  
Virginia Guild, Moore Emergency Operations  
Keith Bryan, Councilmember, Mustang  
Teena Scott, Mustang Police Department  
Sarah Bristol, Newcastle Police Department  
Neil Gray, City of Nichols Hills  
Les Arnold, Nichols Hills Police Department  
Robin Murray, Nichols Hills Police Department  
Heather Ridgway, Noble Police Department  
Lance Terry, Norman Police Department  
Lucien Jones, Okla. City Public Safety Communications  
David Baisden, Okla. County Sheriff's Office  
Jerry Koester, Piedmont Police Department  
Marsha Blair, Slaughterville Fire Department  
Lori Shannon, Tinker Air Force Base Fire Department  
Sean Douglas, Tuttle Police Department  
Andy Johnson, Yukon Police Department

GUESTS

Doug Wilkens, Nobel Systems  
Ken Blood, Nobel Systems  
Holly Stone, Director of Communications, microDATA  
Nate Wilcox, Chief Technical Officer, microDATA  
Sam Bard, Sales Engineer, microDATA  
Keri Nail, Cox Communications  
Julie Croft, AT&T  
Betty Tucker, AT&T  
Katherine Gouker, AT&T

## STAFF

John G. Johnson, Executive Director  
Jane Sutter, Deputy Director  
Stephen Willoughby, E9-1-1 & Public Safety Division Director  
Anita Kroth, 9-1-1 Administrative Assistant  
Johnny C. Irons III, 9-1-1 Programs Manager  
Wendi Marcy, Special Programs Officer  
Alicia Nicely, 9-1-1 GIS Manager  
Carolyn White, 9-1-1 Database Manager  
Peggy Stoller, GIS Specialist  
John Lewis, 9-1-1 Test Driver  
Diane McCullough, Grants Program Manager  
Barbara Hurdman, 9-1-1 Department Secretary  
Doug Rex, Transportation Planning & Data Services Division Director  
Jerry Church, Director of Media and Public Relations

### I. CALL TO ORDER

Jane Sutter called the meeting to order at 9:31 a.m. A quorum was confirmed.

### II. INTRODUCTIONS

Self-introductions were made around the room.

### III. APPROVAL OF MINUTES – MARCH 10, 2009

Approval of the minutes of the December 9, 2008 meeting was tabled until the June meeting due to lack of a required quorum at the March 10, 2009 meeting.

Marvin Stanford, Del City, made a motion to approve the minutes of the December 9, 2008 and March 10, 2009 9-1-1 Technical Committee meetings. Robin Murray, Nichols Hills, seconded the motion. The motion carried the following votes:

AYE: Wright, Russell, Stanford, Stillwell, McDaniel, Crumb, Poland, Kitch, Scott, Bristol, Gray, Ridgway, Terry, Jones, Baisden, Koester, Blair, Shannon, Douglas and Johnson

NAY: None

ABSTAIN: None

### IV. DIRECTOR'S REPORT

Jane Sutter reported to the group that the State Senate and House leadership has assigned a special task force to look at the future of 9-1-1 in the state and how it will work throughout the state, as well as those areas that currently have 9-1-1 such as in the Central Oklahoma region regarding future funding. She it is expected that the people assigned to the task force, are: [Senate] Cliff Aldridge from Midwest City; Roger Ballenger from Okmulgee; Brian Bingman from Sapulpa; Cliff Branam from Oklahoma City; and Bryce Marlatt from Woodward; and in the House, Jeffrey Hickman, Tacoma; Guy Liebmann, Oklahoma City; Scott Martin from Norman; and Steve Martin from Bartlesville; and Paul Roan from Tishamingo. She said staff will keep the technical committee posted as this effort moves forward.

V. RECOMMENDATION AND PRESENTATION FOR THE NEW REGIONAL 9-1-1 SYSTEM

Stephen Willoughby briefed the group about the history of the 9-1-1 software and equipment system from the purchase of the VISIT ENR system from AT&T in 1997 which had significant issues. Later Nortel went out of the 9-1-1 business. At that time 9-1-1 ACOG's contract was with AT&T who had another six years to commit to that project, therefore, we replaced it with TCI's INVISION2, which is the current software that we have. That system was expected to last us five years. We are now in the eighth year of that deployment. In the interim TCI was bought by a company called Plant and the product has been discontinued. AT&T will no longer provide maintenance to that and the current maintenance extension expires in December 2009. We are now in the position of needing to replace the existing system.

Mr. Willoughby also briefed the 9-1-1 Technical Committee on the RFP process followed for replacement of the 9-1-1 answering equipment, software and network elements currently being used by 9-1-1 ACOG's 22 PSAPs to handle emergency calls. This process included a mandatory vendor pre-proposal meeting, interviews of vendors and reviews with final selected vendors.

Mr. Willoughby said that staff is recommending the selection of microDATA for the Association's new XT911 system solution. He said after a thorough review process staff believes that microDATA will better position the 9-1-1 ACOG's regional 9-1-1 system by capturing the latest 9-1-1 technology for today, as well as positioning the Association for the next generation of 9-1-1 capabilities.

Nate Wilcox, Chief Technical Officer from microDATA, said they have been doing Voice over Internet Protocol (VoIP) for approximately eight years. He said microDATA will take this system into the next generation which includes text messaging; calls originating on OnStar; and so forth, and is taking those into the 9-1-1 system.

Gayland Kitch asked if we use the UPS equipment as shown in the demonstration, would we need to provide 2-30 amp circuits. Nate said that it would be the 120-volt, 30 amp circuits under the UPS.

Louis Russell asked if that is for redundancy, or does it require that much power? Nate said it is for redundancy into the UPS on the rack; one operating off of commercial power and one operating off of generator).

Nate said there will be a generation key pad. This is a single key pad to perform all of the major functions which will reduce the footprint on the desktop. Also, a standard keyboard is available.

Nate said that training for the XT9-1-1 for call handling is a three-hour class. He said the training is intensive hands-on, i.e., login and out of the automatic call distributor; answering, transferring and releasing calls; and other features used on a daily basis such as contact table, station-to-station transfers, submitting helpdesk tickets to the support organization, submitting ALL discrepancies, and how to use the instant recall recording.

Steve Willoughby said staff that along with the customized training we will be deploying the GeoLynx "G7" applications which is a new revision of the mapping software currently in front of the call-takers. It is more streamline and easier for the call-taker to navigate. That training will be pushed out the same time as the new 9-1-1 software. Therefore, in addition to the three-hour XT9-1-1 training there will be a 2-3 hour training class related to the GeoLynx application.

Nate said there will be a four-hour admin training class which requires that the person have taken the call-taker training prior to taking the admin class.

Gayland Kitch, Moore, asked if the admin training is for people at the PSAP level or 9-1-1 ACOG staff. Johnny Irons said that training is for himself along with PSAP supervisors.

Marion Wright, Bethany, asked for microDATA's training schedule. Steve Willoughby said we have asked that as we configure our system, microDATA supply documentation specifically for our system as it is unique to us and not the same as used by others. We are asking that the training documentation be customized to reflect what our call-takers will see in front of them.

Johnny Irons informed the group that staff and microDATA will be making site visits to the ACOG PSAPs and check out any physical limitations as well as learning certain requirements that one PSAP may have from another PSAP. He said they will individualize each PSAPs map.

Lance Terry asked who is removing the old equipment. Mr. Willoughby informed the group that Nobel Systems will remove the old equipment.

Neil Gray, Nichols Hills, asked that they talk about the options of using a headset or a conventional desktop telephone.

Sam Bard, microDATA's sale engineer, went through a demonstration of the software's functions. He talked about manual ALI query; playback call reporting; area wide "park" feature (send to other PSAPs); the report process to the Rapid Response Center which is staffed 24/7 365 days a year. He talked about the escalation process and how the trouble tickets would be monitored.

Sam said the system can be configured to automatically dial technical support, but more importantly, it can be configured to create a trouble ticket.

Sam said that regarding discrepancy capture, it amounts to a button click and the ANI and ALI information received from the call is populated and the call-taker has an option to enter the corrected information.

Nate said, if for some reason, the software is not working, a call-taker can also contact the helpdesk by emailing: [help@md-911.com](mailto:help@md-911.com) and there is a 1-800-number to call.

The responder at the Rapid Response Center will contact the requester either by calling them or emailing them to assure them they have all of the additional information and will bring whatever support is needed to support the ticket. The ticket is then assigned to a technician to handle.

Nate said there is an escalation process in place for trouble tickets.

Nate explained that the goal is to find a problem before ACOG's 9-1-1 system even knows there is a problem. It will automatically generate trouble tickets and even eliminate the problem happening at the workstation.

Sam pointed out that there is the capability to instant message from one PSAP to another PSAP.

Lance Terry asked if the instant messages will be logged, who can access the logs and is that an administrative function. Sam said it will be whoever ACOG gives permission to see those.

Matt Stillwell asked if they can integrate the administrative lines into the same intake area (of a 911 call). Sam said yes. Matt asked about integration of Cisco VoIP systems in an in-house line. Sam said it is capable by running the line into the two data centers or run them in the local PSAP.

If they run them into the local centers, it does have an impact on bandwidth and additional gateways would need to be placed there.

Matt asked if the TDD solution could be integrated to tap those audio sources, or is it limited to 9-1-1. Sam said it is universal, so any could.

Nate said microDATA is RT-3261 compliant which means they can talk with it, but Cisco has its own proprietary variety, but if it is CIP, then microDATA can talk to it.

Matt asked where the archives of the audio reside – within the network offsite or on the local machine. Sam said there are options to house those, either on the machines temporarily, but they are all archived back to the two data centers and held within the Windows based servers. ACOG will decide on when they want to purge them.

Steve Willoughby said historically that decision is based upon how much space we have.

Matt asked does that function have an effect on how well the system performs if they use an in-house recording system. Nate said it is a line off the sound card on the workstation so there is no impact on performance.

John Avera asked about how that interfaces with the CAD system, and more specifically with Tri Tech. Nate said they are NENA compliant interface out to a CAD system.

John Avera also asked about integration with the current recurring recording systems. He said they are having some trouble with their recording system accepting VoIP. Nate said they will provide a typical analog output. He said microDATA, for VoIP, would take a look at VPI recording equipment company and work with them.

John asked if microDATA would take responsibility for the interfaces between the machines. Nate said microDATA would take a look at it and provide a solution to that.

John asked if there is network security against network hackers. Nate said it is not wall-guard. He said microDATA puts as many tools into monitoring the network, putting in firewalls and demarks and high grade fire walls that monitor those ports and include as much bandwidth as possible and monitors every single protocol on the network. They look at more than 65,000 protocols on the network to help identify the source and the conversation and shut that traffic down immediately. At every major intersect they have firewalls than they can crank down as tight as possible, if necessary, he said.

John Avera asked if other PSAPs have the privilege to hear their recordings. Sam said no; it is all permission based. ACOG will make the decision on the setup of those.

Lewis asked if it is possible to enter a caution note on a phone number when on line, or does it have to be in progress?

Sam said it can be done offline, or at any time.

Lewis Russell said if they are working with Norman on a call, can they mute the calling party so they can't hear what the two PSAPs are talking about? Sam said yes. He asked while on mute, will the recording continue to record what the caller is saying. Sam said yes it records whatever audio is present within the call.

David Baisden, Oklahoma County, asked about semi-permanent record, or once it's purged, is it there? Sam said it would remain until the PSAP elected to remove it.

Lucien Jones asked what kind of outputs does microDATA provide for the local PSAP's local recorder to take audio from each workstation?

Sam said it would be a single two-wire audio output from each workstation, which means that on the back of the workstations is the common 3.5 mm jack and a cable will run from the jack to a 66 block in the PSAP. We also support VoIP capture and the recorder company has to do their part of that as well regarding firewalls, etc. The recorder company will have remote access to it so you need to insure that nothing happens to harm the network.

Lucien asked if that audio comes out only when a call is active; the operator's microphone is not live all the time. Sam said that is correct.

Lance Terry said Norman records by position and by trunk lines and that means the trunk lines will no longer be able to record because the trunk lines do not exist at the PSAP.

Sam said if you want to capture the trunks, those would have to be done at the Data Center.

Steve Willoughby said that is indicative of the technology and not to limitations of the vendor.

Louis asked if he has a domestic call and needs to put that call on hold, does that mean that the audio on that call can be recorded even though it is on hold while he is answering other calls.

Nate said the system at the Data Center still has the call and will continue to associate that recording with that call. Since there are no longer trunks, he will not get output for the local recorder. The next generation is not a trunk-based world any longer. There is no trunk associated with every call that comes in.

Louis said it looks like we will have to pull up a report differently with the new software.

Sam said because the existing CAMA trunks bringing in today are now considered terminated at your PSAP will be terminated back at the Data Center. The solution to having one source for the recording is to have a voice recorder that is IP capable. He said voice records typically will last about seven years, or ten on a good one, but at some point, on the next site, it will be replaced.

Louis asked if recordings can be made remotely or do they have to be at a workstation. Nate said that is an implementation aspect to be determined by ACOG, and that it is an option.

Andy Johnson asked if they will still be able to get the 9-1-1 numbers on the IP recorder as they do now (Trans Voice Data). Nate said microDATA will work that out.

Sam said microDATA can direct those to not only the audio stream going to the position but can give them the information captured but also give the information captured by inbound trunks because CAMA trunks coming into the gateway is converted into IP and fed into the server and Data Center.

Gayland Kitch asked Steve what is our timeline? Steve said we will be discussing that with microDATA today.

Steve asked Johnny Irons what were our original projections? Johnny said January. The original timelines provided that we start January 1. Our determination was to have it completed before December 15.

Chair Jane Sutter asked for a motion to recommend to the 9-1-1 ACOG Board of Directors that the Executive Director negotiate and execute a contract with microDATA for 9-1-1 ACOG's next generation 9-1-1 solution. Marvin Stanford, Del City, made a motion and Sean Douglas, Tuttle, seconded the motion. The motion carried the following votes:

AYE: Wright, Russell, Stanford, Stillwell, McDaniel, Crumb, Poland, Kitch, Scott, Bristol, Gray, Ridgway, Terry, Jones, Baisden, Koester, Blair, Shannon, Douglas and Johnson

AY: None

ABSTAIN: None

## VI. GENERAL STATUS REPORT

Johnny Irons reported that SB1166 called for all public agencies in the state to form regional emergency communication districts for the purpose of creating an area wide emergency nine-one-one (91-1-1) system for their respective jurisdictions on or before December 31, 2012.

On April 16, 2009 the House voted to reduce the wireless service fee from 50-cents to 15-cents. The title was taken off the bill at that time and the bill went to conference committee. The bill emerged from Conference Committee with the 50-cents wireless fee still intact and passed 96-0 by the House on May 15, 2009.

Johnny reported that 9-1-1 ACOG celebrated its 20<sup>th</sup> anniversary this year along with the celebration of National Telecommunicator's Week. Dispatchers and call-takers in the region were honored with 20<sup>th</sup> anniversary commemorative travel mugs and lapel pins along with miscellaneous items. Drawings were held to give away door prizes and the annual PSAP decorating contest was a success again this year. The Nichols Hills Police Department was the winner of the traveling trophy. The second prize winner was Bethany Police Department.

He reported that May 1, 2009 marked the 20<sup>th</sup> anniversary of enhanced 9-1-1 in the Central Oklahoma region. The anniversary was celebrated by ACOG staff, members of the 9-1-1 Saves Lives Committee, 9-1-1 dispatchers, city and county officials and representatives from towns and cities throughout the Central Oklahoma region held at the Historic Farmers Market on Friday, May 1<sup>st</sup>. There were 28 dispatchers honored for two decades of dedication. Jane Sutter and Carolyn White with ACOG and Lucien Jones, Oklahoma City, were honored as well for 20 years of service to 9-1-1.

Johnny reported that the latest wireless compliancy testing revealed a few issues with Phase I wireless calls. Staff worked with GeoComm to determine the problem and found that it was a parsing issue and has been fixed.

There were also issues at a few PSAPs with the PAM/E2 interfacing being changed through AT&T. We found that several of the PSAPs had been switched by the carrier from E2 back to PAM, which meant that PSAPs were not receiving the Telco ID, the UNC or notes information. The TelcoID is very important if the call comes in as a Phase I call. The solution has been tested and fixed.

Johnny also mentioned that OnStar is beginning the second stage of OnStar's Priority Access project (the ability to send pre-screened emergency calls from OnStar to you PSAP via their 9-1-1 trunks. This new capability will enable OnStar to include the vehicle location information in the 9-1-1 automatic local identification (ALI) data display for emergency calls from OnStar. The ALI data will be displayed in the format previously designated by the PSAP and its 9-1-1 database provider. Stage two will bring the functionality of the inclusion of vehicle latitude and longitude data in the native 9-1-1 ALI display.

VII. NEW BUSINESS

Steve Willoughby announced that there are newly designed 9-1-1 brochures and career brochures for 9-1-1 telecommunicators available today for anyone who would like to have them. He said to contact Wendi Marcy as needed.

Gayland Kitch, Moore, said they are working on the designs and construction plans for a new communication center; construction will probably not start for another year.

Louis Russell, Cleveland County, said the new administration personnel have settled in; they have a new IP-based telephone system and the equipment is waiting to be installed; they have issued an RFP for new software for CAD, records management, and mobile data terminals and a contract for that was awarded yesterday.

Marvin Stanford, Del City, said that Del City's city offices will soon move into the new city hall building this week and soon tear down the old city hall and build a new police station.

Andy Johnson, Yukon, reported that Yukon will break ground in January for a new fire department.

Heather Ridgway, Noble, reported that they have a new ambulance and two new backups which will be considered surplus this year.

Mike Bower, Midwest City, reported that there will be four fire stations under construction, two of which have been completed over the last two weeks; one is housing the new backup EOC and also a crime lab completed.

Lance Terry, Norman, reported that the Smalley Center has been given to the Norman Police Department by the National Guard and will be used to house investigations and fire department inspectors and fire marshals, which will free up space in the current PSAP building. The city officials are looking at a bond issue for new public safety software that would go out the end of the year or first of next year.

Lucien Jones, City of Oklahoma City, is preparing to bring Bethany and Yukon onto its radio system and training for that will be coming up over the next couple of weeks. Mustang and Warr Acres has applied for the UASI grant to do the same thing. He said today EMSA is moving consoles to a new arrangement at the center.

VIII. ADJOURNMENT

The meeting adjourned at 11:13 a.m.

**ATTACHMENT V**



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

Chair Keith Bryan  
Mustang Councilmember

Vice-Chair Ken Bartlett  
Del City Councilmember

Secretary/Treasurer Kathy McMillan  
Moore Councilmember

Executive Director  
John G. Johnson

**MEMORANDUM**

**DATE:** December 1, 2009

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

**FROM:** Johnny C. Irons III, 9-1-1 Programs Manager

**SUBJECT:** AT&T-POSITRON NEW REGIONAL 9-1-1 SYSTEM SOFTWARE PRESENTATION

**INFORMATION:**

AT&T and Positron will present and provide for the technical committee a demonstration of the proposed Viper system to be deployed with the next regional system upgrade.

The AT&T Positron Viper system is being proposed to replace the existing TCI 9-1-1 call handling system which is in its eighth year of an expected five-year life cycle. AT&T is no longer offering extended maintenance on the TCI system after this month.

The Positron system was selected through a request for proposal issued by 9-1-1 ACOG in December of last year. One of the prerequisites for the 9-1-1 call-handling replacement project was the delivery of Voice over Internet Protocol to call-taker workstations, which is a necessity to progress into Next Generation 9-1-1.

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

**ATTACHMENT VI**



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

Chair Keith Bryan  
Mustang Councilmember

Vice-Chair Ken Bartlett  
Del City Councilmember

Secretary/Treasurer Kathy McMillan  
Moore Councilmember

Executive Director  
John G. Johnson

**MEMORANDUM**

**DATE:** December 1, 2009

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

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

**SUBJECT:** 2010 9-1-1 ACOG technical Committee meeting dates

INFORMATION: The following is a list of 9-1-1 Technical Committee regular meeting dates for the calendar year 2010. The dates are scheduled for the second Tuesday of the months of March, September and December, and the first Tuesday in June, at 9:30 a.m. in the ACOG Conference Room.

March 9  
June 1  
September 14  
December 14

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

## ATTACHMENT VII



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

Chair Keith Bryan  
Mustang Councilmember

Vice-Chair Ken Bartlett  
Del City Councilmember

Secretary/Treasurer Kathy McMillan  
Moore Councilmember

Executive Director  
John G. Johnson

### MEMORANDUM

**DATE:** December 1, 2009

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

**FROM:** Johnny C. Irons III, 9-1-1 Programs Manager

**SUBJECT:** General Status Report

#### **Tribbey Exchange**

The 9-1-1 ACOG regional 9-1-1 system came online May 1, 1989 and the citizens of the Oklahoma City Metropolitan area have benefitted from enhanced 9-1-1 for over 20 years. Except for the Tribbey Exchange, a small area in southern Cleveland Co due to the expensive upgrades that would have been charged to 9-1-1 ACOG by the local exchange carrier.

Pottawatomie County Telephone Co. has upgraded their switches and peripheral network to enable enhanced 9-1-1 to be brought to the citizens of the Tribbey Exchange in the coming months.

ESN03 will be extended south passed its current boundary just south of Cedar lane to Post Oak road. The responders will be: Police- Cleveland County Sheriff, Fire-Cedar Country, and EMS-Norman EMSTAT.

ESN 41 well be extended to cover: North boundary- Post Oak Road south to Bryant road, east to east 144<sup>th</sup> and west to the Pottawatomie county border. The responders will be: Police-Cleveland County Sheriff, Fire- Cedar Country, and EMS- Noble Fire department.

#### **Cox Wireless Deployment**

Cox Wireless will begin offering 3G wireless service to the Oklahoma City Metropolitan area in March, 2010. Area coverage will be provided by 190 sites spread across the metropolitan areas: Major portions of Oklahoma, Canadian, Logan, Cleveland County, Portions of Grady, Pottawatomie, and Lincoln counties.

## **Putnam City Schools Phone Systems 9-1-1 Call Testing**

At the request of Chief of Police for Putnam City Campus Police and in concert with the City of Oklahoma City Police Department, 9-1-1 ACOG and OKCPD assisted Putnam City Campus Police in testing their networked VoIP phone system for 9-1-1 call routing.

Putnam City has a networked Cisco VoIP based phone system for all of their schools in Oklahoma City, Bethany, and Warr Acres. They most recently have completed programming the office and classroom phones at all schools to allow dialing 911 as well as 9911. Phones at each school will use a unique phone number to send out the 911 calls, so that the ANI routes the call to the proper PSAP. A comprehensive series of test calls were made December 2<sup>nd</sup> and 3<sup>rd</sup>.

Experience with networked VoIP phone systems spanning multiple jurisdictions tells us many mistakes can be made by technicians setting up (or failing to properly set up) the 911 routing. Due to the national attention school campus emergencies receive, it was important that Oklahoma City and 911-ACOG do our part to establish and document these base-line 911 tests with PC Schools. This did not only test call routing from each school, but also help set expectations for the campus police and school staff as they develop internal procedures and training.

### **PSAP Site Surveys**

9-1-1 ACOG, AT&T, Cox and the 9-1-1 new software vendor Positron will be conducting PSAP site surveys December 8 thru December 11, 2009. This will be a thorough survey the will not only include space and positioning of CPE but cabling, electrical requirements, building demarcation points for the Telco vendors and other minor detail. It will be necessary for you to have an informed person (bldg maintenance, supervisory, It personnel-if applicable, etc.,) available to the contingent for questions.

### **9-1-1 Institute Training Schedule**

Attached is the training schedule for 9-1-1 ACOG's Training Institute for calendar year 2010. To schedule individuals for training sessions, please contact Anita Kroth, [akroth@acogok.org](mailto:akroth@acogok.org).



## 2010 Training Institute Training Schedule

January 21-22, 2010	Communications Center Supervisor \$250 per person, FREE for ACOG Members
February 22-23, 2010	Crisis Negotiations & Mental Health for Dispatchers \$99 per person, FREE for ACOG Members
March 4, 2010	Fire! Communications \$99 per person, \$75 per person for ACOG members or \$70 for three or more!
March 5, 2010	School Violence, Lessons Learned \$99 per person, \$75 per person for ACOG members or \$70 for three or more!
March 18-20, 2010	Spanish for Telecommunicators! \$99 per person, \$75 per person for ACOG members or \$70 for three or more!
April 5-9, 2010	40 Hour Basic Telecommunicator Certification \$55 per person \$40 for ACOG Members
April 22, 2010	Critical Incident Stress Management \$135 per person FREE for ACOG Members
May 3, 2010	Active Shooter! \$135 per person FREE for ACOG Members
June 2-4, 2010	Advanced Emergency Medical Dispatch Certification \$295 per person
July 12-13, 2010	Critical Incident Dispatching \$250 per person FREE for ACOG Members
August 9-10, 2010	Communications Training Officer \$250 per person FREE for ACOG Members
September 13, 2010	Terrorism and the Telecommunicator \$135 per person FREE for ACOG Members
October 4-5, 2010	Crisis Negotiations & Mental Health for Dispatchers \$99 per person, FREE for ACOG Members
October 18-22, 2010	40 Hour Basic Telecommunicator Certification \$55 per person \$40 for ACOG Members
November 1, 2010	Telecommunicator Liability \$135 per person FREE for ACOG Members

**All classes are held at the ACOG offices, 21 E. Main Suite 100, Oklahoma City.**

**\*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 by the training vendor.**

**To register, or for further information, contact Anita Kroth at 405-234-2264, or e-mail: [911acog@acogok.org](mailto:911acog@acogok.org)**