

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., JANUARY 26, 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 Dan O'Neil  
Edmond Mayor

Executive Director  
John G. Johnson

9-1-1 BOARD OF DIRECTORS

AGENDA

1:00 p.m., Thursday, January 29, 2009

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma 73104

- I. CALL TO ORDER
- II. INTRODUCTION OF GUESTS
- III. APPROVAL OF MINUTES – DECEMBER 18, 2008 meeting ([Attachment III](#))
- IV. COMMUNICATIONS
- V. HEARING OF DELEGATIONS OR CITIZENS
- VI. CONSENT DOCKET (Items VI-A and VI-B)

**INFORMATION:** This item is placed on the agenda so that the Board of Directors, by unanimous consent, may designate those routine agenda items that they wish to be approved or acknowledged by one motion. If any item proposed does not meet with the approval of all board members that item will be heard in regular order. Staff recommends that item VI-A and VI-B be placed on the Consent Docket.

A. FINANCE REPORT – JANUARY CLAIMS ([Attachment VI-A](#))

**INFORMATION:** Consideration of materials claims budgeted for the Association in the amount of \$176,334.30 for the month of January. 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.

**Action Requested:** Motion to accept the finance report and approve payment of the January recurring claims against the Association.

B. SERVICE APPLICATION AND AGREEMENT BETWEEN 9-1-1 ACOG AND 1-800-RECONEX, INC.

**INFORMATION:** Staff recommends approval and execution of a contract for 9-1-1 service between 1-800-Reconex, Inc., a reseller Competitive Local Exchange Carrier (CLEC), and the 9-1-1 Association of Central Oklahoma Governments. Contract period begins July 1, 2008 through June 30, 2009. Complete contract documentation is available for review at the ACOG offices.

**Action Requested:** Motion to authorize the Executive Director to execute the 9-1-1 Service Application and Agreement with 1-800-Reconex, Inc.

VII. ITEMS FOR INDIVIDUAL ACTION

A. ANNUAL 9-1-1 DATA AUDIT REPORT ([Attachment VII-A](#))

**INFORMATION:** Staff will present to the Board the outcome of the annual audit recently completed of 9-1-1 ACOG's Regional 9-1-1 Databases and Geographical Information System (GIS).

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

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  
December 18, 2008**

The eleventh meeting of the calendar year 2008 of the 9-1-1 Association of Central Oklahoma Governments Board of Directors convened at 1:04 p.m., December 18, 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. Dan O'Neil, Mayor, Edmond

**MEMBERS PRESENT**

Hon. James Woodard, Councilmember, Arcadia  
Hon. Roger Malone, Councilmember, Choctaw  
Hon. Ray Poland, Councilmember, Jones City  
Hon. Margaret Graham, Trustee, Luther  
Hon. Kathy McMillan, Councilmember, Moore  
Hon. Turner Mann, Councilmember, Midwest City  
Hon. Linda Molsbee, Councilmember, Newcastle  
Hon. James Pumphrey, Mayor, Nicoma Park  
Hon. Rachel Butler, Councilmember, Norman  
Hon. Bob Cleveland, Trustee, Slaughterville  
Hon. Earnest Ware, Mayor, Spencer  
Hon. Brian Routh, Councilmember, Tuttle  
Hon. Grant Hedrick, Commissioner, Canadian County  
Hon. Rod Cleveland, Commissioner, Cleveland County  
Hon. Mark Sharpton, Commissioner, Logan County  
Hon. Willa Johnson, Commissioner, Oklahoma County

**MEMBERS ABSENT**

Hon. Phil Shirey, Councilmember, Bethany  
Hon. Ken Bartlett, Councilmember, Del City  
Hon. Matt White, Mayor, El Reno  
Hon. Marianne Yarbrough, Trustee, Forest Park  
Hon. Chuck Burtcher, Mayor, Guthrie  
Hon. Bill Lisby, Councilmember, Harrah  
No designee, Lake Aluma  
Hon. Mark Easton, Councilmember, Lexington  
Hon. Keith Bryan, Councilmember, Mustang  
Hon. Kathy Walker, Mayor, Nichols Hills  
Hon. Gary Hayes, Mayor, Noble  
Hon. John Brown, Councilmember, Piedmont  
Hon. Kathy Jordon, Trustee, Smith Village  
Hon. Scott Symes, Mayor, The Village  
No Designee, Valley Brook  
Hon. Dean Johnson, Councilmember, Warr Acres  
Hon. Jim Gilbert, Mayor, Woodlawn Park  
Hon. Ward Larson, Mayor, Yukon

## **GUESTS**

Ronnie Freeman, AT&T

## **STAFF**

John G. Johnson, Executive Director

Jane Sutter, Deputy Director

Debbie Cook, Finance Division Director

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

Secretary-Treasurer Dan O'Neil, Edmond, called the meeting to order at 1:04 p.m. A quorum was present.

### II. INTRODUCTION OF GUESTS

John Johnson, Executive Director, introduced Ronnie Freeman, AT&T.

### III. APPROVAL OF MINUTES – November 20, 2008

Director Ray Poland, Jones City, made a motion to approve the minutes of the November 20, 2008, 9-1-1 Board of Directors meeting. Director Rachel Butler, Norman, seconded the motion. The motion carried the following votes:

AYE: Woodard, O'Neil, Poland, Graham, McMillan, Mann, Molsbee, Pumphrey, Butler, B. Cleveland, Ware, Routh, Hedrick, R. Cleveland, Sharpton, Johnson

NAY: None

ABSTAIN: None

### IV. COMMUNICATIONS

#### Chairman's Report:

None

#### Executive Director's Report:

None

V. HEARING OF DELEGATIONS OR CITIZENS

None

VI. CONSENT DOCKET

**INFORMATION:** This item is placed on the agenda so that the Board of Directors, by unanimous consent, may designate those routine agenda items that they wish to be approved or acknowledged by one motion. If any item proposed does not meet with the approval of all board members that item will be heard in regular order. Staff recommends that items VI-A and VI-B be placed on the Consent Docket.

A. FINANCE REPORT – DECEMBER CLAIMS

**INFORMATION:** Consideration of materials claims budgeted for the Association in the amount of \$85,281.00 for the month of December. 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.

John Johnson presented an amendment to the December claims in the amount of \$102,071.70 which increased the claims to \$187,352.70 for the December claims.

**Action Requested:** Motion to accept the finance report and approve payment of the December claims against the Association in the amount of \$85,281.00 and the amendment to claims in the amount of \$102,071.70, for a total of \$187,352.70 for the December claims.

B. AUTHORIZATION FOR THE EXECUTIVE DIRECTOR TO EXECUTE A CONTRACT BETWEEN 9-1-1 ACOG AND BRENT HAWKINSON FOR CONSULTING SERVICES

**INFORMATION:** Staff is requesting that 9-1-1 ACOG enter into a consulting agreement with Brent Hawkinson. Mr. Hawkinson recently retired after 30 years with AT&T, most recently spending eight years on 9-1-1 projects in Oklahoma for the company. Brent will advise staff during the selection, design and implementation of the Next Generation 9-1-1 system on which 9-1-1 ACOG is currently seeking proposals.

**Action Requested:** Motion to authorize the Executive Director to execute a contract between 9-1-1 ACOG and Brent Hawkinson for consulting services not to exceed \$10,000.

Director James Pumphrey, Nicoma Park, made a motion to place items VI-A and VI-B on the Consent Docket and approve those items, subject to any conditions included in that item. Director James Woodard, Arcadia, seconded the motion. The motion carried the following votes:

AYE: Woodard, O'Neil, Poland, Graham, McMillan, Mann, Molsbee, Pumphrey, Butler, B. Cleveland, Ware, Routh, Hedrick, R. Cleveland, Sharpton, Johnson

NAY: None

ABSTAIN: None

VII. ITEMS REQUIRING INDIVIDUAL ACTION

A. AUTHORIZATION FOR STAFF, ON BEHALF OF THE BOARD, FORMALLY REQUEST TO THE OKLAHOMA STATE LEGISLATURE CREATION OF A SELECT STUDY COMMITTEE ON 9-1-1 ISSUES IN OKLAHOMA

Executive Director John Johnson reported that 9-1-1 ACOG staff has visited with the Speaker of the House, President of the Senate and the Governor's office and conveyed our 9-1-1 concerns and proposed our solution about the Select Study Committee to study the issues. They seemed receptive to doing that.

Mr. Johnson said he wanted to keep the Board informed about the steps staff will be taking to get their approval to do what is necessary to try and resolve the sustainability of 9-1-1 in Oklahoma and Central Oklahoma. He referred to a handout which is a copy of the draft letter to the President Pro Tempore of the Senate and the Speaker of the House of Representatives for the Board to review and approve.

Director Ray Poland made a motion to authorize staff, on behalf of the Board, to formally request the Oklahoma State Legislature to create a Select Study Committee on 9-1-1 issues in Oklahoma. Director James Woodard seconded the motion. The motion carried the following votes:

AYE: Woodard, Malone, O'Neil, Poland, Graham, McMillan, Mann, Molsbee, Pumphrey, Butler, B. Cleveland, Ware, Routh, Hedrick, R. Cleveland, Sharpton, Johnson

NAY: None

ABSTAIN: None

VIII. GENERAL STATUS REPORT

Stephen Willoughby reported that 9-1-1 ACOG has publicized its 2009 Training Calendar for the 9-1-1 Institute which also has been provided to PSAPs and is available on the ACOG website. Two new classes have been added this year, "Active Shooter Incidents" and "Crisis Negotiations and Mental Health for Dispatchers."

Mr. Willoughby reported that staff began wireless compliancy testing in September to determine how accurately wireless calls locate the caller and whether the calls route to the correct PSAP with complete information. He said 141 test calls have been made to date registering an accuracy of within 150-300 meters 72% of the time.

He also reported that 9-1-1 ACOG's equipment vendor Plant/CML performed an upgrade to the central servers that serve all of the 22 PSAPs the first week of December to improve database operational efficiency and redundancy.

Steve reported that staff released a Request for Proposal on December 8<sup>th</sup> for a Next Generation 9-1-1 system to replace the existing system which is at the end of its life cycle. A pre-proposal meeting with vendors is set for January 8<sup>th</sup> and vendors' proposals are due to 9-1-1 ACOG by February 9<sup>th</sup>. A selection committee has been formed comprised of 9-1-1 staff and staff from our PSAPs to evaluate, interview and negotiate functionality, features and terms of a contract with a vendor and make a recommendation to the 9-1-1 Board of Directors.

Mr. Willoughby said staff hopes to have information by May or June to incorporate those figures into the next fiscal year budget process.

IX. NEW BUSINESS

None

X. ADJOURNMENT

Director James Pumphrey made a motion to adjourn. Director James Woodard seconded the motion. The motion carried the following votes:

AYE: Woodard, Malone, O'Neil, Poland, Graham, McMillan, Mann, Molsbee, Pumphrey, Butler, B. Cleveland, Ware, Routh, Hedrick, R. Cleveland, Sharpton, Johnson

NAY: None

ABSTAIN: None

The meeting was adjourned at 1:19 p.m.

ADOPTED THIS 29<sup>th</sup> DAY OF JANUARY 2009.

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CHAIRMAN

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SECRETARY-TREASURER

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

**BE IT RESOLVED, that on this 29th day of January 2009, 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**

Personnel	\$ 89,277.72		
Consultant	9,634.00		
Deposit - Language Line	(23.10)		
Development	262.00		
Institute	6.00		
Mileage	568.01		
Postage	52.02		
Professional Dues	196.00		
Public Education	1,991.52		
Supplies	333.65		
Telephone	646.79		
Temporary Labor	1,388.47		
Travel	7.00		
Xerox	382.98		
<i>Total MSAG/Education/Training</i>		\$ 104,723.06	
OKC Professional Services Agreement		4,976.77	
<b>Total ACOG Administrative Services</b>			<b>\$ 109,699.83</b>

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

AT&T (Network, Database, TSP & Frame Relay)	\$44,703.33		
AT&T (Wireless Phases I & II)	5,447.49		
AT&T (DSL Connection)	103.09		
Chase Equipment Leasing Inc.	13,463.10		
Hinton Telephone Company	246.20		
Language Line	364.72		
Logix Communications	199.32		
McLoud Telephone	280.00		
Oklahoma Communication Systems	1,217.67		
Pioneer Telephone (Newcastle Diagnostic Line)	55.96		
Pioneer Telephone (9-1-1 Trunks)	480.64		
Windstream	72.95		
<i>Total 9-1-1 Operating/Maintenance</i>			<i>\$66,634.47</i>
<b>Total January Claims</b>			<b>\$ 176,334.30</b>

ATTEST:

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CHAIRMAN

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

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

	<u>SWEEP/OPERATING ACCOUNT</u>	<u>T-BILLS</u>	<u>TOTAL</u>
Beginning Balance <i>December 1, 2008</i> Cash on Deposit	\$ 3,215,392.47	\$ 696,028.96	\$ 3,911,421.43
Cash Receipts			
Fee Income	\$ 162,347.97	\$ -	\$ 162,347.97
Fee Income - Wireless Contracts	3,748.41 -	- -	3,748.41 -
Transfers of Funds	100,000.00	99,782.61	199,782.61
Interest Earned	1,208.16	425.93	1,634.09
Miscellaneous	850.35		850.35
Total Cash Receipts	<u>\$ 268,154.89</u>	<u>\$ 100,208.54</u>	<u>\$ 368,363.43</u>
Total Cash Available	\$ 3,483,547.36	\$ 796,237.50	\$ 4,279,784.86
Cash Disbursements			
Claims/Operating Expense	\$ 280,563.36	\$ -	\$ 280,563.36
9-1-1 Fund Disbursement	23,843.75	-	23,843.75
Transfers of Funds	99,782.61	100,000.00	199,782.61
Miscellaneous	82.82	-	82.82
Total Cash Disbursements	<u>\$ 404,272.54</u>	<u>\$ 100,000.00</u>	<u>\$ 504,272.54</u>
Ending Balance <i>December 31, 2008</i> Cash on Deposit	<u>\$ 3,079,274.82</u>	<u>\$ 696,237.50</u>	<u>\$ 3,775,512.32</u>

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
DISBURSEMENT OF FUND BALANCE  
December 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 December Disbursements	\$ 23,843.75
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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

## MEMORANDUM

**DATE:** January 20, 2009  
**TO:** 9-1-1 Board of Directors  
**FROM:** Stephen M. Willoughby, Division Director  
**SUBJECT:** Annual 9-1-1 Data Audit

**INFORMATION:** 9-1-1 ACOG has contracted with GeoComm to conduct an annual audit of the integrity of the 9-1-1 databases and regional mapping/Geographical Information System (GIS) maintained by 9-1-1 ACOG. The 9-1-1 GIS system was created in 2007 for plotting of 9-1-1 calls at the 22 9-1-1 ACOG PSAPs.

These auditing tasks were completed for the past 12-month period and accomplished through two objectives.

### **Objective One: Data Report Card**

This objective was to determine the level of synchronization between the Master Street Address Guide (MSAG), sample 9-1-1 and GIS databases (i.e. ensure that the 9-1-1 database and the GIS data match).

GeoComm performed several analyses or comparisons of the three databases to determine their level of synchronization with one another and for consistency of address standards within the databases. The synchronization of the 9-1-1 database, MSAG and map data was reviewed. This process provides a listing of all 9-1-1 database records that are not MSAG-valid, as well as a list of 9-1-1 database records that do not match the map data.

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***National Emergency  
Number Association  
(NENA) Standards  
recommend a 97%  
accuracy of 9-1-1 data.***

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Due to the large amount of 9-1-1 data for the regional system (consisting of 28,080 MSAG records and 100,333 road segments) GeoComm performed a random sampling consisting of five percent of the full 9-1-1 database.

# Public Safety Report Card

## *9-1-1 Association of Central Oklahoma Governments*

9-1-1 Customer Records Reviewed: 69,968  
MSAG Street Records Reviewed: 5,417

ANALYSIS RESULTS	Errors	Accuracy	Score
MSAG	0.26%	99.74%	A+
9-1-1 Records to MSAG	1.61%	98.39%	A+
9-1-1 Records to Map data	1.71%	98.29%	A+

### **Objective Two: Review of Current Workflow Process**

GeoComm reviewed the workflow processes related to maintenance of the GIS data and the annexation workflow. GeoComm utilized feedback from 9-1-1 Staff, along with the analysis of the data report card results. As a part of the review, GeoComm conducted independent telephone interviews with 9-1-1 Staff to discuss actual processes compared to written workflow procedures.

As a result of the audit minor modifications were made to workflow processes to address customizations made by staff in working with member communities. General recommendations included:

- More regular review of outstanding Tracking Numbers associated with projects. To address delays in data input, GeoComm recommended implementing a seven-day request letter to communities to answer questions required for accurate data input.
- MSAG validation will be improved through the use of the new "MSAG Manager" tool that will be available with the GeoLynx DMS upgrade scheduled to occur in late January.
- Provide training to member communities on addressing and provision of information necessary to accurate data input.
- Enhance GIS/data management staff to address potential voids in future data development relating to the boundary data layer and other advanced 9-1-1 GIS functions.

### **Conclusion**

GeoComm was very impressed how 9-1-1 Staff has maintained the integrity and quality of the regional 9-1-1 GIS data, particularly considering the large amount of data processed.

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



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:** January 20, 2009

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

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

**SUBJECT:** General Status Report

#### 9-1-1 System Migration

9-1-1 ACOG's Request for Proposal (RFP) for a Next Generation 9-1-1 system has been on public notice since December 8<sup>th</sup>. A mandatory vendor pre-proposal meeting was conducted January 8, 2009. Seven vendors were represented at the pre-proposal meeting. Vendor proposals are due February 9, 2009. A selection committee consisting of PSAP representatives and 9-1-1 staff will evaluate, interview and negotiate functionality, features and terms of a contract with a vendor and make a recommendation to the 9-1-1 Board of Directors.

#### 9-1-1 Legislative Status

On December 19<sup>th</sup>, on behalf of the Board, staff sent a formal request to the State Senate Pro Tempore and the State House Speaker formally requesting a "Joint Select Study Committee" during this session to study the state of enhanced 9-1-1 services in Oklahoma and evaluate the need for comprehensive reform of the state's 9-1-1 legislation.

A copy of the letter was also sent to the State Senators and State Representatives that represent the ACOG region encouraging them to follow-up with leadership on the creation of this committee. Staff continues to work with legislative leadership to ensure the creation of the Joint Select Study Committee.

There are at least three bills being introduced relating to 9-1-1: (1) mandates for a regionalization of 9-1-1 by 2013; (2) require performance standards for PSAPs serving a population of 20,000 or less; and (3) re-funding of the Oklahoma Corporation Commission 9-1-1 grant fund.

## **“Big 8” Collaboration 9-1-1 System Migration**

Earlier this month, 9-1-1 ACOG hosted a meeting of the largest eight 9-1-1 systems in Oklahoma. Collectively, the group represents 53% of the state’s population. The group met to discuss issues that are common among large 9-1-1 systems.

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