

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., JUNE 12, 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

**RESCHEDULED REGULAR 9-1-1 TECHNICAL COMMITTEE MEETING AGENDA**

9:30 a.m., Tuesday, June 16, 2009

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – March 10, 2009 meetings ([Attachment III](#))

**INFORMATION:** 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.

**Action Requested:** Approval of the minutes of the December 9, 2008 and March 10, 2009 9-1-1 Technical Committee meetings.

- IV. DIRECTOR'S REPORT
- V. RECOMMENDATION AND PRESENTATION FOR THE NEW REGIONAL 9-1-1 SYSTEM ([Attachment V](#))

**INFORMATION:** Staff is recommending the selection of microDATA for the Association's new 9-1-1 system solution. 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.

Staff has asked microDATA to present to the 9-1-1 Technical Committee, the solution proposed and to demonstrate functionality and features of the microDATA 9-1-1 solution.

**Action Requested:** Recommend to the 9-1-1 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.

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

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

VII. NEW BUSINESS

VIII. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES  
March 10, 2009**

The first meeting of the 9-1-1 Technical Committee for calendar year 2009 convened at 9:38 a.m., March 10, 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

Louis Russell, Cleveland County Sheriff Office  
Doug McKenzie, Cleveland County Sheriff Office  
Mark Hamm, Cleveland County Sheriff Office  
John Avera, Edmond Emergency Operations Center  
Heather Trask, Noble Police Department  
Kaci Cottrell, Noble Police Department  
Lance Terry, Norman Police Department  
Lucien Jones, Oklahoma City Public Safety Communications Center  
Marsha Blair, Slaughterville Fire Department  
Andy Johnson, Yukon Police Department  
Eric Callender, EMSA  
Barry Coleman, EMSA

GUESTS

Clint Craighead, AT&T  
Betty Tucker, AT&T

STAFF

Jane Sutter, Deputy Director  
Stephen Willoughby, E9-1-1 & Public Safety Director  
Johnny C. Irons III, 9-1-1 Programs Manager  
Wendi Marcy, Special Programs Officer  
Carolyn White, 9-1-1 Database Manager  
Peggy Stoller, GIS Specialist  
Anita Kroth, 9-1-1 Administrative Assistant  
John Lewis, 9-1-1 Test Driver  
Jerry Church, Director of Media and Public Relations

I. CALL TO ORDER

Jane Sutter called the meeting to order at 9:38 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – DECEMBER 9, 2008

This item was tabled for approval at the June 2, 2009 9-1-1 Technical Committee meeting due to lack of a required quorum.

IV. DIRECTOR'S REPORT

None

V. INFORMATION ITEMS

A. 2009 NATIONAL TELECOMMUNICATOR'S WEEK – APRIL 13-17, 2009

Wendi Marcy announced that National Telecommunicator's Week is April 13-17 this year. In recognition of the more than 200 dispatchers in our region and to further acknowledge the 20<sup>th</sup> anniversary of 9-1-1 in Central Oklahoma, 9-1-1 ACOG has chosen the theme "Two Decades of Dedication" as the theme for National Telecommunicators Week activities in the ACOG 9-1-1 Central Oklahoma region, she said.

Wendi reported that 9-1-1 ACOG has several activities planned to celebrate the week including the selection of a "Regional Telecommunicator of the Year." She made nomination forms available for the "Regional Telecommunicator of the Year" contest and encouraged each PSAP to submit at least one nominee.

She said there will be a decorating contest, and door prize drawings as well. The deadline for judging the PSAP decorations will be April 3<sup>rd</sup>.

9-1-1 ACOG will also present each dispatcher with a commemorative token of our appreciation for their service to our region. We will also be honoring those 9-1-1 professionals from area PSAPs who have been with 9-1-1 ACOG since the beginning.

Wendi said 9-1-1 ACOG plans to formally recognize our area's 9-1-1 telecommunicators with a signed proclamation noting the week and its significance. A sample resolution/proclamation will be sent to individual city councils and county commissioners to encourage them to do the same.

Also, we will be honoring a 9-1-1 child hero this year. Nomination forms are available for that today, she said.

B. 20<sup>TH</sup> ANNIVERSARY CELEBRATION OF 9-1-1

Wendi Marcy announced May 1<sup>st</sup> as the 20<sup>th</sup> anniversary of 9-1-1 in Central Oklahoma. Please SAVE THE DATE and join the 9-1-1 Saves Lives Committee and 9-1-1 ACOG for a 20<sup>th</sup> anniversary celebration. She informed the group that the celebration will be Friday, May 1<sup>st</sup> from 6:30 p.m. to 11:30 p.m. at the historic Farmers Market in downtown Oklahoma City.

She also pointed out that ACOG staff has worked with STAPLEGUN to develop a commemorative 20<sup>th</sup> Anniversary logo which will be used for the remainder of the 2009 calendar year and later removed at the beginning of the calendar year 2010.

Jerry Church presented the new 9-1-1 20<sup>th</sup> anniversary logo to the group and unveiled the new mark design.

### C. CORPORATE ADDRESSING & 9-1-1

Wendi Marcy said currently there is an addressing issue that is causing a problem at the PSAPs and with the emergency services responders which relates to large corporations or holding companies and how their company names are reflected on the 9-1-1 screens at the PSAPs. In some cases the 9-1-1 information contains the billing name (holding company) and not the common name of the business.

Wendi asked the PSAPs to inform 9-1-1 staff when they realize that is the case so staff can inform those companies at a corporate level about the problem this causes for emergency response. She said we are confident they will be willing to work with us to mitigate that issue, once informed.

She said in case of a 9-1-1 hang up or open line, if responders are unable to locate a certain business name at the given address, please have your call takers check the address against your internal records if available and explain to responding units that the ADDRESS is correct, regardless of the business name showing. She asked that the PSAPs fax a trouble ticket to the 9-1-1 ACOG office any time they encounter this problem with a 9-1-1 call.

### D. WIRELESS COMPLIANCY TESTING

Johnny Irons reported that since September 10, 2008, staff has been testing wireless compliancy at the PSAPs. The objective of compliance testing is to determine how accurately wireless calls locate the caller, and whether the calls route to the correct PSAP with complete information. He reported that Cleveland County, Moore, Midwest City, Noble, Norman, Yukon, Mustang, El Reno and Oklahoma County have been tested. Calls are being tested to make sure they are being routed to the appropriate public safety answering point and have the correct location.

More than 645 test calls have been made to date with 71% accuracy within 50-100 meters and 78% accuracy within 150-300 meters of an intersection. Additional testing and analysis will be done to gain a comprehensive understanding of wireless accuracy in Central Oklahoma.

Steve Willoughby pointed out that the drive testing will test for wireless accuracy, but also system information reliability.

Louis Russell, Cleveland County Sheriff Office, commented that when 9-1-1 ACOG staff made the wireless testing at the Cleveland County Sheriff PSAP, it was done smoothly. He expressed his appreciation to 9-1-1 ACOG for making the testing a painless experience.

Wendi reminded the group that whenever a wireless call gets routed to the incorrect PSAP it should be transferred via 9-1-1 lines rather than 7-digit. She noticed during testing that that is often not happening. She said doing it incorrectly defeats the purpose of having the information appear on the 9-1-1 screen to help evaluate the accuracy properly. She asked that PSAPs transfer those calls via the 9-1-1 trunks during the wireless testing period, and during normal occurrences.

### E. VIDEO RELAY SERVICES AND E9-1-1

Johnny Irons reported that on December 19, 2008, the FCC released its Second Report and Order on Reconsideration dealing with Video Relay Services (VRS) and E9-1-1. He explained that VRS calls are calls made using a computer and video camera to a trained call operator who uses sign language to interpret the call.

VRS/IP calls are handled by trained Communications Assistants who are obligated to relay to the PSAP any background visual and auditory information.

This is critical in cases where the caller may not be able to continue the emergency call; the VRS/IP will be able to relay to the PSAP that they see and hear. The Communications Assistant will retain a record of the visual and auditory information of each call. Those calls will be routed to the PSAP based on location data obtained in a pre-registration program.

There will be a three-month registration period for users and when completed, callers will be issued a unique ten-digit number, which will display as part of the ANI/ALI screen for call-back purposes. The dispatcher would not be calling back to the Communications Assistant but to the actual caller and will have to use the TDD feature in order to communicate with them.

For the dispatcher and PSAP this means that if they get a call from a VRS/IP call center, they should deal with it similarly to the other third party calls from telematics vendors, e.g., OnStar.

Also, there will be an ANI/ALI associated with the caller, which will be the pre-registered address of the caller. But, callback numbers will be that of the relay service. Therefore, as usual, all information will need to be verified.

Louis Russell said he received a CD from APCO demonstrating how video relay service works. He said he has shown it to the Cleveland County dispatchers.

Steve Willoughby said he would follow up on that and obtain that CD for training purposes.

## VI. GENERAL STATUS REPORT

Johnny Irons reported that Telecommunication Systems, Inc. (TCS) represents VoIP service providers (VSPs) that use TCS as their E9-1-1 routing solution, e.g. Vonage. TCS provides wireless and VoIP data solutions to government customers, public safety, and carriers.

He said the Standard Operating Procedure (SOP) for Public Service Answering Points explains the procedures currently served by Voice over IP companies and covers procedures regarding VoIP E9-1-1 call processing, VoIP Default Routing and Service Impairments.

Mr. Irons informed the group that this SOP is also posted on ACOG's website and is accessible at <http://acogok.org/newsroom/downloads09TCSOP.pdf>

Mr. Irons said the current RFP 2008-12 which was issued in December 2008 has received seven proposals submitted by Interact, PlantCML, NG-911 (Solacom), Positron, MicroData Systems and Emergency CallWorx. These have been pared down to five viable proposals at this time. Staff will invite selected vendors to make their formal presentations on March 30-31. The tentative contract start date has been set for July 1, 2009.

Johnny said staff has put a hold on installing an upgrade of the mapping product until a vendor has been selected. The dispatchers will have the ability to be trained on the new 9-1-1 call taking software as well as the mapping upgrade because this will change the way the graphic user interface looks on the mapping software.

Johnny asked the PSAPs to keep 9-1-1 ACOG apprised of current email addresses since we have begun communicating via e-mail more.

Steve Willoughby mentioned that 9-1-1 ACOG is redoing the 9-1-1 coloring book and program brochures. Also, a new brochure has been developed regarding recruitment of dispatchers. He said we plan to have a section in the 9-1-1 ACOG website that includes job application information collected by the PSAPs along with application forms. He said PSAPs will need to provide that information to staff when they have job openings.

Mr. Willoughby announced that April 23rd is "9-1-1 Day at the Capitol" and said 9-1-1 ACOG will be participating in that event.

He informed the group that an effort is being made to create a Joint Select Study Committee of both House and Senate leadership appointing legislators to a Joint Select Study Committee to perform a comprehensive review and overhaul of 9-1-1 and funding mechanism. Senate Bill 571 originally was a bill requested by the Oklahoma Municipal League (OML) that would require a community with a 9-1-1 system and having a population of 20,000 or less, to be subject to standards of the State 9-1-1 Advisory Board which is not in a position to establish standards at this time. 9-1-1 staff is working with the author of SB-571 and are attempting to transform that into a bill that would create an interim study of 9-1-1.

Steve also reported on Senate Bill 1166 which states that any community not already having a 9-1-1 system would be required to join a regional 9-1-1 system by year 2013.

VII. NEW BUSINESS

Marsha Blair, Slaughterville, reported that they are in the process of installing 9-1-1 address markers at every driveway in town. The markers will have reflective letters on both sides. She said they plan to complete that project within one year.

Wendi Marcy announced that the 9-1-1 Training Institute is offering a two-day Critical Incident Dispatchers class at ACOG on April 2 and 3. Also, there will be a one-day School Violence Class held over a two-day period on May 7 and 8 in order to accommodate a heavy registration. That class is CLEET Certified, she said.

VIII. ADJOURNMENT

The meeting adjourned at 10:55 a.m.



*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:** June 9, 2009

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

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

**SUBJECT:** Recommendation and presentation for a new regional 9-1-1 system

**INFORMATION:** At its October 2008 meeting the 9-1-1 ACOG Board of Directors authorized staff to conduct a Request for Proposal (RFP) process 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. The existing software, originally designed for a five-year life cycle, will be in its eighth year of extended maintenance in December 2009. AT&T has informed 9-1-1 ACOG that it will not offer additional annual maintenance extensions on the existing system at that time.

In December 2008 staff issued RFP 2008-12 for a "Next Generation 9-1-1" solution. A mandatory vendor pre-proposal meeting was held January 8, 2009, and seven responses to the proposal were received in March. Two proposals were eliminated because of non-compliance of the RFP request.

In April, a selection committee (consisting of PSAP representatives and 9-1-1 staff) conducted initial interviews with the remaining five RFP responders. After these interviews the committee recommended that staff conduct follow-up interviews and reviews with three vendors.

Staff is recommending the selection of microDATA for the Association's new 9-1-1 system solution. 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 position the Association for the next generation of 9-1-1 capabilities.

Staff has asked microDATA to present to the 9-1-1 Technical Committee the proposed solution and to demonstrate functionality and features of the microDATA 9-1-1 solution.

**Action Requested:** Recommend to the 9-1-1 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.



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

## ATTACHMENT VI

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:** June 9, 2009

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

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

**SUBJECT:** General Status Report

### **SENATE BILL 1166**

SB1166 sponsored by Senator Clark Jolley 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 (9-1-1) 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.

ACOG would like to express its appreciation and thanks to all who contacted their representative to protest the service fee changes added to SB1166.

### **NATIONAL TELECOMMUNICATOR'S WEEK 2009**

April 13-19 was National Telecommunicator's Week, and this year's theme was "Two Decades of Dedication" in honor of the 20<sup>th</sup> anniversary of 9-1-1 in Central Oklahoma. Dispatchers/call-takers in the ACOG region were honored with 20<sup>th</sup> anniversary commemorative travel mugs and lapel pins along with some miscellaneous goodies. Drawings were held to give away door prizes and the annual PSAP decorating contest was a success again this year. The coveted "NTW traveling trophy" was ripped from the walls of the Norman PSAP in a huge upset!

This year's winner was the Nichols Hills Police Department, and the 2<sup>nd</sup> prize winner was the Bethany Police Department. 9-1-1 ACOG staff members are already planning a new and improved "PSAP competition" for next year that promises to be a lot of fun, excitement and fierce competition.

## **CENTRAL OKLAHOMA CELEBRATES "TWO DECADES OF DEDICATION" IN 9-1-1**

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 at a Wild West themed event held at the Historic Farmers Market on Friday evening, May 1<sup>st</sup>. Those attending the event enjoyed a look at the history of 9-1-1 in Central Oklahoma, a motivational speech by keynote speaker Stewart Lee, award presentations, door prize drawings and costumes contest.

Following the meal and presentations, some attendees tried their hands at the sport of rodeo with a ride on the mechanical bull while others settled scores the old fashioned way in a "quick draw" competition. Others took a spin around the dance floor to the music of Oklahoma City's own Gregg Luther and the White Trash band.

Honored for their "two decades of dedication" were 28 dispatchers and/or supervisors from the Central Oklahoma region who have worked in 9-1-1 20 or more years. Receiving special recognition for their role in Central Oklahoma's 9-1-1 system since the beginning were ACOG's own Jane Sutter and Carolyn White along with Oklahoma City's Lucien Jones.

The first Zach D. Taylor, Jr. Memorial Regional Telecommunicator of the Year award was presented to Benjamin Curry, Edmond Central Communications. Ben was nominated for the award by his peers and is a very deserving recipient. Also honored Friday evening was 9-1-1 Child Hero, 3-year old Madelyn Eaves of Guthrie, Oklahoma. Madelyn is credited for calling 9-1-1 from her mother's cell phone when an underlying medical condition rendered her then pregnant mother unconscious.

The evening left everyone with a renewed spirit for the important job they do, in awe of how far we've come as a region in 9-1-1, and wondering what the next 20 years will bring.

## **WIRELESS TESTING**

The latest wireless compliancy testing revealed a few issues with Phase I wireless calls. We worked with Geo-Comm to find the problem and found that it was a parsing issue. Geo-Comm fixed it, and everything should be back to normal. We have also had issues at a few of the 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 means that PSAPs were not receiving the Telco ID, the UNC or notes information. The Telco ID is very important if the call comes in as a Phase I. We have worked to get this issue fixed and have tested at the PSAPs to make sure everything is working the way it should.

## **ONSTAR STAGE II TESTING AND DEPLOYMENT**

OnStar is beginning the second stage of OnStar's' Priority PSAP Access project (the ability to send pre-screened emergency calls from OnStar to your PSAPs via their 9-1-1 trunks). This new capability will enable OnStar to include the vehicle location information in the 9-1-1 automatic location 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.

The implementation of "Stage Two" will bring the following functionality: the inclusion of vehicle latitude and longitude data in the native 9-1-1 ALI display.

The OnStar PSAP test demonstrated how and where the caller information will be displayed on the 9-1-1 call answering screen. In the demonstration call, we also verified that the call routed properly and that the correct call-associated ALI display appeared on the PSAP screen, as well as how the presented information interacts with other applications (mapping, CAD). OnStar will begin sending emergency calls to PSAPs that include vehicle location ALI data in about ten (10) business days after completion of the demonstration call.