

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MARCH 6, 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 TECHNICAL COMMITTEE MEETING AGENDA  
9:30 a.m., Tuesday, March 10, 2009  
ACOG Conference Room  
21 E. Main – Suite 100  
Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – December 9, 2008 ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. INFORMATION ITEMS
  - A. 2009 NATIONAL TELECOMMUNICATOR WEEK – APRIL 13-17, 2009  
([Attachment V-A](#))

**INFORMATION:** In 1991 a Congressional resolution designated the second full week in April each year as National Telecommunicator's Week. Since this time, public safety agencies nationwide have recognized telecommunicators, dispatchers, communication operators and radio control personnel for the pivotal role they play in public safety. Staff will discuss activities planned for that week to celebrate the dispatchers in the Central Oklahoma region.

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

- B. 20<sup>th</sup> ANNIVERSARY CELEBRATION OF 9-1-1 ([Attachment V-B](#))

**INFORMATION:** May 1, 2009 marks the 20<sup>th</sup> anniversary of 9-1-1 in Central Oklahoma. Please SAVE THE DATE and join us for a 20<sup>th</sup> anniversary celebration. Staff will give more details at the meeting.

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

C. CORPORATE ADDRESSING & 9-1-1 ([Attachment V-C](#))

**INFORMATION:** Several times in the past few months a new addressing problem has been brought to our attention by our member PSAPs. This problem relates to large corporations or holding companies and how their company names are reflected in the AT&T database where our 9-1-1 ANI/ALI records are derived.

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

D. WIRELESS COMPLIANCY TESTING ([Attachment V-D](#))

**INFORMATION:** 9-1-1 ACOG is continuing wireless compliancy testing. The PSAPs that have been tested since September 10, 2008 are Cleveland County, Moore, Midwest City, Noble, Norman, Yukon, Mustang, El Reno and Oklahoma County. Staff will provide an update regarding test results.

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

E. VIDEO RELAY SERVICES AND E9-1-1 ([Attachment V-E](#))

**INFORMATION:** On Dec. 19, 2008 the FCC released its Second Report and Order/Order on Reconsideration dealing with Video Relay Services (VRS) and E9-1-1. VRS calls are calls made using a computer and video camera to a trained call operator who uses sign language to interpret the call for the deaf and hearing impaired community.

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

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  
December 9, 2008**

The fourth meeting of the 9-1-1 Technical Committee for calendar year 2008 convened at 9:38 a.m., December 9, 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

Jane Sutter, Deputy Director

MEMBERS PRESENT

John Avera, Edmond Emergency Operations Center  
Mike Bower, Midwest City Emergency Communications  
Gayland Kitch, Moore Emergency Operations Center  
Teena Scott, Mustang Police Department  
Neil Gray, City of Nichols Hills  
Lance Terry, Norman Police Department  
Lucien Jones, Oklahoma City Public Safety Communications Center  
Jerry Koester, Piedmont Police Department  
Marsha Blair, Slaughterville Fire Department  
Eric Callender, EMSA

GUESTS

Brent Treece, AT&T  
Susan Rogers, General Counsel, Oklahoma Bureau of Narcotics

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  
Paulette Marshall, 9-1-1 Project Coordinator/Analyst  
Peggy Stoller, GIS Specialist  
Anita Kroth, 9-1-1 Administrative Assistant  
John Lewis, 9-1-1 Test Driver  
Jerry Church, Communications Program Coordinator

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 – SEPTEMBER 9, 2008

Jerry Koester, Piedmont, made a motion to approve the minutes of the September 9, 2008 meeting. Neil Gray, Nichols Hills, seconded the motion.

The motion carried the following votes:

AYE: Avera, Bower, Kitch, Scott, Gray, Terry, Jones, Koester, Blair and Callender

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

Steve Willoughby reported for Executive Director John Johnson. He introduced Brent Treece who is representing AT&T today. He said Brent Hawkinson with AT&T is now retired.

Mr. Willoughby recognized the City of Oklahoma City's Communication Center for making the cover of NENA's ENP magazine, in an article entitled "Simplifying the Communication Center."

Mr. Willoughby referred to the New and Emerging Technologies Act passed by Congress in 2008 in which the Federal Communications Commission (FCC) has been required to address VoIP issues and how it interacts with 9-1-1. The FCC issued a request for Comments. 9-1-1 ACOG, the City of Oklahoma City, the State 9-1-1 Advisory Board and the Oklahoma Municipal League (OML) filed separate comments to that request. We asked the FCC to defer some of the authority back to the local governments regarding issues we have experienced with Voice over Internet Protocol (VOIP) because as it stands we are unaware who the IP carriers are and do not have access to them. The FCC has little control over how they interact with 9-1-1 in getting appropriate information. The FCC chose not to address any of the issues related to the operations of 9-1-1, and focused instead on the interconnection between VoIP carriers and the traditional telephone carriers.

He reported on the legislative front that 9-1-1 ACOG is encouraging the Legislature to establish a Joint Select Study Committee of both houses to address 9-1-1 issues. There needs to be a look at 9-1-1 funding as well as how telecommunications technologies interact with 9-1-1.

Some possible short-term or long-term solutions are to increase the amount of the 9-1-1 service fee, create a new type of fee related to the telecommunications device itself or interconnection agreements, Advalorem taxes, special tax districts, or some type of stable funding source to avoid the constant chase of new technologies. We also want the Legislature to add enforcement language to the existing legislation. Some carriers are refusing to remit 9-1-1 service fees. The state Attorney General's office has informed us that there is no enforcement language in the current legislation and therefore they do not have jurisdiction to force those carriers to remit.

Currently, there is a State 9-1-1 Advisory Board established to look into the accomplishment of 9-1-1 statewide. This was formed about three years ago and little progress has been made.

Mr. Willoughby said we've done very well in our area to have the state of the art system that we have and do not want to be negatively impacted by the lack of funding to run 9-1-1 statewide for those areas that have no funding solution.

Mr. Willoughby distributed a white paper entitled "9-1-1 Legislative Briefing of Central Oklahoma Perspective" which was created to distribute to the state legislature. The briefing encapsulates the current issues and our stance on those issues.

He reported that 9-1-1 staff has met with staff in Senator Pro Tem's and Speaker's offices. We have a meeting scheduled next week with the Governor's office.

V. INFORMATION ITEMS

A. THE CRYSTAL DARKNESS METHAMPHETAMINE CAMPAIGN

Susan Rogers from the Oklahoma Bureau of Narcotics made a brief presentation regarding the upcoming Crystal Darkness Methamphetamine Campaign events being planned statewide for the month of January. A "Crystal Darkness" documentary will be aired on all local networks across the state the night of January 13, 2009 between 6:00 p.m. and 6:30 p.m. This program was started in Reno, Nevada and has spread across many states in the nation; local radio stations also will participate in this campaign, she said. The group watched a video regarding the campaign effort. She said the Governor's office along with the State Department of Mental Health and State Department of Education are sponsors for this campaign. Several area schools plan to play the documentary at the schools the following day after the broadcasts on the 13<sup>th</sup>.

Susan said the Bureau of Narcotics is working with youth service agencies, the Municipal League and many other community organizations to set up watch parties on the night of the broadcast. Community leaders and the public can view the program at the watch parties and discuss the problems in their community and possible solutions.

The group discussed suggestions and details of how they might handle calls that will be coming into the 9-1-1 centers the night the documentary is aired.

B. TROUBLE REPORTING/TROUBLE TICKETS

Johnny Irons reviewed current issues with using the trouble tickets to report trouble.

Primarily, he emphasized the need to report a problem with 9-1-1 hardware equipment and software malfunctions to the AT&T 9-1-1 Resolution Center at 866-722-3911 immediately.

Mr. Irons reminded the group they must fill out a 9-1-1 trouble ticket with a detailed description of the problem and note the ticket number given to them by the Resolution Center employee. He also mentioned that any time the Resolution Center instructs the call-taker to reboot the workstation, to please make a note of that person's name. (Rebooting is not recommended as a solution.)

Mr. Irons said all wireless carriers are providing Phase II (latitude and longitude) information to the PSAPs for 9-1-1 calls made using a wireless or cell phone. The exception to this is in the case of an uninitialized phone which is one that is inactive but still has the ability to call 9-1-1. Phase II information may not be delivered by these phones. It can be identified by the "9-1-1" that appears in the area code field where the call back number can be seen.

He instructed that call-takers click the "Retry ALI" button when a Phase I wireless 9-1-1 call comes in without delivering the latitude and longitude. If the information is not received after clicking the Retry ALI button, they would need to fill out a trouble ticket and fax it to ACOG with the date, time, and name of the wireless carrier, tower location and call-back number. However, in that particular case, they do not need to call the AT&T Resolution Center.

Brent Treece, AT&T, pointed out that some calls will plot within 20 feet and other calls possibly a quarter of a mile. He said the dispatcher should not be hitting the rebid over and over because there is an approximate 12-15 seconds lag, depending on the carrier, so if the dispatcher is hitting the retry button repeatedly, the result will be an invalid plot. They need to wait about 15 seconds between tries.

Mr. Irons also talked about ANI/ALI problems, GeoLynx Map problems and 9-1-1 call misroutes. He said if a PSAP is not receiving ANI or ALI on their 9-1-1 workstation, they should immediately report it to the AT&T Resolution Center and complete a trouble ticket to fax to ACOG.

Also, if it is found during an address verification process that the address or phone number is incorrect, they should complete a trouble ticket noting both the incorrect and correct information and fax it to ACOG, but it is not necessary to report that to the Resolution Center.

He said if a map plots a call in an incorrect location or the window reads "possible match" instead, he said they should complete a trouble ticket and fax it to ACOG. Again, it is not necessary to call the AT&T Resolution Center in that case.

If a landline 9-1-1 call is routed to the wrong PSAP, they should complete a trouble ticket, including the caller's name, address and phone number and fax it to ACOG, he said.

#### C. 2009 9-1-1 TRAINING INSTITUTE

Johnny reported that the 2009 training calendar is complete, with only a few dates still pending. A training schedule was provided in the Technical Committee meeting agenda. He reminded everyone to submit registrations before the deadline in order to reserve a seat.

This year two new courses have been added: "Active Shooter Incidents" and "Crisis Negotiations and Mental Health for Dispatchers."

Stephen Willoughby said year-long training on 9-1-1 and mapping is available upon request by coordinating with Wendi Marcy at ACOG. He said she can conduct that training at ACOG or at the individual PSAP.

#### D. 9-1-1 TECHNICAL COMMITTEE 2009 MEETING CALENDAR

Jane Sutter referred to Attachment V-D which listed the calendar year 2009 meeting dates for the 9-1-1 Technical Committee, and urged everyone to mark their calendars with these important meeting dates.

#### E. WIRELESS ACCURACY TESTING

Paulette Marshall explained that staff began wireless accuracy testing in September at Moore and Cleveland County. She said the objective is to learn the accuracy of the incoming 9-1-1 wireless calls and if they are routing to the proper PSAP. Also, we are testing for system information reliability. She said they have discovered routing issues.

Paulette introduced John Lewis, 9-1-1 ACOG's new test driver while staff is conducting compliancy testing.

### VI. GENERAL STATUS REPORT

Mr. Irons reported that Plant/CML conducted an upgrade to the SQL central database servers last week. Also, they changed the reporting software. It is called ER Stats and will be accessed separately from Info Vision. He said once he establishes a training regiment, he plans to visit each PSAP supervisor and show them how to use it. All of the reports are canned; these files are exportable.

Mr. Irons reported that 9-1-1 ACOG has issued an RFP for the new network hardware and software. We expect to have a proposal meeting Jan. 8<sup>th</sup> at ACOG. This meeting will be considered mandatory for any vendor that wants to submit a proposal. There will be a Selection Committee assigned to help with this RFP process.

He said due to network accounting changes within their organization, AT&T has changed the PSAP circuit IDs used in reporting trouble to the Service Assurance Center. Staff will provide each PSAP with their new PSAP circuit ID. He asked the supervisors to make a note of their new circuit ID and dispose of old numbers.

VII. NEW BUSINESS

Teena Scott, Mustang, asked if there is a way to make it mandatory that each PSAP require at least two dispatchers on duty at all times. She briefed the group on a recent power outage and how that reflected on the need for more communication center dispatchers to help with the large volume of calls that come into the 9-1-1 center when those types of incidents occur. Jane Sutter suggested that she get the Police Chief to talk to the city officials.

Johnny Irons said he would pull call volume information for Mustang for the hours of the power outage Teena mentioned previously as documentation to present in support of her request.

Lance Terry, Norman, said the NFPA 1221 Standards document includes standards for communication centers. There is a formula to determine those based on the number needed according to the number of calls that come in. It could be found on the APCO website.

Gayland Kitch, Moore, reported that they are moving forward with the planning of the new facility project which will be 8500 sq. ft. 9-1-1 and Emergency Operations Center and will be above ground attached to the police station. He said they should have the plans finalized by next fall.

Mike Bower, Midwest City, reported that they are fully staffed. He suggested that the cities work closely together in an effort to promote the career of dispatching over the television media because when reports about 9-1-1 are televised, he has noticed they receive more calls from people inquiring about a dispatching job. He recommended that 9-1-1 ACOG facilitate an effort to make that happen. It seems to create an interest in the career of 9-1-1 dispatching.

Jane Sutter said we are currently working on developing more public education materials, including a piece aimed specifically at recruiting dispatchers. These materials can be distributed at job fairs and other career promotions in the various ACOG communities. We are also developing a new 9-1-1 coloring book.

VIII. ADJOURNMENT

The meeting adjourned at 11:15 a.m.

## ATTACHMENT V-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



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

### MEMORANDUM

**DATE:** February 18, 2009

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

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

**SUBJECT:** National Telecommunicator's Week - April 13-17, 2009

**INFORMATION:** In 1991 a Congressional resolution designated the second full week in April each year as National Telecommunicator's Week. Since this time, public safety agencies nationwide have recognized telecommunicators, dispatchers, communication operators and radio control personnel for the pivotal role they play in public safety.

Public safety dispatchers provide a critical service to the community and all emergency personnel while performing their duties with integrity, quality, accountability and respect. As the first person on the scene of nearly every crime, fire and medical emergency, the 9-1-1 dispatcher continues to be an invaluable resource for agencies of all sizes.

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 Telecommunicator Week Activities.

9-1-1 ACOG has several activities planned to celebrate the week including the selection of a "Regional Telecommunicator of the Year," a decorating contest, and door prize drawings. 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 years!

In addition to these activities, 9-1-1 ACOG would like to formally recognize our area's 9-1-1 telecommunicators with a signed proclamation noting the week and its significance. We will send a sample resolution to our individual city councils and county commissions encouraging them to do the same for their respective PSAPs.

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



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

## **ATTACHMENT V-B**

Chair Keith Bryan  
Mustang Councilmember

Vice-Chair Ken Bartlett  
Del City Councilmember

Secretary/Treasurer Dan O'Neil  
Edmond Mayor

Executive Director  
John G. Johnson

## **MEMORANDUM**

**DATE:** February 18, 2009

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

**FROM:** Wendi Marcy, Special Programs Officer  
Jerry A. Church, Director of Media and Public Relations

**SUBJECT:** The 20<sup>th</sup> Anniversary of 9-1-1 in Central Oklahoma and new 9-1-1 logo

**INFORMATION:** May 1, 2009 marks 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. More details will be forthcoming.

**Why:** To celebrate the 20<sup>th</sup> Anniversary of 9-1-1 in Central Oklahoma

**When:** Friday, May 1, 2009, 6:30 p.m. – 11:30 p.m.

**Where:** The Historic Farmers Market; 311 S. Klein, Oklahoma City

ACOG staff has been working with designers from STAPLEGUN for the past few months to develop a “mark” to commemorate the 20<sup>th</sup> Anniversary of 9-1-1 in the ACOG region. The new 20<sup>th</sup> anniversary logo will be used for the remainder of the 2009 calendar year. Beginning in January 2010, the “20<sup>th</sup> Anniversary” will be removed from the mark and the remaining logo will be used for promotional and public education products such as the new informational brochures, dispatcher recruitment brochures, the 9-1-1 color books, as well as other public education novelties.

Staff will unveil the family of logos and marks and how they will be utilized.

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



9-1-1 association of central oklahoma governments

## ATTACHMENT V-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

### MEMORANDUM

**DATE:** February 18, 2009

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

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

**SUBJECT:** Corporate Addressing and 9-1-1

**INFORMATION:** Several times in the past few months a new addressing problem has been brought to our attention by our member PSAPs. This problem relates to large corporations or holding companies and how their company names are reflected in the 9-1-1 database.

In many instances, a smaller business, such as a local McDonald's, is owned by a much bigger corporation and that company's name as it appears on their billing statement is also the one that appears on the 9-1-1 screen.

This can present a problem in emergency response when instead of "McDonald's" the business name "John Doe and Associates, L.L.C." or something similar appears. ACOG staff is working closely with AT&T and business owners to attempt to resolve this problem, but it has to be dealt with each individual business owner as the problem comes to light. For this reason we ask that you be diligent in reporting such situations to ACOG when one does arise, and that you reiterate to your call takers the importance of verifying ANI/ALI info. If the information is verified correctly, the caller should be able to tell the call taker the correct business name.

In the 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.

We understand the gravity of this problem where emergency response is concerned and are attempting to address it. You can help us by faxing a trouble ticket to our office any time you encounter this problem with a 9-1-1 call.

We ask that you please share this information with all of your call takers and dispatchers. If you have any questions regarding reporting address problems, or you need additional trouble reporting forms, please do not hesitate to contact our staff.

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

## ATTACHMENT V-D

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:** March 2, 2009

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

**FROM:** Paulette Marshall, 9-1-1 Project Coordinator/Analyst

**SUBJECT:** Wireless Compliancy Testing

**INFORMATION:** 9-1-1 ACOG is continuing wireless compliancy testing. The PSAPs that have been tested since September 10, 2008 are Cleveland County, Moore, Midwest City, Noble, Norman, Yukon, Mustang, El Reno and Oklahoma County.

The objective of compliancy testing is to determine how accurately wireless calls locate the caller, and whether the calls route to the correct PSAP with complete information.

There have been 645 test calls made with 71% accuracy within 50-100 meters and 78% accuracy within 150-300 meters of the intersection tested. Though debate continues at the FCC on final accuracy standards, staff expects the final rulemaking will be 50-100 meters 67% of the time and within 150-300 meters 95% of the time for the entire Metropolitan Statistical Area (MSA). Additional testing and analysis will be done to gain a comprehensive understanding of wireless accuracy in Central Oklahoma.

We have experienced a few problems with call routing and were also made aware of procedural issues with wireless call transfers between the ACOG jurisdictions and the City of Oklahoma City. We also found issues with mapping and fields not being populated on the ALI.

The drive testing will not only test for wireless accuracy but also system information reliability.

We appreciate all the help each PSAP provides during the testing process.

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

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



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

## ATTACHMENT V-E

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:** March 2, 2009

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

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

**SUBJECT:** Video Relay Services and E9-1-1

**INFORMATION:** On Dec. 19, 2008 the FCC released its Second Report and Order/Order on Reconsideration dealing with Video Relay Services (VRS) and E9-1-1.

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 a trained Communications Assistant (CA). The CA is 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 CA will be able to relay to the PSAP what they see and hear. The CA will retain a record of the visual and auditory information of each call.

VRS/IP calls will be routed to the PSAP based on location data obtained in a pre-registration program, which began December 31, 2008 and runs for a three-month period. Following the initial three-month registration period, there is an additional three-month permissive calling period.

As registration is completed, callers will be issued a unique ten-digit number, which will display as part of the ANI/ALI screen for call-back purposes. This means you will not be calling back to the CA. You will be calling back to the actual caller and will have to use the TDD feature in order to communicate with them.

The VRS/IP provider must ensure that 9-1-1 calls and call-backs are handled in a priority manner.

What does this mean for the dispatcher and PSAP?

1. Calltakers/Dispatchers may get a call from a VRS/IP call center, and should deal with it similar to other third party calls from telematics vendors, e.g., OnStar.
2. 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.

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

## 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



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

### MEMORANDUM

**DATE:** March 2, 2009  
**TO:** 9-1-1 Technical Committee  
**FROM:** Johnny Irons III, 9-1-1 Programs Manager  
**SUBJECT:** General Status Report

#### TCS RELEASES SOP FOR VOIP

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

The Standard Operating Procedure (SOP) for PSAPs explains procedures for PSAPs currently served by Voice over IP companies and covers the following areas:

1. VoIP E9-1-1 Call Processing
2. VoIP Default Routing
3. Service Impairments – reporting

#### RFP STATUS

RFP 2008-12 issued December 15, 2008 has passed its third milestone, "Proposals Due from Vendors," which expired February 20, 2009 at 5:00 p.m.

There were seven proposals submitted by vendors: Interact, (2) PlantCML, NG-911 (Solacom), Positron, MicroData Systems and Emergency CallWorx.

A committee made up of consultants and, PSAP and ACOG personnel have been assigned to review and evaluate all submitted RFPs. The committee will meet March 6, 2009 at ACOG to determine which vendors will be invited for verbal presentations March 30-31.

A tentative contract start date has been set for July 1, 2009.

## **E-MAIL CONTACT INFORMATION UPDATES**

In an effort to reduce paper use and effectively disseminate information to our member entities 9-1-1 ACOG began communicating more via e-mail. Please ensure your email or the emails of your designated personnel are updated.

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