

**PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., MARCH 4, 2010
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, March 9, 2010

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – December 8, 2009 meeting ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. THE NEW REGIONAL 9-1-1 SYSTEM UPDATE ([Attachment V](#))

INFORMATION: Lori Clements with GeoComm, Inc. will provide a 20-minute overview of the G7 GeoLynx upgrade that is being installed with Positron's Viper system. The presentation will focus on the new look of GeoLynx 9-1-1 and key changes from the current version, GeoLynxA0.

Action Requested: For information and discussion.

- VI. GEOGRAPHICAL INFORMATION SYSTEM (GIS) ANNUAL AUDIT ([Attachment VI](#))

INFORMATION: 9-1-1 ACOG annually contracts with a third-party to conduct an audit of our regional Geographical Information System (GIS) and related 9-1-1 databases. This audit is used to measure accuracy and evaluate both internal and external processes for collection and maintenance of 9-1-1 data. Staff plans to present a summary of the audit results to the 9-1-1 Technical Committee.

Action Requested: None, for information only.

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

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

- VIII. ADJOURNMENT

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS TECHNICAL COMMITTEE MINUTES
December 8, 2009**

The third meeting of the 9-1-1 Technical Committee for calendar year 2009 convened at 9:35 a.m., December 8, 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

Jim Belknap, Bethany Police Department
Louis Russell, Cleveland County Sheriff Office
Marvin Stanford, Del City Police Department
Matt Stillwell, Edmond Emergency Operations
John Avera, Edmond Emergency Operations
Mike Bower, Midwest City Emergency Operations
Gayland Kitch, Moore Emergency Operations
Virginia Guild, Moore Emergency Operations
Teena Scott, Mustang Police Department
Casey Cottrell, Noble Police Department
Heather Ridgway, Noble Police Department
Lance Terry, Norman Police Department
Scott Walsh, Norman Police Department
Jennifer Gray, Norman Police Department
Lucien Jones, City of Okla. City, Public Safety Communications
Matt Jackson, Oklahoma County Sheriff's Office
Martin Vinson, Oklahoma County Sheriff's Office
Jill Stover, Oklahoma County Sheriff's Office
Marsha Blair, Slaughterville Fire Department
Andy Johnson, Yukon Police Department

GUESTS

Ronnie Freeman, AT&T
Clint Craighead, AT&T
Robert Rosso, AT&T
Jesse Zabel, AT&T
Brent Trease, AT&T
Phil Rotheram, Intrado-Positron
Carl Bane, Intrado-Positron

STAFF

John G. Johnson, Executive Director
Jane Sutter, Deputy Director
Stephen Willoughby, Director, E9-1-1 & Public Safety Division
Johnny C. Irons III, 9-1-1 Programs Manager
Alicia Nicely, 9-1-1 GIS Manager
Peggy Stoller, GIS Specialist
Paulette Marshall, 9-1-1 Projects Coordinator
Diane McCullough, Grants Program Manager
Ellen Owens, Department Secretary, Transportation Planning & Data Services

I. CALL TO ORDER

Jane Sutter called the meeting to order at 9:35 a.m. A quorum was confirmed.

II. INTRODUCTIONS

Self-introductions were made around the room.

III. APPROVAL OF MINUTES – JUNE 16, 2009

Marvin Stanford, Del City, made a motion to approve the minutes of the June 16, 2009, 9-1-1 Technical Committee meeting. Lance Terry, Norman, seconded the motion. The motion carried the following votes.

AYE: Belknap, Russell, Stanford, Stillwell, Bower, Kitch, Scott, Cottrell, Terry, Jones, Jackson, Blair and Johnson

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

There was no director's report.

Jane Sutter announced that new 9-1-1 coloring books were available at today's meeting along with a new 9-1-1 brochure and a brochure about recruiting 9-1-1 communications personnel. She encouraged everyone to take a supply of each back to their departments for distribution at their local municipalities.

V. AT&T-POSITRON NEW REGIONAL 9-1-1 SYSTEM SOFTWARE PRESENTATION

Jane Sutter welcomed AT&T and Positron representatives to provide a demonstration of the proposed Viper system to be deployed with the next regional 9-1-1 system upgrade.

Ronnie Freeman, AT&T, introduced Robert Russo who is a 9-1-1 engineer with AT&T, who was present to give the engineering technical overview.

Mr. Freeman also introduced Carl Bane, who is a sales engineer with Intrado Positron, to talk about the features and functionalities that the Voice over IP Emergency Response system can provide.

Robert Russo presented a high-level overview of all of the surrounding agencies and number of positions at each agency and indicates the number of workstations at each agency, which shows that they are all connected to the host by T-1.

Mr. Russo said there are multiple connections (more than two), a mix between AT&T facility and a COX facility, for diversification and redundancy. He pointed out which T-1s belong to AT&T and which belong to COX. He said certain facilities will have two to provide a backup in case of a failure. There is an agency that plays a role to help remote the monitor down to the IP level and if a server goes off line, it will receive notification as well as Intrado-Positron and then GeoComm has access into it to update the GeoComm portion of the system. It will all go through a firewall to keep hackers out or other unwanted entrances.

Mr. Russo continued with the presentation to the 9-1-1 Technical Committee explaining various modules relating to the new VIPER solution. Mr. Russo also pointed out the printers, servers, routers, and those related functions. He said the ACOG workstation facility will look like a remote except for the main server where GeoComm will firewall in and update the mapping information. He said if one switch goes down, it will not bring everything down 100%; at the most it would be less than 50%. There are three routers and if one goes down it will not bring the system down because there will not be more than one per router.

Mr. Russo said regarding redundancy on the remotes, all of the lines are going to be terminated and processed at the host, which means the local lines terminating on site, as it is today, like the 9-1-1 lines, it will all be done at the host.

He pointed out a single network showing two links from the routers into the switch, so if a switch is lost, nothing else will be lost but whichever switch the printer is on since they don't have dual Network Interface Cards in them. The 9-1-1 workstations have dual Network Interface Cards in them. So if the switch goes down on one, we will know about it since they will be monitoring the system, he said. If the dispatcher is in the middle of a call, the call will stay up and the dispatcher will never know it went down. He said a warning sign will appear on the computer advising the user that a server is down. He said Positron will be aware of it before the PSAP will know.

Carl Bane with Positron continued with the presentation to the 9-1-1 Technical Committee. He presented the four main modules of Power 9-1-1 which is the call-taking telephony. He said ACOG will create its unique configuration of how the system will look, feel and run which will be pushed out to all of the agencies. The same configuration will be used throughout the system, he said.

The telephony module is where all calls ring into whether it is a 9-1-1 call, 7-digit admin, 7-digit emergency, ring downs will ring into the 9-1-1 queue.

Stephen Willoughby clarified that the current 7-digit administrative lines are on a separate phone system at many of the public safety answering points, and will continue that way unless at some point an agency would like to combine the phone systems.

Mr. Bane explained that the 9-1-1 queue is where all lines will ring into. The longest/oldest call in the queue is the call that will be answered first. There is a line panel located behind the queue buttons when opened it will show all of the 9-1-1 lines. They can be shown all on one screen or however ACOG may choose. Lines other than 9-1-1 lines can be separated into a different line screen.

Matt Stillwell, Edmond, asked if the lines could be color-coded. Mr. Bane said they are not color configurable on that screen, but they can be put on different screens.

He said when a 9-1-1 queue is right clicked on, it brings up the 9-1-1 line panel; if he right clicks on an admin queue, and it will open the admin panel. It's on different screens.

Mr. Bane explained the frequently used buttons on the telephony module. These buttons can be accessed via keyboard function keys or via genovations keypad. He demonstrated initiating a conference; cancelling a conference; transferring a call/hook switch' placing a caller on hold; and muting the line. All of those features are accessible from the telephony module, he said. He also demonstrated a one-button redial.

He talked about populating the ALI fields. He said some systems only show a raw ALI setting, but he said this one separates them out into fields. He said they parcel out the ALI data when it comes in. This ensures that the correct number is put into the instant redial box. In some systems with a Phase I call, when the redial is used, it redials the cell tower which means it is populating the incorrect number in that field.

Mr. Bane reviewed the feature buttons, which are based on the PBX functionality feature sets of the VIPER system customized for the ACOG agencies. This could handle stopping an instant call-check recording; playing an instant call-check recording; and stopping a greeting.

Regarding the ANI/ALI module, ACOG will determine where these fields will reside on the screen and what fields of ALI will display on the screen. He explained the ALI "x" button which quickly enables the call-taker to mark a record as an ALI discrepancy. A light will show the color green and indicate that record is an ALI discrepancy. When the supervisor runs the statistical report, they will be made aware of that discrepancy.

Mr. Bane said Power 9-1-1 has the ability to perform automatic re-bids on wireless calls. This can be set up based on the wireless provider. Service providers have their individual way of re-bidding. It is not necessary for a call-taker to remember the wireless provider; the Power 9-1-1 system will automatically do that.

Mr. Willoughby said that challenge is of a particular interest to 9-1-1 ACOG because call-takers assume the call is a Phase II call, and when it is actually a Phase I call, they assume it is not working correctly and hit the re-bid button. Taking that guess work out of the system and having it automated will address that challenge. He said service providers have different re-bid rates and how often they can perform re-bids, which matters.

Lucien Jones, City of Oklahoma City, said agencies that use CAD link directly to that to get an ALI spill, it will be necessary to check with each one on what will be done otherwise when re-bids are continued, it will start a CAD screen disruption with drop downs every time.

Mr. Bane said some CAD systems don't handle that well, and they will end up with creating a new response every time they get a new ALI when it comes in, rather than updating the current response because they are not linking the original and knowing that it's not the original call, they will create a new response. He suggested that the PSAPs using CAD should work with their CAD vendor on the way they will handle those updates. He said most of the large CAD companies handle it well.

Mr. Bane reviewed the premise data button and said the button lights up if there is premise data available. Premise data in a CAD system is based on an address. A phone system is based on a phone number. He demonstrated a phone number as if a call had come in, and then went out to the premise database, which would be managed at the local PSAP level, to see if there was a hit. If there was a specific phone number that needed specific information about, such as medical information that would be handy for a call-taker to know.

Lance Terry, Norman, asked if the premise notes can be shared across the entire system? Mr. Bane said since it is on the server the answer is yes. He said it is on the server and if the phone number gets a hit on the server database, there is a file in there with that phone number name, and it will show out at the workstation. He said yes, they are managed at the PSAP but shared across the network because there is one record per phone number.

Mr. Bane said it requires administrative personnel to put information into the premise because there is sensitive information such as health information that should not be put out as public information.

Mr. Bane explained that TTY is built into Power 9-1-1. He said when a TTY call comes in it will be baudot and will automatically show the message. He said if it is not baudot and is ASCII, there will be a fax-like sound when the call-taker picks up the call. The call-taker will need to perform an ASCII challenge or ASCII check. Normally, the call-taker will see what is being typed on the TTY call as it comes in, and the caller will see what is being typed by the call-taker as it is typed as well.

To work around that process and not do it that way, the call-taker can go into buffered mode which allows the call-taker to type in their response without the caller seeing it be typed and it will be buffered until the message is sent to the caller. This allows the call-taker to review what they have typed before the caller sees it. This also allows the call-taker time to form their next question while the caller is typing their message.

Mr. Bane explained that there are drop-down messages, which means the call-taker can create a template of messages, referred to as canned messages. The message list can be printed out at any time during the conversation and support hearing carry-over and voice carry-over. This supports partial TTY in cases of persons who can speak but cannot hear, or persons who can hear but cannot speak.

A call-taker is allowed to double click on any call and pick up any call on the list. Call control can be done from the screen.

Mr. Bane said there is a list that can be determined who has right to the list of all PSAPs recorded. This is instant call-check recording. It is position-based meaning it can be listened to at a position.

The Power 9-1-1 has the ability to give rights to an appointed person to see and listen to instant call-checking recordings from any position in the PSAP. A supervisor can listen to any instant call-checking recordings for any positions in the PSAP from that supervisor's own workstation. All recorded calls will show on the supervisor's position and the supervisor can chose which one to listen to from their own station.

Matt Stillwell asked if instant call-check is a part of the application or will it pull from the PSAP's recorder. Mr. Bane said it is part of the Power 9-1-1 application for telephony only.

Mr. Bane said there is an add-on option which is integrated telephone-radio recorder that does both radio and phone.

Other lists modules are available regarding "recorded calls from my position" and "all PSAP released calls" which gives the supervisor the ability to see all the released calls from all positions.

Mr. Bane said there are as many as 24 lists modules available. He said the PSAP will pick out which lists modules they would like to use based on what role that person is logged in at.

Mr. Bane explained the Contact and Intelligent Transfer module because it knows who to send the call to. When a call comes in with the ESN, the Power 9-1-1 application has the intelligence to assign the correct agency for that one button transfer. It changes the label based on the ESN and transfers it to the correct emergency service provider.

Mr. Bane explained that behind each button is a list of agencies and the PSAP has the ability to include addresses, phone numbers, and notes, etc. There are four fields that are agency configurable to make whatever that agency wants to be, plus all of the contacts at the agency. He said when a contact is clicked, it will call a default number or the call-taker can call any outside number. He said this serves as a roll-a-dex or speed dial. It will show detailed information and the individual contact comes up.

Steve said ACOG is recommending that each call-taker will have their user password and user identification to help tracking and help supervisors to track information. We can get individual statistics as well.

Steve said we will have to discuss a security policy. The initial first-step will be to have individual user names and passwords for each call-taker.

Also, we will need to set up methodologies on who and how new call-takers are to be built in, he said. A challenge we may have with the new system when someone goes to another PSAP other than their own and login, and in the case of dispatchers who work at multiple agencies or dispatchers who quit one agency and move to another, they will need to be assigned a different user identification number, otherwise they would wonder why they are getting other agencies' 9-1-1 calls.

He said each person will have MIS capabilities at each local PSAPs but that will flow up into an enterprise MIS, so a report can be ran on all of ACOG statistics if so desired.

Steve said there will be training tied into this new system and our goal is to have a train-the-trainer course and he said each PSAP needs to consider who they will send to serve as their local trainer. That has been a challenge in the past because some managers attend that trainer, but do not use it day in day out, and don't remember how to train.

ACOG will provide individual training and will work out a training schedule and notify the PSAPs of those dates and times. Those will be no sooner than two weeks before individual centers will cut live. It might possibly be in an April time period.

Steve said we are looking at an upgrade to the GeoComm mapping system, referred to as GeoLynx 9-1-1. He said it has some of the same features and functionalities of the current mapping system, but they have brought some of the things that were behind the scenes to the forefront and it is a lot more user friendly. We will be training the trainer as well as call-takers of the upgraded map system at the same time we do the Positron training. We would like to have GeoComm demonstrate to us some time in March what that would look like.

Lance Terry asked, regarding recording, what is the starting point that the PSAPs would have to pick up recording of the calls, since there will no longer be trunk lines. What should they anticipate from the PSAP's end in order to plug into with their digital recorders? Lance said they record by position level the digital cards and pull the digital directly into their system; the digital format system of the current system and also record off of the 9-1-1 trunk lines. What will the change look like and where to plug at, he asked.

Mr. Bane said as far as the Positron equipment, there will be a box at the position which the recorder can tap into at an analog level, and possibly look at the need to change out some of the recording equipment from digital to analog.

Matt Stillwell asked about the interface from our CAD systems to receive the dump. He asked what are they going to charge us for that, and is that something ACOG can help with the funding of that.

Mr. Bane said the interface should be the same as long as they are using a serial connection off of the current controller. There will be an auxiliary workstation that will be at all of the remotes with a serial connection. He said they will go IP out to the PSAP with that ALI and then dump it out through the local serial connection through that auxiliary station. It will come from the workstation.

Matt said since the interfaces are diverse, he said they would probably have to get with their individual CAD vendors to determine that interface.

Lance said CAD systems have to re-parcel the data and that will cost money.

Ronnie Freeman said the way ACOG will get their ALI spill will not change other than the ALI format.

Jane Sutter announced that Choctaw is no longer going to be a PSAP; they will be answered by Oklahoma County 24/7. They have been answered by Oklahoma County nights and weekends since the beginning of the system in 1989.

This is part of a cost-savings mechanism in preparation for the upgrade of the new system. The 9-1-1 Board of Directors approved all PSAPs in operation 24/7 to receive the 9-1-1 equipment and have the service. She thanked Oklahoma County for answering those 9-1-1 calls.

Jane said there are some public safety grants available at both state and federal levels that we are trying to get access to in order to help pay for the 9-1-1 upgrade.

VI. 2010 9-1-1 ACOG TECHNICAL COMMITTEE MEETING DATES

Jane Sutter pointed out the list of the 9-1-1 Technical Committee regular meeting dates for the calendar year 2010 as shown in the agenda. She asked that everyone mark their calendars to attend these important meetings. She said the next 9-1-1 Technical Committee meeting is March 9th. Steve said as issues arise that need to be discussed collectively that don't fall into these dates, special meetings will be called.

VII. GENERAL STATUS REPORT

Johnny Irons reported that 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 around March or April.

Mr. Irons reported that testing is currently ongoing with the Putnam City School district to test their network which is a Cisco VoIP based phone system for all of their schools in Oklahoma City, Bethany and Warr Acres to make sure when calls are made from those phones that the calls are routed correctly.

Mr. Irons announced that 9-1-1 ACOG, AT&T and Positron will be conducting PSAP site surveys December 8th through December 11th, which will include space and positioning of CPE but cabling, electrical requirements, building demarcation points for the Telco vendors and other minor details. He asked that the PSAPs have an informed person available for contingent questions and can make decisions to accommodate any requirements.

He said the training schedule for 9-1-1 ACOG's training institute for calendar year 2010 is available in today's agenda. To schedule individuals for training sessions, please contact ACOG.

Mr. Willoughby said staff wrote applications for state funds and federal funds for 9-1-1. The state was awarded \$1.4 million for 9-1-1 upgrades to receive Phase II and Internet Protocol based next generation 9-1-1 system. 9-1-1 ACOG was awarded \$400,000 of those funds which will be helpful to us in a down payment because the upgrade system's cost is approximately \$3-4 million.

He reported that the Legislative Task Force met twice over the fall covering public safety as far as where 9-1-1 started, where it is today and where it is headed, especially discussing issues both organizationally and funding challenges that face 9-1-1 in Oklahoma.

They also discussed Point of Sale legislation for pre-paid wireless 9-1-1 service fees in order to assess pre-paid phones. We are working to create legislation to that effect.

VIII. NEW BUSINESS

None

IX. ADJOURNMENT

The meeting adjourned at 11:34 a.m.



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: March 2, 2010

TO: 9-1-1 Technical Committee

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

SUBJECT: GeoComm Mapping Software Update

INFORMATION: Lori Clements with GeoComm, Inc. will provide an overview of the G7 GeoLynx upgrade that will be installed alongside the new Positron Viper 9-1-1 solution. The presentation will focus on the new look of the G7 release and key changes from the current version of GeoLynxA0.

Action Requested: None, for information only.



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John G. Johnson

MEMORANDUM

DATE: March 2, 2010
TO: 9-1-1 Technical Committee
FROM: Alicia Nicely, 9-1-1 GIS Manager
SUBJECT: Geographical Information System (GIS) Audit

INFORMATION: 9-1-1 ACOG annually contracts with a third-party to conduct an audit of our regional Geographical Information System (GIS) and related 9-1-1 databases. This audit is used to measure accuracy and evaluate both internal and external processes for collection and maintenance of 9-1-1 data.

Staff will provide a summary of the audit results to the 9-1-1 Technical Committee.

Action Requested: None, for information only.

ANNUAL AUDIT OF THE 9-1-1 ACOG REGIONAL GEOGRAPHICAL INFORMATION SYSTEM

Audit Performed December, 2009
 Map Data Records 19,758 Snapshot of 12/18/2008
 Customer Records 96,718 Snapshot of 12/10/2009
 MSAG Records 5,977 Snapshot of 12/01/2009

ANALYSIS RESULTS Fallout (% of Customer Records)

Customer Records against MSAG < 0.1%
 Customer Records against Map data - *estimated Map data errors* 1.8%
 Customer Records against Map data - *estimated MSAG errors* 2.0%
 Customer Records against Map data - *other sources of errors* 0.6%

Customer Records to Map Data - by Category			Sources of Error (estimated)		
FALLOUT CATEGORY	# of CUSTOMER RECORDS FALLOUT	% of fallout among all customer records	Customer Records or Other sources	MSAG Error	Map Data Error
Error: No house number	2	0.00%	100.0%	0.0%	0.0%
Fail: Address could not be found in compatible ranges	13	0.01%	8.0%	46.0%	46.0%
Fail: Address falls in a gap in the compatible ranges	964	1.00%	1.0%	49.5%	49.5%
Fail: Address found multiple times	164	0.17%	0.6%	20.0%	79.4%
Fail: Address found multiple times on same road feature	72	0.07%	0.0%	0.0%	100.0%
Fail: Address found only in a different ESN	287	0.30%	0.0%	20.0%	80.0%
Fail: Address is higher than compatible ranges	496	0.51%	2.0%	49.0%	49.0%
Fail: Address is lower than compatible ranges	195	0.20%	2.0%	49.0%	49.0%
Fail: No matching street name found	1901	1.97%	30.0%	65.0%	5.0%
TOTAL FALLOUT	4,163	4.23%	0.6%	2.0%	1.8%

Fallout (Customer Records to Map Data) by Error Category and Community Category (A / B / C entities)			
Results	A	B	C
Error: No house number	0	2	0
Fail: Address could not be found in compatible ranges	13	0	0
Fail: Address falls in a gap in the compatible ranges	894	68	2
Fail: Address found multiple times	19	143	2
Fail: Address found multiple times on same road feature	9	63	0
Fail: Address found only in a different ESN	229	12	46
Fail: Address is higher than compatible ranges	373	123	0
Fail: Address is lower than compatible ranges	148	47	0
Fail: No matching street name found	1,675	112	114
Total Fallout	3,360	570	164
Average # of Fallout per Community	1120	285	164



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ATTACHMENT VII

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: March 2, 2010
TO: 9-1-1 Technical Committee
FROM: Johnny C. Irons III, 9-1-1 Programs Manager
SUBJECT: General Status Report

9-1-1 SYSTEM REPLACEMENT PROJECT

Staff is currently reviewing the final Contract and scope of work with AT&T and hopes to execute these documents before the March 9th Technical committee meeting.

Once the aforementioned documents are executed there will be a two-week staging period at the Positron facility. We can expect equipment installation to begin 12 to 14 weeks after staging is complete.

As installation of the new system gets closer, 9-1-1 ACOG will begin training call-takers and managers. The training will be coordinated with PSAPs once the finalized installation schedule is completed.

In the interim it is very important PSAPs keep an open and active communication with 9-1-1 ACOG about future center changes that may affect the projected project implementation timeframes (i.e. new CAD, location moves, remodels, etc.).

2008 AERIALS

2008 aerials have been loaded at each PSAP and are available through the use of the GeoComm software. To report any problems or issues with the newly loaded aerials, please contact Johnny C. Irons at 405-409-0871 as soon as possible.

CHANGE FORMAT 56 TO 76

After further discussion with AT&T concerning CAD format 76 as related to the new Positron equipment, it has been determined a change in format is no longer necessary or required.

COX WIRELESS DEPLOYMENT

The Cox wireless deployment has been rescheduled with the date to be announced. Preliminary deployment date estimates are around a September through November 2010 timeframe.

PUBLIC EDUCATION

In order to further develop our current Public Education program 9-1-1 ACOG is now a member of the Texas Public Educators group and will attend quarterly meetings.

9-1-1 ACOG staff will attend a public educator boot camp and workshop in April.

9-1-1 ACOG staff participated in the Greater Grads Career Fair on March 2, 2010 at the Cox Convention Center.

NATIONAL TELECOMMUNICATORS WEEK

National Telecommunicators week is just around the corner April 11-17. Staff has begun to send out child hero nomination and dispatcher of the year forms. The theme of the week has not yet been decided, but more information will be available soon. If you have ideas or would like to assist with planning NTW activities, contact Lysa Baker at 234-2264, extension 172 at ACOG.

9-1-1 DAY AT THE CAPITAL

9-1-1 ACOG will be participating in 9-1-1 Day at the Capital to be held on Wednesday, April 14, 2010 from 9:00 a.m. to 3:00 p.m. at the State Capital building on the 4th floor rotunda. If your city would like to participate also, please contact OKLANENA representative Shelly Stahlbusch (Email: 911cartercounty@cablone.net) to reserve a table in the rotunda.