

PLEASE NOTIFY ACOG AT 234-2264 (TTY 234-2217) BY 5:00 P.M., SEPTEMBER 10, 2010
IF YOU DESIRE A SIGN-LANGUAGE INTERPRETER AT THE MEETING



9-1-1 association of central oklahoma governments

Chair Ken Bartlett
Del City Councilmember

Vice-Chair Kathy McMillan
Moore Councilmember

Secretary/Treasurer David Dirkschneider
Warr Acres Councilmember

Executive Director
John G. Johnson

9-1-1 TECHNICAL COMMITTEE MEETING AGENDA

9:30 a.m., Tuesday, September 14, 2010

ACOG Conference Room

21 E. Main – Suite 100

Oklahoma City, Oklahoma, 73104

- I. CALL TO ORDER
- II. INTRODUCTIONS
- III. APPROVAL OF MINUTES – June 1, 2010 meeting ([Attachment III](#))
- IV. DIRECTOR'S REPORT
- V. UPDATE ON IMPLEMENTATION OF NEW 9-1-1 SYSTEM ([Attachment V](#))

INFORMATION: Staff will update the 9-1-1 Technical Committee on the current status of the new 9-1-1 system implementation. Among the discussion items to be discussed are the schedule, training, site visits and cut-over procedures.

Action Requested: None, for information and discussion only.

- VI. TRAINING AND PUBLIC EDUCATION ACTIVITY REPORT ([Attachment VI](#))

INFORMATION: Staff will provide the 9-1-1 Technical Committee a report on current training and public education activities.

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
June 1, 2010**

The second meeting of the 9-1-1 Technical Committee for calendar year 2010 convened at 9:35 a.m., June 1, 2010, 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

John Johnson, ACOG Executive Director

MEMBERS PRESENT

Marvin Stanford, Del City Police Department
Matt Stillwell, Edmond Emergency Operations Center
John Avera, Edmond Emergency Operations Center
Gayland Kitch, Moore Emergency Management Center
Virginia Guild, Moore Emergency Management Center
Teena Scott, Mustang Police Department
Kacy Cottrell, Noble Police Department
Heather Ridgway, Noble Police Department
Lucien Jones, City of Oklahoma City
Andrew Johnson, Yukon Police Department
Kelli Reese, Yukon Police Department

GUESTS

Scott Hannan, Newcastle ITT/McClain 9-1-1 Infrastructure Manager
Jennifer James, Independent Practitioner

STAFF

John G. Johnson, Executive Director
Anita Kroth, 9-1-1 Administrative Assistant
Johnny C. Irons III, 9-1-1 Programs Manager
Lysa Baker, Special Programs Officer
Paulette Marshall, 9-1-1 Project Coordinator/Analyst
Alicia Nicely, 9-1-1 GIS Manager
Peggy Stoller, GIS Specialist
Ryan Poots, GIS Specialist
Jerry Church, Director of Media and Public Relations

I. CALL TO ORDER

John Johnson 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 – MARCH 9, 2010

Marvin Stanford, Del City, made a motion to approve the minutes of the March 9, 2010 9-1-1 Technical Committee meeting. Gayland Kitch, Moore, seconded the motion. The motion carried the following votes:

AYE: Stanford, Stillwell, Kitch, Scott, Cottrell, Johnson and Reese

NAY: None

ABSTAIN: None

IV. DIRECTOR'S REPORT

None

V. 2010 NATIONAL TELECOMMUNICATOR'S WEEK – APRIL 11-17, 2010

Lysa Baker reported that 9-1-1 ACOG participated in activities during National Telecommunicator Week, April 11-17, which involved Telecommunicator of the Year. This year Sydney Myers from the Nichols Hills Police Department was recognized as the 9-1-1 dispatcher of the year.

She said 9-1-1 staff visited all of the 21 ACOG PSAPs and recognized nearly 200 9-1-1 telecommunicators with a token gift of appreciation. She said 9-1-1 ACOG is interested in recognizing the local communities all year long not only once a year, and will start a new initiative to find ways to do that.

Lysa asked the Communication Supervisors to let her know who those dispatchers are as those situations arise so that she can make an effort to recognize and credit those dispatchers for the great work they are doing throughout the year.

Lysa reported that this year the PSAP decorating contest revolved around the theme "Pay it Forward." This year there were four competing PSAPs in the contest, and they decorated their PSAP in honor of a PSAP other than their own, to "Pay it Forward." Yukon decorated in honor of EMSA; Guthrie decorated in honor of Norman; Edmond decorated in honor of Moore; and Norman decorated in honor of Edmond. The Norman PSAP won the decorating contest this year. Lunch was provided for their Communications Center staff and delivered by 9-1-1 ACOG staff. They also were given the ACOG traveling trophy to hold until next year's decorating contest winner prevails.

Lysa said 9-1-1 ACOG participated in 9-1-1 Day at the Capitol on Wednesday, April 14. 9-1-1 staff was present to distribute 9-1-1 public education materials.

VI. 9-1-1 ACOG PUBLIC EDUCATION/INFORMATION OUTREACH

Lysa said that over the last several months 9-1-1 staff has been working on new ways to enhance the information exchange about 9-1-1.

Lysa said the goal of these new outreach opportunities is to inform the public, state leaders, the 9-1-1 Association members and other 9-1-1 local leaders in the state of current 9-1-1 trends, and publicize the great 9-1-1 work being done in Central Oklahoma. She said this especially involves educating children on the proper use of 9-1-1 as well as educating senior citizens.

Lysa announced that a 9-1-1 PEP Squad (People Educating People) has been created to assist staff when participating in 9-1-1 public events.

Lysa reported on public education events participated in across Central Oklahoma communities reaching approximately 500 children. Future activities include the summer season celebration at the Oklahoma City Zoo to be held June 19th and summer camp programs at the Community Center.

Lysa said she also reports information to our communities on the 9-1-1 Facebook page and currently uses this networking to keep dispatchers notified of pertinent information relative to their jobs and specifically to the individual PSAPs and their dispatchers.

VII. ZOMM WIRELESS DEVICE

Lysa Baker presented an introduction video on a device called "Zomm." Since it runs through Bluetooth and can call 9-1-1, 9-1-1 ACOG staff is testing its performance as far as how it interacts with the regional 9-1-1 system. A "Zomm" device was available for members to examine. She said it was originally created to serve as a warning to a cell phone holder when they have moved out of range of their phone which would help them not to mistakenly leave it behind.

Lysa said she has included information on <http://9-1-1blog.blogspot.com/> as a way to inform the membership entities about this product.

VIII. GENERAL STATUS REPORT

Johnny Irons reported that staff continues preparation work towards the new 9-1-1 system implementation. He said staff worked with Positron during the week of May 24th to develop an initial configuration of the system, which is necessary for the initial hardware profile design. Positron has taken that configuration back with them to program the 9-1-1 ACOG work stations.

Johnny reported that the Governor had signed House Bill 2556 into law that will become effective January 1, 2011.

This legislation pertains to the remittance of 9-1-1 service fees for pre-paid wireless telephones so that retailers will collect the service fee at the point of sale, and remit the 50-cent service fee to the Oklahoma Tax Commission who will distribute to the appropriate 9-1-1 entities in the state based on population.

He reported that 9-1-1 ACOG is testing new wireless entrants such as Verizon and Cox into the local market. AT&T's Internet Services are re-establishing their Voice over Internet Protocol (VoIP) services in the 9-1-1 ACOG region, and 9-1-1 is conducting tests for that as well.

9-1-1 Technical Committee representatives individually reported current activities in their respective communities as they relate to 9-1-1.

IX. ADJOURNMENT

The meeting was adjourned at 10:20 a.m.



9-1-1 association of central oklahoma governments

ATTACHMENT V

Chair Ken Bartlett
Del City Councilmember

Vice-Chair Kathy McMillan
Moore Councilmember

Secretary/Treasurer David Dirkschneider
Warr Acres Councilmember

Executive Director
John G. Johnson

MEMORANDUM

DATE: September 7, 2010

TO: 9-1-1 Technical Committee

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

SUBJECT: Update on Implementation of New 9-1-1 System

INFORMATION: Staff will update the 9-1-1 Technical Committee on the current status of the new 9-1-1 system implementation. Below is a list of items that will be included in this discussion.

Viper Host

Installation of the "Viper" host centralized servers was installed in early August. Initial testing of connectivity with backroom equipment located at the first sites to be installed has been successful.

GeoLynx 9-1-1 Mapping Solution

Representatives from GeoComm were in the region in August. GeoComm successfully installed the GeoLynx 9-1-1 mapping upgrade on all the workstations that will be deployed in the field. GeoComm completed initial configurations and initial testing was successful. Approximately 35 ACOG and PSAP personnel participated in train-the-trainer classes on the upgraded mapping system.

Power 9-1-1 Call-Handling Solution

Representatives with Positron/Intrado have been on site since early August working with AT&T on the initial installation. Initial testing has been positive and revealed only minor issues that staff expects to be resolved before the first live cut-over scheduled September 16th.

Site Visits

Staff and AT&T have conducted site visits at each site and continue to work with some PSAPs on finalizing power and logistical requirements for the new system.

Schedule

Attached is the current schedule for deployment of the new 9-1-1 system. Staff reminds PSAPs that this schedule is subject to change; but staff will provide PSAP managers as much advance notice as possible

Cut-Over Procedures

Also attached is the cut-over procedures developed by staff. Staff will review this cut-over procedure at the 9-1-1 Technical Committee meeting.

Go Live Schedule Per PSAP

PSAP	Go Live Date
<i>Bethany</i>	<i>September 16</i>
<i>*Guthrie*</i>	<i>September 21</i>
<i>Del City</i>	<i>September 23</i>
<i>*Cleveland Co SO*</i>	<i>September 28</i>
<i>EMSA</i>	<i>September 30</i>
<i>*Tinker AFB*</i>	<i>October 5</i>
<i>Moore</i>	<i>October 7</i>
<i>Mustang</i>	<i>October 12</i>
<i>MWC</i>	<i>October 14</i>
<i>Newcastle</i>	<i>October 19</i>
<i>*Noble*</i>	<i>October 21</i>
<i>*Edmond*</i>	<i>October 26</i>
<i>Norman</i>	<i>October 28</i>
<i>Oklahoma Co SO</i>	<i>November 2</i>
<i>The Village</i>	<i>November 4</i>
<i>Warr Acres</i>	<i>November 9</i>
<i>Yukon</i>	<i>November 11</i>
<i>Tuttle</i>	<i>November 16</i>
<i>*Nichols Hills*</i>	<i>November 18</i>
<i>El Reno</i>	<i>November 30</i>

Changes to schedule Cut-Live

All Call taker / user training will be held 1 to 2 weeks prior to the go live dates for each PSAP

*****August 19, 2010*****

ACOG CUTOVER TASKS

PSAP NAME: Bethany PD PSAP
Date: 9/16/2010

Conference Bridge TN:
Time:

<u>Item #</u>	<u>Description of Activity</u>	<u>Date</u>	<u>Time/Duration</u>	<u>Owner</u>	<u>Complete (Y/N)</u>	<u>Notes</u>
PRE-CUTOVER TASKS						
1	Do Benchmark tests prior to cut					
2	Open conference bridge					
3	Insure all AT&T/Positron, GeoComm and ACOG personnel are present					
4	Confirm with PSAP that no high demand events are in progress or anticipated					
		Result:				
5	Make 811 or other method test call to insure routing to correct new trunk group					
6	Test overflow/busy-out to admin line or other PSAP					
7	Test contingency PSAP routing					
8	Insure that ALI is received from 9-1-1 database on test call					
9	Insure that mapping software receives ALI spill					
CUTOVER TASKS						
7	Have AT&T re-direct live 9-1-1 traffic from landline ESN(s) to new trunk group					
	Perform landline test calls:	Result:				
7a	Does call ring into new 9-1-1 workstation?					
7b	Does ALI present properly?					
7c	Did call map properly?					
7d	Do one button (tandem) transfers work correctly?					
7e	Do fixed or manual transfers work correctly?					
7f	Do PSAP to PSAP transfers work correctly?					
7g	Does conference, barge-in and silent monitoring work?					
7h	Do headsets/handsets volume control work properly?					
7i	Does call release properly?					
7j	Does call recording work properly?					
7k	Does TDD work?					

<u>Item #</u>	<u>Description of Activity</u>	<u>Date</u>	<u>Time/Duration</u>	<u>Owner</u>	<u>Complete (Y / N)</u>	<u>Notes</u>
7i	Does CAD spill (if present) work correctly? -----					
8	Have AT&T re-direct live 9-1-1 traffic from wireless ESN to new trunk group Perform wireless test calls:	Result:				
8a	Does call ring into new 9-1-1 workstation?					
8b	Does ALI present properly?					
8c	Is Telco ID present?					
8d	Did call map properly?					
8e	Does re-bid function work?					
8f	Do fixed or manual transfers work correctly?					
8g	Do PSAP to PSAP transfers work correctly?					
8h	Does call release properly?					
8i	Does call recording work properly?					
8j	Does CAD spill (if present) work correctly? -----					
9	Have AT&T re-direct live 9-1-1 traffic from VoIP ESN to new trunk group Perform VoIP test calls:	Result:				
9a	Does call ring into new 9-1-1 workstation?					
9b	Does ALI present properly?					
9c	Is Telco ID present?					
9d	Did call map properly?					
9e	Do one button transfers work correctly?					
9f	Do fixed or manual transfers work correctly?					
9g	Do PSAP to PSAP transfers work correctly?					
9h	Does call release properly?					
9i	Does call recording work properly?					
9j	Does CAD spill (if present) work correctly? -----					
POST-CUTOVER TASKS						
		Result:				
10	Advise PSAP personnel of any trouble reporting changes					
11	Is old equipment disconnected and removed?					
12	Is all new wiring dressed and made final?					
ADDITIONAL NOTES:						
Information and equipment to have on hand at cut:						



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John G. Johnson

MEMORANDUM

DATE: September 7, 2010

TO: 9-1-1 Technical Committee

FROM: Lysa Baker, Special Programs Officer
E9-1-1 & Public Safety Division

SUBJECT: Training and Public Education Activity Report

INFORMATION: Over the last several months 9-1-1 staff has continued working on innovative ways to enhance the information exchange about 9-1-1. The goal of these outreach opportunities is to inform the public, state leaders, the Association's members and other 9-1-1 leaders in the state of current 9-1-1 trends, and the great 9-1-1 work being done in Central Oklahoma. These elements include:

1. **9-1-1 PEP Squad continues to participate at public education events.** The 9-1-1 Pep Squad, created in April 2010, consists of local teenagers from the ACOG region. Their goal is to assist in public events and educate children on how and when to use 9-1-1. The Pep Squad had an activity and tattoo booth at the Summer Season Celebration at the Oklahoma City Zoo in June educating over 200 children.
2. **9-1-1 education continues to grow within elementary schools.** 9-1-1 ACOG was asked to participate in the Schools for Healthy Lifestyles programs, which is a community-based health promotion program for Oklahoma elementary schools. Many school systems within the ACOG region participate in this program. 9-1-1 ACOG provided information for each teacher who participates in this program on important facts about 9-1-1 emergency calls and how they can educate their students about using 9-1-1. Pre-K – 2nd grade teachers also received information on having the 9-1-1 ACOG staff members visit their individual classrooms throughout the school year.
3. **Cell Phone Sally to make her debut in Central Oklahoma.** As a member of the 9-1-1 Public Educators of Texas group, 9-1-1 ACOG has been given the rights to utilize the new **Cell Phone Sally** program. This program was previously only available within the state of Texas. **Cell Phone Sally** teaches children about how and when to call 9-1-1. We will begin educating children with the **Cell Phone Sally** material in October.

Action Requested: None, for information only.



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John G. Johnson

MEMORANDUM

DATE: September 7, 2010

TO: 9-1-1 Technical Committee

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

SUBJECT: General Status Report

WIRELESS TESTING

Staff has suspended routine wireless accuracy testing during the implementation of the new 9-1-1 system. However, over the last few months staff has worked with both Verizon Wireless and Cox Wireless in performing initial deployment and testing. Testing includes making test calls from each wireless tower face and ensures it routes to the most appropriate PSAP and delivers the proper 9-1-1 information. Testing with both carriers included nearly 1,000 test calls; staff appreciates the patience and cooperation of all the PSAPs during this process.

PREPAID WIRELESS LEGISLATION

On January 1, 2011 House Bill 2556 becomes law. This legislation changes remittance of 9-1-1 service fees for pre-paid wireless telephones to retailers who collect the service fee at the point of sale. Retailers will then remit the 50-cent service fee to the Oklahoma Tax Commission, who will distribute by population to the appropriate 9-1-1 entities certified by the State 9-1-1 Advisory Board.

9-1-1 ACOG sits on the State 9-1-1 Advisory Board and is on the committee that is steering this process. Staff has also previously met with the Oklahoma Tax Commission to discuss this process.