

WHAT IS 9-1-1 ACOG?

The 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG) is an intergovernmental entity formed in 1988 to implement, administer, and coordinate the operation of the regional Enhanced 9-1-1 (E9-1-1) emergency communication service in Central Oklahoma. 9-1-1 ACOG provides funding, planning, technical, training, and educational outreach assistance to 22 Public Safety Answering Points (PSAPs) throughout the 9-1-1 ACOG service area, enabling those agencies to deliver the highest quality E9-1-1 service to their citizens.

WHAT IS NG9-1-1?

NG9-1-1 is an Internet Protocol (IP) emergency communications infrastructure comprised of a managed hardware, software and databases that enables call routing and enhanced capabilities for the PSAP. Using geospatial routing, NG9-1-1 will improve location accuracy and will allow 9-1-1 dispatchers to determine the location of a caller more quickly. Under the current 9-1-1 system, the Federal Communications Commission (FCC) mandates that the location of a caller must be provided within 164 feet accuracy. With the implementation of NG9-1-1, the location of the caller will be pinpointed within a few feet.

NG9-1-1 will also enable 9-1-1 dispatchers to utilize modern technology - they will be able to accept digital data such as: text, videos, and images, which can be transferred or forwarded to other PSAPs, and eventually out to emergency medical services (EMS), the officers or firefighters responding to the emergency. NG9-1-1 also provides operators the capability to determine a Z-axis (if sent by the wireless provider), which is a vertical mapping coordinate that, for example, can be used to determine what floor of a building a caller might be located.

WHAT IS THE DIFFERENCE BETWEEN THE 9-1-1 SYSTEM WE CURRENTLY HAVE & NG9-1-1?

Today's 9-1-1 system include equipment that is nearing end of life and the new NG9-1-1 system will provide 9-1-1 ACOG and the PSAPs updated IP based technology that is National Emergency Number Association (NENA) i3 compliant, allowing for interoperability and enhanced technology capabilities. The new system will provide user dashboards, policy routing functionality, and will present caller location data at the time of the call.

WHERE WILL NG9-1-1 BE AVAILABLE IN CENTRAL OKLAHOMA?

NG9-1-1 will be available in all of 9-1-1 ACOG 22 answering points. This includes the following cities and counties: Arcadia, Bethany, Blanchard, Calumet, Cashion, Cedar Valley, Choctaw, Cimarron City, Coyle, Crescent, Del City, Edmond, El Reno, Etowah, Forest Park, Geary (inside Canadian County), Guthrie, Harrah, Jones City, Lake Aluma, Langston, Lexington, Luther, Marshall, Meridian, Midwest City, Moore, Mulhall, Mustang, Newcastle, Nichols Hills, Nicoma Park, Noble, Norman, Orlando, Piedmont, Slaughterville, Smith Village, Spencer, The Village, Tuttle, Union City, Valley Brook, Warr

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Acres, Woodlawn Park, Yukon and Unincorporated areas of Canadian, Cleveland, Logan, and Oklahoma Counties as well as Emergency Medical Services Authority (EMSA).

When implemented, the 9-1-1 ACOG region will be the only area in Oklahoma with this state-of-the-art, lifesaving emergency communications system.

WILL NG9-1-1 BE AVAILABLE IN OKC?

The City of OKC is not a member of 9-1-1 ACOG. The City of OKC will continue to operate their own Enhanced 9-1-1 system.

WILL NG9-1-1 COST ME MORE MONEY?

No. The fees for NG9-1-1 come from the same place as the fees for the current system - which are included in the tax portion of your phone bill, both landline and mobile.

HOW DID 9-1-1 ACOG CHOOSE NG9-1-1 VENDORS?

Through a competitive bidding process, 9-1-1 ACOG officially issued a Request for Proposals (RFP) allowing vendors from across North America to submit proposals which were reviewed, scored, and selected by the 9-1-1 ACOG RFP Scoring Committee (comprised of PSAP directors and ACOG staff), then approved by the 9-1-1 ACOG Board. NGA 911 was awarded the call-routing NG9-1-1 service contract and Comtech-Solacom Technologies was awarded the call-handling equipment contract.

WHEN WILL NG9-1-1 BE FULLY IMPLEMENTED?

9-1-1 ACOG continues to work with the vendors to finalize timelines. Implementation will occur after both vendors testing has been completed and all 9-1-1 dispatchers in the 9-1-1 ACOG region have been fully trained on NG9-1-1 technology and tools. It is currently anticipated that implementation will be completed during the first quarter of 2023.

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