

STATEWIDE 9-1-1 ADVISORY BOARD MEETING

Thursday, June 6, 2013 1:30 p.m.

Minutes

Board Members Present: Vicki Atchley, Dana Church, Lanette Coppedge, Greg Fisher, Ronnie Freeman, Darita Huckabee, Lynn Mell, Diane Pedicord, Richard Ruhl, Gene Thaxton, Steve Willoughby

Board Members Absent: M.T. Berry, Linda Herndon, Darryl Maggard, Norman McNickle, Blaine Smith, Matt Stillwell, Ron Strecker, Stephen Williamson

Notice and Agenda of this regular meeting of the Statewide 9-1-1 Advisory Board was posted at the Oklahoma State Capitol located at 2300 N. Lincoln Blvd, Oklahoma City, OK 73105 on 08/06/2013.

- I. **Call to Order:** Meeting called to order by Chairman, Steve Willoughby, at 1:39p.m.
- II. **Roll Call:** Quorum present at 1:40 p.m.
- III. **Introduction of Guests**
- IV. **Approval of June 6, 2013 regular meeting minutes:** Motion to accept minutes made by Dana Church and seconded by Gene Thaxton. The chairman declared the motion to have passed as follows:

Aye: Vicki Atchley, Dana Church, Lanette Coppedge, Greg Fisher, Ronnie Freeman, Darita Huckabee, Lynn Mell, Diane Pedicord, Richard Ruhl, Gene Thaxton, Steve Willoughby
- V. **Discussion of meetings with members of the Legislature, OMES, and others concerning 911 issues, concerns, and recommendations:** Vicki advised that she and Darryl have not yet been able to move forward. Darita suggested that between now and November would be the best time to proceed, as bill drafting is very important.
- VI. **Discussion of DHS / Telephony Denial of Service calls to PSAP's:** Vicki stated that the calls which are being denied to the PSAPs have become a major problem. Ronnie has paperwork to share with the committee regarding AT&T's current stance on these

fraudulent calls. He advised that the callers are attempting to extort funds, and the calls are coming through on administrative numbers, however being picked up on 911 lines. Darita offered that this has become a national problem. It is very important to obtain as much documentation as possible with regard to these calls. Steve Willoughby suggested that in order to make the issue more relevant, it may be necessary for a criminal statute to be put in place. Lynn advised that legislation has been passed in California, as one example.

- VII. **Follow up discussion on Dispatcher training and certification:** Matt Stillwell not present, however Vicki informed that after the meeting in Muskogee, it was determined that NENA and APCO would work together on 9-1-1 legislation. The organizations are looking to make the training more present on a professional level with hours of certification before approval.
- VIII. **Presentation and Board action on the Nomination Committee's recommended slate of officers and any other nominations from the members present:** Steve offered his appreciation for having been able to serve as Committee Chairperson. The quorum voted and approved the following appointments: Lanette Coppedge, Chairperson ; Matt Stillwell, Co-Chairperson ; Gene Thaxton, Secretary. There were no additional nominees from the floor. Darita Huckabee made a motion that these appointments be approved, and it was seconded by Diane Pedicord.
- IX. **Public Comments concerning 9-1-1:** 9-1-1 conference will be available for everyone to be able to attend. Steve advised that the dates are October 14 thru October 16, 2013, in Tulsa. Gene provided that *55 is currently in place so that people who are calling from outside of a 9-1-1 area can receive emergency assistance. These calls are routed to the Oklahoma Highway Patrol. Steve said that it is common protocol to transfer or direct calls for crashes on the interstate to OHP since they generally handle those cases. Vicki informed the committee that it would be helpful if the receiving 9-1-1 operator would stay on the phone line, muted, even after the transfer has gone through to ensure that the proper agencies have indeed been notified. Steve offered an example, with regard to the Moore tornados. Calls were continuously coming in, however the center was already inundated with calls. Vickie asked if the policy could be blanketed to all PSAPs. Lynn inquired as to whether or not there is a number in place that can be called to check on family members during a crisis. Darita requested that the ACOG furnish findings with regard to how the PSAPs did with the Moore situation. Steve said it could be done, and he would be willing to share the findings with the committee. Darita also suggested that OHP receive enhanced dispatched capability for location and routing purposes. Gene advised that only some, not all, of the OHP locations even have Caller ID in place at this time, as the budget has not yet been approved. Rural counties are losing residents, thus losing consideration for certain 9-1-1 appropriations. The ability to transfer between systems would be ideal. Secretary Pettit would have to be involved in order for these changes to be made since he is involved with broadband data.

- X. **New Business:** Lynn Mell offered information about the bounce back messages regarding Text to 9-1-1. The FCC has established that this capability must be in place by September 30, 2013. The 4 large carriers have agreed that they would have it in place by June 30, 2013. Steve informed that although wireless calls were difficult to be placed during the recent tornados, text messaging was able to be accomplished. The cell carriers are working with ACOG to support additional wireless coverage. Darita offered a list of the counties which have indicated their approval of passing the fee. Gene backtracked to Item number 5 on the agenda, advising that there are several vacancies that have not been able to be filled yet. Richard Ruhl advised that President Pro Temp, Bingham, has filled Ron Strecker's position with Shaun Hansen. Darita advised that Terri Baxter has been appointed by Tulsa. Steve pointed out that updates to all legislation with regard to 9-1-1 definitely have to be made.
- XI. **Adjournment:** Motion to adjourn made by Lanette Coppedge, and seconded by Richard Ruhl. The chairman declared the meeting to be adjourned at 2:37 p.m.

Date

Mr. Steve Willoughby, Chairman