



Nichols Hills E-News

March 2009

POLICE DEPARTMENT

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Upcoming Meetings

- Planning Commission Meeting April 7th
5:30 pm at City Hall
- City Council Meeting April 14th
5:30 pm at City Hall
- Board of Adjustment Meeting April 15th
5:30 pm at City Hall
- Environment, Health, & Sustainability Committee April 22nd
8:30 am

20th Anniversary of 9-1-1

The 9-1-1 system celebrates its 20th anniversary this year in central Oklahoma. The Association of Central Oklahoma Governments (ACOG) was responsible for the implementation of the 9-1-1 system in Oklahoma, Cleveland, Canadian, and Logan counties. 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.

A Brief History of 9-1-1

The first ever 911 call was placed on February 16, 1968 in Haleyville, Alabama. The phone used to answer the first 911 call, a bright red model, is now in a museum in Haleyville, while a duplicate phone is still in use at the police station. In 1973, The White House Office of Telecommunications issued National Policy Bulletin Number 73-1, which recognized the benefits of 9-1-1 and urged its nationwide implementation. This also provided for the establishment of a Federal Information Center to assist jurisdictions in planning and implementing 9-1-1 systems. In 1999, President Clinton signed Senate Bill 800, which designated 9-1-1 as the nationwide emergency telephone number.

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9-1-1 and Your Community

Here in Nichols Hills, 9-1-1 is answered by the police communications officer. All 9-1-1 calls are answered with “Nichols Hills 9-1-1, what is your emergency?” If you are calling 9-1-1, and the location of your emergency is not within the Nichols Hills city limits, you should ask to be transferred to the appropriate agency. The 9-1-1 system is set up with the capability to transfer calls to all central Oklahoma law enforcement and fire agencies. All communications officers are trained to be able to transfer calls. If your emergency is not 9-1-1 transfer area, the dispatcher should be able to provide you with a contact or referral number.

The 9-1-1 system has made great improvements in the last 20 years. It is now capable of mapping where many wireless calls initiate from. In most cases, calls from wireless phones come into the 9-1-1 call center with a latitude and longitude, which plots the location of the caller on an aerial map. This information can make the difference in a critical situation, particularly when the caller cannot articulate his or her location for whatever reason (medical inability to speak, unaware of location, hostage situations, etc.).

When a 9-1-1 call is received for a medical emergency in Nichols Hills, the communications officers are trained to get the necessary information only, then transfer the call to EMSA, where a trained medical dispatcher will provide emergency instruction if warranted, and dispatch an ambulance to the emergency location. As soon as the call is transferred to EMSA, the Nichols Hills communications officer will get the fire department en route to the emergency location. The Nichols Hills Firefighters are also EMTs (Emergency Medical Technicians). The Fire Department will usually be the first on the scene, and can provide emergency medical treatment until the paramedics from EMSA arrive. There is never a charge for the Fire Department’s EMT services.

The Nichols Hills Police Department investigates all 9-1-1 open line or abandoned calls within its jurisdiction if a location is provided by the system. On many wireless calls, the system can determine the location where a 9-1-1 cell phone call originated. The screen will not provide an address, but with the new mapping system, officers can be dispatched to a specific location. For example, officers can be dispatched to investigate an abandoned 9-1-1 call that originated “on the north side of Hemstead Pl, three houses west of Western.”

It is interesting to note that 9-1-1 will work with all charged cell phones, even if there is no

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activation through a phone service provider. The Federal Communications Commission has mandated that all cell phones, even those that do not have an active subscription plan, can reach 9-1-1 services. This is an important reason not to give children inactive cell phones to play with. The child can inadvertently call 9-1-1, and you will soon have a Nichols Hills Police Officer at your door investigating an open or abandoned 9-1-1 call.

9-1-1 and ADA

Our department respects the Americans with Disabilities Act (ADA), and has established procedure regarding 9-1-1. When communications officers receive an open line 9-1-1 call, they will test the call with TDD (Telecommunications Device for the Deaf) tones. If the caller is hearing impaired and using a TDD device, the communications officer will be able to converse with the caller and quickly determine the nature and location of the emergency.

National Telecommunicator Week

As stated above, April 12th through 18th is designated as National Public Safety Telecommunication Week. ACOG has many events planned to celebrate the 200 plus dispatchers in our region. If you are interested in being a sponsor for this important week, please feel free to contact Wendi Marcy, the Special Programs Officer for 9-1-1 & Public Safety Programs, at 405-234-2264. If you would like to thank your local Nichols Hills dispatcher for their service, you may call them at 843-6170.



FIRE DEPARTMENT



It's storm season in Oklahoma. Okay technically it's still winter but this is Oklahoma where a severe storm is possible anytime of the year. The only constant is come spring we will have severe storms. We will also have storm sirens sounding which seems to be a source of confusion to many so the purpose of this article is to explain what a storm siren means in Nichols Hills.

There are two sirens in Nichols Hills; one near Sherwood & Grand, and one at Pennsylvania & Hillcrest. We never activate only one; we either activate both or none. When the Nichols Hills sirens are activated it means the City of Nichols Hills is under a tornado warning. If you are outside when you hear the sirens you should go indoors and monitor the weather via radio or any of the local news stations. All of the local stations do an excellent job of giving real-time weather conditions and advice on specific precautions you should take. Of course, if you are inside you may or may not hear the sirens but during bad weather you should always monitor conditions as stated above. If the power is out you should have a portable, battery operated radio available to monitor the weather with. If you hear the Nichols Hills sirens activated and have no way to monitor the weather you should take shelter immediately.

Nichols Hills residents sometimes hear the Oklahoma City Emergency sirens when ours are silent which always causes some confusion. The reason for this is Oklahoma City activates their sirens for three minutes whenever a tornado warning is issued for Oklahoma **County**. This means the threat could be many miles away and moving in a direction away from the Nichols Hills area. In a case like this the Nichols Hills area is **NOT** under a warning so we do not activate our siren. Again, anytime you hear a storm siren activate you should move indoors and monitor the local TV stations for weather warnings or go directly to a shelter and monitor the weather from there.

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The Nichols Hills Emergency sirens are tested every Saturday at noon. The actual sirens are not activated but each siren plays the Westminster Chimes for several seconds. We send a fire fighter to each location to verify that the chimes were audible which assures they are in working order. On rare occasions, if the weather is clear we will activate the sirens for a few seconds but this is only done if there has been a problem and/or repairs were done.

To summarize:

- If you hear the Nichols Hills sirens activate it means Nichols Hills is under a tornado warning.
- You should move indoors & monitor the weather.
- If the Nichols Hills sirens are silent but you hear Oklahoma City's sirens it means Oklahoma **County** is under a tornado warning & Oklahoma City has activated their sirens.



PUBLIC WORKS

Recycle Center

The recycle center will be relocated to 1009 N.W. 75th at the Nichols Hills Public Works Department. The relocation shall take place on March 31st, 2009. The Hours of operation at this time will be from 7:00a.m. To 5:00 p.m. Individuals utilizing the recycle center may enter in the west gate (sign will be posted) and the recycle bins will be located on the right (Approx. 50 ft.). They can exit by circling through the yard and coming out of the east gate (exit sign will be posted).

Remember to 'reduce, reuse and recycle'

Bond Projects

'Ground water storage tank' is 88% complete.
Drainage from Britton Rd. to Westminster is 64% complete. When this portion is done the City of Nichols Hills will start the process of installing drainage from Westminster to Elmhurst.

Animal Control

Spring is around the corner, and more people and their pets will be enjoying our city parks. Please make sure your pet is on a leash at all times, and please clean up after your pet.

PUBLIC WORKS

Public Works Clerk
Ann Wustrack



Ann Wustrack has been the Public Works Clerk since 1999. Ann's daily duties consist of clerical duties, building permits, license and other duties to numerous to mention. Ann was born in Texas (we don't hold that against her), but she and her family moved to Oklahoma. Ann attended Corpus Christi Grade School and then on to Harding High School. Ann and her Husband Jim have two sons Bryan and Tommy and one daughter (kimmy) also Ann is the grandmother to three beautiful granddaughters Loren, Katie and Courtney. Ann is a great asset to the Public Works Dept. and she is a pleasure to work with.

ANIMAL RESCUE FRIENDS

If anyone wants to assist ARF in it's mission of saving unclaimed, impounded pets in Nichols Hills, they can donate time, old collars, leashes, crates, dog beds, food, treats, toys and, of course, money by mailing checks to Animal Rescue Friends, Inc of Nichols Hills, C/O Public Works, 1009 N.W. 75th Street, Nichols Hills, OK 73116 or by calling 843-4222 about donating items. ARF will respond by sending a 501 c 3 tax deduction letter (and offering a cat or a dog!).

March's Featured Pet



“Tuffy” is a yellow lab mix puppy. He is about 4 months old, weighs about 16 pounds, and is neutered & fully vaccinated now as well. Please call ARF at 843-4222 if you would like to adopt (or trial adopt) this adorable puppy.