



Nichols Hills E-News

November 2013

CITY NEWS

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Upcoming Meetings

- City Council Meeting
December 10th
5:30 pm at City Hall
- Regular Meeting of Municipal Authority
December 10th
5:30 pm at City Hall
- Environmental, Health & Sustainability Committee
December 18th
8:30 am at City Hall

**City Hall and Public Works will be closed
on
Thursday, November 28th
and Friday, November 29th**

For observance of

THANKSGIVING



Happy Thanksgiving

The Police and Fire Departments will be working and available
for call.

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Nichols Hills, OK 73116

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POLICE DEPARTMENT

9-1-1 Basics

Here in Nichols Hills, 9-1-1 is answered by a Nichols Hills police communications officer. All 9-1-1 calls are answered with “Nichols Hills 9-1-1, what is the location of 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 in the 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.

9-1-1 and Voice Over Internet Protocol (VOIP)

VOIP calls present a challenge to 9-1-1 communications officers. The FCC addressed these challenges in order to provide the caller the best access to emergency responders. If you use VOIP service, it is important to read the following from the FCC:

Traditional phone services have generally associated a particular phone number with a fixed address. Portable interconnected VoIP services enable consumers to take their home or business phone service almost anywhere. Because certain interconnected VoIP services can be used from virtually any Internet connection, the location of the caller cannot automatically be determined.

This portability raises a number of challenges for the emergency services community. The FCC has recently taken action to make sure that emergency calls from these VoIP services will get through to the appropriate public safety authorities, but there are certain things that consumers need to know.

When you call 911 from a traditional telephone, the call in most cases is sent to a Public Safety Answering Point (PSAP) that is responsible for helping people in a particular geographic area or community. PSAP personnel often can automatically identify your location and direct the closest emergency personnel to that location. They also often can automatically identify your telephone number so that they can call you back if you are disconnected.

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Because VoIP service works differently from traditional phone service, consumers who use it should be aware that VoIP 911 service may also work differently from traditional 911 service. The FCC and VoIP service providers are striving to eliminate these differences, but some of them are:

- VoIP 911 call may not connect to PSAP;
- VoIP 911 service may ring to the administrative line of the PSAP, which may not be staffed after hours, or by trained 911 operators;
- VoIP 911 service correctly connected to the PSAP, but did not automatically transmit the user's phone number and/or location information;
- VoIP customers may need to provide location or other information to their VoIP providers, and update this information if they change locations, for their VoIP 911 service to function properly;

VoIP service may not work during a power outage, or when the Internet connection fails or becomes overloaded.

To reduce these differences and any possible risks to public safety posed by interconnected VoIP 911 service, the FCC has imposed the following requirements:

- All interconnected VoIP providers must automatically provide 911 service to all their customers as a standard, mandatory feature without customers having to request this service. VoIP providers may not allow their customers to "opt-out" of 911 service.
- Before an interconnected VoIP provider can activate a new customer's service, the provider must obtain from the customer the physical location at which the service will first be used, so that emergency services personnel will be able to locate any customer dialing 911. Interconnected VoIP providers must also provide one or more easy ways for their customers to update the physical location they have registered with the provider, if it changes.

Interconnected VoIP providers must transmit all 911 calls, as well as a callback number and the caller's registered physical location, to the appropriate emergency services call center or local emergency authority.

Interconnected VoIP providers must take appropriate action to ensure that their customers have a clear understanding of the limitations, if any, of their 911 service. All providers must specifically advise new and existing customers, prominently and in plain language, of the circumstances under which 911 service may not be available through the interconnected VoIP service or may be limited in comparison to traditional 911 service. They must distribute labels to all customers warning them if 911 service may be limited or not available and instructing them to place the labels on and/or near the equipment used in conjunction with the interconnected VoIP service.

- Interconnected VoIP providers must obtain affirmative acknowledgement from all existing customers that they are aware of and understand the limitations of their 911 service.

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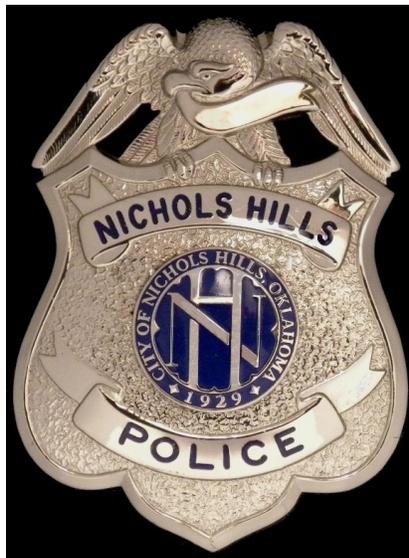
In some areas, emergency service providers are not capable of receiving or processing the location information or call back number that is automatically transmitted with 911 calls. In those areas, interconnected VoIP providers must ensure that a 911 call is routed to the appropriate PSAP.

Tips for VOIP Users:

If you have or are thinking of subscribing to an interconnected VoIP service, you should:

1. Provide your accurate physical address to your interconnected VoIP service provider to ensure that emergency services can quickly be dispatched to your location.
2. Be familiar with your VoIP service provider's procedures for updating your address, and promptly update address information in the event of a change.
3. Have a clear understanding of any limitations of your 911 service.
4. Inform children, babysitters, and visitors about your VoIP service and its 911 limitations, if any.
5. If your power is out or your Internet connection is down, be aware that your VoIP service may not work. Consider installing a backup power supply, maintaining a traditional phone line, or having a wireless phone as a backup.

If you have questions about whether the phone service you are receiving is an interconnected VoIP service, contact your service provider for further information.



FIRE DEPARTMENT

I published this article last year because of the controversy created by newscasts. Besides prevention, smoke detectors may be the single most important thing you can do to protect your family from fire. Because they are so important I decided to publish this article again. Please read it carefully.

Normally I write every article I submit for this newsletter but on occasion a safety issue is made public and there is already well written and accurate information available. This is such an occasion. Many of you probably viewed the recent news stories criticizing the use of ionization smoke detectors. The information they produced was accurate but it wasn't the whole story. Please read the following article taken from the website of the International Association of Fire Chiefs and if you have any questions contact your local fire department.

Terry Hamilton
Fire Chief
Nichols Hills Fire Department

Know the Facts: Ionization Smoke Detectors National TV Spot Slamming Ionization Detectors May Lead to Misinformation

October 3, 2012

The IAFC is encouraging all fire department personnel and the media to seek education about the complex issue of smoke alarm technology. This morning, a popular national morning show called into question the effectiveness of ionization smoke alarms. The IAFC position statement on smoke alarms advocates that having both types of technology provides maximum protection against both flaming and smoldering fires.

This morning's media segment was narrowly focused on research in the smoldering fire environment, where ionization alarms are well-documented to react slower than photoelectric detectors. There was only a passing mention of the ionization detector's performance in the flaming fire environment, where research shows it reacts faster than its counterpart.

"What those who sensationalize a portion of this type of research don't realize is that half-information leads to unintended consequences that may cause people to remove what protection they may have in place," said Chief Hank Clemmensen, IAFC president and chairman of the board.

"It's frustrating that after so many years of proven effectiveness and progress on scientifically-valid research, we continue to see this type of coverage and lack of

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education on smoke alarms," continued Clemmensen. "We should be using research to project our energy forward, not back."

Know the Facts

The IAFC encourages its members to review the following resources and share them with their responders so they are prepared to assist the media and the public.

IAFC Position Statement: Use of Residential Smoke Alarms

The statement advocates for a use of both ionization and photoelectric technology to ensure a high-level of protection against both flaming and smoldering fires. It also makes clear that either of the technologies alone is better than no protection at all.

Smart Choices for Smoke Alarm Placement Toolkit

The IAFC developed this educational program in partnership with industry, to support responder education on smoke alarm issues. Key tools you should review today include:

Understanding Smoke Alarm Technologies

Fires can have different characteristics. Some can flame and spread quickly while other fires may take more time to spread but produce more smoke. While types of fires may be different, any type of fire will pose a danger.

Smoke alarm technology has advanced over the years and consumers today have choices on what technology to use in their homes. While understanding what types of alarms are available is important, it is critical to remember that installing working UL-listed alarms and testing them regularly is the key to providing you additional notice and increased time to escape a fire.

Experts divide home fires into two categories:

Flaming fires result from the ignition of items such as flammable liquids, wood or paper, or from open flames, such as candles that ignite other items. These fires produce large quantities of flames and lesser amounts of smoke.

Smoldering fires most often occur when smoking materials, such as cigarettes, are left unattended. These fires produce minimal amounts of flames, but larger quantities of smoke.

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National Fire Incident Reporting System (NFIRS) data shows that **93 percent of all residential fires are flaming and that flaming fires account for 75 percent of residential fire deaths.** Together, both types of residential fires claim about 2,650 lives annually (NFPA).

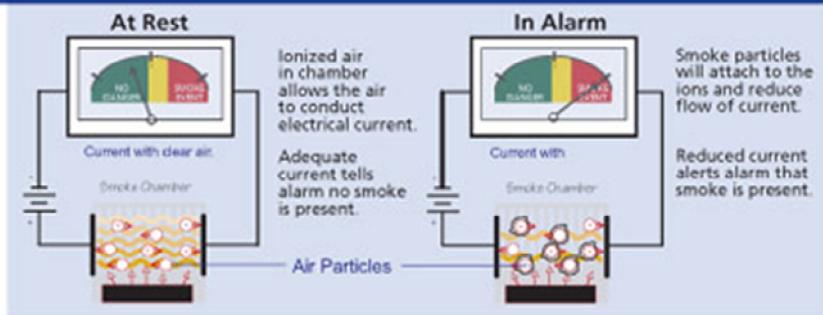
Smoke Alarm Technologies

There are two types of smoke alarm technologies currently available to homeowners: ionization and photoelectric. Smoke alarms may be purchased with either ionization or photoelectric technology, or in a dual-sensor smoke alarm that combines both technologies into one unit.

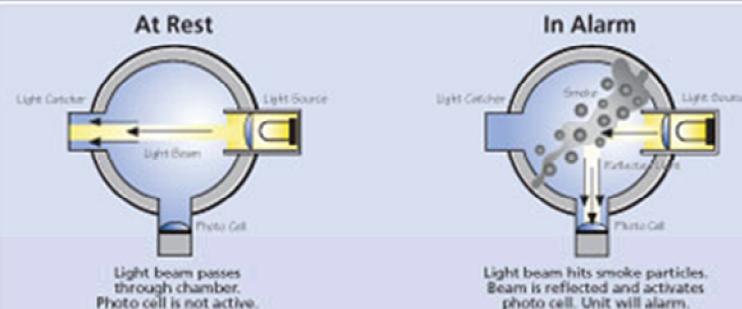
Ionization smoke alarms may detect flaming fires sooner as these fires generally release millions of smaller and less visible charged ("ionized") fire particles. These particles interfere with the electrical current that flows through the detection chamber which then triggers the alarm to sound.

Photoelectric smoke alarms may detect smoldering fires sooner as these fires generally produce larger, more visible fire particles. These particles interfere with and reflect the alarm's light beam, which then triggers the alarm to sound.

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Experts Recommend Having Both Technologies

The International Association of Fire Chiefs (IAFC), along with virtually every other recognized fire authority – including the National Fire Protection Association (NFPA), the U.S. Fire Administration (USFA), the National Institute of Standards and Technology (NIST), Consumer Products Safety Commission (CPSC), the National Association of State Fire Marshals (NASFM) and Underwriters Laboratories (UL) – recommends the installation of both ionization and photoelectric technology to maximize protection from either flaming or smoldering fires.

Since it can't be predicted what type of fire will start in a home, it is important that both smoldering and flaming fires are detected as quickly as possible. Therefore, it is vital that the correct type (technology) of smoke alarm and their placement (location) within the home be utilized correctly. Additionally, you can leverage the strengths of each technology by considering the location and environment they are placed in.

For example, some studies have shown that ionization smoke alarms may be more prone to nuisance alarms, such as those that occur due to cooking. Consumers may reduce that potential by placing ionization smoke alarms at least 20 feet from appliances, or by installing a photoelectric alarm near a cooking area. Most smoking-material fires, which tend to smolder, begin in a den, family room, living room or bedroom. Families with members who smoke may consider installing photoelectric alarms or dual-sensor alarms in those areas.

The most important thing is to ensure that you have working smoke alarms on every floor of your home, inside each bedroom and outside sleeping areas.

Supporting Studies

Quick summaries of current research relating to the ionization/photoelectric debate

"It would be great if by tomorrow morning, we could wave a magic wand and have every home in the country protected with dual-sensor alarms. But the reality is that's not going to happen. Our focus needs to be about education--not panic and fear tactics," said Alan Perdue, international director of the IAFC Fire and Life Safety Section.

Responders should be prepared to provide reliable facts and complete information, and uphold the highest level of protection to their communities: a combination of ionization and photoelectric technology so that the home is protected against both smoldering and flaming fires.

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About the International Association of Fire Chiefs (IAFC)

The IAFC represents the leadership of firefighters and emergency responders worldwide. IAFC members are the world's leading experts in firefighting, emergency medical services, terrorism response, hazardous materials spills, natural disasters, search and rescue, and public safety legislation. Since 1873, the IAFC has provided a forum for its members to exchange ideas, develop professionally and uncover the latest products and services available to first responders.

About the IAFC Fire and Life Safety Section (FLSS)

The mission of the IAFC Fire and Life Safety Section is to reduce injury, life loss and property loss by advancing the field of fire prevention and life safety with leadership and vision for fire safety professionals.



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!). Any animal adopted through ARF comes with a 30 day money back guarantee.

NOVEMBER'S FEATURED PET



Clyde is an approximately 5 month old red/dapple male dachshund. He is now neutered, fully vaccinated, on monthly heart worm preventive and may be adopted to a safe, loving home for a \$100 adoption fee (refundable for 30 days if it becomes necessary to return him for any reason)