CITIZENS HELPING CITIZENS

stillwater

MAKE STILLWATER RUN

March 11, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room CY-B402
Washington, D.C. 20554

Dear Secretary Dortch:

I am employed as the chief of police in Stillwater, Oklahoma. I serve as the current chair of Oklahoma's Statewide E-911 Advisory Board. Other board members are also volunteers who are employed in varying aspects of the delivery of 911 services in the State of Oklahoma. Although the board is created by state statute, we have no staff and no budget. Our charge is basically to advise the Governor and legislature on how to provide 911 services statewide.

The duty of answering the questions posed by the NET 911 Act has recently fallen to this volunteer board. When the Board was formed, there was funding made available to study the current level of 911 services in the state. All services provided throughout the state are performed by local jurisdictions acting under legislative authority to ask voters to fund the local services by imposition of user fees. As a result, there are a myriad of jurisdictions statewide that provide 911 services. Some service providers are individual cities, some are county wide, and some are regional Councils of Governments who have inter-local agreements to provide services. Some jurisdictions populations are so small as to preclude sufficient funding for providing 911 services.

There is no state agency that either levies or collects a 911 landline, wireless or VOIP fee. All assessment and collection is done by local jurisdictions. Oklahoma law authorizes a landline fee as a percentage of the telephone base rate, 50 cents per user per month for wireless subscribers and prepaid users, 50 cents per customer for VOIP. There is no current central repository of information as to which jurisdictions have assessed which fee. The attached map was compiled with antidotal information. Oklahoma is currently unable to accurately report on the status of 911 fees at this time.

In 2006, the board contracted with a communications industry company, Intrado, to compile information very similar to the information requested by the NET 911 ACT. The report was delivered to the board in November of 2007. Although there has been some progress in extending 911 service to areas previously not covered, the information in the report is comprehensive and answers the questions posed by the NET 911 ACT. The lengthy report provides a breakdown of existing jurisdictions, statutory authority, fee structures, and strategy for the future.

The attached Intrado report and attached map is simply the best information we can provide to answer the questions related to the NET 911 Act

Respectfully,

Norman McNickle

Norman McNickle
Chief of Police

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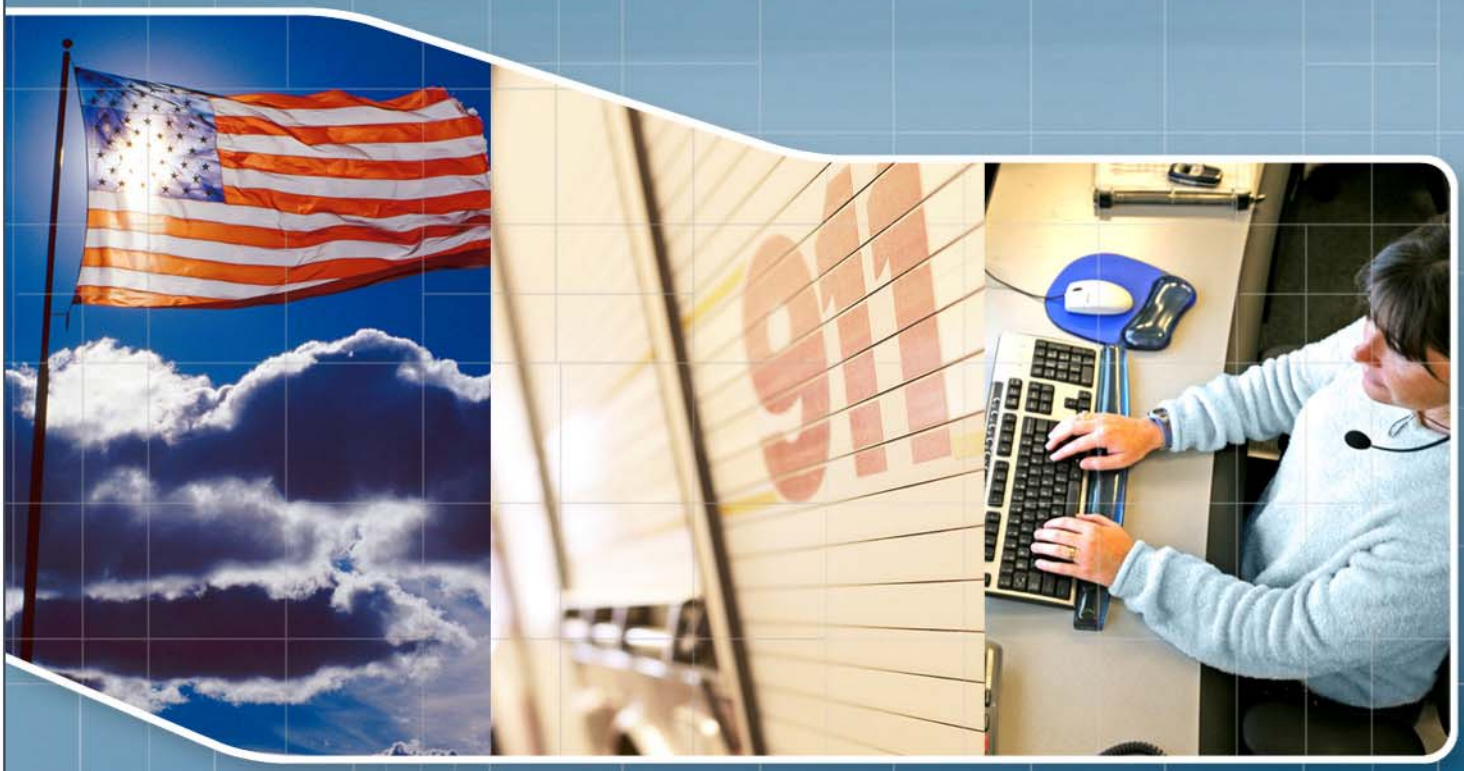
STATE OF OKLAHOMA

ENHANCED 9-1-1 (E9-1-1) ASSESSMENT AND STRATEGIC PLAN



intrado®

Oklahoma Enhanced 9-1-1 (E9-1-1) Assessment and Strategic Plan

Volume 1

prepared for

Oklahoma Statewide Nine-One-One Advisory Board
Grand Gateway Economic Development Association (GGEDA)
Oklahoma Association of Regional Councils (OARC)

November 29, 2007

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1. EXECUTIVE SUMMARY

Today, Oklahomans are not afforded access to life-saving *Enhanced* 9-1-1 (E9-1-1) services throughout the entire state, and legislative action is required to address the critical need to upgrade *basic* 9-1-1 systems to E9-1-1. According to survey findings regarding wireline 9-1-1 services , 17 of Oklahoma's 77 counties do not have any E9-1-1 service at all; 14 counties have E9-1-1 wireline service in some cities but not countywide; and 46 have the advanced Enhanced 9-1-1 wireline service for the entire county. According to survey findings regarding the deployment of Enhanced wireless 9-1-1 services, 55 counties have not yet deployed the most precise wireless E9-1-1 services that are available today and that provide life-saving information. Furthermore, both urban and rural demographic segments of Oklahoma should have and receive the same consideration when deploying emergency communication E9-1-1 services. To ignore these life-saving services not only directly affects Oklahomans, but also affects first responders in their ability to provide efficient emergency response.

Both 9-1-1 technology and the telecommunications industry have evolved since 9-1-1 was created 40 years ago, and a patchwork approach to statewide deployment is not effective. Today a more centralized planning and implementation approach is required in order to achieve effective statewide emergency call delivery and services. To facilitate the delivery of these critical services in Oklahoma, significant changes need to occur in the following areas:

- State Level Coordination and Oversight
- Requirement for Consistent Service Levels
- Dedicated and Permanent Funding Structures
- Systematic Planning and Completion of Statewide Addressing
- Development of a Statewide E9-1-1 Base Map to provide high-quality digital mapping of the entire state to allow Emergency Response teams to react more quickly to any type of emergency
- Implementation of an Advanced and Integrated Network
- Automatic Location Information (ALI) Accuracy Program

To illustrate the critical situation that exists within Oklahoma today, the following scenarios demonstrate why the State should act immediately to change its approach to E9-1-1 services.

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Wireline E9-1-1

As indicated above, Oklahoma has 17 counties with no wireline Enhanced 9-1-1 (E9-1-1) services. "Enhanced" refers to the ability to have 9-1-1 calls routed to the proper Public Safety Answering Point (PSAP) along with the Automatic Number Identification (ANI) and the Automatic Location Information (ALI). This information is vital in an emergency call situation when a PSAP needs to either call the caller back due to call disconnection or have the ability to identify the caller's location when the individual, such as a lost child or victim of violence, does not know his or her address or is unable to communicate.

The ANI feature is delivered automatically with the call; however, in order to deploy the ALI feature, a database must be built based on a community's street location and addressing information. Many areas of the state have existed with rural route and box number. This system of addressing must be converted to actual street names and numbers, and physical addresses must be assigned to homes and businesses. Typically, a rural route conversion benchmark is to have 95% or greater completion of rural route systems in order to have an effective ALI system. Based on the findings in this report, only 75% of public safety agencies answering 9-1-1 calls currently report having completed this critical addressing function. In addition, there exists no validation of the reported information, no verification against industry accepted standards, and no assurances that quality data has been included into the ALI system. So, while this percentage with location information may appear to be high, the reality is that Oklahoma has no consistent statewide methodology to test and ensure the accuracy of the addressing. The lack of accurate location information directly affects the quality of emergency services and the ability to respond to citizens in times of need.

Wireless E9-1-1

Citizens and visitors traveling Oklahoma's major thoroughfares for business or pleasure routinely cross through many of the 55 counties that do not have wireless E9-1-1 service. Consider the plight of a family that traverses the nearly 400-mile length of Oklahoma's historic and popular Route 66, from the Missouri state line to Texas. On the trip, the family would pass through 14 Oklahoma counties, of which only six have wireless E9-1-1 service. Similar to enhanced wireline features, a fully developed wireless E9-1-1 system routes an emergency call to the appropriate PSAP, displays the call-back number of the caller (ANI), and provides the location information (ALI) through *x,y* coordinates of the caller. In the event of an accident, medical emergency, or crime, the odds are against members of that family being able to be automatically and accurately located when they dial 9-1-1 for emergency assistance.

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Today, fewer than 50% of Oklahoma emergency answering centers have full E9-1-1 wireless services. The continued growth in 2006 of Oklahoma wireless subscribers to 2.3 million—a net increase of nearly 600,000 additional subscribers from 2005—demands attention. In order for public safety to effectively serve this growing telecommunications base, attention must be paid to deploying enhanced wireless E9-1-1 features.

This growth is not a new problem just for Oklahoma. Consistently across the United States, the mix of E9-1-1 call volumes has shifted so that wireless call volumes are now at least 50% of the total emergency call volume into an E9-1-1 center. This type of shift in phone users in both rural and urban areas requires serious consideration and attention to the needs of the public. The public expects public safety entities to respond to calls for assistance, and Oklahoma must be able to meet that expectation. Without serious attention to the lack of consistent E9-1-1 wireless implementation and without consideration of the continued growth of wireless telephone subscribers, Oklahomans and visitors to the state will remain at tremendous risk when they need access to emergency communication services in many areas of the state.

Summary

The Oklahoma Statewide Nine-One-One Advisory Board entered into an agreement with one of the country's leading E9-1-1 experts to assist in assessing the status of E9-1-1 in Oklahoma and develop a strategic plan that can be used as the basis for achieving statewide fully enhanced 9-1-1 services for wireline, wireless, and VoIP telecommunication services. Based on extensive research, the above examples are just a summary and high-level overview of the issues that exist today within Oklahoma when someone needs access to E9-1-1.

The attached study describes in detail the many challenges facing Oklahoma and the need for an effective and consistent E9-1-1 emergency communication system. For the un-served and under-served areas of the state, the report highlights deficiencies and inconsistencies in 9-1-1 coordination, planning, and deployment that require State leadership and involvement. In order to meet these challenges, it is requested that the Oklahoma Legislature identify funding that would support the implementation of a statewide E9-1-1 office and its staffing. This office would be charged with ensuring State oversight and statewide implementation of E9-1-1 services. With this accomplished, the attached study can be used as the foundation for improving Oklahoma E9-1-1 services.

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Through implementing this report's recommendations and developing a comprehensive E9-1-1 strategic plan, the State of Oklahoma will ensure that its citizens, as well as visitors to the state, will have access to high-quality E9-1-1 comparable to the E9-1-1 service levels that are available to the majority of the country today.

Terms used in the Executive Summary and Introduction:

9-1-1 or Basic 9-1-1: When the three-digit number is dialed, a call taker/dispatcher in the local call center answers the call. The emergency and its location are communicated by voice between the caller and the call taker.

E9-1-1: Enhanced 9-1-1. An emergency telephone system that includes network switching, database, and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI, and ALI.

ALI: Automatic Location Identification. A feature of E9-1-1 service that displays the name and address associated with the number of the phone used to dial 9-1-1. A database managed by a database provider.

ANI: Automatic Number Identification. A feature that displays, at the Public Safety Answering Point, the number of the phone from which the 9-1-1 call was placed.

CPE: Customer Premise Equipment. Phone or terminal equipment located on the customer's premises. This equipment may be owned or provided by the customer or the phone company.

PSAP: Public Safety Answering Point. A facility equipped and staffed to receive 9-1-1 calls. In the context of this document, PSAPs are defined as those answering points that are equipped to receive E9-1-1 calls.

TTY/TTD: Teletypewriter/Telecommunications Device for the Deaf. Text Telephony Devices to assist deaf callers

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2. INTRODUCTION

The E9-1-1 services currently available to *many* Oklahomans do not yet cover *all* of Oklahoma's citizens or its land mass. The findings contained in this report, based on surveys and interviews conducted in February through April 2007, identify the need for Oklahoma to upgrade areas that lack the Enhanced or E9-1-1 service. This report also contains recommendations that would standardize operating procedures and establish an E9-1-1 Program Office, which can ensure consistent statewide E9-1-1 service for all of Oklahoma.

Today, not all Oklahomans are covered by "Enhanced 9-1-1" service (E9-1-1). E9-1-1 is a service in which calls are automatically routed to the appropriate location and the emergency call taker is automatically provided the caller's name, call-back telephone number, and location. This critical information means that callers can expect help even in cases where the caller cannot speak or hear due to age, circumstances, or disability. Based on surveys conducted in March and April 2007, statewide, only 46 of Oklahoma's 77 counties are completely covered by wireline E9-1-1 service, and 58% of Oklahoma's population is not covered by wireless E9-1-1 service. This report focuses on un-served and under-served jurisdictions where Oklahoma can improve its emergency communication system by continuing to extend E9-1-1 throughout the state.

Un-served and under-served jurisdictions of Oklahoma tend to be located in rural and sparsely populated areas, where residents may lack physical addresses used to locate callers, and where public safety agencies are often not equipped to provide or deploy the E9-1-1 services. In these areas, basic 9-1-1 calls are often delivered to a local police department or sheriff's office without the caller's name, number, and location. Because of this, emergency call takers may not be able to identify the location of a child who dials 9-1-1, a person who is confused, or someone who is incapacitated or being purposefully kept from using the telephone. In addition, emergency call takers in this type of jurisdiction are more likely not to have TDD/TTY to communicate with citizens who have hearing or speech disabilities. According to the findings of this report, approximately 82% of Oklahoma's population is covered by TDD/TTY service; 7% of the population is not covered by TDD/TTY service; and for 11% of the population, it could not be confirmed whether there is TDD/TTY service (for more information, see section 4.1 E9-1-1 and the Americans with Disabilities Act).

In the un-served and under-served areas, conditions as described above have been shown to delay or block the delivery of help to citizens in need. Without the ease of access to E9-1-1 and the deployment of efficient life-saving information technology, a call for assistance can be delayed, directly increasing emergency response times and potentially resulting in the loss of lives and property. Oklahomans living in areas not covered by E9-1-1 services, where call takers do no have the additional life-saving data available, are more likely to suffer such losses.

A primary cause for the lack of E9-1-1 service in many of these locations is directly related to the lack of adequate funding. In Oklahoma, E9-1-1 services are paid for via a local E9-1-1 surcharge placed on wireline, wireless, and VoIP telephone customers. In order to receive such funds, local jurisdictions must have enacted the E9-1-1 surcharges on each of these communication services; however survey findings indicate a variety of situations that are impacting the ability to consistently fund E9-1-1 throughout Oklahoma as identified below:

- A number of counties lack the population and the associated telephone subscriber base necessary to fund the implementation and operation of E9-1-1 services. As such, those counties have not enacted an E9-1-1 surcharge on telecommunication services since it would not raise sufficient monies to fund the system.
- Additionally, in some Oklahoma counties, the ability for a local jurisdiction to fund the ongoing operation of the system is eroding as subscribers substitute wireless service in place of their wireline telephones. In these areas the wireless E9-1-1 surcharges are not adequate, leaving the community financially vulnerable to consumers' shift from wireline to wireless telecommunication services.

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- In other areas the growth of wireless customers in Oklahoma places increased demands on the E9-1-1 system, and the current $0.50 wireless E9-1-1 surcharge may be less than the corresponding wireline fee in some locations.
- In other jurisdictions, the counties may not have any wireless surcharge, causing the overall E9-1-1 funding to decrease as consumers switch to wireless service from landline service.

Consumer research indicates that the general public will continue to switch services from traditional wireline, to wireless or to new services such as Voice over Internet Protocol (VoIP). In order to properly fund E9-1-1 for all of Oklahoma, a comprehensive funding model should be established that ensures a consistent surcharge is assessed to all current and future telecommunication services with the ability to access the public switched telephone network and place an emergency call for assistance.

It is also important to point out that, aside from the basic issues of E9-1-1 deployment, the survey also identified the need for basic operational procedures to be implemented to ensure high-quality, consistent E9-1-1 operations in Oklahoma. Some examples, as described below, are the lack of addressing standards for an effective ALI system, contingency planning for emergency situations, records retention on E9-1-1 calls, call taker training, and interconnection of private branch exchange (PBX) or multi-line telephone systems (MLTS) into E9-1-1.

Many public safety agencies do not have emergency contingency plans that could aid them if their communications center became incapacitated due to a natural disaster or a telecommunications outage. The implementation of a statewide E9-1-1 planning authority can not only guide the systematic deployment of E9-1-1, but can also ensure that all communities have contingency plans in place to accommodate and recover from a service-impacting major event, whether man-made or a natural disaster.

Statewide planning can also address the need for consistencies in critical E9-1-1 operating practices, such as the consistent application of recognized addressing standards supported by organizations such as the United States Postal Service and the National Emergency Number Association (NENA). Inconsistent application of addressing standards directly impacts the quality of the automatic location identification data on the E9-1-1 call. There is also no current uniform or consistent policy requiring the recording and retention of E9-1-1 calls. Records retention is a critical aspect of an emergency communications center and should be required as part of standard operating procedures.

There is also no requirement specifying the amount of training a new call taker should receive. Proper training is imperative in order to manage the daily demands of an E9-1-1 emergency communications center. The State should assist the local areas with telecommunicator training programs that ensure emergency number professionals are assisting E9-1-1 callers and meeting the requirements of federal mandates.

In addition, there is no state requirement for the deployment of E9-1-1 service within an institution, campus, or enterprise that is operating telephone services through the use of a Multi-Line Telephone System (MLTS), sometimes referred to as a Private Branch Exchange (PBX). While technology exists today to accommodate and transmit fully enhanced 9-1-1 location information to a public safety agency, many companies and residential facilities have not moved forward with the enhancements to this type of telephone system. In those environments, if an employee or resident needed to dial 9-1-1, the precise call-back number and location information would not be delivered to the public safety agency. Today, there are examples throughout the US where this type of telecommunications service or business operating remote office locations off of an MLTS/PBX system, has provided inaccurate information to 9-1-1, ultimately causing delays in the response times in critical situations. Legislation exists throughout the country to address this limitation, and Oklahomans would be better served to require MLTS and PBX systems to provide adequate E9-1-1. (See section 4.2: *E9-1-1 and Multi-Line Telephone Systems* for state list and sample legislation.)

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Finally, there is no statewide single point of responsibility for addressing the above situations and leading the effort to achieve a statewide E9-1-1 system. The creation, funding, and adequate staffing of an Oklahoma Statewide E9-1-1 Program Office are critical to the success of a statewide goal. The Program Office should assume responsibility for planning, implementing, and establishing E9-1-1 standards and best practices, which will help Oklahoma achieve comprehensive deployment and common operating procedures. Currently, there are 39 states that have established such programs and that have created, staffed, and funded an office for the statewide deployment of E9-1-1. These programs include the establishment of State E9-1-1 Administrators, and this leadership has been instrumental in helping these states to deploy successful statewide E9-1-1 programs. Oklahoma should consider duplicating this model as some of its neighboring states, including Texas and New Mexico, have established State Administrators and have achieved successful E9-1-1 deployment programs.

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3. RECOMMENDATIONS MADE IN THIS REPORT

Based on the findings in this assessment, the State of Oklahoma is encouraged to implement the following legislative, policy, funding, and technical changes to the existing 9-1-1 emergency communications system.

3.1 E9-1-1 Legislation and Policy Recommendations

The State of Oklahoma will need to modify current statutes and create new polices to provide all Oklahomans with E9-1-1 service. It is recommended that the State of Oklahoma take the following actions:

- Designate a state E9-1-1 Program Manager and Office.
- Encourage un-served and under-served jurisdictions to form regional alliances of county and municipal governments in order to fund the operation of E9-1-1 systems.
- Empower county commissioners and municipal governing bodies to impose an E9-1-1 surcharge by resolution or ordinance rather than a popular vote.
- Assist local jurisdictions to comply with all federal Americans with Disabilities Act (ADA) requirements and all Federal Communications Commission (FCC) orders and service standards in the delivery of E9-1-1 service.
- Define the telecommunication services addressed in future 9-1-1 legislation (as appropriate) to include wireline, wireless, VoIP, *and* "future telecommunication technologies capable of contacting a 9-1-1 call center" so that the laws keep pace with changes in telecommunication technology.
- Continue the Oklahoma Statewide Nine-One-One Advisory Board.
- Pass legislation requiring Multi-Line Telephone Systems (MLTS) to be E9-1-1 compliant.

3.2 E9-1-1 Funding Recommendations

It is recommended that the State of Oklahoma take the following actions:

- Replenish the "Oklahoma E911 Emergency Service Fund" to provide grants to un-served and under-served jurisdictions so they can fully implement E9-1-1 service.
- Create, fund, and adequately staff a state E9-1-1 Program Manager and Office with the mission to implement and maintain state-of-the-industry" E9-1-1 services for all Oklahomans. The duties of the E9-1-1 Program Manager and Office should be:
    - To create and maintain a statewide E9-1-1 plan to implement and upgrade E9-1-1 services. The plan should encourage regional cooperation in order to reduce costs and provide high-quality service.
    - To assist local jurisdictions in generating regional funding and providing regional administration of E9-1-1 systems
    - To encourage statewide utilization of national addressing standards for use by local jurisdictions
    - To seek out and administer funds, gifts, and grants
    - To provide or facilitate E9-1-1 call-taker training
    - To establish and adopt call-taker standards and minimum training levels
    - To create standards for minimal levels of E9-1-1 Automatic Location and Identification Service
    - To staff the Statewide 9-1-1 Advisory Board

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  - To communicate service standards, prioritize improvements, and establish minimum PSAP reporting requirements for the program office to assess service levels.
  - To communicate the need for every PSAP to have and periodically test a contingency plan that includes the ability to re-route E9-1-1 calls and relocate PSAP operations in the event of an emergency that impedes service.
  - To continue ongoing work with the Oklahoma Statewide Nine-One-One Advisory Board.
- Encourage local enactment of wireline, wireless, and VoIP E9-1-1 surcharges in counties where subscribers do not currently pay such surcharges, and include "future public communication technologies" in the base against which the surcharge will be paid.
- Consider alternate or supplemental E9-1-1 funding mechanisms as have been enacted in other states. (i.e., California, Texas)
- Adopt funding mechanisms that minimize the effects when subscribers substitute one telecommunication technology (such as wireless or VoIP service) for another technology (such as traditional wireline service) on total E9-1-1 surcharge remittances.
- Adopt an E9-1-1 funding formula that will keep pace over time with the cost to provide E9-1-1 services.
- Provide resources necessary for the 13 Oklahoma Highway Patrol Field Troop communication centers to be equipped and trained to receive and handle E9-1-1 calls including voice and all associated data (ANI/ALI/notes) that may be transferred from Oklahoma PSAPs.

3.3 E9-1-1 Technical Recommendations

It is recommended that the E9-1-1 Program Office work with local jurisdictions to accomplish the following technical improvements to the system:

- Implement/upgrade E9-1-1 service in Oklahoma to cover every wireline, wireless, VoIP, and future telecommunication technology subscriber/user in the state.
- Implement TDD/TTY service for the deaf and hard of hearing in every PSAP so as to fully comply with the Americans with Disabilities Act (ADA).
- Create a reporting process and implement tools for PSAPs to easily provide service level information to the E9-1-1 Program Office.
- Develop a statewide E9-1-1 base map to provide high-quality digital mapping of the entire state and assign a standard city-style address to every identifiable structure. Such mapping and correlated geographic information can serve as critical components in support of emergency response, crisis planning, disaster recovery, and risk analysis.
- Assess the potential use of the Oklahoma OneNet IP network to enable next-generation E9-1-1 services as described in this report.

3.4 Proposed E9-1-1 Strategic Plan Principles

In order to develop and execute an E9-1-1 strategic plan, it is important to understand the *principles* that will guide the plan and the *constraints* within which project stakeholders agree to operate.

Principles are high-level beliefs or tenets that form the cornerstones for any large-scale plan. Once principles are adopted, all subsequent tasks can be measured by their advancement and support of the agreed-upon principles. Principles are not subject to change, until or unless there is an overwhelming reason to do so, such as the discovery

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of new information, or if the principle is no longer applicable. At that time, it would be necessary for the project's stakeholders to agree upon new principles.

It is recommended that the Oklahoma Statewide Nine-One-One Advisory Board determine and document the principles they intend to uphold and the constraints they agree to respect in fulfilling their charter. In order to have a starting point to develop this plan, the following general principles and constraints are proposed, and it is recommended that the Statewide Nine-One-One Advisory Board explicitly affirm a set of principles to give direction to a statewide E9-1-1 coordinator and to facilitate measurement of progress towards its overall goals.

- All Oklahomans should be covered by E9-1-1 services for any device capable of dialing 9-1-1 and connecting to a network from any location in the state.
- Funding for initially implementing the E9-1-1 system in areas that are un-served or under-served may be supplied, in whole or in part, from a statewide fund such as the previously established but now depleted "Oklahoma E911 Emergency Service Fund."
- Any agreement to jointly fund or consolidate E9-1-1 operations on a regional basis, and the terms and conditions under which to do so, must be self-determined by representatives of the local jurisdictions involved.
- No jurisdiction will be asked to contribute funds from existing E9-1-1 surcharge revenues to operate the E9-1-1 system outside of their agreed (or newly agreed) regional footprint.
- In recognition of the time, effort, and commitment that have been invested in creating some existing E9-1-1 alliances—such as those that operate for the Association of Central Oklahoma Governments (ACOG), the South West Oklahoma Regional 9-1-1 Association, etc.—those alliances will remain "regionalized" as part of any proposed plan (although representatives of these alliances may be asked to consider expansion).
- The State of Oklahoma does not intend to take over the E9-1-1 system as part of a proposed statewide plan.
- Oklahoma's E9-1-1 system should adhere to all applicable federal laws and regulations.

The Oklahoma Statewide Nine-One-One Advisory Board should determine what, if any, other principles should guide E9-1-1 initiatives in the state. If any one of the stated principles is not supported by the Board, it should be removed and replaced with a corresponding statement representing the Board's belief. Any proposed plan should align with a set of principles that the Board fully endorses.

3.4.1 Potential Impediments to Achieving This Plan

In a survey of 54 Oklahoma county commissioners conducted in March and April of 2007, the consultant determined that there is support for upgrading E9-1-1 service in the state. In fact, 92.5% of county commissioners surveyed said that having the best E9-1-1 service in their counties is "one of [their] top priorities" or "important." When asked, no county commissioner indicated that E9-1-1 service "is not a high priority."

However, while it is important for leaders to support high-quality E9-1-1 service, it is equally important for leaders to recognize potential obstacles to achieving a comprehensive E9-1-1 plan. The survey of county commissioners revealed the following potential impediments to implementing E9-1-1:

- "No money or concern."
- "Lack of interest by officials."
- "Hard to choose the right systems."
- "A building for the equipment."

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- "Difficult to deal with the phone company issues."
- "Addressing and cell towers"
- "No impartial consultation - vendor dominated."

In addition, the following general potential obstacles were identified during the course of the assessment:

- Lack of resources
- Lack of support from the public, public safety, telecommunications providers, state regulatory agencies, legislators, and other elected officials
- Lack of standards (technical and operational)
- Funding constraints
- Territorial concerns, cross-jurisdictional issues, and the unwillingness of independent public safety agencies to relinquish control
- Lack of coordination
- Existing basic 9-1-1 technology – it is possible that some systems may not be able to be upgraded to support E9-1-1 services
- Lack of education on the issues and importance of E9-1-1

3.4.2 Rural Wireless Service Providers and E9-1-1

When some Oklahoma counties or regions enact E9-1-1 wireless surcharges and then request that all cellular companies provide E9-1-1 wireless service, some small or rural wireless service providers are disproportionately financially impacted based on the particular technology they employ to identify the location of a wireless 9-1-1 caller. There are two predominant technologies for providing wireless location information for E9-1-1: a handset-based solution (global positioning system) and a cell tower/network-based solution (triangulation). For rural cellular companies that utilize the cell tower triangulation method, deploying that technology to all sites in a large county or region represents a significant capital cost as each cell tower must be upgraded. For some of those rural cellular service providers, their sole customer base may be spread throughout that particular region and their cell tower/network infrastructure is extensive in order to cover the entire, albeit sparsely populated, footprint. Conversely, some national wireless service providers may have handset-based (GPS) technology or fewer cell towers to upgrade as they are primarily focused on serving their out-of-region mobile customers who may be traversing an interstate highway through the region. Hence, on a company-by-company basis, a small rural wireless service provider can incur a significantly greater cost per customer (spread over a smaller base) to provide E9-1-1 wireless service throughout the county.

There is no simple solution to this situation that is fair to both small rural wireless service providers and large national providers, *and* that promotes the timely implementation of high-quality E9-1-1 services to cover all cellular customers. A state E9-1-1 administrator needs to understand the factors that affect all telecommunication service providers' abilities to provide E9-1-1 services in a timely manner when requested and in accordance with state law, and should work with all parties to achieve the best outcome for Oklahoma's citizens.

3.4.3 Oklahoma Locations With Weak or No Wireless Service

Some areas of Oklahoma do not have adequate wireless service coverage, and this lack of coverage inhibits cellular phone use in the event of an emergency. Anyone who has traveled extensively through the state knows there are pockets where one's wireless calls repeatedly drop or one cannot connect to the network at all. If one cannot connect to the network, one cannot call 9-1-1. In order for the state to have comprehensive wireless E9-1-1 coverage, it will be necessary to encourage carriers' expansion of wireless service in parts of the state that do not

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currently have adequate cellular phone coverage. To a lesser extent, this same lack or weakness in wireless coverage can extend to individuals in buildings as well.

A state E9-1-1 administrator should work with service providers and contractors to understand the scope and location of areas where coverage is so weak that emergency 9-1-1 calls cannot be made successfully. Although there is no simple solution, the state E9-1-1 administrator should encourage service providers to strengthen signals in areas deemed most important—transportation routes, parks and recreational areas, locations prone to severe weather, hazardous material conduits, etc. The benefit to the community would be to improve the service of first responders to emergencies by providing cellular phone communication and allowing the public safety answering points to identify the physical location of all 9-1-1 callers. This functionality would, at a minimum, aid in the location of lost hikers, campers, and snowmobilers, as well as remotely located automobile accident victims.

3.5 Recommendations for Implementing Regional PSAPs

This report qualifies and quantifies the current level of E9-1-1 service available throughout Oklahoma, compares approaches taken by other states, and recommends a plan for achieving comprehensive E9-1-1 deployment by creating regional PSAPs to serve un-served areas of Oklahoma.

3.5.1 Criteria for Determining Proposed Regional PSAPs in Oklahoma

This section describes the criteria that were applied for designating regional PSAPs to serve Oklahoma's un-served or under-served areas.

3.5.1.1 Council of Government (COG) E9-1-1 Regions

The first criterion for regionalizing PSAPs leverages and builds upon the role of the applicable Oklahoma Councils of Government (COGs) in order to utilize their expertise and infrastructure to help coordinate activities in their constituent counties and municipalities, as well as collect and administer E9-1-1 funds. Because of geographic proximity, shared regional public safety issues, and experience working together in support of other COG tasks, it is logical to initially adhere to the existing COG footprint when determining potential regional alignments for E9-1-1.

The COG will likely require a small staff to perform tasks common to the multiple PSAPs that serve the COG's population. E9-1-1 staff functions at the COG level would include overseeing the addressing and mapping of counties, purchasing and project management for the implementation or upgrade of CPE, data management, quality management, etc.

The following criteria were then applied for each COG that has un-served or under-served areas within their footprint.

3.5.1.2 Existing E9-1-1 PSAPs within the COG

The second criterion for regionalizing PSAPs (within the COG) leverages and builds upon existing E9-1-1 capable PSAPs. If a county has one or more existing E9-1-1 PSAPs, they are candidates to become a regional PSAP, either for the county or for a multi-county region within the COG.

3.5.1.3 Existing E9-1-1 PSAPs within the COG with Spare Capacity

The third criterion for regionalizing PSAPs (within the COG) identifies opportunities to provide E9-1-1 service to the consolidated region with little or no upgrade necessary to the PSAP. These are instances where the existing trunks, positions, and staffing level in the PSAP are deemed sufficient to handle the predicted level of additional 9-1-1 calls for the region. Where all other factors are equal, this is an opportunity to expand service and leverage the existing call takers, CPE, and selective routing trunks to the PSAP. The regional PSAP would still incur the added costs for trunks from the end office to the selective router, if applicable.

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3.5.1.4 Radio Interoperability for Consolidated Dispatch

The final criterion to consider is the tradeoff between two operating models for the regional PSAP:

1) If the newly proposed regional PSAP has radio interoperability with its agencies (or intends to implement a solution for radio interoperability), there is an opportunity to consolidate the dispatch function with the call taker function in the designated regional PSAP. The advantage to this configuration is that all E9-1-1 capabilities would be available to both the call taker and the dispatch functions. In addition, personnel would be able to perform both functions, if that is the PSAP's mode of operation.

2) If the newly proposed region does not have radio interoperability with its agencies, the dispatch function would remain located at the existing dispatch point for the agency. In this configuration, 9-1-1 calls would be answered at the regional PSAP. The dispatch-able 9-1-1 calls, along with the ANI/ALI information and notes, would then be transferred to the remote dispatch center or secondary PSAP.

3.5.2 PSAP Regionalization Example: South West Oklahoma Regional 9-1-1 Association

The Southwest Oklahoma Regional 9-1-1 Association represents an example of how Oklahoma county and municipal governments can form an alliance to administer improved 9-1-1 services.

The following is excerpted from The South West Oklahoma Regional 9-1-1 Association web site (http://www.swor911.org/):

> The mission of the South West Oklahoma Regional 9-1-1 Association is to establish all phases of 9-1-1 services to the six counties in which we serve. Our goal is to assist the counties, and their cities and towns, in acquiring the monies, equipment, technology and training needed to implement an Enhanced 9-1-1 telephone system which can accommodate the different phases associated with landline, wireless and IP telecommunications….
>
> Each county appointed five members from its community, ranging from commissioners to business owners, to represent their perspective counties on the Southwest Oklahoma Regional 9-1-1 Association's Board of Directors. The Board of Directors determines policy for the Association. With each county working together sharing resources and ideas, a more efficient and unified 9-1-1 system can be established.

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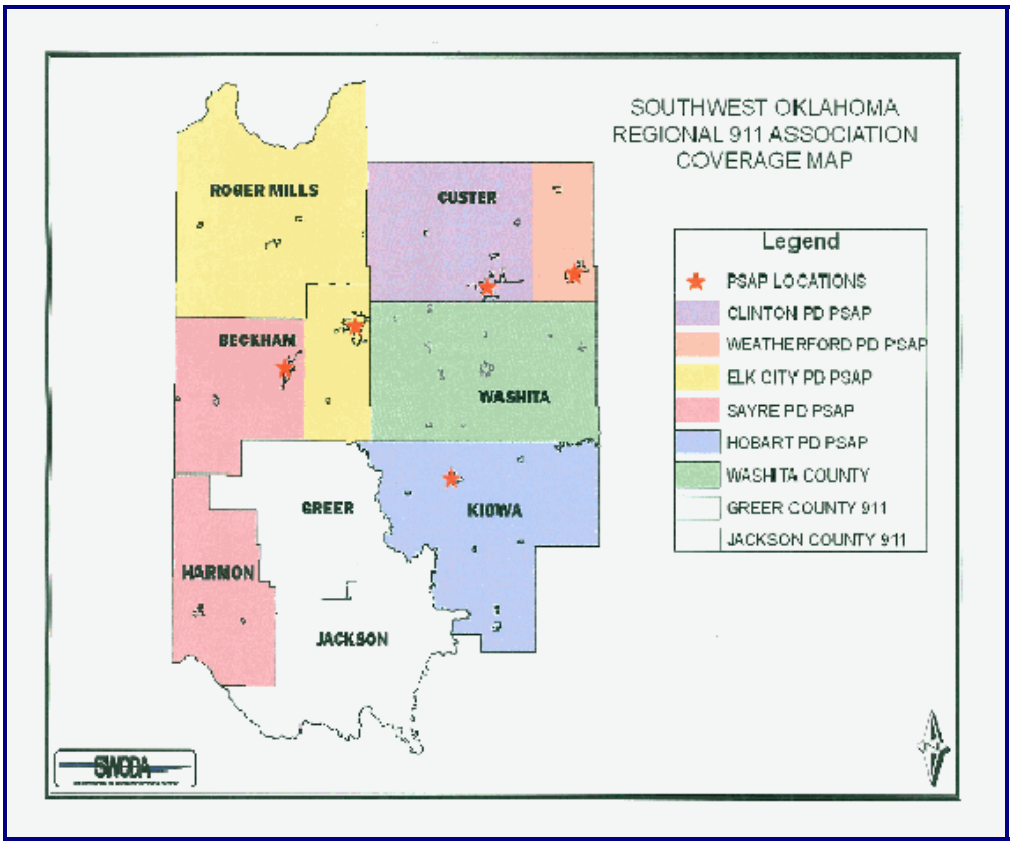

Figure 1: The Southwest Oklahoma Regional 9-1-1 Association

The following is the most recent resolution passed by The South West Oklahoma Regional 9-1-1 Association to fund the operation of the 9-1-1 system for its members.

Landline

Resolution 2006-09-21

SOUTHWEST OKLAHOMA REGIONAL 911 ASSOCIATION

A resolution of the board of directors of the Southwest Oklahoma Regional 911 Association establishing the nine-one-one emergency telephone fee rate for the calendar year 2007.

WHEREAS, the voters of Beckham, Custer, Harmon, Kiowa, Roger Mills and Washita counties have approved the acquisition and operation of an emergency telephone service, together with the levy or imposition of user fee for such service; and

WHEREAS, said approving authority, service and fee are authorized pursuant to the Nine-One-One Emergency Act, 63 O.S. Supp., 1987, Section 2811 et seq., amended.

NOW THEREFORE, BE IT RESOLVED by the Board of Directors of the Southwest Oklahoma Regional 911 Association that is does hereby establish the rate for Nine-One-One Emergency Telephone Service fee for the calendar year 2007 at fifteen percent (15%) of the recurring charges as designated by the tariff for exchange telephone service or its equivalent within said counties in accordance with said Act beginning January 1, 2007.

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ADOPTED and APPROVED by the Directors of the Southwest Oklahoma Regional 911 Association this 21st day of September, 2006.

Wireless

Users of cellular telephones in Beckham, Custer, Greer, Harmon, Jackson, Kiowa, Roger Mills and Washita Counties should be assessed a nine-one-one emergency wireless telephone fee not to exceed the maximum amount required by law (currently 50 cents per month per wireless connection) for wireless connection; providing for the assessment and levying of such a fee subject to the approval of the voters of said counties.
Each county held an election regarding above mentioned resolution and all counties voted in favor of the fee.

Fees are collected, disbursed and accounted for in accordance with Oklahoma Statutes, specifically the Oklahoma Emergency Telephone Act, Title 63 § 2801-2821 and the Wireless 911 Act, Title 63 § 2841-2846.

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3.5.3 Proposed Regional PSAPs

The table below lists proposed regional PSAPs for Oklahoma's un-served or under-served areas. It is proposed that the following jurisdictions create new regional PSAPs or extend coverage of existing E9-1-1 PSAPs to provide E9-1-1 service throughout the region.

Region	County	Existing E9-1-1 PSAP (if applicable)	Comment
E9-1-1 Region # 1	Texas	Guyman	Guyman should be able to support the calls of all 3 counties with its current capacity or the OHP could become the regional PSAP.
	Cimarron		
	Beaver		
E9-1-1 Region # 2	Woods	Alva	Alva (E9-1-1) should be able to support both counties with existing capacity.
	Harper		
	Alfalfa		Alfalfa County (except for Cherokee City) to regionalize
	Grant		Grant has regionalized with Woods.
E9-1-1 Region # 3	Woodward	City of Woodward (newly upgraded)	City of Woodward should be able to support all 4 counties with 2 trunks and 2 positions or the Major County Sheriff's Office could be upgraded.
	Dewey		
	Ellis		
	Major		
E9-1-1 Region # 4	Caddo	Anadarko	Anadarko Police Department or Caddo County Sheriff Department
	Blaine		
	Kingfisher		
E9-1-1 Region # 5	Craig	Vinita	Bartlesville Police Department and Vinita Police Department could use the combined telephone subscriber base of the three counties base to create an E9-1-1 region that would encompass Nowata
	Nowata		
	Washington	Bartlesville	Bartlesville Police Department and Vinita Police Department could use the combined telephone subscriber base of the three counties base to create an E9-1-1 region that would encompass Nowata
E9-1-1 Region # 6	Cotton		No current E9-1-1 PSAPs
	Love		
	Jefferson		
E9-1-1 Region # 7	Garvin	Pauls Valley	Pauls Valley Police Department could support the two counties with one additional position

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Region	County	Existing E9-1-1 PSAP (if applicable)	Comment
	Murray		
E9-1-1 Region # 8	Atoka	Atoka	
	Choctaw	Hugo	Hugo Police Department could cover Choctaw County or the county could join with Atoka County's existing countywide system
E9-1-1 Region # 9	Coal		
	Pittsburg	McAlester	McAlester Police Department could support a countywide system plus Coal County with one additional seat
E9-1-1 Region # 10	Latimer	Wilburton	
	McCurtain	Idabel	City of Idabel 911 Communications Center would be able to cover the portions of Latimer and Pushmataha currently without E9-1-1 service
	Pushmataha	Antlers	

Table 1: Proposed Regional Alignment of Jurisdictions

There are no proposed E9-1-1 administrative changes for PSAPs serving the following counties.

No Change to Current E9-1-1 Administration/Region
Adair County
Beckham County
Bryan County
Canadian County
Carter County
Cherokee County
Cleveland County
Comanche County
Custer County
Delaware County
Garfield County
Grady County
Greer County

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No Change to Current E9-1-1 Administration/Region
Harmon County
Haskell County
Hughes County
Jackson County
Johnston County
Kay County
Kiowa County
Le Flore County
Logan County
McClain County
Mayes County
Okfuskee County
Oklahoma County
Osage County
Ottawa County
Pawnee County
Pontotoc County
Pottawatomie County
Roger Mills County
Rogers County
Seminole County
Tillman County
Tulsa County
Wagoner County

Table 2: Counties with No Proposed Changes

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It is proposed that the following counties extend their existing E9-1-1 coverage from one or more cities to cover the entire county.

Expand E9-1-1 Coverage Countywide
Creek County
Lincoln County
McIntosh County
Marshall County
Muskogee County
Noble County
Okmulgee County
Payne County
Sequoyah County
Stephens County
Washita County

Table 3: Counties with Proposed Expansion

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3.5.4 Regional PSAPs Map

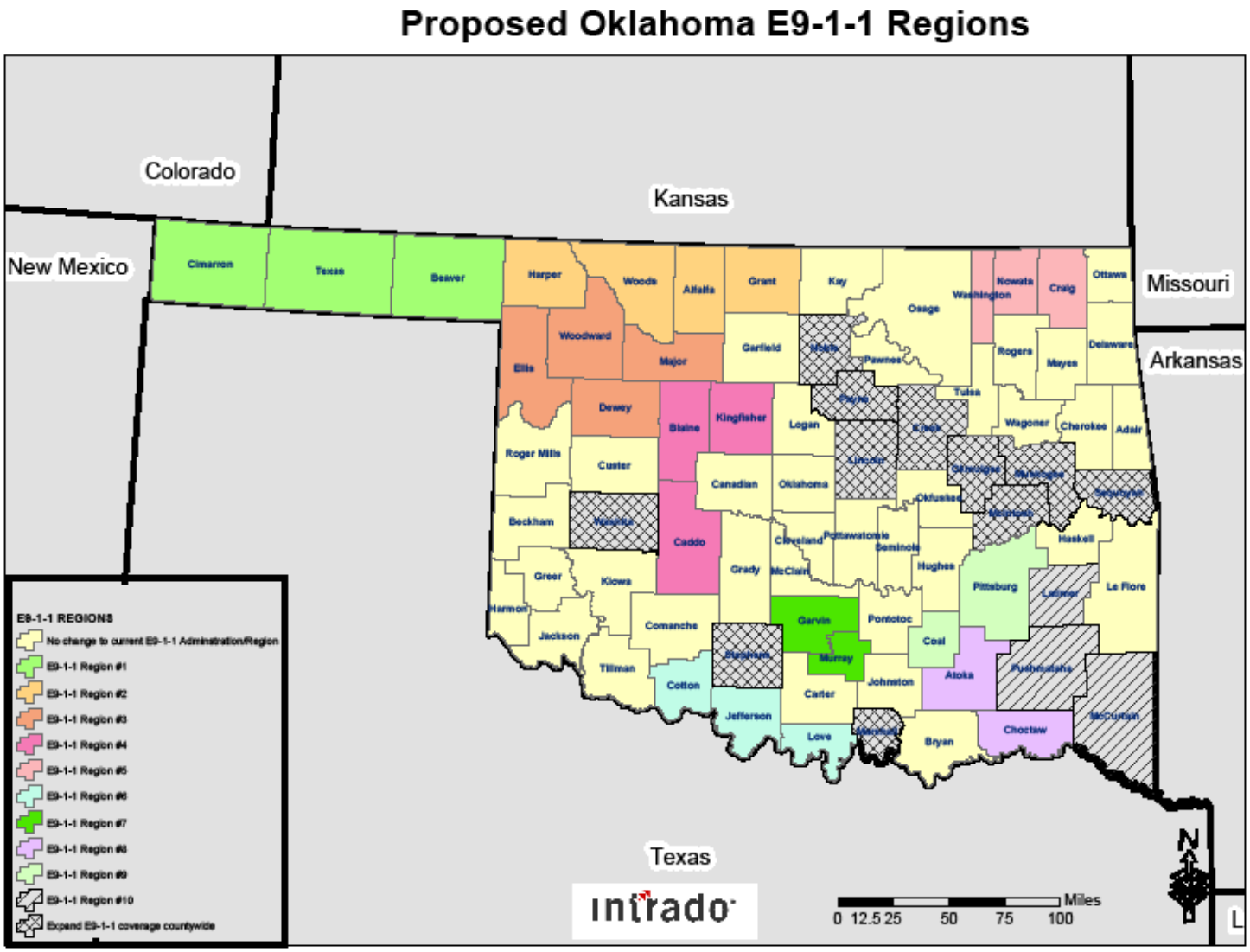

Figure 2: Proposed E9-1-1 Regional PSAPs Map

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3.5.5 Oklahoma E9-1-1 Implementation/Upgrade Summary

The following table summarizes the proposed E9-1-1 implementations and upgrades for counties throughout the state of Oklahoma.

COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
Northern Oklahoma Development Association (NODA)	Alfalfa	County	Cherokee	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Cherokee City Police Department	Cherokee	No Change	No Change	Implement Phase I/II
	Blaine	Blaine County Sheriff's Department	Watonga	Upgrade to E9-1-1	in process	Implement Phase I/II
		Geary Police Department	Geary	Upgrade to E9-1-1	in process	Implement Phase I/II
	Garfield	Enid Police Department	Enid	No Change	No Change	Implement Phase I/II
	Grant	*Covered by Woods County PSAP*	Alva	No Change	In process	In process with Woods
	Kay	Kay County Sheriff's Office	Newkirk	No Change	No Change	Implement Phase I/II
		Ponca City Police Department	Ponca City	No Change	No Change	Implement Phase I/II
		Blackwell Police Department	Blackwell	No Change	No Change	Implement Phase I/II
		Tonkawa Police Department	Tonkawa	No Change	No Change	Implement Phase I/II
	Kingfisher	Kingfisher County Sheriff Department	Kingfisher	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Hennessey Police Department	Hennessey	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Major	Major County Sheriff's Office	Fairview	Upgrade to E9-1-1	No Change	Implement Phase I/II
	Noble	Noble County Sheriff	Perry	Upgrade to E9-1-1	No Change	Implement Phase I/II
		Perry Police Department	Perry	No Change	No Change	Implement Phase I/II
South Western Oklahoma Development Authority (SWODA)	Beckham	Elk City Police Department	Elk City	No Change	In Progress	No Change
		Sayre Police Department	Sayre	No Change	In Progress	No Change
	Custer	Clinton Police Department	Clinton	No Change	No Change	No Change

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
		Weatherford Police Department	Weatherford	No Change	No Change	No Change
	Harmon	Hollis Police Department	Hollis	No Change	No Change	No Change
	Kiowa	Hobart Police Department	Hobart	No Change	In Progress	No Change
	Roger Mills	*Covered by Elk City PSAP*		No Change	In Progress	No Change
	Washita	Cordell Police Department	Cordell	No Change	No Change	Implement Phase I/II
	Greer	Greer County Sheriff's Department	Mangum	No Change	No Change	Implement Phase I/II
	Jackson	Altus Police Department	Altus	No Change	No Change	Implement Phase I/II
Oklahoma Economic Development Association (OEDA)	Beaver	Beaver County Sheriff's Department	Beaver	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Cimarron	Cimarron County Sheriff's Office	Boise City	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Texas	Guymon Police Department	Guymon	No Change	County	Implement Phase I/II
	Dewey	Dewey County Sheriff's Office	Taloga	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Ellis	Ellis County Sheriff's Department	Arnett	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Woodward	Woodward County Sheriff's Office	Woodward	In process	Add Address	Upgrade Phase I to Phase II
		Woodward Police Department	Woodward	Upgrade to E9-1-1	No Change	Upgrade Phase I to Phase II
	Harper	Harper County Sheriff's Office	Buffalo	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Woods	Laverne Police Department	Laverne	No Change	No Change	Implement Phase I/II
		Woods County 911	Alva	No Change	No Change	No Change
Association of Central Oklahoma Governments (ACOG)	Canadian	El Reno Police Department	El Reno	No Change	No Change	No Change
		Yukon Police Department	Yukon	No Change	No Change	No Change
		Mustang Police Department	Mustang	No Change	No Change	No Change

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
	Cleveland	Cleveland County Sheriff's Office	Norman	No Change	No Change	No Change
		Norman Police Department	Norman	No Change	No Change	No Change
		Moore Emergency Operations Center	Moore	No Change	No Change	No Change
		Noble Police Department	Noble	No Change	No Change	No Change
	Grady	Tuttle Police Department	Tuttle	No Change	No Change	No Change
	Logan	Guthrie Police Department	Guthrie	No Change	No Change	No Change
	McClain	Newcastle Police Department	Newcastle	No Change	No Change	No Change
	Oklahoma	Oklahoma County Sheriff's Office	Oklahoma City	No Change	No Change	No Change
		Midwest City Emergency Operations Center	Midwest City	No Change	No Change	No Change
		Del City Police Department	Del City	No Change	No Change	No Change
		Tinker AFB Fire Department	Tinker AFB	No Change	No Change	No Change
		The Village Police Department	The Village	No Change	No Change	No Change
		Nichols Hills Police Department	Nichols Hills	No Change	No Change	No Change
		Edmond Central Communications	Edmond	No Change	No Change	No Change
		Bethany Police Department	Bethany	No Change	No Change	No Change
		Warr Acres Police Department	Warr Acres	No Change	No Change	No Change
		City of Choctaw Police Department	Choctaw	No Change	No Change	No Change
		EMSA – Secondary		No Change	No Change	No Change
		Oklahoma City Police Department	Oklahoma City	No Change	No Change	No Change
Indian Nations Council of Governments (INCOG)	Creek	Sapulpa Police Department	Sapulpa	No Change	No Change	Phase I

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
		Mannford Police Department	Mannford	No Change	No Change	Upgrade Phase I to Phase II
		Bristow Police Department	Bristow	Upgrade to E9-1-1	No Change	Upgrade Phase I to Phase II
	Osage	Osage County Sheriff's Office	Pawhuska	No Change	No Change	Implement Phase I/II
	Tulsa	Tulsa PSRC-City and County	Tulsa	No Change	No Change	Upgrade Phase I to Phase II
		Skiatook Police Department	Tulsa	No Change	No Change	Upgrade Phase I to Phase II
		Collinsville Police Department	Tulsa	No Change No Change	No Change	Upgrade Phase I to Phase II
		Owasso Police Department			No Change	Upgrade Phase I to Phase II
		Broken Arrow Police Department	Tulsa	No Change No Change	No Change	Upgrade Phase I to Phase II
		Bixby Police Department	Tulsa		No Change	Upgrade Phase I to Phase II
		Sand Springs Police Department	Tulsa	No Change No Change	No Change	Upgrade Phase I to Phase II
		Jenks Police Department	Tulsa		No Change	Upgrade Phase I to Phase II
		Glenpool Police Department	Tulsa	No Change	No Change	Upgrade Phase I to Phase II
Association of South Central Oklahoma Governments (ASCOG)	Caddo	Caddo County Sheriff's Office	Anadarko	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Anadarko Police Department	Anadarko	No Change	No Change	Implement Phase I/II
		Carnegie Police Department	Carnegie	Upgrade to E9-1-1	N/R	Implement Phase I/II
	Comanche	Comanche County E 911	Lawton	No Change	No Change	Implement Phase I/II
		Lawton Police Department	Lawton	No Change	No Change	Implement Phase I/II
	Cotton	Cotton County Sheriff's Office	Walters	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Grady	Grady County Sheriff's Department	Chickasha	No Change	No Change	No Change

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
		Chickasha Police Department	Chickasha	No Change	No Change	No Change
	Jefferson	Jefferson County Sheriff's Office	Waurika	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	McClain	McClain County Communications Center	Purcell	No Change	No Change	No Change
	Stephens	Stephens County Communications Center	Duncan	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Duncan City Police Department	Duncan	No Change	No Change	Implement Phase I/II
		Marlow Police	Marlow	No Change	No Change	Implement Phase I/II
		Department Comanche Fire and Police	Comanche	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Tillman	Frederick Police Department	Frederick	No Change	No Change	Implement Phase I/II
Kiamichi Economic Development District of Oklahoma (KEDDO)	Choctaw	Choctaw County	Hugo	Upgrade to E9-1-1	No Change	Implement Phase I/II
		Hugo Police Department (City)	Hugo	No Change	No Change	Implement Phase I/II
	Haskell	Stigler Police Department	Stigler	No Change	No Change	Implement Phase I/II
	Latimer	Latimer County Sheriff	Wilburton	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Wilburton	Wilburton	No Change	No Change	Implement Phase I/II
	LeFlore	Le Flore County E911	Poteau	No Change	No Change	Upgrade Phase I to Phase II
		Pocola Police Department	Pocola	No Change	No Change	Upgrade Phase I to Phase II
		Poteau Police Department	Poteau	No Change	No Change	Upgrade Phase I to Phase II
	McCurtain	City of Idabel 911 Communications Center	Idabel	No Change	No Change	Implement Phase I/II
		Broken Bow Police Department	Broken Bow	Upgrade to E9-1-1	N/R	Implement Phase I/II
	Pittsburg	Pittsburg Sheriff's Office	McAlester	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		McAlester Police Department	McAlester	No Change	No Change	Implement Phase I/II

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
	Pushmataha	Pushmataha County	Antlers	partial	partial	Implement Phase I/II
		Antlers Police Department	Antlers	No Change	No Change	Implement Phase I/II
Southern Oklahoma Development Association (SODA)	Atoka	Atoka County Sheriff's Office	Atoka	No Change	No Change	Implement Phase I/II
	Bryan	Durant Police Department	Durant	No Change	partial	Implement Phase I/II
	Carter	Ardmore/Carter County 911Center	Ardmore	No Change	No Change	Implement Phase I/II
		Healdton Police Department	Healdton	No Change	No Change	Implement Phase I/II
	Coal	Coal County Sheriff's Department	Coalgate	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Garvin	Garvin County Sheriff's Office	Pauls Valley	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Pauls Valley Police Department	Pauls Valley	No Change	No Change	Implement Phase I/II
	Johnston	Johnston County Sheriff's Department	Tishomingo	No Change	No Change	No Change
	Love	Love County Sheriff Department	Marietta	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Marshall	Marshall County Sheriff's Office	Madill	No Change	N/R	Implement Phase I/II
	Murray	Sulphur Police Department	Sulphur	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Davis Police Department	Davis	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Pontotoc	Pontotoc County Ada 911 Ok	Ada	No Change	No Change	No Change
Eastern Oklahoma Development District (EODD)	Adair	Adair County E9-1-1	Stilwell	No Change*	Add Address	No Change
	Cherokee	Cherokee County 9-1-1	Tahlequah	No Change	No Change	Upgrade Phase I to Phase II
	McIntosh	Eufaula Police Department	Eufaula	No Change	No Change	Implement Phase I/II
	Muskogee	Muskogee County Jail	Muskogee	Upgrade to E9-1-1	Add Address	Implement Phase I/II
		Muskogee Police Department	Muskogee	No Change	No Change	Implement Phase I/II

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
	Okmulgee	Okmulgee County 911	Okmulgee	No Change	No Change	No Change
		Henryetta Police Department	Henryetta	No Change	No Change	No Change
	Sequoyah	Sequoyah County 911	Sallisaw	No Change	50%	Implement Phase I/II
		Muldrow Police Department	Muldrow	No Change	No Change	Implement Phase I/II
	Wagoner	Coweta Police Department	Coweta	No Change	No Change	Upgrade Phase I to Phase II
		Wagoner Police Department	Wagoner	No Change	No Change	Upgrade Phase I to Phase II
Central Oklahoma Economic Development District (COEDD)	Creek					
	Hughes	Holdenville Police Department	Holdenville	No Change	No Change	Implement Phase I/II
	Lincoln	Lincoln County Sheriff	Chandler	Upgrade to E9-1-1	N/R	Implement Phase I/II
		Chandler Police Department	Chandler	No Change	No Change	Implement Phase I/II
	Okfuskee	Okemah Police Department	Okemah	No Change	No Change	Implement Phase I/II
	Pawnee	Pawnee County Sheriff's Office	Pawnee	Partial	Add Address	Upgrade Phase I to Phase II
		Cleveland Police Department	Cleveland	No Change	No Change	
	Payne	Payne County Sheriff's Department	Stillwater	No Change	No Change	No Change
		Stillwater Police Department	Stillwater	No Change	No Change	No Change
		Cushing Police Department	Cushing	No Change	No Change	No Change
		Perkins Police Department - Iowa Tribe	Perkins	No Change	No Change	No Change
		Yale Police Department	Yale	No Change	No Change	No Change
	Pottawatomie	Pottawatomie County E911	Tecumseh	No Change	No Change	Implement Phase I/II
		Shawnee Police Department	Shawnee	No Change	No Change	Implement Phase I/II
	Seminole	Seminole County 911 Agency	Seminole	No Change	No Change	No Change

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COG	County	Agency/PSAP	Location	Wireline E911 Requirement	E9-1-1 Address Requirement	Wireless E911 Requirement
Grand Gateway Economic Development Association (GGEDA)	Craig	Vinita Police Department	Vinita	No Change	No Change	Upgrade Phase I to Phase II
	Delaware	Delaware County Sheriff's Office	Jay	No Change	No Change	No Change
		Grove Police Department	Grove	No Change	No Change	No Change
	Mayes	Mayes Emergency Services Trust Authority	Pryor	No Change	No Change	No Change
	Nowata	Nowata County Sheriff's Department	Nowata	Upgrade to E9-1-1	Add Address	Implement Phase I/II
	Ottawa	Ottawa County 911	Miami	No Change	No Change	No Change
	Rogers	Rogers County Sheriff's Office	Claremore	No Change	No Change	Implement Phase I/II
		Inola Police Department	Inola	N/R	N/R	
		Claremore Police Department	Claremore	No Change	No Change	
	Washington	Bartlesville Police Department	Bartlesville	No Change	No Change	Implement Phase I/II

Table 4: E9-1-1 Implementation/Upgrade Summary

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3.5.6 High-Level Tasks for Regionalizing and Implementing E9-1-1

The following are high-level project plan tasks for regionalizing and implementing E9-1-1 throughout the state of Oklahoma. A more detailed plan is included in section 14: *E9-1-1 Implementation Guide*.

3.5.6.1 PSAP Regionalization Tasks

1. Form a combined administering board by entering into an agreement between the governing bodies of each entity in accordance with the Interlocal Cooperation Act. Administering board tasks and financial responsibilities include:
    a. Funding Mechanisms (i.e., Bonds, Grants)
    b. Agency Fees and Contributions
    c. Cities and County Contributions
    d. Determine location for fallback center
    e. Determine regional PSAP accounting, employee benefits, and legal council
    f. Executive Board Development, Member nominations and appointments
    g. Development of all bi-laws and agreements
    h. Development of Inter-local Cooperative Agreement
2. Create a specific plan for regionalization using the generic plan in this report
3. Propose, enact, and initiate collection of E9-1-1 surcharges to fund operations
4. Apply for applicable grants from the Emergency Service Fund to implement E9-1-1
5. Locate new PSAP or determine consolidating service in an existing PSAP
6. Recruit director for regional PSAP(s)
    a. External search and internal assessment process
7. Develop user agency agreements
    a. Secure signature agreements from each user agency
8. Facility purchase and development
    a. Secure land, secure architect (RFPs as required)
    b. Develop facility designs and implementation of equipment into plans (RFPs as required)
    c. Construction of facility and perimeter (RFPs as required)
9. Physically address all structures in the Service Area
10. Solution Integration and Infrastructure Design
    a. Hire/contract IT Manager
    b. Analyze/procure network, call handling and CAD
    c. If appropriate, develop RFP's for new CAD/RMS and other systems
11. Data collection and verification:
    a. Collect and compile data for mapping, phone logs, recordings, SOPs, Rules and Regulations
12. Determine cutover logistics with telephone, radio vendor, logging recorder vendors, etc.
    a. Develop comprehensive "cutover plans and project timelines" with all vendors
    b. Place all network orders, installation and connectivity testing
    c. Verify connectivity from all points to the consolidation center
    d. Installation of all new equipment, phone lines, cables, network, etc.
13. Operations/Administration
    a. Advertise for Administrative position and hire
    b. Selection of medical/benefits providers
    c. Establish all protocols for employment once hired

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   d. Cross train all call-takers and dispatchers on new standard operating procedures and training materials
   e. Conduct full assessment for all supervisory positions and promote accordingly
   f. Letter of intent to all new and existing employees who plan to transition
   g. Development and standardization of standard operating procedures
   h. Development of standardization of all training materials and program
   i. Development and standardization for all field units to the dispatching protocols
   j. Conduct training for all field personnel

14. Testing of all Equipment
   a. Establish connectivity and test for radios, phones, logging recorder, Information Systems, etc.
   b. Begin integration of all CAD/RMS information into new CAD/RMS systems
   c. Complete mapping integration
   d. Delivery and installation of console and office furniture
   e. Begin "staggered" cutover: smallest agency first; the largest agency last

3.5.6.2 Regional Wireline E9-1-1 Implementation Tasks (see E9-1-1 Implementation Guide for detail)

1. Establish Detailed Deployment and Communications Plan
2. Establish a Master Deployment Schedule
3. Communication with Vested Parties
4. Addressing
5. Mapping
6. CPE
7. Network
8. Database Services
9. Testing and Launch
10. Maintenance and Ongoing Support

3.5.6.3 Regional Wireless Implementation Tasks (see E9-1-1 Implementation Guide for detail)

1. Implement Required PSAP Updates
2. Develop a Project Budget
3. Issue Request for Service
4. Establish Contracts and Agreements
5. Support PSAP Data Collection
6. Wireless Solution Selection
7. Carriers Establish Connectivity
8. Call Routing
9. Data Provisioning
10. Testing and Launch
11. Maintenance and Ongoing Support

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4. OTHER E9-1-1 ISSUES AND RECOMMENDATIONS

4.1 E9-1-1 and the Americans with Disabilities Act (ADA)

The Department of Justice (DOJ) Title II, Chapter 4 of the Americans with Disabilities Act (ADA), requires that all PSAPs provide direct and equal access to their services for people with disabilities who use TDD or TTY. TDD is a telecommunications device for the deaf, an electronic device for text communication via a telephone line, used when a party has hearing or speech difficulties. Other names for TDD include TTY (telephone typewriter or teletypewriter). "Direct access" means that PSAPs must directly receive TTY calls without relying on an outside relay service or third-party services. "Equal access" means that the telephone emergency services provided for TTY users are as effective as those provided for people who make voice calls. Access must be equal in terms of response time, response quality, hours of operation, and all other features offered (such as automatic number identification, automatic location identification, and automatic call distribution).

In order to provide equal access to TTY users, every call-taking position within the PSAP must have its own TTY or TTY-compatible equipment. PSAPs must have systems that enable call takers to handle TTY calls as properly, promptly, and reliably as voice calls. In addition, the ADA requires that TTY equipment must be maintained and tested at least as often as voice telephone equipment, to ensure that the equipment is operating properly.

According to the findings of this report, approximately 82% of Oklahoma's population is covered by TDD/TTY service; 7% of the population is not covered by TDD/TTY service; and for 11% of the population, it could not be confirmed whether there is TDD/TTY service.

The DOJ provides a checklist designed to identify common problems with the accessibility of a state or local government's E9-1-1 and emergency communications services. Further information regarding the ADA and associated E9-1-1 requirements can be found at on the following government sites:

- ADA Best Practices Tool Kit for State and Local Governments: http://www.ada.gov/pcatoolkit/chap4toolkit.htm#Anchor-47857
- Title II Checklist: http://www.usdoj.gov/crt/ada/pcatoolkit/chap4chklist.htm

4.2 E9-1-1 and Multi-Line Telephone Systems (MLTS)

Multi-Line Telephone Systems (MLTS), which include Private Branch Exchange (PBX) and Computerized Branch Exchange (CBX) telephone systems, usually provide only the phone number and location of the billing address to 9-1-1 centers. At many large businesses and corporations, one MLTS system provides phone service for several different buildings at different addresses, some perhaps miles away. Multi-story structures with several thousand square feet of office space on each floor with multiple suites, rooms, and cubicles also make it difficult to locate a particular telephone initiating a call. Technical solutions, including databases linking internal phone numbers (extensions) to more precise locations such as suite/apartment number and/or floor level, are available. While these solutions can provide correct addresses and locations within buildings or campus-type settings, they are not mandated or being used on a widespread basis. Therefore, a gap in the public safety delivery system exists for those individuals who dial 9-1-1 in an emergency from private businesses, government entities, and certain multi-tenant residences that utilize MLTS or PBX phone systems. Most of the populous at large which use a MLTS system are unaware of the problem associated with the use of telephone systems that do not provide totally accurate ANI/ALI information to the local PSAP for E9-1-1 assistance.

The State of Oklahoma is encouraged to align itself with the position the National Emergency Number Association (NENA) has taken in support of proposed state and federal legislation regarding MLTS. Today, there is no state

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requirement for the deployment of E9-1-1 service within a company that is operating telephone services through the use of a Multi-Line Telephone System (MLTS). While technology exists today to accommodate and transmit fully enhanced 9-1-1 location information to a public safety agency, many companies and residential facilities have not moved forward with the enhancements to this type of telephone system. In those environments, if an employee or resident needed to dial 9-1-1, the precise call-back number and location information would not be delivered to the public safety agency.

The excerpt below is from the NENA publication *Legislative Agenda for the 110th Congress* (January 29, 2007):

> One of the most over-looked areas where E9-1-1 is not generally available is MLTS, including PBX systems. Many people who work for large organizations that have their phone systems set up on PBX systems do not have E9-1-1 capability. The federal government is no exception, and many federal agencies do not have E9-1-1 available to their employees.
>
> As recently as 2003 the FCC examined establishing a federal requirement concerning E9-1-1 for MLTS, but declined to implement the requirement, which left the issue to the states. A prime reason for the refusal to act was a concern that such a federal requirement was cost prohibitive to many businesses. Unfortunately, to date only a handful of states have taken action, and many of the state laws are limited at best. Just as lives were lost due to a lack of E9-1-1 for VoIP services—prompting the FCC to act—lives have been lost due to a lack of E9-1-1 for MLTS, and the FCC should reconsider promulgating E9-1-1 requirements for MLTS as well. This is particularly true today given the advancement of technology that has made MLTS E9-1-1 solutions increasingly affordable.
>
> First, Congress and the federal government should lead by example, and every federal agency should ensure that E9-1-1 is available in every federal office. The General Services Administration (GSA) should consider requiring all federal agencies to provide E9-1-1 in their facilities. Second, Congress should work with public safety, industry, and the federal government (including the FCC and the ICO[1]) to advance MLTS E9-1-1 solutions and regulations where necessary and appropriate. (National Emergency Number Association, 2007)

There are 11 states listed on the NENA website that have passed some form of legislation in reference to MLTS. There is also an example of proposed legislation local governments may utilize for possible increased funding for E9-1-1 services. The cost for upgrading end-customers' equipment and services necessary to comply with the recommended MLTS 9-1-1 regulation would be the responsibility of the enterprise, not the Oklahoma public safety agency or jurisdiction.

MLTS Reference Information and State Status of MLTS/PBX legislation:

http://www.nena.org/pages/Content.asp?CID=156&CTID=41

Technical Information Document on Model Legislation, Enhanced 9-1-1 for Multi-Line Telephone Systems:

http://www.nena.org/media/files/MLTS_ModLeg_Nov2000.pdf

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[1] ICO is defined by NENA as the 9-1-1 Implementation and Coordination Office (ICO), a joint program office of the National Highway Traffic Safety Administration (NHTSA), within the Department of Transportation, and the National Telecommunications and Information Administration (NTIA), within the Department of Commerce.

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4.3 E9-1-1 and the Oklahoma Highway Patrol Field Troop Communication Centers

Often, Oklahoma PSAPs must transfer emergency calls to an Oklahoma Highway Patrol Field Troop Communication Center. Currently, although the 13 Oklahoma Highway Patrol Field Troop Communication Centers can receive transferred calls, they are not equipped to receive the data (ANI / ALI / call taker notes) associated with the call. This means that they do not have access to information the E9-1-1 call-taker collected regarding the emergency, nor do they automatically receive the location of the caller or the call-back number in the event the call drops or they need to re-contact the caller. Valuable time is lost and potential errors can occur when the Oklahoma Highway Patrol must collect the caller's information all over again.

The solution is to provide the 13 Oklahoma Highway Patrol Field Troop Communication Centers with the equipment, network connectivity, and training necessary to receive and handle transferred E9-1-1 calls along with the associated call data. An additional benefit would be that, if appropriately engineered, the Oklahoma Highway Patrol Field Troop Communication Centers would be able to serve in a backup role in the event of a large-scale emergency or incapacitated PSAP.

Oklahoma Highway Patrol Field Troop	Location
Troop A	Oklahoma City
Troop B	Tulsa
Troop C	Muskogee
Troop D	McAlester
Troop E	Durant
Troop F	Ardmore
Troop G	Lawton
Troop H	Clinton
Troop I	Guymon
Troop J	Enid
Troop K	Pawnee
Troop L	Vinita
Troop M	Altus

Table 5: Oklahoma Highway Patrol Field Troop Communication Centers

Oklahoma currently has a network in place that might provide a potential foundation for a next generation system: OneNet. Since OneNet already links the Oklahoma Highway Patrol Field Troop Communication Centers, it could possibly enable the transferring of calls and data from PSAPs to the Field Troop Communication Centers as well as serve as the network backbone in a "Next Generation 9-1-1" implementation.

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4.4 E9-1-1 in Relation to Department of Homeland Security Programs

Many of the goals of Department of Homeland Security (DHS) programs have a direct or indirect relationship to the current effort to provide comprehensive E9-1-1 coverage throughout Oklahoma. In some cases, DHS programs enable improved E9-1-1. Radio interoperability is such a case. In other cases, improved E9-1-1 can contribute directly to better DHS response to emergencies. In fact, the E9-1-1 system has sometimes been referred to as the "*first*, first responders," as the initial report of an emergency often comes in the form of a 9-1-1 call. Recognizing this relationship, DHS funded the creation of this *Oklahoma E9-1-1 Assessment and Strategic Plan* through a grant to the Grand Gateway Economic Development Association.

4.4.1 Radio Interoperability

DHS has been instrumental in funding the re-banding and interoperability of radio traffic in the state, providing the State of Oklahoma some $35,000,000 to date. The regionalization of PSAPs to provide E9-1-1 services to un-served areas of Oklahoma can leverage that investment in radio interoperability by providing improved dispatch capabilities and greater flexibility in the positioning and configuration of dispatch equipment and personnel. Currently, emergency call information must be conveyed from some PSAPs to the agency and location with the required radio dispatch capability. The positioning and configuration of dispatch resources can be constrained by the radio capabilities. This increases the time it takes to respond to emergencies and adds cost to the system. In the future, with radio interoperability, the E9-1-1 call taker could perform the dispatch function or be co-located with dispatchers. Radio interoperability is an important enabler of improved E9-1-1 service, enough so to consider prioritizing and scheduling E9-1-1 system upgrades in accordance with agencies' plans to implement new radio solutions.

4.4.2 Next Generation 9-1-1 (NG9-1-1)

The dependence of DHS initiatives upon the capabilities of the E9-1-1 system is a primary driver for development of a Next Generation 9-1-1 (NG9-1-1) system. In its 2005 report, *Next Generation 9-1-1: Responding to an Urgent Need for Change*, NENA's "9-1-1 Future Path Plan" positions the E9-1-1 system as a key enabler of local, state, and federal responses to large-scale emergencies:

> In addition to improving response for daily emergencies, such a model would also improve homeland security by providing a nationally coordinated emergency response system. The needs of the new system of emergency communications include:
>
> - Improved natural disaster management, including the prevention of and response to potential terrorist actions.
> - Full support of new communications and information technology for emergency services.
> - Reduce the danger of viruses capable of generating automated 9-1-1 calls and overwhelming the network.
> - Use and enhance increasingly available sources of information that are only readily available with a flexible, wide access, high bandwidth network.
> - Improved accessibility and increased compatibility to ensure all Americans have access to the emergency response system, including those with disabilities.
>
> As "local" emergency services Internet Protocol (IP) networks supporting NG 9-1-1 applications become interconnected to each other as well as federal functions/networks such as homeland security, the overall benefit to emergency communications becomes a reality. An opportunity enabled by this capability is to "leapfrog" wireless and other services to full E9-1-1/NG 9-1-1 in areas where the traditional network does not exist, at lower cost. For example, IP mesh networks can supply transport where no phone and/or traditional 9-1-1 access exists (e.g., remote rural areas and Indian tribal lands). (National Emergency Number Association, 2005)

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4.4.3 Evolution to a Next Generation 9-1-1 System

This report focuses on an approach to providing all Oklahomans with the current generation of circuit-based and wireless E9-1-1 technology. However, a new generation of Internet Protocol (IP) 9-1-1 solutions is now beginning to be utilized in PSAPs throughout the United States, including some implementations in Oklahoma. As part of its consideration of future 9-1-1 services in Oklahoma, Intrado recommends that the Statewide Nine-One-One Advisory Board consider the role a Next Generation IP-based network could play in expanding and enhancing 9-1-1 services throughout the state. Just as some parts of the world "leap-frogged" circuit-based telephony and moved directly to wireless telecommunications services, some areas of Oklahoma may be able to take advantage of the next generation in 9-1-1 services without first implementing the current-generation technology. A robust NG9-1-1 system would link the public with emergency responders in any crisis situation. This can be accomplished via an appropriately planned migration to a network and systems based on IP having the inherent flexibility to cost effectively bring new technologies into the 9-1-1 system.

A well planned and integrated NG9-1-1 foundation can exponentially improve emergency response and foster more effective collaboration among a greater number of authorized users throughout the duration of a 9-1-1 response event by improving the overall functionality and interoperability of public safety and 9-1-1 communications.

NG9-1-1 can greatly enhance the capacity and flexibility of emergency call center operations. For example, a specific E9-1-1 communications center may find itself flooded with multiple inbound wireless calls concerning the same traffic accident, with the call volume spike having the net effect of inundating the 9-1-1 lines. Or the connection between an E9-1-1 selective router and a specific PSAP may be accidentally cut due to routine construction activity, effectively rendering the PSAP inoperable. Finally, a call-taker in a two-position PSAP may call in sick, and no other call takers may be available to handle even routine call volumes. All of this may occur while a call taker at a neighboring PSAP sits idle and underutilized due to consistently low call volumes. Such examples illustrate the need for emergency communication systems to not only be prepared to handle large-scale disasters, but also be equipped with the capability, flexibility, and scalability to handle routine emergencies, such as transferring 9-1-1 calls along with all data that is associated with the call.

An NG9-1-1 network would enable solutions capable of addressing the needs of large-scale emergencies, but also be designed to handle the entire spectrum of daily routine events as well as regional mid-scale emergencies. By so doing, when a catastrophic event occurs, the same standard operating procedures—employing the same systems and technologies that are utilized on a daily basis—can dictate the manner in which emergency continuity activities occur for disasters of all sizes.

4.4.4 Next Generation 9-1-1 Benefits

As the current E9-1-1 system strains to meet the demands of new technologies, the NG9-1-1 will evolve, allowing emergency calls from new IP devices, enabling access to new public safety information sources, and permitting customization to meet the needs of individual PSAPs and agencies. NG9-1-1 public safety systems will have the ability to support enhanced 9-1-1 routing, managed automatic location identification services, call handling, dispatch, expanded information, and notification services that can coexist with other IP applications on a secure and resilient network. Fully managed for all aspects of operation, administration, maintenance, and provisioning, an NG9-1-1 would enable state-wide secure communications, collaboration, data sharing, and interoperability between public safety jurisdictions and agencies. The modularity and flexibility of an NG9-1-1 would allow next generation emergency services, information access, and delivery to be integrated with other applications such as 800 MHz radio and mesh networks.

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A successful NG9-1-1 network would be based on the following principles:

- Built on a secure, redundant, and diverse network infrastructure for voice, data, and radio
- Capable of expanding call management and delivery of all types of emergency calls such as wireline, wireless, VoIP, and future emergency messaging platforms
- Support for a broader set of scalable and replicable data sources such as the criminal justice data network, GIS data distribution, and other emergency information services available to the PSAP and other authorized agencies
- Provide an integrated network for emergency services, recognizing separation of core infrastructure, PSAP, and other applications
- Highly flexible and scalable design with the capability to add new emergency service providers quickly and easily without major changes

The fundamental public safety functions enabled by a NG9-1-1 network include the following:

- Configurable 9-1-1 Call Routing
- Extensible Automatic Number Identification (ANI) and Automatic Location Identification (ALI)
- Emergency caller location validation
- Intra- and inter-agency Call Handling and Dispatch information sharing and collaboration
- Call center and remote access for backup and disaster recovery situations
- Geographic information system (GIS) and mapping enabled
- Data distribution flexibility for emergency data management such as MSAG, mapping, and emergency service number boundaries
- Trunked radio interoperability

4.4.5 Leveraging Existing Oklahoma Assets for NG9-1-1: Oklahoma OneNet

Demonstrated by the list of benefits, transitioning to a Next Generation Network remedies many shortfalls in the current 9-1-1 system architecture. Implementation of an NG 9-1-1 network can be accomplished as one project or through a series of implementation stages. Oklahoma currently has a network in place that might provide a potential foundation for a next generation system: OneNet. Since OneNet already links the Oklahoma Highway Patrol Field Troop Communication Centers, it could possibly enable both the transferring of calls and data from PSAPs to the OHP Field Troop Communication Centers as well as serve as the network backbone in an NG9-1-1 implementation. The following excerpt from the OneNet web site, http://www.onenet.net/, provides more information:

[Note: OneNet represents a particular implementation of IP technology procured under a specific program and terms. The information in this report should not be construed as an endorsement of OneNet to the exclusion of other technologies potentially available from a wide variety of suppliers and potentially offering other capabilities and terms. This report does not include a thorough assessment of OneNet for Next Generation 9-1-1 or a comparison to other solutions, but recommends that such a study be performed in the future.]

- OneNet, Oklahoma's telecommunications and information network for education and government, is a Division of the Oklahoma State Regents for Higher Education operated in cooperation with the Oklahoma Office of State Finance.

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- This comprehensive network is unlike any other in the country - utilizing fiber optics and wireless technologies to transmit video, voice and data throughout Oklahoma, the nation and the world. OneNet is not a state-owned utility, but rather a state lead partnership among telecommunications companies, equipment manufacturers and service providers.
- OneNet's origin began in 1992. It was at this time that voters in Oklahoma approved a statewide capital bond issue that provided $14 million for the implementation of a statewide telecommunications network. In late 1995, the State Regents approved the OneNet business plan and began implementation in 1996.
- Upon its implementation, OneNet focused on establishing the necessary hub sites throughout Oklahoma to provide the infrastructure necessary to support the high-speed telecommunications network. In addition, it moved aggressively to establish an equitable rate structure and enroll customers.
- OneNet's state-of-the-art technology and dedicated staff currently provide high-speed communications to a variety of Oklahoma entities such as: public and vocational-technical schools; colleges and universities; public libraries; local, tribal, state and federal governments; court systems; rural health care delivery systems; and programs engaged in research.
- This electronic linkage is made possible through a partnership between the State of Oklahoma and private telecommunications companies - enabling OneNet to negotiate reduced rates and utilize established, private communications networks. The result of this partnership is millions of dollars in savings to Oklahoma taxpayers as well as the rapid development of a telecommunications infrastructure that is one of the most comprehensive in the nation.

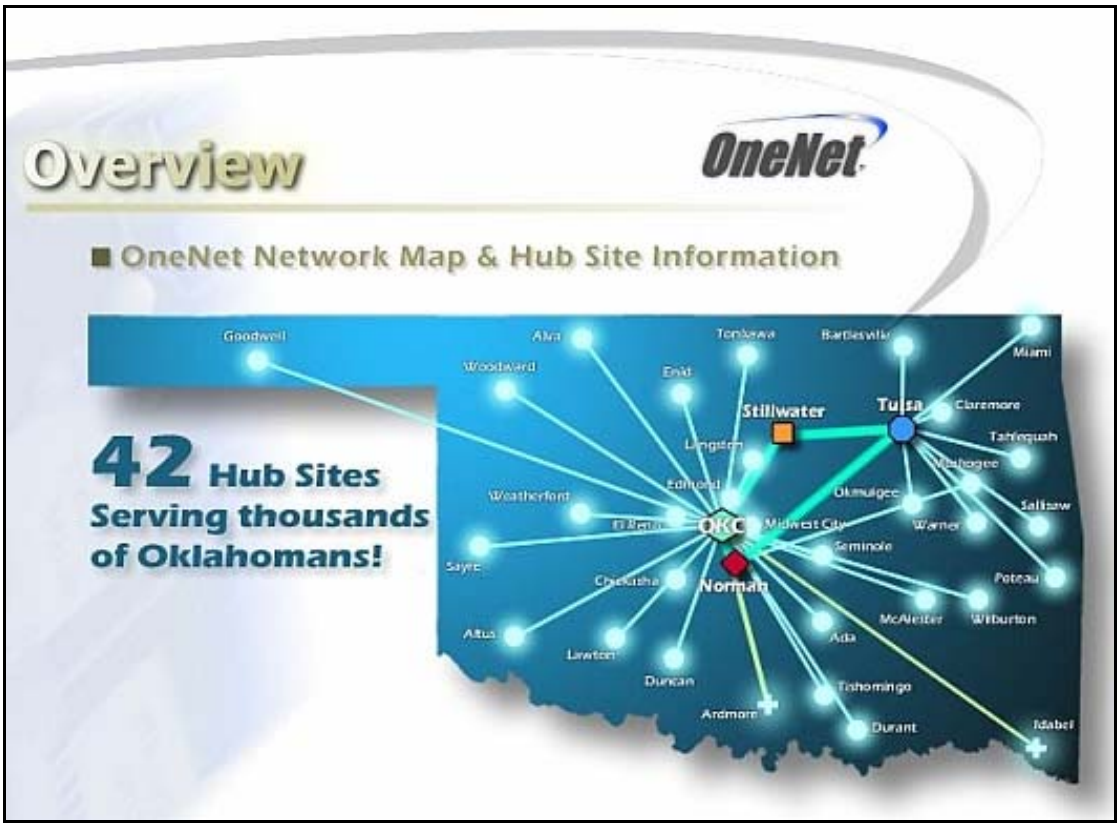

Figure 3: Oklahoma OneNet Network

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Although the current network exists, other factors will need to be considered and evaluated in planning the implementation of a next generation network solution. These factors include the following:

- Assessment of current IP network resources and configuration
- Assessment of commonly use IP public safety applications owned and used by state and federal government entities
- Assessment of CPE hardware and software to determine compatibility with IP-based network
- Assessment of ALI database resources and connectivity to determine compatibility with an IP-based network
- Assessment of selective router facility resources and compatibility with an IP-based network
- Assessment of radio resources and necessary upgrades to accommodate integration with IP-based network

Once current operations are assessed and defined, a network design would be developed based on the elements needed to gradually transition Oklahoma PSAPs to a next-generation architecture.

4.5 E9-1-1 in Relation to The Rural Fire Defense Fund

The Rural Fire Defense program represents an example of an effective statewide program that is analogous to the proposed Statewide E9-1-1 Program Office in respect to its being a partnership between state and local government entities designed to promote the protection of life and property in rural areas of Oklahoma.

Title 35 - Oklahoma Department of Agriculture, Food, and Forestry; Chapter 20 – Forestry; Subchapter 3 - Rural Fire Protection Program Fund Act provides the state contribution used to fund the Rural Fire Defense Program, a state/local/federal partnership for fire protection. The act created three programs of financial assistance, matching grants, and equipment revolving funds to improve fire protection provided by Oklahoma's rural fire departments.

http://www.oar.state.ok.us/oar/codedoc02.nsf/All/405D97099BB1E2D58625731800127A6C?OpenDocument

The Rural Fire Defense program allocates state funds, provides matching grants, and secures and directs Federal resources to rural areas of the state to make it possible for those communities to have adequate fire protection. The Rural Fire Defense program works with the Forestry Division to administer the following programs:
Source: ODAFF

Program	Description	Total Funding for FY 1994 – 2004
50/50 (federal/local matching grant) Volunteer Fire Assistance (VFA)	There are 870 certified volunteer fire departments in Oklahoma. The 50/50 (federal/local) VFA grants provide funding to local associations for purchasing fire-related equipment or training.	$1,042,682.
Operational Grants for Local Fire Departments	The operational grants, first funded in FY-1990, provide funds for expenses of local fire-fighting associations. The grants help cities, towns, fire districts and rural fire departments pay for insurance, protective clothing, and equipment. The grants are 100% state funded.	$17,400,000
80/20 (state/local matching grant) Capital Grants	First funded in FY-1992, the 80/20 grants (state/local funding) provide equipment and building needs for	$22,097,984

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Program	Description	Total Funding for FY 1994 – 2004
	rural fire departments. Approximately 80 fire departments received grants this fiscal year.	
Operational Funding for Rural-fire Coordinators (substate planning districts)	Rural-fire coordinators in 11 substate-planning districts assist rural fire departments. Coordinators: • provide technical assistance; • place the federal excess property; • ensure audit compliance; • evaluate grant applications; • monitor progress of grant projects; • assist with training and testing equipment; and • administer the hydrant program.	$7,721,000
Federal Excess Equipment Program	The forestry division secures federal excess property from military bases in a 20-state area for the state's wildfire firefighters and the rural fire departments. The United States Department of Agriculture (USDA) Forest Service loans the used equipment to rural fire departments. The forestry division funds 100% of the FY-2005 Executive Budget administration and operational costs of the program.	$69,004,316
Equipment Funding for Local Fire Departments	Since FY-1990, Forestry Services purchases items in bulk for resale, at cost, to local fire departments. This revolving fund was created with $100,000 in FY-1990.	$1,380,000
Total		$118,645,982.00

Table 6: The Rural Fire Defense Fund

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5. OKLAHOMA E9-1-1 POLICY ASSESSMENT

5.1 Current E9-1-1 Funding Legislation Summary

In 1979, Title 63, Section 2801, known as the *Oklahoma Emergency Telephone Act*, became law. This law enabled every public agency or public safety agency to establish a "basic or sophisticated system" using the number 9-1-1. In 1986 the law was amended to add Section 2812, which was known as the Nine-One-One Emergency Number Act, which established 9-1-1 as the primary emergency telephone number in the state and encouraged local governments to develop and improve emergency communications procedures and facilities in order to expedite the responses of public safety agencies.

The law was subsequently amended and terms were further defined in Sections 2813 – 2815 with important ramifications for the current effort to fully implement E9-1-1 throughout the state. Those sections first allowed for a governing body, through city ordinance or county resolution, to impose an emergency telephone fee to provide for the operation of an emergency telephone service. The law also codified means for creating an alliance of governments to administer a regional 9-1-1 system. It defined "governing body" as "the board of county commissioners of a county, the city council or other governing body of a municipality, or a combination of such boards, councils or other municipal governing bodies, which shall have an administering board as provided in subsection G of Section 2815 of this title. Any such combined administering board shall be formed and shall enter into an agreement between the governing body of each entity in accordance with the Interlocal Cooperation Act." The law goes on to require the ordinance or resolution to be submitted to the voters within one year of its passage, and allows for the imposition of a fee in the amount of 5% of the tariff in the first year and no greater than 15% of the tariff rate in the second year and for each year thereafter.

The Nine-One-One Wireless Emergency Number Act was enacted November 1, 2000. It allowed for county commissioners to submit a resolution to the voters of their county asking to impose a $0.50 service fee per wireless connection based on a subscriber's place of primary use, to be used for the operation of emergency wireless telephone service.

The surcharges are deposited into a special wireless E9-1-1 account established by the sub-state planning district. The sub-state planning district is directed to distribute the monies to each county that has approved the surcharge, has established wireless E9-1-1 service, or has sent a written request for the installation, maintenance, and operation of wireless E9-1-1 service to a wireless service provider.

The sub-state planning districts are:

- Association of Central Oklahoma Governments (ACOG)
- Association of South Central Oklahoma Governments (ASCOG)
- Central Oklahoma Economic Development District (COEDD)
- Eastern Oklahoma Development District (EODD)
- Grand Gateway Economic Development Association (GGEDA)
- Indian Nations Council of Governments (INCOG)
- Kiamichi Economic Development District of Oklahoma (KEDDO)
- Northern Oklahoma Development Association (NODA)
- Oklahoma Economic Development Association (OEDA)
- Southern Oklahoma Development Association (SODA)
- South Western Oklahoma Development Authority (SWODA)

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In 2005 the law was amended again to create a Statewide Nine-One-One Advisory Board, established to oversee the development and operation of emergency 9-1-1 systems throughout the state. In 2005 the legislature was unable to fund the critical duties of this Board and its statutory obligation, thereby limiting its ability to effect significant change in the state of Oklahoma. The recommendation contained in this report, once adopted, will enable the Board to sufficiently serve the citizens of Oklahoma and ensure that they have full E9-1-1 service.

In 2006, added to Title 63 were sections 2851, 2852, and 2853, titled the *Nine-One-One Voice over Internet Protocol (VoIP) Emergency Services Act.* This section allows for a governing body to establish a resolution or ordinance to impose an emergency service fee in the amount of $0.50 per month for each VoIP service user. "Governing body" in this case refers to the board of county commissioners of a county, the city council or other governing body of a municipality, or a combination of such boards, councils, or other municipal governing bodies. This fee is to be used for the operation of E9-1-1 services for calls received from VoIP service users.

5.1.1 Prepaid Wireless Fee Remittance

Prepaid mobile telecommunications service is paid for in advance, which enables the origination of calls using an access number, authorization code, or both (whether manually or electronically dialed) if the remaining amount of units of the prepaid mobile telecommunications service is known by the service provider on a continuous basis. The (prepaid) term does not include the advance purchase of mobile telecommunications service if the purchase is based on a service contract between the service provider and customer, or if the service arrangement requires the customer to make periodic payments to maintain the mobile telecommunications service for a predetermined period of time.

The Oklahoma State Legislature enrolled H.B. 806 on June 4, 2007, an act relating to revenue and taxation that amends SECTION 3. AMENDATORY 63 O.S. 2001, Section 2843.1, as last amended by Section 2, Chapter 303, O.S.L. 2005 (63 O.S. Supp. 2006, Section 2843.1). This bill requires that prepaid wireless services collect the wireless surcharge from subscribers and remit the established $0.50 Oklahoma wireless surcharge. Specifically, the act states:

> Every billed service user shall be liable for any emergency wireless telephone fee imposed pursuant to this section until it has been paid to the wireless service provider. As of the effective date of this section, each prepaid wireless service provider shall remit the emergency wireless telephone fee for its prepaid wireless customers in accordance with either of the following methods:
>
> 1. For each active prepaid wireless customer whose account balance is equal to or greater than the amount of the fee, the provider shall deduct and remit the fee; and
>
> 2. If it is not technically feasible for the prepaid wireless service provider to deduct the emergency wireless telephone fee from an active account, the prepaid wireless service provider shall pay the fee for each active prepaid account and seek reimbursement using whatever means are available to the provider.

Oklahoma has successfully resolved this issue ensuring that all Oklahoma wireless telephone users with the ability to access E9-1-1 emergency services also contribute to the support of E9-1-1 services and solutions. As of June 2007, Oklahoma is among approximately 26 states that have the authority to collect E9-1-1 surcharges on prepaid wireless services.

5.2 Other Potential Funding Mechanisms

In addition to the current surcharge structure that pays for the deployment and operations of E9-1-1 services, the following sources may assist in funding E9-1-1 improvements in Oklahoma. In order for the State of Oklahoma to accept federal 9-1-1 program funds, a State E9-1-1 Program Office will need to be established, as recommended in this report, and will need to have the authority to accept gifts and grants.

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5.2.1 Department of Homeland Security and the ENHANCE 911 Act of 2004

There are several areas of Homeland Security funding where multiple public safety agencies can jointly request appropriated funds. These funds potentially may be used for the upgrade of PSAP capabilities in the area of E9-1-1 services, as well as for data management and sharing.

The US Congress legislated the *ENHANCE 911 Act of 2004,* also titled *Ensuring Needed Help Arrives Near Callers Employing 911 Act of 2004*, and appropriated $250,000,000 per year. After several years during which no monies were appropriated, the President signed into law the *Implementing Recommendations of the 9/11 Commission Act of 2007* (HR 1) on August 3, 2007. This important legislation advances 9-1-1 and emergency communications in several ways:

- Makes $43.5 million available for PSAP grants authorized by the ENHANCE 911 Act of 2004 after 180-day rulemaking to determine criteria to receive grants (Title XXIII, page 278)
- Authorizes $950 million per year for fiscal years 2008 – 2012 for a State Homeland Security Grant Program (Title I, Sec. 2004, pages 13 – 14) and makes clear that such funds can be utilized for "supporting Public Safety Answering Points" (Title I, Sec. 2008, page 18)
- Authorizes nearly $3.5 billion in Emergency Management Performance Grants, which can be used for the construction of Emergency Operations Centers (Title II, pages 29 – 30)
- Establishes an Interoperable Emergency Communications Grant Program and authorizes $1.6 billion in grant funding for fiscal years 2009 – 2012 (Title III, pages 31 – 34)

The text of the entire act can be found at:
http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=110_cong_bills&docid=f:h1enr.txt.pdf

5.2.2 Public Safety Foundation of America

The mission of the Public Safety Foundation of America (PSFA), as stated on its web site, is "to engender cooperation among public and private groups to provide financial and technical support to the public safety communications community." The PSFA, a 501(c)(3) charitable organization established in January 2002 by the Association of Public-Safety Communications Officials International (APCO), provides funding and technical support to PSAPs and local emergency response officials.

The PSFA is funded by a variety of sources, including donations from corporations, APCO members and staff, and the Wireless E-911: PSAP Readiness Fund, a non-profit organization established by Nextel Communications to support the timely implementation of wireless enhanced 9-1-1.

The PSFA Advisory Committee that has administered the grants includes the following member organizations:

- Association of Public-Safety Communications Officials International
- International Association of Chiefs of Police
- International Association of Fire Chiefs
- National Association of Counties
- National Association of State EMS Directors
- National Emergency Number Association
- National Governors' Association
- National League of Cities

Please see http://www.psfa.us for deadlines as well as the PSFA grant application process.

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6. CURRENT OKLAHOMA E9-1-1 SURCHARGES

6.1 Current Oklahoma E9-1-1 Wireline Surcharges

The following table summarizes the wireline E9-1-1 surcharge fees in effect throughout Oklahoma as of April 2007. The wireline surcharge is applied against the monthly tariff base rate for basic telephone service.

N/R indicates "no survey response" or "no record" (a blank entry on the survey).

Oklahoma E9-1-1 Wireline Surcharges				
County	Jurisdiction	E9-1-1 Wireline Monthly Surcharge per Access Line	Wireline Pass / Fail	Wireline Initiative Date
Adair	County	5%	Pass	3/25/1996
Alfalfa	County	None	--	--
	City of Cherokee	5%	Pass	N/R
Atoka	County	5%	Pass	--
Beaver	County	None	--	--
Beckham	County	15%	Pass	2001
Blaine	County	None	--	--
Bryan	County	5%	Pass	1/2/2000
Caddo	County	5%	Pass	N/R
	City of Anadarko	3%	Pass	N/R
Canadian	County	3 - 5%	Pass	3/14/2000
	City of Calumet	5%	Pass	N/R
	City of El Reno	5%	Pass	N/R
	City of Geary	5%	Pass	N/R
	City of Mustang	3%	Pass	N/R
	City of Okarche	5%	Pass	N/R
	City of Piedmont	3%	Pass	N/R
	Union City	5%	Pass	
	City of Yukon	3%	Pass	N/R
Carter	County	10%	Pass	8/7/2000
	City of Ardmore	5%	Pass	6/1998
Cherokee	County	5%	Pass	11/8/1994
Choctaw	County	5%	Pass	1/1/2000
Cimarron	County	None	--	--

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Oklahoma E9-1-1 Wireline Surcharges				
County	Jurisdiction	E9-1-1 Wireline Monthly Surcharge per Access Line	Wireline Pass / Fail	Wireline Initiative Date
Cleveland	County	3%	Pass	5/1/1998
	Etowah	3%	Pass	5/1/1998
	Lexington	3%	Pass	5/1/1998
	Moore	3%	Pass	5/1/1998
	Noble	3%	Pass	5/1/1998
	Norman	3%	Pass	5/1/1998
	Slaughterville	3%	Pass	5/1/1998
Coal	County	None	--	--
Comanche	County	5%	Pass	8/23/1994
Cotton	County	None	--	--
Craig	County	8 - 9%	Pass	12/13/2005
Creek	County	5%	Pass	1992
Custer	County	15%	Pass	2001
Delaware	County	8%	Pass	8/25/1998
Dewey	County	None	--	--
Ellis	County	None	--	--
Garfield	County	10%	Pass	2001
Garvin	County	15%	Pass	2/13/2007
Grady	County	10%	Pass	9/14/1999
	City of Tuttle	3%	Pass	N/R
Grant	County	15%	Pass	11/7/2006
Greer	County	15%	Pass	2/10/1998
	Granite	15%	Pass	2/10/1998
	Mangum	15%	Pass	4/2004
Harmon	County	15%	Pass	2001
Harper	County	15%	Pass	N/R
Haskell	County	12.50%	Pass	11/3/1998
Hughes	County	5%	Pass	8/23/1994
Jackson	County	7%	Pass	1996
Jefferson	County	None	--	--

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Oklahoma E9-1-1 Wireline Surcharges				
County	Jurisdiction	E9-1-1 Wireline Monthly Surcharge per Access Line	Wireline Pass / Fail	Wireline Initiative Date
Johnston	County	15%	Pass	11/7/2006
Kay	County	15%	Pass	5/13/2003
	Ponca City	10%	Pass	2003
	City of Tonkawa	10%	Pass	2003
	City of Blackwell	10%	Pass	2003
Kingfisher	County	15%	Pass	11/2006
Kiowa	County	15%	Pass	2001
Latimer	County	15%	Pass	2005
	Wilburton	15%	Pass	2004
LeFlore	County	15%	Pass	1999
	City of Poteau	5%	Pass	1988
	City of Pocola	3%	Pass	1989
Lincoln	County	12%	Pass	N/R
	City of Chandler	3%	Pass	3/2005
Logan	County	3 - 5%	Pass	12/13/2005
	Cashion	5%	Pass	N/R
	Cedar Valley	3%	Pass	N/R
	Cimarron City	5%	Pass	N/R
	Coyle	5%	Pass	N/R
	Crescent	5%	Pass	N/R
	Guthrie	3%	Pass	N/R
	Langston	5%	Pass	N/R
	Lovell	5%	Pass	N/R
	Marshall	5%	Pass	N/R
	Meridian	5%	Pass	N/R
	Mulhall	5%	Pass	N/R
	Orlando	5%	Pass	N/R
Love	County	None	--	--
Major	County	None	--	--
Marshall	County	3%	Pass	N/R

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Oklahoma E9-1-1 Wireline Surcharges				
County	Jurisdiction	E9-1-1 Wireline Monthly Surcharge per Access Line	Wireline Pass / Fail	Wireline Initiative Date
	Cities of Madill + Kingston	3%	Pass	8/1990
Mayes	County	8%	Pass	2005
	City of Pryor	5%	Pass	2005
McClain	County	5%	Pass	5/9/2000
	City of Newcastle	3%	Pass	N/R
McCurtain	County	None	Fail	2004
	City of Idabel	3%	Pass	N/R
McIntosh	County	None	Fail	9/13/2005
	City of Eufaula	5%	Pass	N/R
Murray	County	12%	Pass	N/R
Muskogee	County	None	--	--
	City & Ft Gibson	5%	Pass	1989
Noble	County	None	--	--
	City of Perry	5%	Pass	1991
Nowata	County	None	--	--
Okfuskee	County	8%	Pass	8/1/2000
Oklahoma	County	3%	Pass	N/R
	Arcadia	3%	Pass	N/R
	Bethany	3%	Pass	N/R
	Choctaw	3%	Pass	N/R
	Del City	3%	Pass	N/R
	Edmond	3%	Pass	N/R
	Forest Park	3%	Pass	N/R
	Harrah	3%	Pass	N/R
	Jones City	3%	Pass	N/R
	Lake Aluma	3%	Pass	N/R
	Luther	3%	Pass	N/R
	Midwest City	3%	Pass	N/R
	Nichols Hills	3%	Pass	N/R
	Nicoma Park	3%	Pass	N/R

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Oklahoma E9-1-1 Wireline Surcharges				
County	Jurisdiction	E9-1-1 Wireline Monthly Surcharge per Access Line	Wireline Pass / Fail	Wireline Initiative Date
	Oklahoma City	3%	Pass	1988
	Smith Village	3%	Pass	N/R
	Spencer	3%	Pass	N/R
	Tinker AFB	3%	Pass	N/R
	The Village	3%	Pass	N/R
	Valley Brook	3%	Pass	N/R
	Warr Acres	3%	Pass	N/R
	Woodlawn Park	3%	Pass	N/R
Okmulgee	County	10%	Pass	9/1998
	City of Henryetta	5%	Pass	N/R
Osage	County	5%	Pass	10/2005
Ottawa	County	5%	Pass	11/6/1990
Pawnee	County	10%	Pass	2006
Payne	County	7%	Pass	4/2/2002
Pittsburg	County	15%	Pass	11/2006
Pontotoc	County	15%	Pass	8/1/2000
Pottawatomie	County	10%	Pass	11/2006
	City of Tecumseh	10%	Pass	1997
	City of Shawnee	3%	Pass	1985
Pushmataha	County	3%	Pass	4/1991
	City of Antlers	5%	Pass	N/R
Roger Mills	County	15%	Pass	2001
Rogers	County	15%	Pass	1989
Seminole	County	15%	Pass	11/4/2004
Sequoyah	County	15%	Pass	6/27/2005
Stephens	County	None	--	--
	City of Duncan	5%	Pass	11/8/1994
Texas	County	5%	Pass	3/10/1992
Tillman	County	15%	Pass	11/1/2005
Tulsa	County	5%	Pass	1988

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Oklahoma E9-1-1 Wireline Surcharges				
County	Jurisdiction	E9-1-1 Wireline Monthly Surcharge per Access Line	Wireline Pass / Fail	Wireline Initiative Date
Wagoner	County	5%	Pass	N/R
Washington	County	5%	Pass	1/1/1997
Washita	County	15%	Pass	2004
Woods	County	15%	Pass	11/1/2003
Woodward	County	15%	Pass	4/1/2006

Table 7: Oklahoma E9-1-1 Wireline Surcharges

6.1.1 Summary of Oklahoma Counties with Wireline E9-1-1 Surcharges

	Counties with Wireline E9-1-1 Surcharges Enacted Countywide	Counties Without Wireline E9-1-1 Surcharges Enacted Countywide
Counties	59	18
Percentage	77%	23%

Table 8: Summary of Oklahoma Counties with Wireline E9-1-1 Surcharges Enacted

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6.1.2 Oklahoma Wireline E9-1-1 Surcharges Map

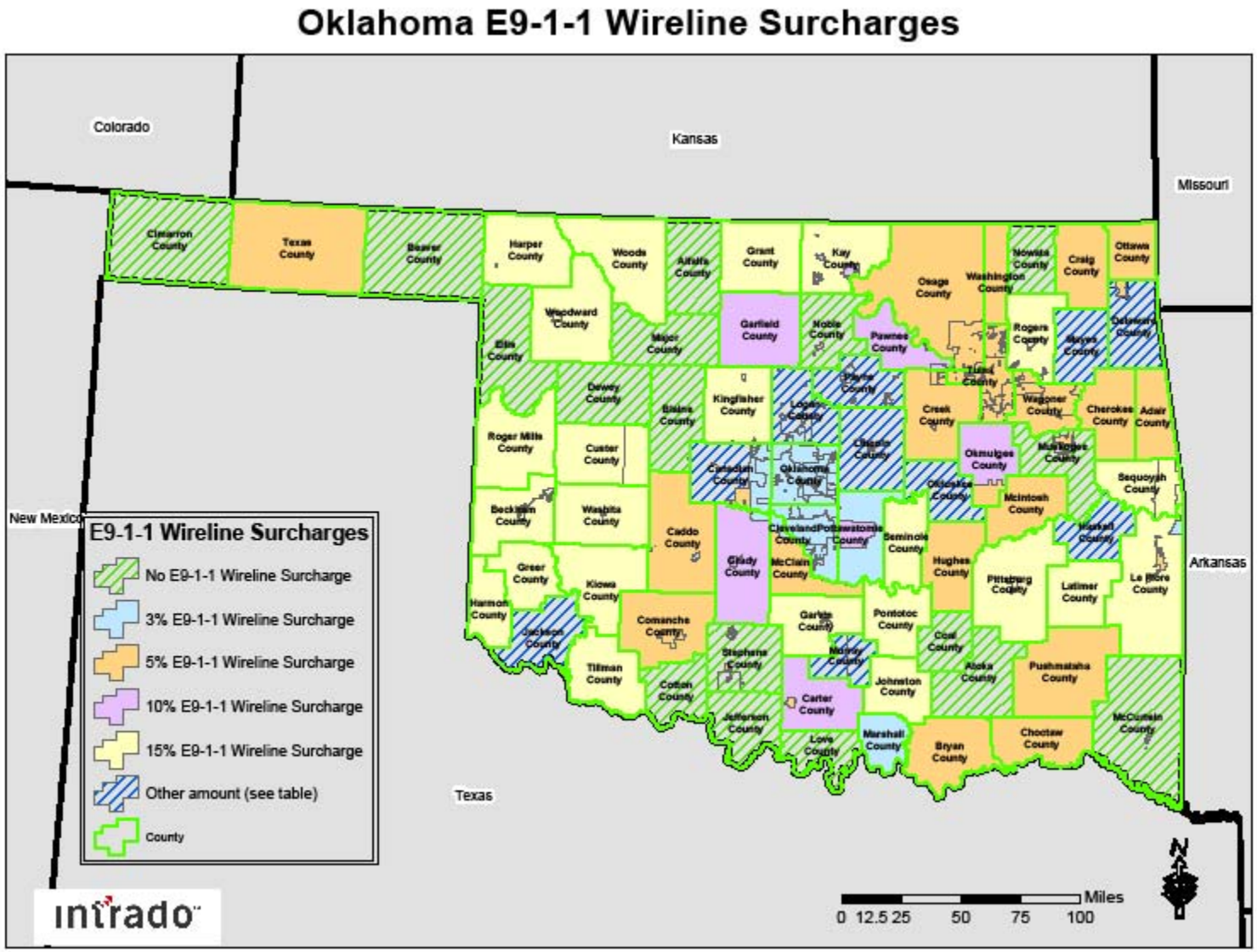

Figure 4: E9-1-1 Wireline Surcharges Map

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6.2 Current Oklahoma E9-1-1 Wireless Surcharges

The following table summarizes the wireless E9-1-1 surcharge fees in effect throughout Oklahoma as of April 2007. The wireless surcharge is a flat fee of $0.50 per month per wireless phone number and is remitted based on the customer's primary location of use.

Oklahoma E9-1-1 Wireless Surcharges				
County	Jurisdiction	E9-1-1 Wireless Monthly Surcharge Status	Wireless Pass / Fail	Wireless Initiative date
Adair	County	No	--	--
Alfalfa	County	No	--	--
Atoka	County	No	--	--
Beaver	County	No	--	--
Beckham	County	Yes	Pass	2005
Blaine	County	No	--	--
Bryan	County	No	--	--
Caddo	County	No	--	--
Canadian	County	Yes	Pass	12/13/2005
Carter	County	Yes	Pass	4/2007
Cherokee	County	Yes	Pass	12/13/2005
Choctaw	County	Yes	Pass	11/7/2006
Cimarron	County	No	--	--
Cleveland	County	Yes	Pass	12/13/2005
Coal	County	No	--	--
Comanche	County	Yes	Pass	12/13/2005
Cotton	County	No	--	--
Craig	County	Yes	Pass	12/13/2005
Creek	County	Yes	Pass	4/3/2007
Custer	County	Yes	Pass	2005
Delaware	County	Yes	Pass	12/13/2005
Dewey	County	No	--	--
Ellis	County	No	--	--
Garfield	County	Yes	Pass	12/1/2006
Garvin	County	Yes	Pass	2/13/2007
Grady	County	Yes	Pass	12/13/2005

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Oklahoma E9-1-1 Wireless Surcharges				
County	Jurisdiction	E9-1-1 Wireless Monthly Surcharge Status	Wireless Pass / Fail	Wireless Initiative date
Grant	County	Yes	Pass	11/7/2006
Greer	County	Yes	Pass	7/25/2006
Harmon	County	Yes	Pass	2005
Harper	County	No	--	--
Haskell	County	No	--	--
Hughes	County	No	--	--
Jackson	County	Yes	Pass	11/2006
Jefferson	County	No	--	--
Johnston	County	Yes	Pass	8/27/2002
Kay	County	Yes	Pass	5/13/2003
Kingfisher	County	Yes	Pass	11/2006
Kiowa	County	Yes	Pass	2005
Latimer	County	Yes	Pass	2004
LeFlore	County	No	Failed Twice	--
Lincoln	County	Yes	Pass	N/R
Logan	County	Yes	Pass	12/13/2005
Love	County	No	--	--
Major	County	No	--	--
Marshall	County	No	--	--
Mayes	County	Yes	Pass	11/1/2006
McClain	County	Yes	Pass	12/13/2005
McCurtain	County	No	--	--
McIntosh	County	No	Fail	2005
Murray	County	Yes	Pass	2007
Muskogee	County	No	--	--
Noble	County	No	--	--
Nowata	County	No	--	--
Okfuskee	County	No	--	--
Oklahoma	County	Yes	Pass	12/13/2005
Okmulgee	County	Yes	Pass	9/1998

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Oklahoma E9-1-1 Wireless Surcharges				
County	Jurisdiction	E9-1-1 Wireless Monthly Surcharge Status	Wireless Pass / Fail	Wireless Initiative date
Osage	County	Yes	Pass	12/13/2005
Ottawa	County	Yes	Pass	3/7/2006
Pawnee	County	Yes	Pass	2006
Payne	County	Yes	Pass	4/2/2002
Pittsburg	County	Yes	Pass	11/2006
Pontotoc	County	Yes	Pass	12/13/2005
Pottawatomie	County	Yes	Pass	11/2006
Pushmataha	County	No	--	--
Roger Mills	County	Yes	Pass	2005
Rogers	County	Yes	Pass	2/2005
Seminole	County	Yes	Pass	11/4/2004
Sequoyah	County	Yes	Pass	12/13/2005
Stephens	County	No	--	--
Texas	County	No	--	--
Tillman	County	Yes	Pass	7/1/2006
Tulsa	County	Yes	Pass	12/13/2005
Wagoner	County	Yes	Pass	3/1/2006
Washington	County	Yes	Pass	12/13/2005
Washita	County	Yes	Pass	2004
Woods	County	Yes	Pass	11/1/2003
Woodward	County	Yes	Pass	4/1/2006

Table 9: Oklahoma E9-1-1 Wireless Surcharges

6.2.1 Summary of Oklahoma Counties with Wireless E9-1-1 Surcharges

	Counties with Wireless E9-1-1 Surcharges Enacted	Counties With No Wireless E9-1-1 Surcharges Enacted
Counties	48	29
Percentage	62%	38%

Table 10: Summary of Oklahoma Counties with Wireless E9-1-1 Surcharges Enacted

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6.2.2 Oklahoma Wireless E9-1-1 Surcharges Map

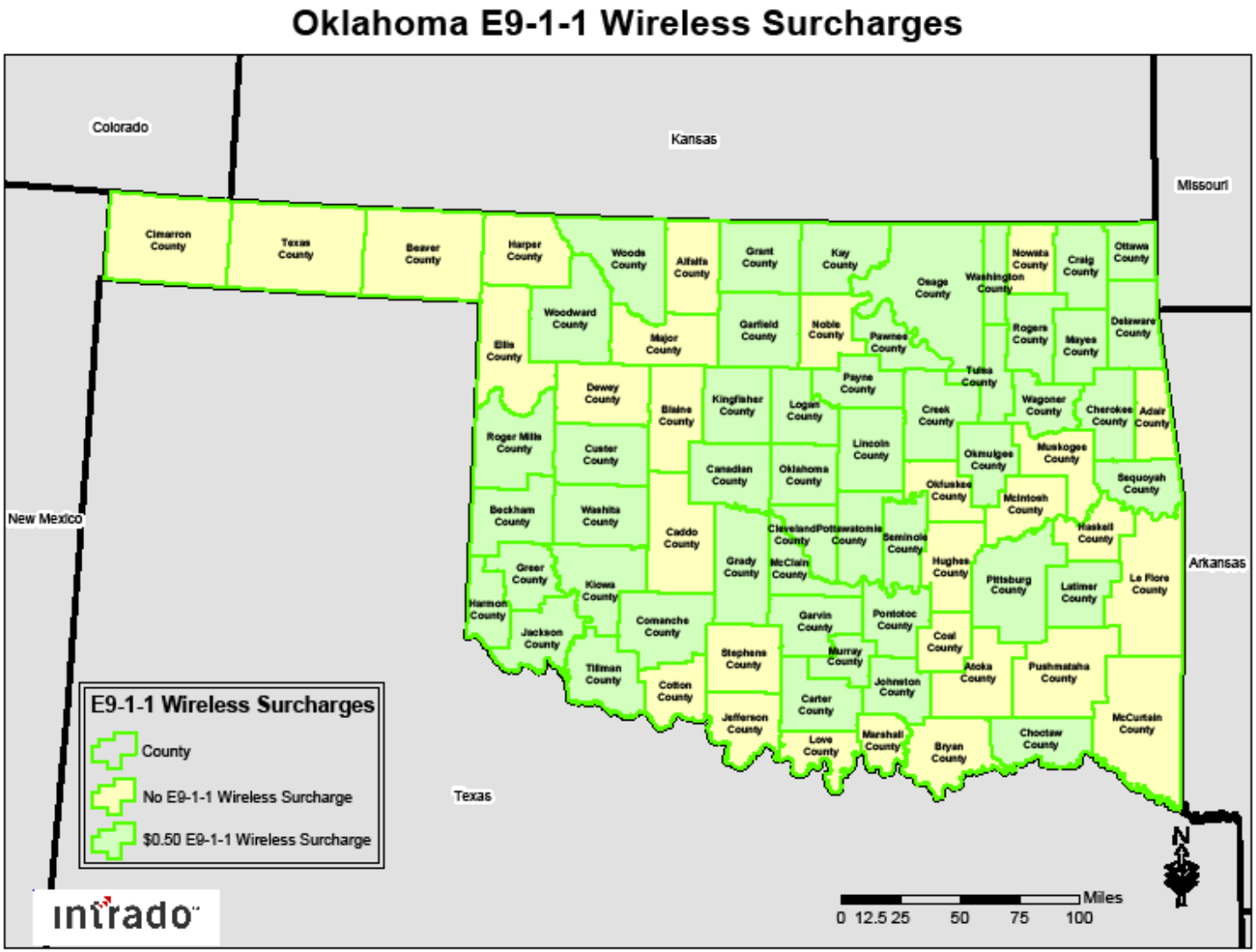

Figure 5: E9-1-1 Wireless Surcharges Map

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6.3 Current Oklahoma E9-1-1 VoIP Surcharges

The following table summarizes the E9-1-1 VoIP surcharge fees currently in effect in Oklahoma. The VoIP surcharge is a flat fee of $0.50 per month.

Oklahoma E9-1-1 VoIP Surcharges			
County	Jurisdiction	E9-1-1 VoIP Monthly Surcharge Status	VoIP Initiative Date
Adair	County	No	--
Alfalfa	County	No	--
Atoka	County	No	--
Beaver	County	No	--
Beckham	County	No	--
Blaine	County	No	--
Bryan	County	No	--
Caddo	County	No	--
Canadian	County	No	--
	El Reno	Yes	2007
	Mustang	Yes	2007
	Okarche	Yes	2007
	Piedmont	Yes	2007
	Union City	Yes	2007
	Yukon	Yes	2007
Carter	County	No	--
Cherokee	County	No	--
Choctaw	County	No	--
Cimarron	County	No	--
Cleveland	County	Yes	2007
	Lexington	Yes	2007
	Moore	Yes	2007
	Noble	Yes	2007
	Norman	Yes	2007
	Slaughterville	Yes	2007
Coal	County	No	--
Comanche	County	No	--
Cotton	County	No	--

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Oklahoma E9-1-1 VoIP Surcharges			
County	Jurisdiction	E9-1-1 VoIP Monthly Surcharge Status	VoIP Initiative Date
Craig	County	No	--
Creek	County	No	--
Custer	County	No	--
Delaware	County	No	--
Dewey	County	No	--
Ellis	County	No	--
Garfield	County	No	--
Garvin	County	No	--
Grady	County	No	--
	Tuttle	Yes	2007
Grant	County	No	--
Greer	County	No	--
Harmon	County	No	--
Harper	County	No	--
Haskell	County	No	--
Hughes	County	No	--
Jackson	County	No	--
Jefferson	County	No	--
Johnston	County	No	--
Kay	County	No	--
Kingfisher	County	No	--
Kiowa	County	No	--
Latimer	County	No	--
LeFlore	County	No	--
Lincoln	County	No	--
Logan	County	Yes	2007
	Cedar Valley	Yes	2007
	Cimarron City	Yes	2007
	Guthrie	Yes	2007
	Mulhall	Yes	2007
Love	County	No	--

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Oklahoma E9-1-1 VoIP Surcharges			
County	Jurisdiction	E9-1-1 VoIP Monthly Surcharge Status	VoIP Initiative Date
Major	County	No	--
Marshall	County	No	--
Mayes	County	Passed by resolution; not implemented yet	--
McClain	County	No	--
	Newcastle	Yes	2007
McCurtain	County	No	--
McIntosh	County	No	--
Murray	County	No	--
Muskogee	County	No	--
Noble	County	No	--
Nowata	County	No	--
Okfuskee	County	No	--
Oklahoma	County	Yes	2007
	Arcadia	Yes	2007
	Bethany	Yes	2007
	Choctaw	Yes	2007
	Del City	Yes	2007
	Edmond	Yes	2007
	Forest Park	Yes	2007
	Harrah	Yes	2007
	Jones City	Yes	2007
	Luther	Yes	2007
	Midwest City	Yes	2007
	Nichols Hills	Yes	2007
	Nicoma Park	Yes	2007
	Spencer	Yes	2007
	The Village	Yes	2007
	Valley Brook	Yes	2007
	Warr Acres	Yes	2007
	Woodlawn Park	Yes	2007
Okmulgee	County	No	--

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Oklahoma E9-1-1 VoIP Surcharges			
County	Jurisdiction	E9-1-1 VoIP Monthly Surcharge Status	VoIP Initiative Date
Osage	County	No	--
Ottawa	County	No	--
Pawnee	County	No	--
Payne	County	No	--
Pittsburg	County	No	--
Pontotoc	County	No	--
Pottawatomie	County	No	--
Pushmataha	County	No	--
Roger Mills	County	No	--
Rogers	County	No	--
Seminole	County	No	--
Sequoyah	County	No	--
Stephens	County	No	--
Texas	County	No	--
Tillman	County	No	--
Tulsa	County	Yes	12/2005
	City of Tulsa	Yes	12/2005
Wagoner	County	No	--
Washington	County	No	--
Washita	County	No	--
Woods	County	No	--
Woodward	County	No	--

Table 11: Oklahoma E9-1-1 VoIP Surcharges

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6.3.1 Oklahoma VoIP E9-1-1 Surcharges Map

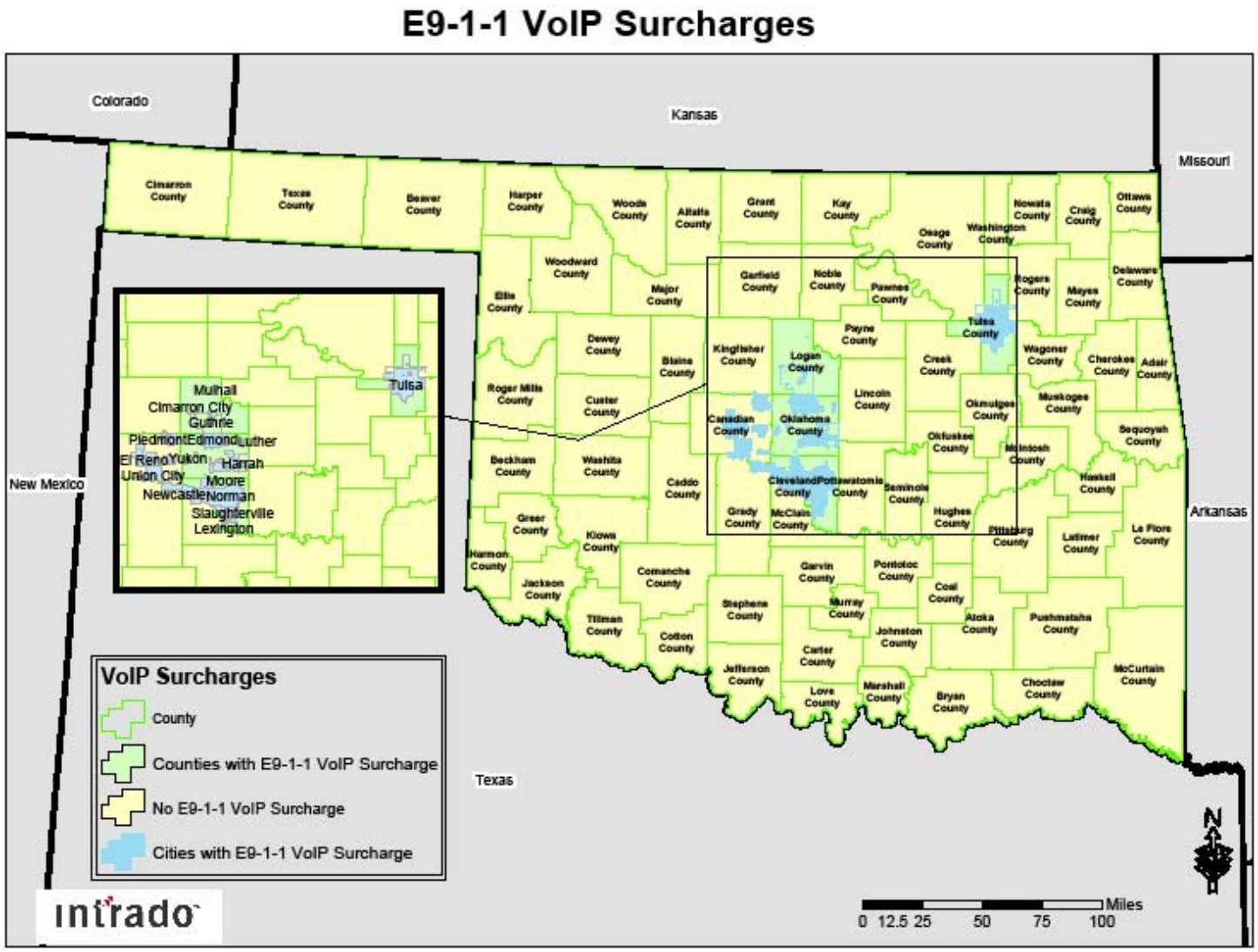

Figure 6: VoIP E9-1-1 Surcharges Map

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6.4 Overview of E9-1-1 Surcharges in Other States

6.4.1 E9-1-1 Surcharges Nationally

The table below provides a summary of E9-1-1 state surcharges as of June 12, 2007.

State	E9-1-1 Wireline Monthly Surcharge per Access Line	E9-1-1 Wireless Monthly Surcharge per Subscriber	E9-1-1 VoIP Monthly Surcharge per Subscriber
Alabama	Varies by county	$0.70	Varies per Wireline Structure
Alaska	Up to $2.00	Up to $2.00	N / A
Arizona	$0.28	$0.28	$0.20
Arkansas	5% or 12% of tariff rate for basic service	$0.40	$0.50
California	.65% of intrastate toll	.65% of intrastate toll	N / A
Colorado	$0.45 to $1.25	$0.45 to $1.25	N / A
Connecticut	$0.37	$0.37	$0.37
Delaware	$0.60	$0.60	N / A
Florida	$0.50	$0.50	$0.50
Georgia	Up to $1.50	Up to $1.50	Up to $1.50
Hawaii	$0.27	$0.66	N / A
Idaho	Up to $1.00	Up to $1.00	$1.00
Illinois	Up to $1.25	Up to $0.75	Varies per Wireline Structure
Indiana	3% to 5% of monthly access charge	$0.50	N / A
Iowa	Up to $1.00 plus another $1.00 for 24 months	$0.65	Varies per Wireline Structure
Kansas	Up to $0.75	$0.50	$0.25
Kentucky	$0.25	$0.70	N / A
Louisiana	5% of tariff rate for basic service	$0.85	Varies per Wireline Structure
Maine	$0.50	$0.50	N / A
Maryland	$1.00	$1.00	$1.00
Massachusetts	$0.85	$0.30	N / A
Michigan	Varies by county	$0.29	N / A
Minnesota	$0.65	$0.65	$0.65
Mississippi	$0.85 to $2.05	$1.00	N / A
Missouri	15% of tariff rate for basic service or $0.75	None	N / A
Montana	$0.25	$0.50	N / A
Nebraska	$0.50 or higher under certain conditions	Up to $0.75	$0.75
Nevada	$0.25 or tax base	$0.25 or tax base	N / A
New Hampshire	$0.42	$0.42	N / A
New Jersey	$0.90	$0.90	N / A

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State	E9-1-1 Wireline Monthly Surcharge per Access Line	E9-1-1 Wireless Monthly Surcharge per Subscriber	E9-1-1 VoIP Monthly Surcharge per Subscriber
New Mexico	$0.25 plus $0.26	$0.51	N / A
New York	$0.35 or $1.00	$1.20-$1.50	N / A
North Carolina	Varies by county	$0.70	N / A
North Dakota	$1.00	$1.00	N / A
Ohio	Property tax and/or fee up to $0.50	$0.32	N / A
Oklahoma	Varies up to 15% of tariff rates	$0.50	$0.50
Oregon	$0.75	$0.75	$0.75
Pennsylvania	$1.00 to $1.50	$1.00	N / A
Rhode Island	$1.00	$1.26	$0.47
South Carolina	$0.50 to $1.50	$0.61	N / A
South Dakota	$0.75	$0.75	N / A
Tennessee	Up to $1.50 on residential & up to $2.00 for business	Up to $2.00 but set at $1.00	$1.00
Texas	$0.50 plus it varies by HRC & ECD*	$0.50	$0.50
Utah	$0.61 local fee plus $0.13 state fee	$0.61 local fee plus $0.13 state fee	$0.61
Vermont	USF*	USF*	N / A
Virginia	up to $3.00	$0.75	$0.75
Washington	$0.20 state & $0.50 county	$0.20 state & $0.50 county	N / A
West Virginia	Varies by county	$3.00	Varies per Wireline Structure
Wisconsin	Varies by county	$0.92	N / A
Wyoming	$0.75	$0.75	N / A

Table 12: State E9-1-1 Surcharges Summary

* HRC – Home Rule Cities

* ECD – Emergency Communications District

* USF – Universal Service Fund/Fee

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6.4.2 Wireline E9-1-1 Surcharges Nationally

The map below illustrates Wireline E9-1-1 surcharges across the United States.

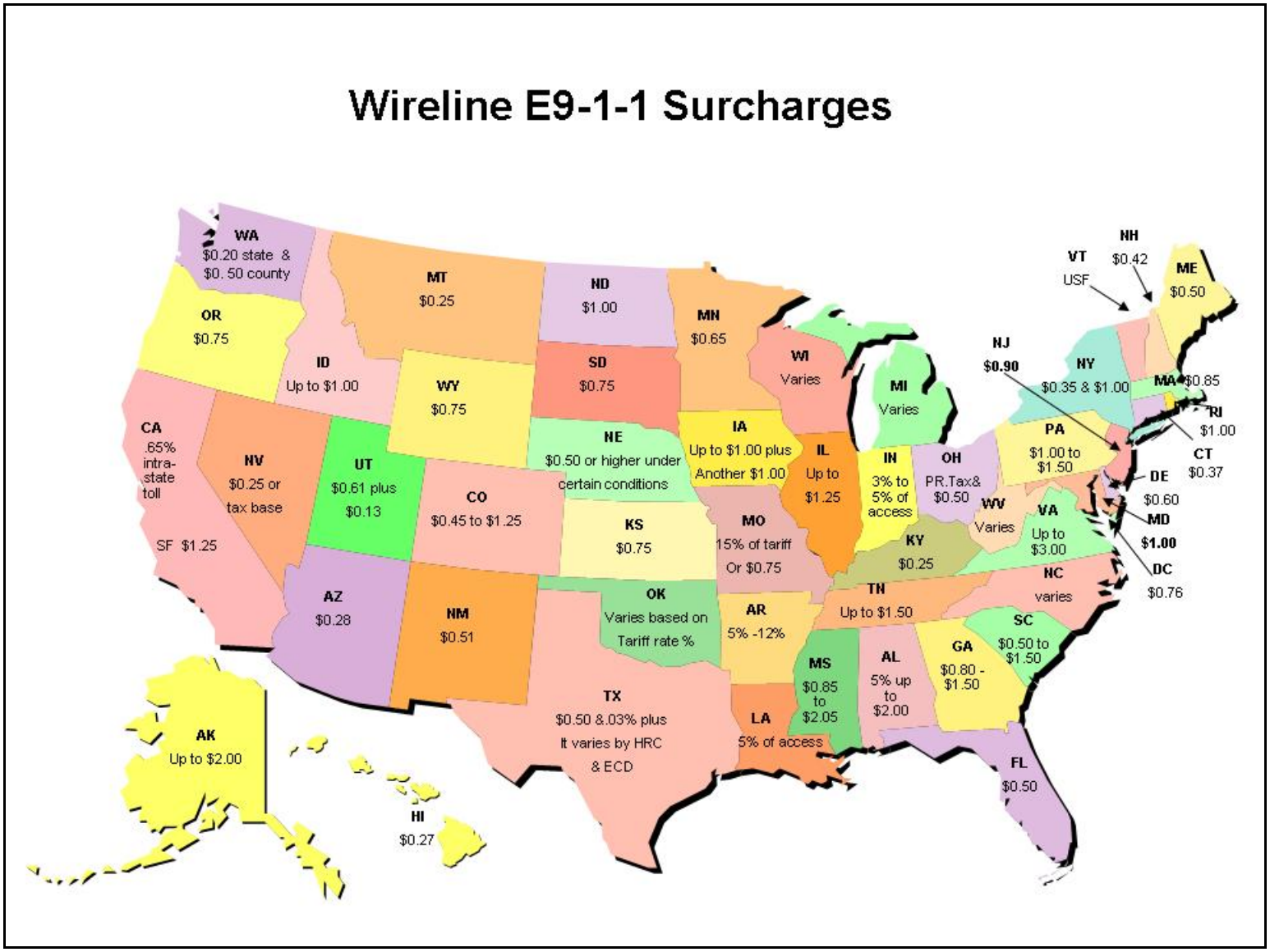

Figure 7: Wireline E9-1-1 Surcharges

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6.4.3 Wireless E9-1-1 Surcharges Nationally

The map below illustrates Wireless E9-1-1 surcharges across the United States.

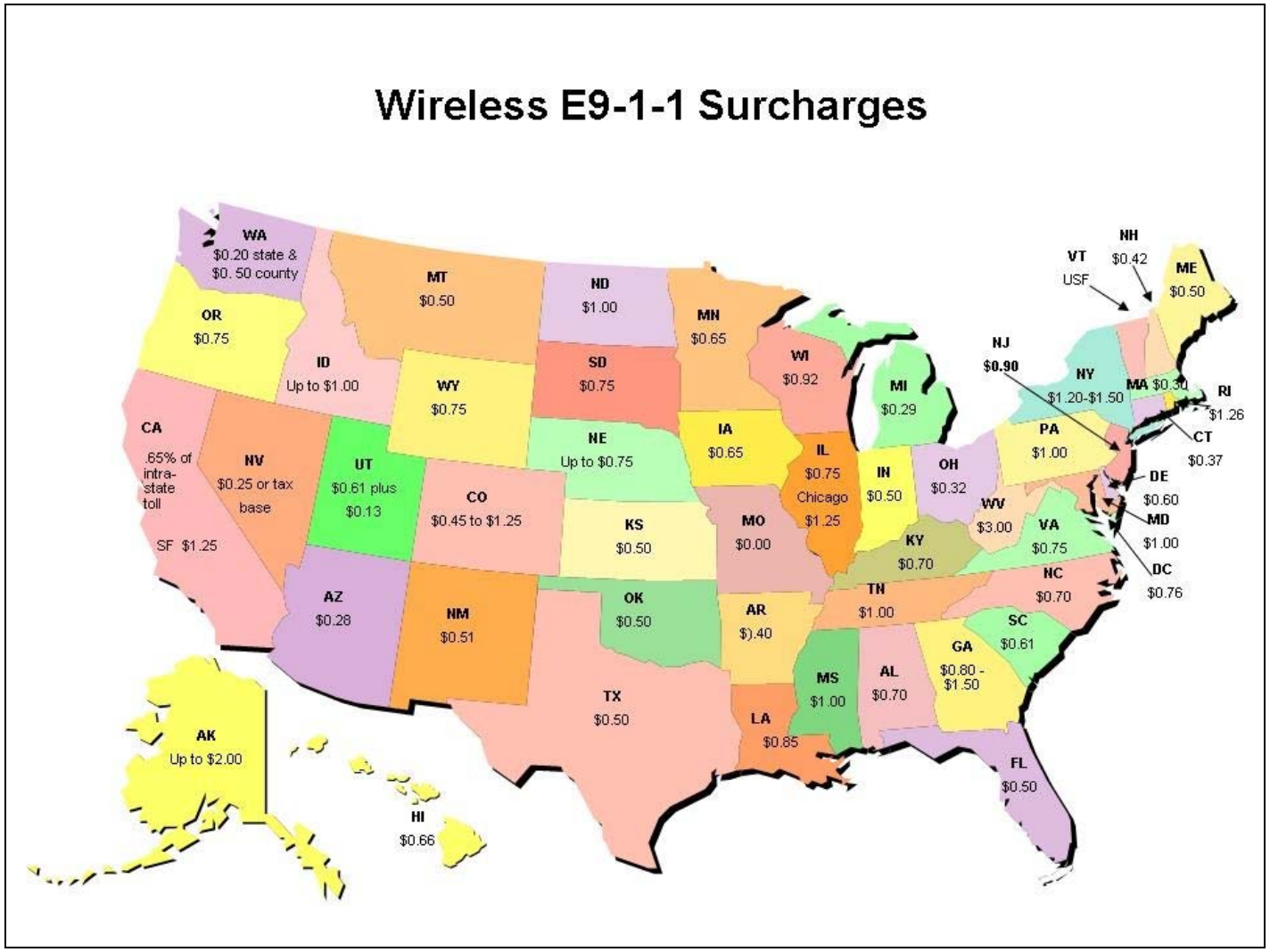

Figure 8: Wireless E9-1-1 Surcharges

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6.4.4 VoIP E9-1-1 Surcharges Nationally

The map below illustrates VoIP E9-1-1 surcharges across the United States.

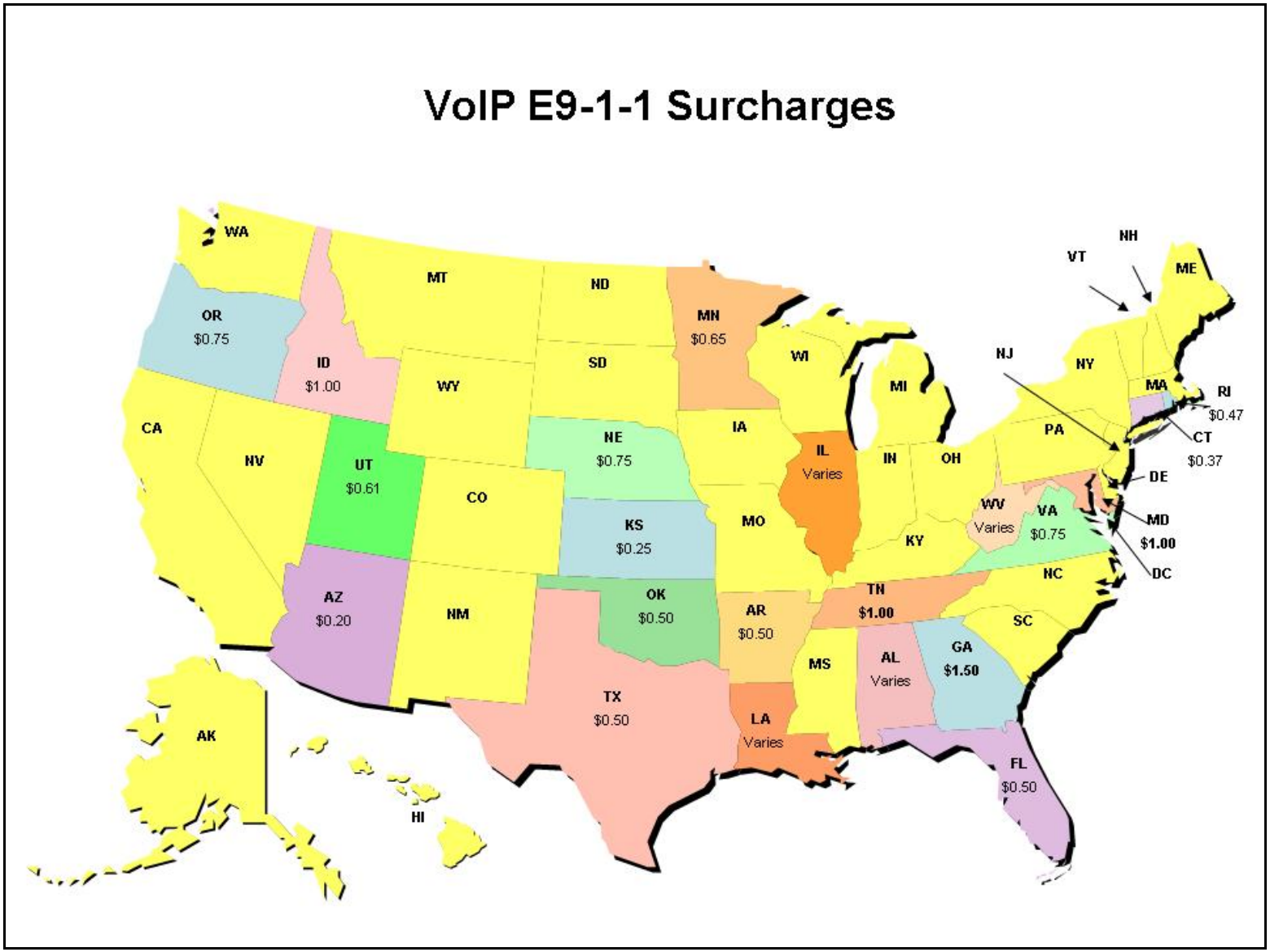

Figure 9: VoIP E9-1-1 Surcharges

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6.5 States That Have E9-1-1 Administrators

The following states have established an E9-1-1 Program Office and a State E9-1-1 Administrator.

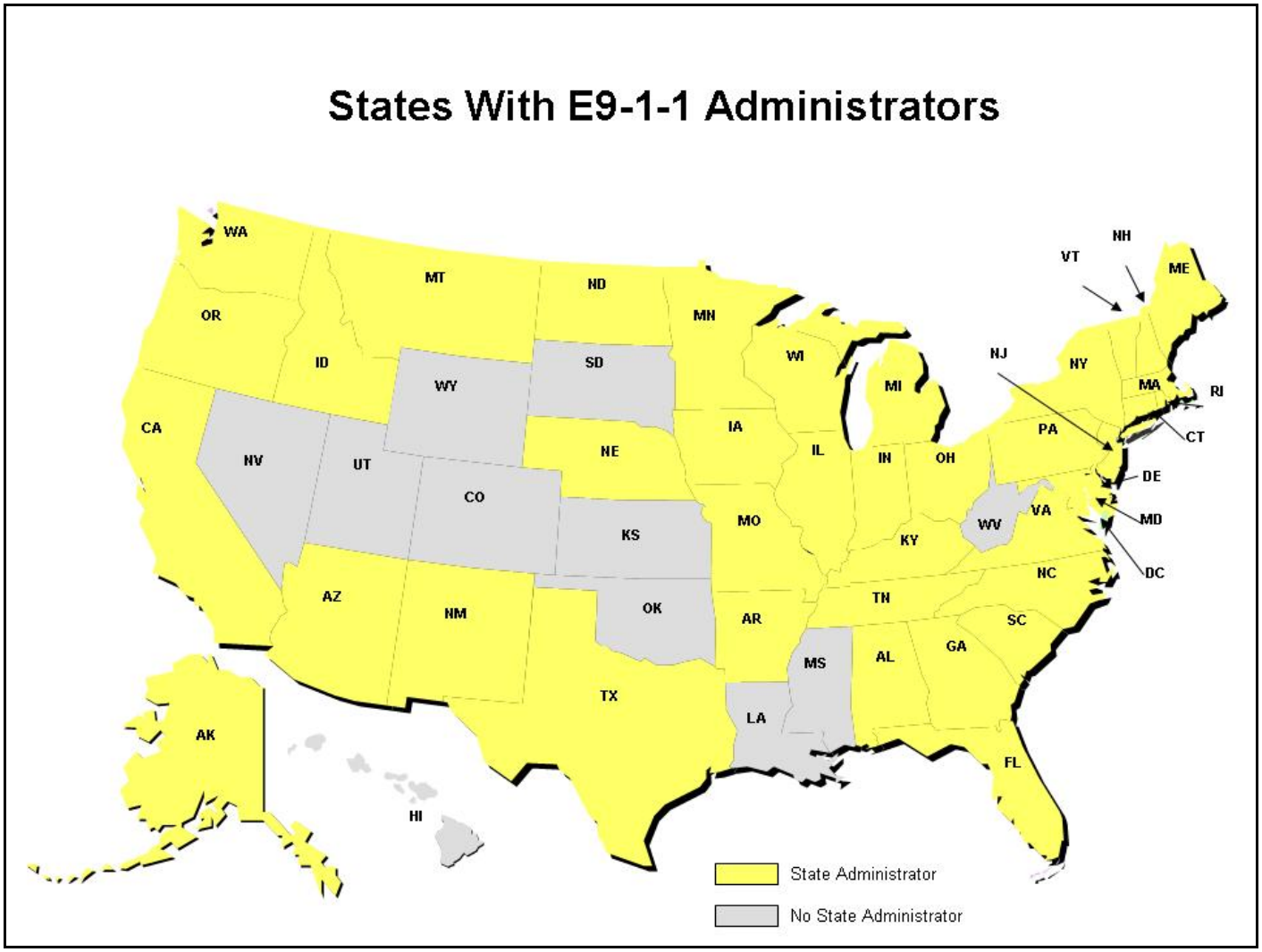

Figure 10: States with E9-1-1 Administrators

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Oklahoma Enhanced 9-1-1 (E9-1-1) Assessment and Strategic Plan

Volume 2

prepared for

Oklahoma Statewide Nine-One-One Advisory Board
Grand Gateway Economic Development Association (GGEDA)
Oklahoma Association of Regional Councils (OARC)

November 29, 2007

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7. E9-1-1 WIRELINE DEPLOYMENT STATUS

The tables in this section present an accounting of the service levels provided by each answering point for wireline 9-1-1 calls as of April 2007. Some of these agencies, as noted in the tables that follow, have Enhanced 9-1-1 (E9-1-1) with which to identify and locate callers. Others are local police departments or sheriff's offices with no enhanced capabilities to identify and locate callers, and represent jurisdictions that will require upgrades or regionalization plans in order to provide those services. N/R indicates "no survey response" or "no record" (a blank entry on the survey). N/A indicates "not applicable".

7.1 Oklahoma Wireline E9-1-1 Level of Service

The following wireline 9-1-1 service level definitions were used in this assessment.

Basic 9-1-1: When the three-digit number is dialed, a call taker/dispatcher in the local PSAP, or 9-1-1 call center, answers the call. The emergency and its location are communicated by voice (or Teletypewriter, also known as TTY) between the caller and the call taker.

Enhanced 9-1-1 (E9-1-1): In areas serviced by E9-1-1, the call is selectively routed to the proper PSAP for the caller's location, and the PSAP has equipment and database information that display the caller's phone number and address to the call taker.

E9-1-1 Address Status: Indicates whether E9-1-1 physical addresses have been assigned to structures in the jurisdiction.

The following table provides service level information for all counties in the State of Oklahoma.

Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Adair	Adair County E9-1-1	Stilwell	--	Yes*	No	Entire county of Adair	Primary
Alfalfa	County	Cherokee	Yes	No	No	Entire county of Alfalfa	Primary
	Cherokee City Police Department	Cherokee	--	Yes	Yes	City of Cherokee	
Atoka	Atoka County Sheriff's Office	Atoka	--	Yes	Yes	Entire county of Atoka	Primary
Beaver	Beaver County Sheriff's Department	Beaver	Yes	No	No	Entire county of Beaver	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Beckham	Elk City Police Department	Elk City	--	Yes	In Progress	Roger Mills County & Beckham County minus the Sayre telco exchange	Primary
	Sayre Police Department	Sayre	--	Yes	In Progress	Sayre telco exchange	Primary
Blaine	Blaine County Sheriff's Department	Watonga	Yes	No	Partial	Entire county of Blaine except for the city of Geary	Primary
	Geary Police Department	Geary	Yes	No	No	Entire city of Geary	Primary
Bryan	Durant Police Department	Durant	--	Yes	Partial	Entire county of Bryan	Primary
Caddo	Caddo County Sheriff's Office	Anadarko	Yes	No	No	Entire county of Caddo except for the cities of Carnegie and Anadarko	Primary
	Anadarko Police Department	Anadarko	--	Yes	Yes	Entire city of Anadarko	Primary
	Carnegie Police Department	Carnegie	Yes	No	N/R	City of Carnegie	Primary
Canadian	El Reno Police Department	El Reno	--	Yes	Yes	Entire county of Canadian except for the cities of Mustang Union City, and Yukon	Primary
	Yukon Police Department	Yukon	--	Yes	Yes	Entire city of Yukon and the city of Piedmont	Primary
	Mustang Police Department	Mustang	--	Yes	Yes	Entire city of Mustang	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Carter	Ardmore/Carter County 911Center	Ardmore	--	Yes	Yes	Entire county of Carter except for the city of Healdton	Primary
	Healdton Police Department	Healdton	--	Yes	Yes	Entire city of Healdton	Primary
Cherokee	Cherokee County 9-1-1	Tahlequah	--	Yes	Yes	Entire county of Cherokee	Primary
Choctaw	Choctaw County	Hugo	Yes	No	Yes	Entire county of Choctaw	Primary
	Hugo Police Department (City)	Hugo	--	Yes	Yes		
Cimarron	Cimarron County Sheriff's Office	Boise City	Yes	No	No	Entire county of Cimarron	Primary
Cleveland	Cleveland County Sheriff's Office	Norman	--	Yes	Yes	Entire county of Cleveland except for cities of Norman, Moore, Noble and Oklahoma City	Primary
	Norman Police Department	Norman	--	Yes	Yes	Entire city of Norman	Primary
	Moore Emergency Operations Center	Moore	--	Yes	Yes	Entire city of Moore	Primary
	Noble Police Department	Noble	--	Yes	Yes	Entire city of Noble	Primary
Coal	Coal County Sheriff's Department	Coalgate	Yes	No	No	Entire county of Coal	Primary
Comanche	Comanche County E 9-1-1	Lawton	--	Yes	Yes	Entire county of Comanche except for the city of Lawton	Primary
	Lawton Police Department	Lawton	--	Yes	Yes	Entire city of Lawton	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Cotton	Cotton County Sheriff's Office	Walters	Yes	No	No	Entire county of Cotton	Primary
Craig	Vinita Police Department	Vinita	--	Yes	Yes	Entire county of Craig	Primary
Creek	Sapulpa Police Department	Sapulpa	--	Yes	Yes	Entire county of Creek except for the cities of Bristow and Mannford	Primary
	Mannford Police Department	Mannford	--	Yes	Yes	City of Mannford	Primary
	Bristow Police Department	Bristow	Yes	No	Yes	Entire city of Bristow	Primary
Custer	Clinton Police Department	Clinton	--	Yes	Yes	Clinton, Arapaho, Custer City, Butler telco exchanges & parts of Leedey, Hammon, Canute & Foss telco exchanges	Primary
	Weatherford Police Department	Weatherford	--	Yes	Yes	Weatherford and Thomas telco exchanges	Primary
Delaware	Delaware County Sheriff's Office	Jay	--	Yes	Yes	Lower half of Delaware County	Primary
	Grove Police Department	Grove	--	Yes	Yes	Northern half of Delaware County	Primary
Dewey	Dewey County Sheriff's Office	Taloga	Yes	No	No	Entire county of Dewey	Primary
Ellis	Ellis County Sheriff's Department	Arnett	Yes	No	No	Entire county of Ellis	Primary
Garfield	Enid Police Department	Enid	--	Yes	Yes	Entire county of Garfield	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Garvin	Garvin County Sheriff's Office	Pauls Valley	Yes	No	No	Entire county of Garvin except for the city of Pauls Valley	Primary
	Pauls Valley Police Department	Pauls Valley	--	Yes	Yes	Entire city of Pauls Valley	Primary
Grady	Grady County Sheriff's Department	Chickasha	--	Yes	Yes	Entire county except for the city of Chickasha and Tuttle	Primary
	Chickasha Police Department	Chickasha	--	Yes	Yes	Entire city of Chickasha	Primary
	Tuttle Police Department	Tuttle	--	Yes	Yes	Entire city of Tuttle	Primary
Grant	*Will be covered by Woods County PSAP*		Yes	In progress	In progress	Entire county of Grant	Primary
Greer	Greer County Sheriff's Department	Mangum	--	Yes	Yes	Entire county of Greer	Primary
Harmon	Hollis Police Department	Hollis	--	Yes	Yes	Entire county of Harmon	Primary
Harper	Harper County Sheriff's Office	Buffalo	Yes	No	No	Entire county of Harper except for city of Laverne	Primary
	Laverne Police Department	Laverne	--	Yes	Yes	Entire city of Laverne	Primary
Haskell	Stigler Police Department	Stigler	--	Yes	Yes	Entire County of Haskell	Primary
Hughes	Holdenville Police Department	Holdenville	--	Yes	Yes	Entire county of Hughes	Primary
Jackson	Altus Police Department	Altus	--	Yes	Yes	Entire county of Jackson	Primary
Jefferson	Jefferson County Sheriff's Office	Waurika	Yes	No	No	Entire county of Jefferson	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Johnston	Johnston County Sheriff's Department	Tishomingo	--	Yes	Yes	Entire county of Johnston	Primary
Kay	Kay County Sheriff's Office	Newkirk	--	Yes	Yes	Entire county of Kay except for the cities of Blackwell, Braman, Ponca City, Tonkawa	Primary
	Ponca City Police Department	Ponca City	--	Yes	Yes	Entire city of Ponca City	Primary
	Blackwell Police Department	Blackwell	--	Yes	Yes	Cities of Blackwell and Braman	Primary
	Tonkawa Police Department	Tonkawa	--	Yes	Yes	City of Tonkawa	Primary
Kingfisher	Kingfisher County Sheriff Department	Kingfisher	Yes	No	No	Entire county of Kingfisher except for the city of Hennessey	Primary
	Hennessey Police Department	Hennessey	Yes	No	No	Entire city of Hennessey	Primary
Kiowa	Hobart Police Department	Hobart	--	Yes	In Progress	Entire county of Kiowa	Primary
Latimer	Latimer County Sheriff	Wilburton	Yes	No	No	Entire county of Latimer	Primary
	City	Wilburton	--	Yes	Yes		
LeFlore	Le Flore County E9-1-1	Poteau	--	Yes	Yes	Entire county of Le Flore except for the city of Pocola and Poteau	Primary
	Pocola Police Department	Pocola	--	Yes	Yes	City of Pocola	Primary
	Poteau Police Department	Poteau	--	Yes	Yes	City of Poteau	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Lincoln	Lincoln County Sheriff	Chandler	Yes	No	No	County of Lincoln except for city of Chandler	Primary
	Chandler Police Department	Chandler	--	Yes	Yes	City of Chandler	Primary
Logan	Guthrie Police Department	Guthrie		Yes	Yes	Entire county of Logan	Primary
Love	Love County Sheriff Department	Marietta	Yes	No	No	Entire county of Love	Primary
Major	Major County Sheriff's Office	Fairview	Yes	No	Yes	Entire county of Major	Primary
Marshall	Marshall County Sheriff's Office	Madill	Yes	No	No	Entire county of Marshall	Primary
		City + Kingston	--	Yes	Yes		
Mayes	Mayes Emergency Services Trust Authority	Pryor	--	Yes	Yes	Entire county of Mayes	Primary
McClain	McClain County Communications Center	Purcell	--	Yes	Yes	Entire county except for city of Newcastle	Primary
	Newcastle Police Department	Newcastle	--	Yes	Yes	Entire city of Newcastle	Primary
McCurtain	City of Idabel 9-1-1 Communications Center	Idabel	--	Yes	Yes	Entire county of McCurtain except for the city of Broken Bow	Primary
	Broken Bow Police Department	Broken Bow	Yes	No	N/R	City of Broken Bow	Primary
McIntosh	Eufaula Police Department	Eufaula	Yes	No	No	County of McIntosh except for the city of Eufaula	Primary
	Eufaula Police Department	Eufaula	--	Yes	Yes	City of Eufaula	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Murray	Sulphur Police Department	Sulphur	Yes	No	Yes	2/3 of the Eastern side of Murray	Primary
	Davis Police Department	Davis	Yes	No	Yes	Western 1/3 of Murray	Primary
Muskogee	Muskogee County Jail	Muskogee	Yes	No	No	County of Muskogee except for city of Muskogee	Primary
	Muskogee Police Department	Muskogee	--	Yes	Yes	Entire city of Muskogee	Primary
Noble	Noble County Sheriff	Perry	Yes	No	Yes	Entire county of Noble except for the city of Perry	Primary
	Perry Police Department	Perry	--	Yes	Yes	City of Perry	Primary
Nowata	Nowata County Sheriff's Department	Nowata	Yes	No	No	Entire county of Nowata	Primary
Okfuskee	Okemah Police Department	Okemah	--	Yes	Yes	Entire county of Okfuskee	Primary
Oklahoma	Oklahoma County Sheriff's Office	Oklahoma City	--	Yes	Yes	Entire county of Oklahoma except for the cities of Bethany, Choctaw, Del City, Edmond, Midwest City, Nichols Hills, Oklahoma City, The Village, Warr Acres, and Tinker AFB	Primary
	Midwest City Emergency Operations Center	Midwest City	--	Yes	Yes	Entire city of Midwest	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
	Del City Police Department	Del City	--	Yes	Yes	Entire city of Del City	Primary
	Tinker AFB Fire Department	Tinker AFB	--	Yes	Yes	Entire Base	Primary
	The Village Police Department	The Village	--	Yes	Yes	Entire city of The Village	Primary
	Nichols Hills Police Department	Nichols Hills	--	Yes	Yes	Entire city of Nichols Hills	Primary
	Edmond Central Communications	Edmond	--	Yes	Yes	Entire city of Edmond and Arcadia	Primary
	Bethany Police Department	Bethany	--	Yes	Yes	Entire city of Bethany and Woodlawn Park	Primary
	Warr Acres Police Department	Warr Acres	--	Yes	Yes	Entire city of Warr Acres	Primary
	City of Choctaw Police Department	Choctaw	--	Yes	Yes	Entire city of Choctaw	Primary
	EMSA – Secondary		--	Yes	Yes		Secondary
	Oklahoma City Police Department	Oklahoma City	--	Yes	Yes	Entire city of Oklahoma City	Primary
Okmulgee	Okmulgee County 9-1-1	Okmulgee	--	Yes	Yes	Entire county of Okmulgee except for PSAP boundary of Henryetta	Primary
	Henryetta Police Department	Henryetta	--	Yes	Yes	Entire city of Henryetta	Primary
Osage	Osage County Sheriff's Office	Pawhuska	--	Yes	Yes	Entire county of Osage	Primary
Ottawa	Ottawa County 9-1-1	Miami	--	Yes	Yes	Entire county of Ottawa	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Pawnee	Pawnee County Sheriff's Office	Pawnee	Yes	Partial	No	Western portion of county from Hwy 99	Primary
	Cleveland Police Department	Cleveland	--	Yes	Yes	Everything east of Hwy 99 in Pawnee County including all of Cleveland	Primary
Payne	Payne County Sheriff's Department	Stillwater	--	Yes	Yes	Entire county of Payne except for the cities of Cushing, Yale, Perkins, and Stillwater	Primary
	Stillwater Police Department	Stillwater	--	Yes	Yes	Entire city of Stillwater	Primary
	Cushing Police Department	Cushing	--	Yes	Yes	Entire city of Cushing	Primary
	Perkins Police Department - Iowa Tribe	Perkins	--	Yes	Yes	Entire city of Perkins	Primary
	Yale Police Department	Yale	--	Yes	Yes	Entire city of Yale	Primary
Pittsburg	Pittsburg Sheriff's Office	McAlester	Yes	No	No	All of Pittsburg county except for the city of McAlester	Primary
	McAlester Police Department	McAlester	--	Yes	Yes	City of McAlester	Primary
Pontotoc	Pontotoc County Ada 911 Ok	Ada	--	Yes	Yes	Entire county of Pontotoc	Primary
Pottawatomie	Pottawatomie County E9-1-1	Tecumseh	--	Yes	Yes	City of Tecumseh and surrounding area	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
	Shawnee Police Department	Shawnee	--	Yes	Yes	Entire county of Pottawatomie except for the city of Tecumseh	Primary
Pushmataha	Pushmataha County: A secondary system is being put in place that provides driving directions and GPS coordinates to homes in the County portion of 298 prefix. Should be online by 5-1-2007	Antlers	See Note	See Note	See Note	Entire county of Pushmataha	Primary
	Antlers Police Department	Antlers	--	Yes	Yes	Entire county of Pushmataha	Primary
Roger Mills	*Covered by Elk City PSAP*		--	Yes	In Progress		
Rogers	Rogers County Sheriff's Office	Claremore	--	Yes	Yes	Entire county of Rogers except for the cities of Inola and Claremore	Primary
	Claremore Police Department	Claremore	--	Yes	Yes	Entire city of Claremore	Primary
	Inola Police Department	Inola	N/R	N/R	N/R	City of Inola	Primary
Seminole	Seminole County 9-1-1 Agency	Seminole	--	Yes	Yes	All of Seminole County	Primary
Sequoyah	Sequoyah County 9-1-1	Sallisaw	--	Yes	50%	Entire county of Sequoyah except for cities of Muldrow and Roland	Primary
	Muldrow Police Department	Muldrow	--	Yes	Yes	Entire cities of Muldrow and Roland	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
Stephens	Stephens County Communications Center	Duncan	Yes	No	No	Entire county of Stephens except for the cities of Comanche, Marlow and Duncan	Primary
	Duncan City Police Department	Duncan	--	Yes	Yes	City of Duncan	Primary
	Marlow Police	Marlow	--	Yes	Yes	City of Marlow	Primary
	Department Comanche Fire and Police	Comanche	Yes	No	No	City of Comanche	Primary
Texas	Guymon Police Department	Guymon	--	Yes	Yes	Entire county of Texas	Primary
Tillman	Frederick Police Department	Frederick	--	Yes	Yes	Entire county of Tillman	Primary
Tulsa	Tulsa Public Safety Response Center-City and County	Tulsa	--	Yes	Yes	Entire county except for Bixby, Broken Arrow, Collinsville, Glenpool, Jenks, Owasso, Sand Springs, Skiatook and Tulsa areas; Tulsa City, Unincorporated Tulsa County; Catoosa Exchange, Catoosa City, and the Town of Sperry	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
	Skiatook Police Department	Skiatook	--	Yes	Yes	Entire city of Skiatook, and a small portion of Osage County	Primary
	Collinsville Police Department	Collinsville	--	Yes	Yes	City of Collinsville	Primary
	Owasso Police Department	Owasso	--	Yes	Yes	City of Owasso	Primary
	Broken Arrow Police Department	Broken Arrow	--	Yes	Yes	City of Broken Arrow and portion of Wagoner County	Primary
	Bixby Police Department	Bixby	--	Yes	Yes	City of Bixby	Primary
	Sand Springs Police Department	Sand Springs	--	Yes	Yes	City of Sand Springs	Primary
	Jenks Police Department	Jenks	--	Yes	Yes	City of Jenks	Primary
	Glenpool Police Department	Glenpool	--	Yes	Yes	Entire city of Glenpool	Primary
Wagoner	Coweta Police Department	Coweta	--	Yes	Yes	Western portion of Wagoner County	Primary
	Wagoner Police Department	Wagoner	--	Yes	Yes	Eastern portion of Wagoner County	Primary
Washington	Bartlesville Police Department	Bartlesville	--	Yes	Yes	Entire county of Washington	Primary
Washita	Washita County Sheriff's Office	Cordell	Yes	No	No	County of Washita	Primary
	Cordell Police Department	Cordell	--	Yes	Yes	City of Cordell	Primary
Woods	Woods County Enhanced 9-1-1	Alva	--	Yes	Yes	All of Woods and Grant County	Primary
Woodward	Woodward County Sheriff's Office	Woodward	Yes	No	No	County of Woodward except for the city of Woodward	Primary

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Oklahoma Wireline E9-1-1 Level of Service							
County	Agency	Location	Basic 9-1-1 Status	Enhanced 9-1-1 Status	E9-1-1 Address Status	Boundaries	Primary / Secondary
	Woodward Police Department	Woodward	Yes	No	Yes	Entire city of Woodward	Primary

Table 1: Oklahoma Wireline E9-1-1 Level of Service

*Note: Adair County uses global positioning system (GPS) information provided by Ozarks Electric Company to identify 9-1-1 caller locations by using the X/Y coordinates associated with the caller's gas meter number. This method is not E9-1-1. The cost of officially addressing streets and house numbers is beyond the current ability of Adair County to pay. Currently, the county is working with the Cherokee Nation to offset the cost of putting up street signs. The Eastern Oklahoma Development District (EODD) has named all of the streets and roads in the county. The remaining cost to address the county is estimated at $100,000.00.

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7.2 Oklahoma Wireline E9-1-1 Level of Service Map

The following graphic illustrates Oklahoma wireline E9-1-1 service by location.

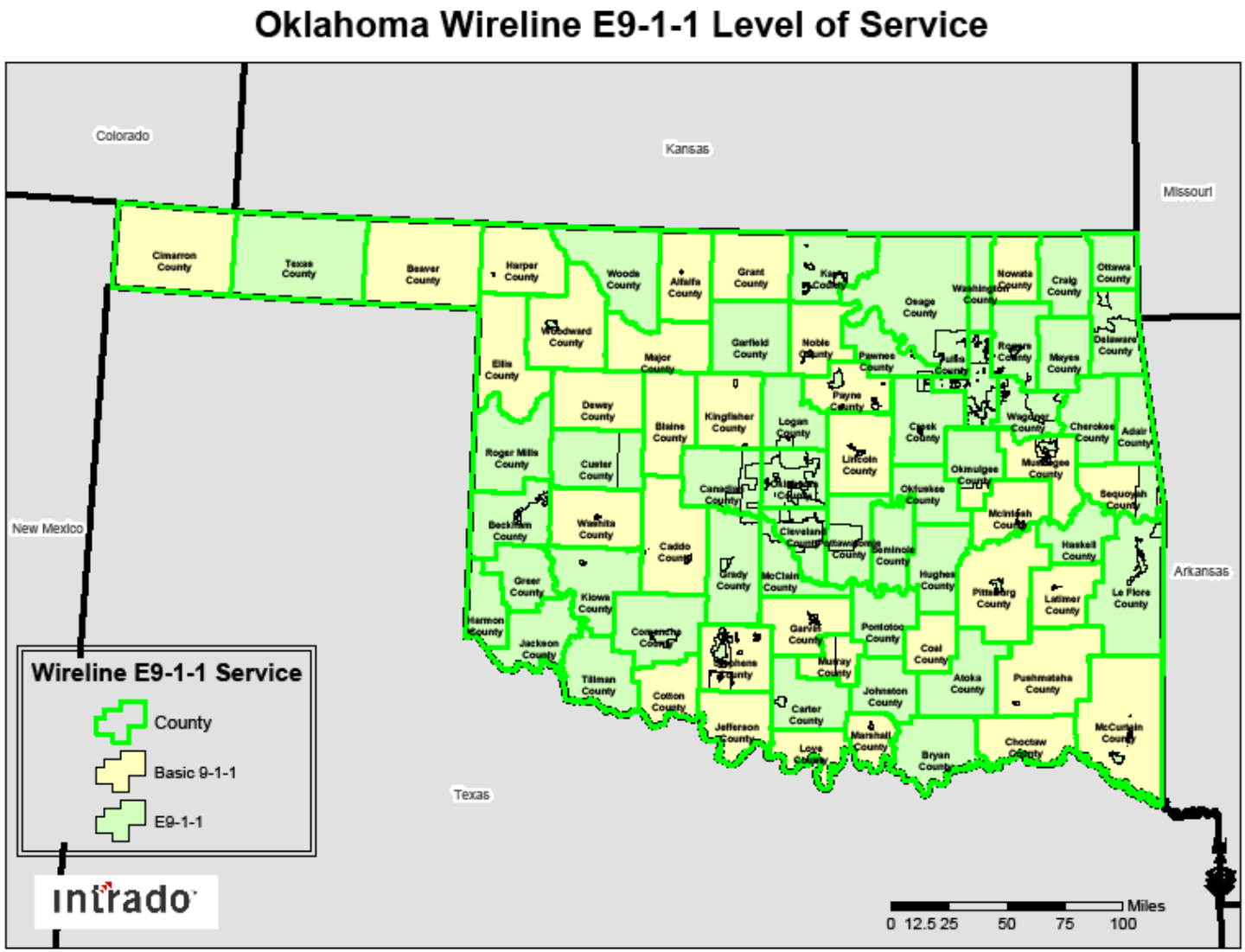

Figure 1: Oklahoma Wireline E9-1-1 Level of Service

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7.3 Percentage of Oklahoma Population Covered by Each Level of Wireline 9-1-1 Service

The following graphic represents the percentage of the State of Oklahoma's population covered by each level of wireline 9-1-1 service.

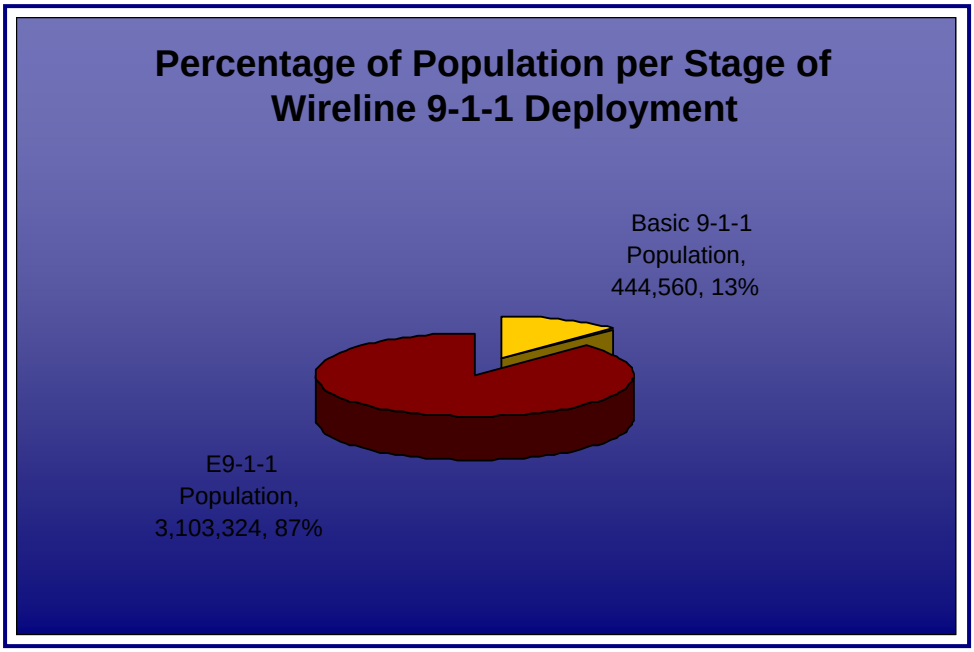

Figure 2: Percentage of Oklahoma Population Covered by Each Level of Wireline 9-1-1 Service

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7.4 CPE and Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) Deployment

The following table provides information about equipment and the level of TDD/TTY deployment in the State of Oklahoma.

Acronyms used within the table include Automatic Location Identification (ALI), Computer Aided Dispatch (CAD), and Customer Premises Equipment (CPE).

CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Adair	Adair County E9-1-1	No	CML ECS1000	4	4	6	2	N/R	Yes	Integrated
Alfalfa	Cherokee City Police Department	No	PEI MAARS	N/R	N/R	N/R	N/A	N/A	Yes	Integrated
Atoka	Atoka County Sheriff's Office	No	CML	4	2	2	N/A	N/A	No	No
Beaver	Beaver County Sheriff's Department	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Beckham	Elk City Police Department	Yes	PEI PALLAS	2	2	2	0	Yes	Yes	Integrated
	Sayre Police Department	Yes	PEI PALLAS	2	2	2	0	Yes	Yes	Integrated
Blaine	Blaine County Sheriff's Department	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Bryan	Durant Police Department	No	PEI MAARS	1992	3	6	0	N/R	Yes	Integrated
Caddo	Caddo County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
	Anadarko Police Department	No	PEI MAARS	>6	2	1	0	N/R	Yes	Integrated
Canadian	El Reno Police	Yes	TCI Invision 2	6 months	2	3	0	Yes	Yes	Integrated

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
	Department									
	Yukon Police Department	Yes	TCI Invision 2	6 months	3	3	0	Yes	Yes	Integrated
	Mustang Police Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated
Carter	Ardmore/Carter County 9-1-1 Center	Yes	PEI Vesta	5	3	5	0	N/R	Yes	Integrated
Cherokee	Cherokee County 9-1-1	Yes	Zetron Integrator	New	4	4	0	N/R	Yes	Integrated
Choctaw	Hugo Police Department	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Cimarron	Cimarron County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Cleveland	Cleveland County Sheriff's Office	Yes	TCI Invision 2	6 months	2	3	0	Yes	Yes	Integrated
	Norman Police Department	Yes	TCI Invision 2	6 months	6	6	0	Yes	Yes	Integrated
	Moore Emergency Operations Center	Yes	TCI Invision 2	6 months	3 (4)	3	0	Yes	Yes	Integrated
	Noble Police Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated
Coal	Coal County Sheriff's Department	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Comanche	Comanche County E9-1-1	N/R	PEI Vesta	5	2	2	0	N/R	Yes	Integrated
	Lawton Police Department	No	PEI Maars Vesta	7 (about to replace)	6	8	2	N/R	N/R	N/R

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Cotton	Cotton County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Craig	Vinita Police Department	No	Plant MAARS	14 (1993)	2	2	0	N/R	Yes	Integrated
Creek	Sapulpa Police Department	No	PEI MAARS	7	2	2	0	No	Yes	Integrated
	Mannford Police Department	No	TCI	11	2	2	0	N/R	Yes	Integrated (admin Standalone)
	Bristow Police Department		PEI MAARS	N/R	N/R	N/R	N/R	N/R	unknown	Unknown
Custer	City of Clinton Police Department	Yes	PEI PALLAS	2	2	2	0	Yes	Yes	Integrated
	Weatherford Police Department	Yes	PEI PALLAS	2	2	2	0	Yes (button)	Yes	Integrated
Delaware	Delaware County Sheriff's Office	Yes	PEI Pallas	2+	2	2	2	Yes	Yes	Integrated
	Grove Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Dewey	Dewey County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Ellis	Ellis County Sheriff's Department	No	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Rekeyed
Garfield	Enid Police Department	Yes	PEI	1.5	5	4	0 (3 planned)	Yes - manual	Yes	Integrated

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Garvin	Garvin County Sheriff's Office	No	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Pauls Valley Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Grady	Grady County Sheriff's Department	Yes	PEI VESTA	3	3	5	2	Yes (button)	Yes	Integrated
	Chickasha Police Dept	No	PEI MAARS	N/R	3	3	0	Yes	Yes	Integrated
	Tuttle Police Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated
Grant	Grant County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Greer	Greer County Sheriff's Department	Yes	PEI MAARS View	1980s	2	2	0	N/R	No	No
Harmon	Hollis Police Department	Yes	PEI PALLAS	2	1	2	0	Yes	Yes	Integrated
Harper	Harper County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Haskell	Stigler Police Department	Yes	PEI	4	2	2	0	N/R	Yes	Rekeyed
Hughes	Holdenville Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	No	No
Jackson	Altus Police Department	No	PEI MAARS View	9	3	2	2	N/R	Yes	Integrated
Jefferson	Jefferson County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Johnston	Johnston County Sheriff's Department	Yes	Plant Equipment	4	2	6	0	Yes	Yes	Integrated

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Kay	Kay County Sheriff's Office	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Ponca City Police Department	No	PEI MAARS	2	3	3	Yes	N/R	Yes	Integrated
	Blackwell Police Department	No	PEI MAARS-View	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Tonkawa Police Department	No	Positron SIMON	4 (will replace in 2008)	2	2	0	No	Yes	Dispatch Standalone
Kingfisher	Kingfisher County Sheriff Department	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
Kiowa	Hobart Police Department	Yes	PEI PALLAS	2	2	2	0	Yes	Yes	Integrated
Latimer	Wilburton	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
LeFlore	Le Flore County E9-1-1	Yes	TCI	5	3	3	N/R	N/R	No	No
Lincoln	Lincoln County Sheriff	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
	Chandler Police Department	No	Positron	16	2	1	0	N/R	No	No
Logan	Guthrie Police Department	Yes	Invision 2	6 months	2	2	0	Yes	Yes	Integrated
Love	Love County Sheriff Department	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Major	Major County Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Marshall	Marshall County Sheriff's	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
	Office									
Mayes	Mayes Emergency Services Trust Authority	Yes	911 INC	4	2	2	2	Yes	Yes	Integrated
	Pryor Police Department	Yes	PEI MAARS	18	2	3	0	N/R	Yes	Integrated
McClain	McClain County Communications Center	Yes	CML	N/R	N/R	N/R	N/R	N/R	No	No
	Newcastle Police Department	Yes	TCI	6 months	2	2 (3)	0	Yes	Yes	Integrated
McCurtain	City of Idabel 9-1-1 Communications Center	No	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Broken Bow Police Department	No	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R
McIntosh	Eufaula Police Department	No	PEI MAARS View	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Murray	Sulphur Police Department	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Muskogee	Muskogee County Jail	No	None	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Muskogee Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Noble	Noble County Sheriff	No	N/A	N/A	N/A	N/A	N/A	N/A	No	No
	Perry Police Department	No	Positron	15	2	2	0		No	No

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Nowata	Nowata County Sheriff's Department	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
Okfuskee	Okemah Police Department	Yes	InterAct Public Safety Systems	1	2	4	0	Yes	Yes	Integrated
Oklahoma	Oklahoma County Sheriff's Office	Yes	TCI Invision 2	6 months	4	4	0	Yes	Yes	Integrated
	Midwest City Emergency Operations Center	Yes	TCI Invision 2	6 months	5	5	0	Yes	Yes	Integrated
	Del City Police Department	Yes	TCI Invision 2	6 months	2	3	0	Yes	Yes	Integrated
	Tinker AFB Fire Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated
	The Village Police Department	Yes	TCI Invision 2	6 months	2	3	0	Yes	Yes	Integrated
	Nichols Hills Police Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated
	Edmond Central Communications	Yes	TCI Invision 2	6 months	4	4	0	Yes	Yes	Integrated
	Bethany Police Department	Yes	TCI Invision 2	6 months	2	3	0	Yes	Yes	Integrated
	Warr Acres Police Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated
	City of Choctaw Police Department	Yes	TCI Invision 2	6 months	2	2	0	Yes	Yes	Integrated

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
	EMSA - Secondary	Yes	TCI Invision 2	6 months	6	6	0	Yes	Yes	Integrated
	Oklahoma City Police Department	Yes	PEI	1	19 primary 4 Fire 9 training	25 primary 4 Fire 3 training	0	Yes	Yes	Integrated
Okmulgee	Okmulgee County 9-1-1	Yes	PEI MAARS View	9	2	2	0	No	Yes	Integrated
	Henryetta Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Osage	Osage County Sheriff's Office	No	TCI	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Ottawa	Ottawa County 9-1-1	No	PEI MAARS	17	2	3	1	Yes	Yes	Integrated
Pawnee	Pawnee County Sheriff's Office	No	N/R	12	2	4	0	N/R	Yes	Integrated
Payne	Payne County Sheriff's Department	Yes	TCI	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Stillwater Police Department	Yes	TCI	5	4	5	2	Yes	Yes	Not Integrated
	Cushing Police Department	Yes	TCI	4	9	2	0	Yes	No	No
	Perkins Police Department - Iowa Tribe	Yes	TCI	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Yale Police Department	Yes	TCI	5	4	5	2	Yes	Yes	Not Integrated

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Pittsburg	Pittsburg Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
	McAlester Police Department	No	PEI MAARS	1997	2	2	0	N/R	Yes	Integrated
Pontotoc	Pontotoc County Ada 9-1-1 Ok	Yes	PEI Vesta EX	4	3	4	2	Yes	Yes	Integrated
Pottawatomie	Pottawatomie County E9-1-1	Yes	911 Inc	5	2	2	0	N/R	Yes	Integrated
	Shawnee Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Pushmataha	Antlers Police Department	No	PEI MAARS	8	2	N/R	0	N/R	No	No
Roger Mills	*Covered by Elk City PSAP*	Yes	--	--	--	--	--	--	--	--
Rogers	Rogers County Sheriff's Office	No	TCI	N/R	N/R	N/R	N/R	N/R	Yes	Integrated
Seminole	Seminole County 9-1-1 Agency	Yes	PEI VESTA	1	2	5	2	Yes	Yes	Integrated
Sequoyah	Sequoyah County 9-1-1	No	N/R	new	2	6	0	No	Yes	Integrated
	Muldrow Police Department	No	CML ECS1000	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Stephens	Stephens County Communications Center	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
	Duncan City Police Department	No	Positron PHREND	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Texas	Guymon Police Department	No	911 Inc	4	3	3	0	N/A	Yes	On 911 system

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Tillman	Frederick Police Department	Yes	PEI MAARS	5	2	1	0	No	Yes	Integrated
Tulsa	Tulsa Public Safety Response Center-City and County Tulsa Public Safety Response Center-City	No	AT&T	12+ (will replace)	11 calls; 8 radio; 4 fire; 1 TTY; 2 neutral	23 police; 5 fire; 7 medical	Yes	No	Yes	Police Call-taker's Integrated with call handling/ dispatch CAD system; PSAP and Fire Call-taker's are Standalone units
	Skiatook Police Department	No	TCI	10+	2	N/R	N/R	Yes	Yes	On 911 system
	Collinsville Police Department	No	TCI	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Owasso Police Department	No	TCI	N/R	N/R	N/R	N/R	N/R	Yes	Not Integrated
	Broken Arrow Police Department	Yes	CML	N/R	5 & 2 backup	20	Yes	No	Yes	Standalone
	Bixby Police Department	Yes	N/R	N/R	3	4	N/R	N/R	Yes	Standalone
	Sand Springs Police Department	Yes	TCI	7	2	2	0	N/R	Yes	Integrated

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
	Jenks Police Department	No	TCI	N/R	2	2	N/R	N/R	Yes	911 console screen
	Glenpool Police Department	No	TCI	8 (replac-ing)	N/R	N/R	N/R	N/R	Yes	Integrated
Wagoner	Wagoner Police Department	No	CML remote	1	2	N/R	N/R	N/R	Yes	Integrated
	Coweta Police Department	No	CML remote	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Washington	Bartlesville Police Department	Yes	PEI MAARS	Unknown	3	2	N/R	N/R	Yes	Standalone
Washita	Washita County Sheriff's Office	No	None	N/R	N/R	N/R	N/R	N/R	N/R	N/R
	Cordell Police Department	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Woods	Woods County Enhanced 9-1-1	Yes	PEI PALLAS	1	2	3	1	Yes	Yes	Integrated
Woodward	Woodward County Sheriff's Office	No	None	13	2	1	0	N/R	N/R	N/R
	City of Woodward	No	PEI MAARS	13	2	1	0	N/R	N/R	N/R

Table 2: Equipment and Level of TDD/TTY Deployment

7.4.1 Summary of Oklahoma Population Covered by TDD/TTY

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Population Covered by TDD/TTY	Population Not Covered by TDD/TTY	Population TDD/TTY Undetermined
2,898,406	239,317	410,161
81.69%	6.75%	11.56%

Table 3: Summary of Population Covered by TDD/TDY

7.4.2 Percentage of Oklahoma Population Covered by TDD/TTY

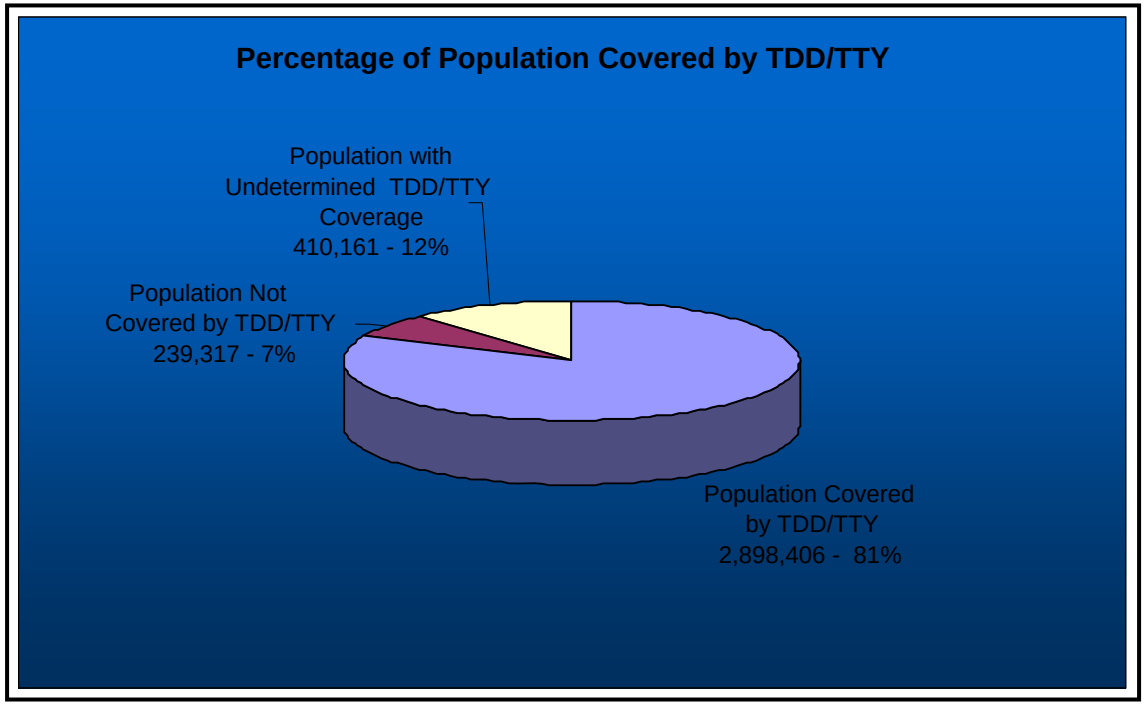

Figure 3: Percentage of Population Covered by TDD/TTY

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7.5 Recording and Retention Policies

The following table provides information about recording and retention policies.

An acronym used within the table includes Automatic Number Identification (ANI).

Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
Adair	Adair County E9-1-1	Yes	Yes	Yes	Yes	3 years
Alfalfa	Cherokee City Police Department	Yes	Yes	Yes	Yes	N/R
Atoka	Atoka County Sheriff's Office	Yes	No	No	N/R	N/R
Beaver	Beaver County Sheriff's Department	N/R	N/R	N/R	N/R	N/R
Beckham	Elk City Police Department	Yes	Yes	Yes	Yes, card system	Indefinitely
	Sayre Police Department	Yes	No	No	Yes	Indefinitely
Blaine	Blaine County Sheriff's Department	No	No	No	Yes	60 days
Bryan	Durant Police Department	Voice	Yes	Yes	No	N/A
Caddo	Caddo County Sheriff's Office	No	No	No	N/R	N/R
	Anadarko Police Department	Yes	Yes	Yes	Yes	3 years
Canadian	El Reno Police Department	Yes	N/R	Yes	Yes	N/R
	Yukon Police Department	Yes	N/R	Yes	Yes	N/R
	Mustang Police Department	Yes	Yes	Yes	No	6 months (recordings)
Carter	Ardmore/Carter County 911Center	No	Yes	Yes	On computer	Indefinitely
Cherokee	Cherokee County 9-1-1	Yes	Yes	Yes	Yes	Indefinitely

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
Choctaw	Hugo Police Department	N/R	N/R	N/R	N/R	N/R
Cimarron	Cimarron County Sheriff's Office	Yes	Yes	N/R	Yes	N/R
Cleveland	Cleveland County Sheriff's Office	Yes	N/R	Yes	Yes	N/R
	Norman Police Department	Yes	N/R	Yes	Yes	N/R
	Moore Emergency Operations Center	Yes	Yes	Yes	No	N/A
	Noble Police Department	Yes	N/R	Yes	Yes	N/R
Coal	Coal County Sheriff's Department	No	No	No	Yes	N/R
Comanche	Comanche County E 9-1-1	Yes	Yes	Yes	N/R	N/R
	Lawton Police Department	N/R	N/R	N/R	N/R	N/R
Cotton	Cotton County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Craig	Vinita Police Department	Yes	Yes	Yes	Yes	N/A
Creek	Sapulpa Police Department	Yes	Yes	Yes	No	N/A
	Mannford Police Department	No	No	No	Yes	3 years (then off-site storage)
	Bristow Police Department	No (paper printout)	Yes	No	Yes	1 year
Custer	City of Clinton Police Department	Yes	Yes	Yes	N/A	N/A
	Weatherford Police Department	Yes	Yes	Yes	N/A	N/A
Delaware	Delaware County Sheriff's Office	Yes	Yes	Yes	Yes	5+ years
	Grove Police Department	N/R	N/R	N/R	N/R	N/R
Dewey	Dewey County Sheriff's Office	Yes	N/R	N/R	N/R	N/R

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
Ellis	Ellis County Sheriff's Department	Yes	N/R	Yes	Yes	N/R
Garfield	Enid Police Department	Yes	Yes	Yes	No	N/A
Garvin	Garvin County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Pauls Valley Police Department	N/R	N/R	N/R	N/R	N/R
Grady	Grady County Sheriff's Department	Yes	Yes	Yes	Yes	2 years
	Chickasha Police Department	N/R	N/R	N/R	N/R	N/R
	Tuttle Police Department	Yes	N/R	Yes	Yes	N/R
Grant	Grant County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Greer	Greer County Sheriff's Department	Yes	Yes	Yes	N/A	N/A
Harmon	Hollis Police Department	Yes	Yes	Yes	Yes (ODIS-typed & printed daily)	Indefinitely
Harper	Harper County Sheriff's Office	No	No	No	Yes	7 years
Haskell	Stigler Police Department	Yes	2 lines	Yes	Yes	5+ years
Hughes	Holdenville Police Department	Yes	Yes	Yes	Yes	years
Jackson	Altus Police Department	Yes	Yes	Yes	Yes	5 years
Jefferson	Jefferson County Sheriff's Office	Yes - Not linked to call	Yes	Yes	Yes	Indefinitely
Johnston	Johnston County Sheriff's Department	Yes	Yes	Yes	Yes	Indefinitely
Kay	Kay County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Ponca City Police Department	Yes	Yes	Yes	On computer	3 years

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
	Blackwell Police Department	N/R	N/R	N/R	N/R	N/R
	Tonkawa Police Department	Yes	Yes	Yes	Yes	Indefinitely
Kingfisher	Kingfisher County Sheriff Department	N/R	N/R	N/R	N/R	N/R
Kiowa	Hobart Police Department	Yes	Yes	Yes	Yes	10 years
Latimer	Latimer County Sheriff	N/R	N/R	N/R	N/R	N/R
LeFlore	Le Flore County E9-1-1	Yes	Yes	No	Yes	Indefinitely
Lincoln	Chandler Police Department	Yes	Yes	Yes	Yes	7 years
Logan	Guthrie Police Department	Yes	N/R	Yes	Yes	N/R
Love	Love County Sheriff Department	N/R	N/R	N/R	N/R	N/R
Major	Major County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Marshall	Marshall County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Mayes	Mayes Emergency Services Trust Authority	Yes	Yes	Yes	Yes	4 years
	Pryor Police Department	Yes	Yes	Yes	Yes	2 years
McClain	McClain County Communications Center	Yes	Yes	Yes	Yes	3 years
	Newcastle Police Department	N/R	N/R	N/R	Logs are hand-typed into ODIS	N/R
McCurtain	City of Idabel 9-1-1 Communications Center	N/R	N/R	N/R	N/R	N/R
	Broken Bow Police Department	N/R	N/R	N/R	N/R	N/R
McIntosh	Eufaula Police Department	N/R	N/R	N/R	N/R	N/R
Murray	Sulphur Police Department	N/R	N/R	N/R	N/R	N/R

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
Muskogee	Muskogee County Jail	N/R	N/R	N/R	N/R	N/R
	Muskogee Police Department	N/R	N/R	N/R	N/R	N/R
Noble	Noble County Sheriff	No	No	No	Yes	Forever
	Perry Police Department	Yes	Yes	Yes	Calls are entered on a computer in ODIS database. We do not have written logs.	1 year
Nowata	Nowata County Sheriff's Department	N/R	N/R	N/R	N/R	N/R
Okfuskee	Okemah Police Department	Yes	Yes	Yes	No	N/R
Oklahoma	Oklahoma County Sheriff's Office	Yes	N/R	Yes	Yes	N/R
	Midwest City Emergency Operations Center	Yes	N/R	Yes	Yes	N/R
	Del City Police Department	Yes	N/R	Yes	Yes	N/R
	Tinker AFB Fire Department	Yes	Yes	Yes	Yes	1 year
	The Village Police Department	Yes	N/R	Yes	Yes	N/R
	Nichols Hills Police Department	Yes	N/R	Yes	Yes	N/R
	Edmond Central Communications	Yes	N/R	Yes	Yes	N/R
	Bethany Police Department	Yes	N/R	Yes	Yes	N/R
	Warr Acres Police Department	Yes	N/R	Yes	Yes	N/R
	City of Choctaw Police Department	Yes	N/R	Yes	Yes	N/R
	EMSA - Secondary	Yes	N/R	Yes	Yes	N/R

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
	Oklahoma City Police Department	Yes	Yes	Yes	All dispatch logs are electronic	Indefinitely
Okmulgee	Okmulgee County 9-1-1	Yes	Yes	Yes	Yes	5 years
	Henryetta Police Department	N/R	N/R	N/R	N/R	N/R
Osage	Osage County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Ottawa	Ottawa County 9-1-1	Yes	Yes	Yes	Yes	3 - 5 years
Pawnee	Pawnee County Sheriff's Office	No	No	No	Yes	3 years
Payne	Payne County Sheriff's Department	N/R	N/R	N/R	N/R	N/R
	Stillwater Police Department	Yes	Incoming only	Yes	Yes	10 years
	Cushing Police Department	Yes	Yes	Yes	Yes - Dispatched calls	5 years
	Perkins Police Department - Iowa Tribe	N/R	N/R	N/R	N/R	N/R
	Yale Police Department	Yes	Incoming only	Yes	Yes	10 years
Pittsburg	Pittsburg Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	McAlester Police Department	Yes	Yes	Yes	Yes	ODIS
Pontotoc	Pontotoc County Ada 911 Ok	Yes	Yes	Yes	Yes	5+ years
Pottawatomie	Pottawatomie County E9-1-1	Yes	Yes	Yes	Yes	7 years
	Shawnee Police Department	N/R	N/R	N/R	N/R	N/R
Pushmataha	Antlers Police Department	Yes	No	Yes	Yes	5 years
Roger Mills	*Covered by Elk City PSAP*	--	--	--	--	--

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
Rogers	Rogers County Sheriff's Office	Yes	Yes	Yes	N/R	N/R
Seminole	Seminole County 9-1-1 Agency	Yes	Yes	Yes	Yes	Indefinitely
Sequoyah	Sequoyah County 9-1-1	Yes	No	No	Yes	5 years
	Muldrow Police Department	N/R	N/R	N/R	N/R	N/R
Stephens	Stephens County Communications Center	N/R	N/R	N/R	N/R	N/R
	Duncan City Police Department	N/R	N/R	N/R	N/R	N/R
Texas	Guymon Police Department	Yes	Yes	Yes	Yes	3 months
Tillman	Frederick Police Department	Yes	Yes	Yes	incident log	5 - 8 years
Tulsa	Tulsa Public Safety Response Center-City and County	Yes	Yes	Yes	There are no written logs; all computerized logs are kept	All incidents call detail records are kept for 5 years; summary records Indefinitely.
	Skiatook Police Department	Yes - Not linked with ANI/ALI	Some	Yes	Yes	Indefinitely
	Collinsville Police Department	N/R	N/R	N/R	N/R	N/R

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
	Owasso Police Department	Audio recorded, date/time stamp No ANI/ALI	Yes	Yes	Electronic CAD	Online up to 6 months, offline Indefinitely
	Broken Arrow Police Department	Yes - date & time	Yes	Yes	Yes	5 years
	Bixby Police Department	911 calls are recorded by Date and Time	No	Yes	N/R	N/R
	Sand Springs Police Department	Yes, recorded/No - linked	Yes	Yes	No	N/A
	Jenks Police Department	Yes	No	No	Yes	5+ years
	Glenpool Police Department	Yes - date & time	Yes	Yes	Yes	Indefinitely
Wagoner	Wagoner Police Department	Yes	Not all - 2 lines	Yes	Yes	10 years
	Coweta Police Department	N/R	N/R	N/R	N/R	N/R
Washington	Bartlesville Police Department	Calls are recorded but Not linked to ANI/ALI	No	Yes	No	N/A
Washita	Washita County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Cordell Police Department	N/R	N/R	N/R	N/R	N/R

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Record and Retention Policies						
County	Agency	All 9-1-1 Calls Recorded?	All Admin Calls Recorded?	All Radio Traffic Recorded?	Are Written Logs Kept At All Times?	How Long Are Logs kept?
Woods	Woods County Enhanced 9-1-1	Yes	Yes	Yes	Yes	10 years
Woodward	Woodward County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Woodward Police Department	Yes	Yes, in dispatch only	Yes, but is currently not working	Yes	Forever

Table 4: Recording and Retention Policies

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7.6 Monthly Call Volume Statistics

The call volume section contains call volume statistics collected during the PSAP surveys. The data are presented only for those agencies that were able to provide the requested statistics. Since most of the state's agencies do not employ an automated means for compiling call volume statistics, most of the data offered is an estimate or was not reported at all. More complete call volume statistics would help in accurately sizing the PSAP facility, network, and CPE requirements for comprehensive E9-1-1 coverage throughout Oklahoma. Intrado recommends that a management information solution capable of capturing and reporting call volumes statistics (as well as other operational data) should be deployed by all Oklahoma PSAPs. An example of such statistical reports from ACOG is included in the next section.

Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
Adair	Adair County E9-1-1	300	25	0	50%
Alfalfa	Cherokee City Police Department	280	144 dispatch testing	N/R	N/R
Atoka	Atoka County Sheriffs Office	N/R	N/R	N/R	N/R
Beaver	Beaver County Sheriffs Department	N/R	N/R	N/R	N/R
Beckham	Elk City Police Department	N/R	N/R	N/R	N/R
	Sayre Police Department	N/R	N/R	N/R	N/R
Blaine	Blaine County Sheriffs Department	Not tracked	N/R	N/R	N/R
Bryan	Durant Police Department	571	1500 (approximately)	250 (approximately)	Wireless not logged
Caddo	Caddo County Sheriffs Office	51	652	N/R	N/R
	Anadarko Police Department	100 - 125	3,000	N/R	40 - 50%
Canadian	El Reno Police Department	See ACOG report	See ACOG report	See ACOG report	See ACOG report
	Yukon Police Department	See ACOG report	See ACOG report	See ACOG report	See ACOG report
	Mustang Police Department	See ACOG report	Unknown	Unknown	See ACOG report
Carter	Ardmore/Carter County 911Center	875	Cannot track	Cannot track	N/R

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Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
Cherokee	Cherokee County 9-1-1	2000	3000	500	50%
Choctaw	Hugo Police Department	N/R	N/R	N/R	N/R
Cimarron	Cimarron County Sheriffs Office	N/R	N/R	N/R	N/R
Cleveland	Cleveland County Sheriffs Office	See ACOG report	See ACOG report	N/A	See ACOG report
	Norman Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
	Moore Emergency Operations Center	See ACOG report	42,000	N/A	See ACOG report
	Noble Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
Coal	Coal County Sheriffs Department	N/R	N/R	N/R	N/R
Comanche	Comanche County E 9-1-1	100	197	22	10%
	Lawton Police Department	3,500	33,000	9,000	45%
Cotton	Cotton County Sheriffs Office	N/R	N/R	N/R	N/R
Craig	Vinita Police Department	600	4,200	240	
Creek	Mannford Police Department	100	10	40	N/A
	Bristow Police Department	86 (18 hang up 9-1-1 calls)	N/R	N/R	N/R
Custer	City of Clinton Police Department	N/R	N/R	N/R	N/R
	Weatherford Police Department	N/R	N/R	N/R	N/R
Delaware	Delaware County Sheriffs Office	N/R	N/R	N/R	N/R
	Grove Police Department	N/R	N/R	N/R	N/R
Dewey	Dewey County Sheriffs Office	N/R	N/R	N/R	N/R

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Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
Ellis	Ellis County Sheriffs Department	N/R	N/R	N/R	N/R
Garfield	Enid Police Department	614	11,866		50%
Garvin	Garvin County Sheriffs Office	N/R	N/R	N/R	N/R
	Pauls Valley Police Department	N/R	N/R	N/R	N/R
Grady	Grady County Sheriffs Department	280	500	10	80%
	Chickasha Police Department	350	N/R	N/R	N/R
	Tuttle Police Department	N/R	N/R	N/R	N/R
Grant	Grant County Sheriffs Office	N/R	N/R	N/R	N/R
Greer	Greer County Sheriffs Department	N/R	N/R	N/R	N/R
Harmon	Hollis Police Department	N/R	N/R	N/R	N/R
Harper	Harper County Sheriffs Office	5 – 10	300 - 500	5 – 10	5 – 10
Haskell	Stigler Police Department	20 - 25	Not sure	Not sure	Not sure
Hughes	Holdenville Police Department	N/R	N/R	N/R	N/R
Jackson	Altus Police Department	660	9000	30	N/R
Jefferson	Jefferson County Sheriffs Office	No way to tell	No way to tell	No way to tell	No way to tell
Johnston	Johnston County Sheriffs Department	475	4433	N/R	90%
Kay	Kay County Sheriffs Office	N/R	N/R	N/R	N/R
	Ponca City Police Department	300	1230	500	
	Blackwell Police Department	N/R	N/R	N/R	N/R
	Tonkawa Police Department	24	200	24	10%
Kingfisher	Kingfisher County Sheriff Department	N/R	N/R	N/R	N/R
Kiowa	Hobart Police Department	N/R	N/R	N/R	N/R
Latimer	Latimer County Sheriff	N/R	N/R	N/R	N/R
LeFlore	Le Flore County E9-1-1	1109	N/R	N/R	56%
Lincoln	Lincoln County Sheriff	N/R	N/R	N/R	N/R

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Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
	Chandler Police Department	35	400 - 500	25 - 30	75%
Logan	Guthrie Police Department	N/R	N/R	N/R	N/R
Love	Love County Sheriff Department	N/R	N/R	N/R	N/R
Major	Major County Sheriffs Office	N/R	N/R	N/R	N/R
Marshall	Marshall County Sheriffs Office	N/R	N/R	N/R	N/R
Mayes	Mayes Emergency Services Trust Authority	1350	No reports to breakdown calls	N/R	N/R
	Pryor Police Department	150	N/R	N/R	N/R
McClain	McClain County Communications Center	1200	N/R	N/R	90%
	Newcastle Police Department	N/R	80 -100	N/R	N/R
McCurtain	City of Idabel 9-1-1 Communications Center	N/R	N/R	N/R	N/R
	Broken Bow Police Department	N/R	N/R	N/R	N/R
McIntosh	Eufaula Police Department	N/R	N/R	N/R	N/R
Murray	Sulphur Police Department	N/R	N/R	N/R	N/R
Muskogee	Muskogee County Jail	N/R	N/R	N/R	N/R
	Muskogee Police Department	N/R	N/R	N/R	N/R
Noble	Noble County Sheriff	5	2000	2	N/R
	Perry Police Department	50	1400	100	N/R
Nowata	Nowata County Sheriffs Department	N/R	N/R	N/R	N/R
Okfuskee	Okemah Police Department	30	1500	300	50%
Oklahoma	Oklahoma County Sheriffs Office	See ACOG report	See ACOG report	N/A	See ACOG report
	Midwest City Emergency Operations Center	See ACOG report	See ACOG report	N/A	See ACOG report
	Del City Police Department	See ACOG	See ACOG report	N/A	See ACOG

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Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
		report			report
	Tinker AFB Fire Department	See ACOG report	See ACOG report	N/A	See ACOG report
	The Village Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
	Nichols Hills Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
	Edmond Central Communications	See ACOG report	10,149	N/A	See ACOG report
	Bethany Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
	Warr Acres Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
	City of Choctaw Police Department	See ACOG report	See ACOG report	N/A	See ACOG report
	EMSA - Secondary	See ACOG report	See ACOG report	N/A	See ACOG report
	Oklahoma City Police Department	52,488	35,000	The "admin calls" are actually emergency calls that come on 7-digit emergency numbers	50%
Okmulgee	Okmulgee County 9-1-1	1000	900	<2%	50%
	Henryetta Police Department	N/R	N/R	N/R	N/R
Osage	Osage County Sheriffs Office	N/R	N/R	N/R	N/R
Ottawa	Ottawa County 9-1-1	N/R	N/R	N/R	N/R
Pawnee	Pawnee County Sheriffs Office	20 - 30	N/R	10	2%

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Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
Payne	Payne County Sheriffs Department	2,000	12,000	30	65%
	Stillwater Police Department	2,000	12,000	30	65%
	Cushing Police Department	30 - 100	600 - 800	40	20%
	Perkins Police Department - Iowa Tribe	N/R	N/R	N/R	N/R
	Yale Police Department	20	150	5	65%
Pittsburg	Pittsburg Sheriffs Office	N/R	N/R	N/R	N/R
	McAlester Police Department	N/R	N/R	N/R	N/R
Pontotoc	Pontotoc County Ada 911 Ok	1,100	6,000 - 8,000	N/R	N/R
Pottawatomie	Pottawatomie County E9-1-1	123	3500	500	20%
	Shawnee Police Department	N/R	N/R	N/R	N/R
Pushmataha	Antlers Police Department	N/R	N/R	N/R	N/R
Roger Mills	*Covered by Elk City PSAP*	--	--	--	--
Rogers	Rogers County Sheriffs Office	N/R	N/R	N/R	N/R
Seminole	Seminole County 9-1-1 Agency	600	8,000	N/R	42%
Sequoyah	Sequoyah County 9-1-1	445	600	25	
Sequoyah	Muldrow Police Department	N/R	N/R	N/R	N/R
Stephens	Stephens County Communications Center	N/R	N/R	N/R	N/R
	Duncan City Police Department	N/R	N/R	N/R	N/R
Texas	Guymon Police Department	340	3,000	Unknown	2%
Tillman	Frederick Police Department	50 - 75	400 - 600	200 - 400	N/A
Tulsa	Tulsa Public Safety Response Center-City and County	82,000 – 85,000/ month	Dispatch Supervisor Position Only – 3600/month	Not tracked	50-53%
	Skiatook Police Department	N/R	4,637	N/R	N/R
	Collinsville Police Department	N/R	N/R	N/R	N/R
	Owasso Police Department	N/R	N/R	N/R	N/R

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Monthly Call Volume Statistics					
County	Agency	Monthly 9-1-1 Calls	Monthly ADMIN Calls	Emergency Calls on ADMIN Lines	Percent Wireless
	Broken Arrow Police Department	3,500	N/R	N/R	N/R
	Bixby Police Department	N/R	N/R	N/R	N/R
	Sand Springs Police Department	Not tracked	Not tracked	Not tracked	30 - 35%
	Jenks Police Department	500	2,000	300	N/R
	Glenpool Police Department	100	5	0	45%
Wagoner	Wagoner Police Department	N/R	N/R	N/R	N/R
	Coweta Police Department	N/R	N/R	N/R	N/R
Washington	Bartlesville Police Department	1,300 – 1,500	Not tracked	Unknown	Unknown
Washita	Washita County Sheriffs Office	N/R	N/R	N/R	N/R
	Cordell Police Department	N/R	N/R	N/R	N/R
Woods	Woods County Enhanced 9-1-1	158	621	Unknown	27%
Woodward	Woodward County Sheriffs Office	N/R	N/R	N/R	N/R
	Woodward Police Department	245	500	75	0%

Table 5: Monthly Call Volume Statistics

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7.6.1 Example of Call Volume Statistics Report: ACOG

The following table is the February 2007 Call Summary report from ACOG and represents the type of information and level of detail that all PSAPs should be able to report.

PSAP Name	Total Calls	Wireline	Wireline %	Abandoned Calls	Abandoned Calls (%)	Wireless Calls	Wireless Calls (%)
Bethany	1,271	491	38.63%	99	7.79%	780	61.37%
Choctaw	87	34	39.08%	10	11.49%	53	60.92%
Cleveland County	325	243	74.77%	25	7.69%	82	25.23%
Del City	1,174	591	50.34%	65	5.54%	583	49.66%
Edmond	2,776	978	35.23%	66	2.38%	1,798	64.77%
EL Reno	719	304	42.28%	28	3.89%	415	57.72%
EMSA	3,734	3,061	81.98%	120	3.21%	673	18.02%
Guthrie	651	228	35.02%	37	5.68%	423	64.98%
Midwest City	3,204	1,568	48.94%	154	4.81%	1,636	51.06%
Moore	1,662	683	41.10%	61	3.67%	979	58.90%
Mustang	401	173	43.14%	28	6.98%	228	56.86%
Newcastle	363	129	35.54%	30	8.26%	234	64.46%
Nichols Hills	205	142	69.27%	7	3.41%	63	30.73%
Noble	222	97	43.69%	10	4.50%	125	56.31%
Norman	3,259	1,227	37.65%	211	6.47%	2,032	62.35%
Oklahoma County	1,328	562	42.32%	97	7.30%	766	57.68%
Tinker AFB	161	127	78.88%	9	5.59%	34	21.12%
Tuttle	268	205	76.49%	26	9.70%	63	23.51%
Village	395	185	46.84%	29	7.34%	210	53.16%
Warr Acres	700	238	34.00%	61	8.71%	462	66.00%
Yukon	665	288	43.31%	11	1.65%	377	56.69%
Grand Totals	23,570	11,554	49.02%	1,184	5.02%	12,016	50.98%

Table 6: February 2007 ACOG Call Summary Report

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7.7 Preparedness and Contingency Planning

The following table provides examples of information available to 9-1-1 call-takers, the mutual assistance agreements agencies have with their neighbors, as well as agency contingency plans and their ability to transfer calls in the event of major emergencies or network outages.

Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
Adair	Adair County E9-1-1	Medical information, specific Fire, Ambulance and Law Enforcement dept if available in database	Cherokee Co – informal, Sequoiah Co – informal, Delaware Co – informal	Transfer to Adair County Sheriff's Dept Dispatch phones	Wildfires, Severe weather
Alfalfa	Cherokee City Police Department	N/R	N/R	Generator	Weather, grain elevator
Atoka	Atoka County Sheriff's Office	N/R	N/R	Yes	Severe weather, wildfires
Beaver	Beaver County Sheriff's Department	N/R	N/R	N/R	N/R
Beckham	Elk City Police Department	No	Formal, Informal	Yes	Severe weather, wildfires
	Sayre Police Department	No	Formal, Informal	Yes	Severe weather, wildfires
Blaine	Blaine County Sheriff's Department	No	With city of Watonga	N/R	All
Bryan	Durant Police Department	N/R	N/R	N/R	N/R
Caddo	Caddo County Sheriff's Office	N/R	N/R	Calls should rollover if cut or fail	Floods, explosions at power plant
	Anadarko Police Department	No	Caddo County SO	City Hall	Weather
Canadian	El Reno Police Department	If information is volun-teered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes	Severe weather, hazardous materials, train derailments

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
	Yukon Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes	Severe weather, hazardous materials, train derailments
	Mustang Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes	Severe weather, hazardous materials, train derailments
Carter	Ardmore/ Carter County 911Center	N/R	Formal Carter Co	Yes	All
Cherokee	Cherokee County 9-1-1	N/R	N/R	N/R	N/R
Choctaw	Hugo Police Department	N/R	N/R	N/R	N/R
Cimarron	Cimarron County Sheriff's Office	N/R	N/R	No	Severe weather, fires
Cleveland	Cleveland County Sheriff's Office	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes, extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Norman Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes, extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
	Moore Emergency Operations Center	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes, extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Noble Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Formal agreements exist between all PSAPs in the 9-1-1 ACOG region	Yes, extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
Coal	Coal County Sheriff's Department	N/R	Yes - informal	N/R	Severe weather, wildfires, hazmat
Comanche	Comanche County E 9-1-1	N/R	Lawton PSAP - informal	N/R	Severe weather, fires
	Lawton Police Department	N/R	N/R	N/R	N/R
Cotton	Cotton County Sheriff's Office	N/R	N/R	N/R	N/R
Craig	Vinita Police Department	N/R	N/R	Yes - call AT&T to transfer	N/R
Creek	Sapulpa Police Department	Yes	Sand Springs back up	Yes	Weather
	Mannford Police Department	N/R	No	No formal plan; rerouted to admin line	Tornado, fires, train derailments
	Bristow Police Department	N/R	N/R	Do Not believe so	Weather, wildfires
Custer	City of Clinton Police Department	CAD System logs notes for future reference	Yes	Yes	Severe weather, wildfires
	Weatherford Police Department	CAD System logs notes for future reference	Yes	Yes	Severe weather, wildfires
Delaware	Delaware County Sheriff's Office	N/R	Yes	Yes	Severe weather, wildfires, hazmat

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
	Grove Police Department	N/R	N/R	N/R	N/R
Dewey	Dewey County Sheriff's Office	N/R	Yes	N/R	Severe weather, wildfires, medical emergencies, accidents
Ellis	Ellis County Sheriff's Department	N/R	N/R	N/R	N/R
Garfield	Enid Police Department	Driving Directions if submitted by home owner. This information can be added by PSAP.	No	Yes	Severe weather, and train derailments
Garvin	Garvin County Sheriff's Office	N/R	N/R	N/R	N/R
	Pauls Valley Police Department	N/R	N/R	N/R	N/R
Grady	Grady County Sheriff's Department	N/R	Yes	Yes	Tornado, fires, train derailments
	Chickasha Police Department	N/R	N/R	Yes	Severe weather
	Tuttle Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
Grant	Grant County Sheriff's Office	N/R	N/R	N/R	N/R
Greer	Greer County Sheriff's Department	N/R	No	No	Severe weather, wildfires, ice storms
Harmon	Hollis Police Department	CAD System logs notes for future reference	Yes	Yes	Severe weather, wildfires
Harper	Harper County Sheriff's Office	N/R	Woodward County	No	Wildfires

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
Haskell	Stigler Police Department	N/R	Yes - LeFlore County	Yes - routed to LeFlore	Severe weather, wildfires
Hughes	Holdenville Police Department	N/R	No	No	Severe weather, wildfires, accidents
Jackson	Altus Police Department	For County residents there is a computer generated map that explains driving directions from residents of the county to the hospital.	Jackson County and city of Altus.	Yes	Severe weather, large fires hazardous materials spills, serious incidents at the Altus Air Force Base
Jefferson	Jefferson County Sheriff's Office	N/R	Carter County E-911 - Formal	No	Severe weather, wildfires, hazardous materials and train derailments
Johnston	Johnston County Sheriff's Department	Detailed Map, health problems if listed	Yes	Yes	Severe weather, wildfires, hazardous materials, water rescue, hunting accidents, bomb threats
Kay	Kay County Sheriff's Office	N/R	N/R	N/R	N/R
	Ponca City Police Department	N/R	Yes - informal	Yes	Severe weather, refinery explosion, hazardous materials, train derailments
	Blackwell Police Department	N/R	N/R	N/R	N/R
	Tonkawa Police Department	N/R	Fire and EMS – informal – Billings, Ponca City, Perry, Blackwell; Law Enforcement – informal – OHP, Kay County, Ponca City, Blackwell, Fort	No	Severe weather, hazardous spills, oil/gas refinery emergency event

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
			Oakland (tribal)		
Kingfisher	Kingfisher County Sheriff Department	N/R	N/R	N/R	N/R
Kiowa	Hobart Police Department	No	Yes	Yes	Severe weather, wildfires
Latimer	Latimer County Sheriff	N/R	N/R	N/R	N/R
LeFlore	Le Flore County E9-1-1	Mapping, medical history	Yes informal	Poteau 911	Weather and trains
Lincoln	Lincoln County Sheriff	N/R	N/R	N/R	N/R
	Chandler Police Department		9-1-1 lines transfer to admin lines	9-1-1 lines transfer to admin lines	Severe weather, wildfires, hazardous spills, train derailments, major accidents
Logan	Guthrie Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
Love	Love County Sheriff Department	N/R	N/R	N/R	N/R
Major	Major County Sheriff's Office	N/R	N/R	N/R	N/R
Marshall	Marshall County Sheriff's Office	N/R	N/R	N/R	N/R
Mayes	Mayes Emergency Services Trust Authority	Location alerts, history	Informal with surrounding counties	Re-routed to sheriff's dept	Severe weather, hazardous materials, train derailments

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
	Pryor Police Department	N/R	No	No	Severe weather, hazardous materials, train derailments
McClain	McClain County Communications Center	Latitude and Longitude coordinates	No	No	Fire and highway accidents
	Newcastle Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
McCurtain	City of Idabel 9-1-1 Communications Center	N/R	N/R	N/R	N/R
	Broken Bow Police Department	N/R	N/R	N/R	N/R
McIntosh	Eufaula Police Department	N/R	N/R	N/R	N/R
Murray	Sulphur Police Department	N/R	N/R	N/R	N/R
Muskogee	Muskogee County Jail	N/R	N/R	N/R	N/R
	Muskogee Police Department	N/R	N/R	Not that we know of.	Severe weather, hazardous materials, train derailments
Noble	Noble County Sheriff	N/R	N/R	N/R	N/R
	Perry Police Department				All the (examples) are of a concern.
Nowata	Nowata County Sheriff's Department	N/R	N/R	N/R	N/R
Okfuskee	Okemah Police Department	CAD system logs Notes for future reference	Yes - informal	Yes	Severe weather, wildfires

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
Oklahoma	Oklahoma County Sheriff's Office	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Midwest City Emergency Operations Center	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Del City Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Tinker AFB Fire Department	If information is volunteered by the caller, Additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	The Village Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Nichols Hills Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
	Edmond Central Communications	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Bethany Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Warr Acres Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	City of Choctaw Police Department	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	EMSA - Secondary	If information is volunteered by the caller, additional information can be added to the more info section attached to the caller's ANI information with the current software	Yes	Yes - extensive regional network disaster recovery plan is in place	Severe weather, hazardous materials, train derailments
	Oklahoma City Police Department	Some premise info in CAD, based on conditions previously encountered by first responders	No formal written plans, (verbal)	Yes – Manual	Severe weather, hazardous materials, earthquakes, terrorism etc.
Okmulgee	Okmulgee County 9-1-1	Street index, resource book, Notes	No	Calls routed to Tulsa 911 center	Tornadoes, fires, train derailments, Interstate and

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
					turnpike traffic
	Henryetta Police Department	N/R	N/R	N/R	N/R
Osage	Osage County Sheriff's Office	N/R	N/R	N/R	N/R
Ottawa	Ottawa County 9-1-1		Yes	Yes	
Pawnee	Pawnee County Sheriff's Office		Informal - Cleveland CO	Yes	Turnpike, rail
Payne	Payne County Sheriff's Department		Formal with Payne County Sheriff's Department, rural fire departments	Yes	Severe weather, wildfires, hazardous materials, train derailments
	Stillwater Police Department		Formal with Payne County Sheriff's Department, rural fire departments	Yes	Severe weather, wildfires, hazardous materials, train derailments
	Cushing Police Department		Payne County Sheriff	Yes - routed to Stillwater	Weather, wild fires, hazmat, oil spills, oil fires, prison escapes
	Perkins Police Department - Iowa Tribe	N/R	N/R	N/R	N/R
	Yale Police Department	Yes	N/R	N/R	N/R
Pittsburg	Pittsburg Sheriff's Office	N/R	N/R	No	N/R
	McAlester Police Department	N/R	N/R	No	Severe weather, wildfires, hazardous materials, train derailments,
Pontotoc	Pontotoc County Ada 911 Ok	N/R	Yes informal	Yes	

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
Pottawatomie	Pottawatomie County E9-1-1	N/R	Will have January, 2008	Will have January, 2008	Severe weather, wildfires, hazardous materials
	City of Tecumseh	N/R	Shawnee - informal	No	Severe weather
	Shawnee Police Department	N/R	N/R	N/R	N/R
Pushmataha	Antlers Police Department	Driving Directions and GPS coordinates to county portion of 298 prefix by 5-1-2007	No	Unsure	Tornados, Wildfires
Roger Mills	*Covered by Elk City PSAP*	--	--	--	--
Rogers	Rogers County Sheriff's Office	N/R	N/R	Yes	N/R
Seminole	Seminole County 9-1-1 Agency	Driving directions, mapping, previous call history	Yes - informal	Yes	Weather, fires, hazmat
Sequoyah	Sequoyah County 9-1-1	Driving directions	No	No	Severe weather, wildfires, hazardous materials, train derailments
	Muldrow Police Department	N/R	N/R	N/R	N/R
Stephens	Stephens County Communications Center	N/R	N/R	N/R	N/R
	Duncan City Police Department	N/R	N/R	N/R	N/R
Texas	Guymon Police Department	Health information if customer has provided	Yes	Only in case of PSAP evacuation - calls can be routed to police supervisor cell phones	Severe weather, wildfires, hazardous materials, train derailments, tornados, airplane crashes, bomb threats,

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
					missing/exploited children school shooting, agricultural issues, homicide
Tillman	Frederick Police Department	GPS mapping	informal	Yes	Mid-air collision 2005
Tulsa	Tulsa Public Safety Response Center-City and County	Any address can be flagged (Directions, Hazard, Alarm, Premise History, temporary situations or any combination of the flags	Not formal	Yes	Tornadoes, ice storms, air-plane crashes, railway accidents, waterway incidents, hazard material spills and explosions, refinery fires, riots, demonstrations, large event venues, phone out-ages, pandemic, man-made disasters, and floods.
	Skiatook Police Department	Where available	Yes	No	Severe weather, wildfires, flooding
	Collinsville Police Department	No	Owasso Police Department	N/R	N/R
	Owasso Police Department	We have ability to attach Notes to call locations but this is rarely done and impractical.	I believe we have formal agreements but they require a request from the other agency.	We call the AT&T Trouble center and route the calls to a seven digit line within the department, or over to the Fire Dept, or Emergency Operations Center	Tornado, Flash Flood, Severe Thunderstorms and power outages, Wildfires
	Broken Arrow Police Department	Added comments	No	Backup site if PSAP is evacuated; Call redirected to Non-emergency number	Telecom failure, severe weather, wildfires, hazmat, transportation

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
	Bixby Police Department	Yes - We have a subject that is allergic to latex, there is Notations in our Dispatch system as well as the 9-1-1 system on his condition and the need to warn emergency responders.	N/R	There are back up phones in case of failure of the system. The lines are transferred to other agencies when the whole system goes down including back up lines.	Severe weather, grass fires, hazardous materials, plane crashes.
	Sand Springs Police Department	No other than visual of a plotted E911 call on a monitor.	We are a municipal government and have mutual aid agreements with other agencies, I can Not speak for a county to county agreement.	Yes - Sapulpa Police Department and or Tulsa neutral if necessary.	Severe weather, wildfires, hazardous materials, train derailments, flooding
	Jenks Police Department	No	INCOG	Yes - via INCOG	Severe weather, wildfires, hazardous materials, law enforcement incidents, oil tank fires and numerous other mutual aid incidents
	Glenpool Police Department	No	Yes - formal and informal	Yes - re-route to Jenks PD or Bixby PD	Severe weather
Wagoner	Wagoner Police Department	N/R	N/R	N/R	N/R
	Coweta Police Department	N/R	N/R	N/R	N/R
Washington	Bartlesville Police Department	N/R	No	N/R	Building has had 5 feet of water in it shortly after opening
Washita	Washita County Sheriff's Office	N/R	N/R	N/R	N/R
	Cordell Police Department	N/R	N/R	N/R	N/R

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Preparedness and Contingency Planning					
County	Agency	What (if any) Additional Information Is Available to 9-1-1 Call Takers?	Formal Mutual Assistance Agreements With Its Neighbors?	Is There a Contingency Plan and Emergency Transfer Capability in Case of Network Outage?	What Major Emergencies are of Concern?
Woods	Woods County Enhanced 9-1-1	No	No	No	Severe weather, wildfires, hazardous materials, train derailments, and ice storms
Woodward	Woodward County Sheriff's Office	No	No		Weather, Fires, Hazardous Materials traveling through the area.
	Woodward Police Department	No	No	N/R	N/R

Table 7: Preparedness and Contingency Planning

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7.8 Staffing Levels and Training Policies

The following table provides information about agency staffing hours, levels, and new-hire call-taker training.

Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Adair	Adair County E9-1-1	Yes	8	0	8 hours	Yes
Alfalfa	Cherokee City Police Department	Yes	4	0	24 hrs & first responder class	Yes
Atoka	Atoka County Sheriff's Office	Yes	N/R	N/R	On the job	No
Beaver	Beaver County Sheriff's Department	Yes	N/R	N/R	N/R	N/R
Beckham	Elk City Police Department	Yes	9	2	3 months on job	Yes
	Sayre Police Department	Yes	5	0	2 weeks on job	Yes
Blaine	Blaine County Sheriff's Department	Yes	14	1 (50%)	N/R	Yes
Bryan	Durant Police Department	N/R	9	4	30 days	Yes
Caddo	Caddo County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Anadarko Police Department	Yes	4	0	4 - 6 weeks	Yes
Canadian	El Reno Police Department	Yes	N/R	N/R	N/R	N/R
	Yukon Police Department	Yes	N/R	N/R	N/R	N/R
	Mustang Police Department	Yes	5	0	Whatever it takes	Yes
Carter	Ardmore/Carter County 911Center	Yes	9	1	60 days	Yes
Cherokee	Cherokee County 9-1-1	Yes	15	5	2 weeks	Yes
Choctaw	Hugo Police Department	N/R	N/R	N/R	N/R	N/R

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Cimarron	Cimarron County Sheriff's Office	Yes	5	0	certified dispatchers school by Oklahoma OLETS training	Yes
Cleveland	Cleveland County Sheriff's Office	Yes	N/R	N/R	N/R	N/R
	Norman Police Department	Yes	N/R	N/R	N/R	N/R
	Moore Emergency Operations Center	Yes	13	0	400 hrs	Yes
	Noble Police Department	Yes	N/R	N/R	N/R	N/R
Coal	Coal County Sheriff's Department	Yes	N/R	N/R	Approx 1 week all duties	Yes
Comanche	Comanche County E 9-1-1	Yes	10	4	4 weeks	Yes
	Lawton Police Department	N/R	25 Lawton - 7 federal Fort Sill	0	N/R	N/R
Cotton	Cotton County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Craig	Vinita Police Department	Yes	5	1	2 months	Yes
Creek	Sapulpa Police Department	Yes	9	0	4 hrs in service (suggests 16 hrs)	Yes
	Mannford Police Department	Yes	3	3	2 - 3 weeks on job	Yes
	Bristow Police Department	N/R	5	0	2 weeks	Yes
Custer	City of Clinton Police Department	Yes	7	0	N/R	Yes
	Weatherford Police Department	Yes	9	0	2 weeks on job, CPR	Yes
Delaware	Delaware County Sheriff's Office	Yes	11	2	60 hours	Yes
	Grove Police Department	N/R	N/R	N/R	N/R	N/R

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Dewey	Dewey County Sheriff's Office	Yes	6	0	Yes	Yes
Ellis	Ellis County Sheriff's Department	Yes	N/R	N/R	basic training for dispatch	Yes
Garfield	Enid Police Department	Yes	16	0	6 months	Yes
Garvin	Garvin County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Pauls Valley Police Department	N/R	N/R	N/R	N/R	N/R
Grady	Grady County Sheriff's Department	Yes	6	2	80 hours	Yes
	Chickasha Police Department	Yes	5	1	4 - 6 weeks program 40 hr telecom	Yes
	Tuttle Police Department	Yes	N/R	N/R	N/R	N/R
Grant	Grant County Sheriff's Office	N/R	N/R	N/R	N/R	Yes
Greer	Greer County Sheriff's Department	Yes	4	0	Several weeks	Yes
Harmon	Hollis Police Department	Yes	4	1	2 Weeks on the job, 1 week OLETS	Yes
Harper	Harper County Sheriff's Office	Yes	4	1	1 week	Yes
Haskell	Stigler Police Department	Yes	N/R	N/R	Hands on for a couple weeks - Not	Yes
Hughes	Holdenville Police Department	Yes	4	0	40 hours	Yes
Jackson	Altus Police Department	Yes	11	0	90 days on job	Yes

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Jefferson	Jefferson County Sheriff's Office	Yes	4	1	There is no 9-1-1 training per se. However all dispatchers receive at a minimum of 2 weeks training	Yes
Johnston	Johnston County Sheriff's Department	Yes	6	2	1 week in house training	Yes
Kay	Kay County Sheriff's Office	N/R	N/R	N/R	N/R	
	Ponca City Police Department	Yes	11	0	12 weeks	Yes
	Blackwell Police Department	N/R	N/R	N/R	N/R	
	Tonkawa Police Department	Yes	4	1	Approx. minimum 200 hours to maximum 240 hours	Yes
Kingfisher	Kingfisher County Sheriff Department	N/R	N/R	N/R	N/R	
Kiowa	Hobart Police Department	Yes	4	3	2 Weeks on the job	Yes
Latimer	Latimer County Sheriff	N/R	N/R	N/R	N/R	N/R
LeFlore	Le Flore County E9-1-1	Yes	7	3	2 weeks	Yes
Lincoln	Lincoln County Sheriff	N/R	N/R	N/R	N/R	
	Chandler Police Department	Yes	4	1	4 to 6 weeks	Yes
Logan	Guthrie Police Department	Yes	N/R	N/R	N/R	N/R
Love	Love County Sheriff Department	N/R	N/R	N/R	N/R	N/R
Major	Major County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Marshall	Marshall County Sheriff's Office	N/R	N/R	N/R	N/R	N/R

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Mayes	Mayes Emergency Services Trust Authority	Yes	3	2	30 days	Yes
	Pryor Police Department	Yes	6	0	60 days hands on supervised	Yes
McClain	McClain County Communications Center	Yes	8	3	Minimum 6 weeks	Yes
	Newcastle Police Department	Yes	6	3	120-240 hours	Yes
McCurtain	City of Idabel 9-1-1 Communications Center	N/R	N/R	N/R	N/R	N/R
	Broken Bow Police Department	N/R	N/R	N/R	N/R	N/R
McIntosh	Eufaula Police Department	N/R	N/R	N/R	N/R	N/R
Murray	Sulphur Police Department	N/R	N/R	N/R	N/R	N/R
Muskogee	Muskogee County Jail	N/R	N/R	N/R	N/R	N/R
	Muskogee Police Department	Yes	N/R	N/R	N/R	N/R
Noble	Noble County Sheriff	Yes	1 per shift	0	50-100 hours depending on experience. This is not all 9-1-1 related. Most is for their primary function.	Yes
	Perry Police Department	Yes	4	1	Very little, they are told how 9-1-1 works and given examples of how to handle the calls.	No

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Nowata	Nowata County Sheriff's Department	N/R	N/R	N/R	N/R	N/R
Okfuskee	Okemah Police Department	Yes	4	1	On the job training – approximately 5 shifts	Yes
Oklahoma	Oklahoma County Sheriff's Office	Yes	N/R	N/R	N/R	N/R
	Midwest City Emergency Operations Center	Yes	N/R	N/R	N/R	N/R
	Del City Police Department	Yes	N/R	N/R	N/R	N/R
	Tinker AFB Fire Department	Yes	8	0	480 hours	Yes
	The Village Police Department	Yes	N/R	N/R	N/R	N/R
	Nichols Hills Police Department	Yes	N/R	N/R	N/R	N/R
	Edmond Central Communications	Yes	13	0	None at hire - 40 hours	Yes
	Bethany Police Department	Yes	N/R	N/R	N/R	N/R
	Warr Acres Police Department	Yes	N/R	N/R	N/R	N/R
	City of Choctaw Police Department	Yes	N/R	N/R	N/R	N/R
	EMSA - Secondary	Yes	N/R	N/R	N/R	N/R
	Oklahoma City Police Department	Yes	76 primary; 15 fire	30	4 weeks plus 4 months OJT	Yes
Okmulgee	Okmulgee County 9-1-1	Yes	8	0	No exp - 160 hrs + NAED cert within 90 days; With 1 yr exp, 90 hrs + NAED cert within 90 days	Yes
	Henryetta Police Department	N/R	N/R	N/R	N/R	N/R

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Osage	Osage County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Ottawa	Ottawa County 9-1-1	Yes	7	0	Yes	Yes
Pawnee	Pawnee County Sheriff's Office	Yes	5	2	2 weeks	Yes
Payne	Payne County Sheriff's Department	N/R	N/R	N/R	One month of classroom/communication center before starting a four month fielding training program	Yes
	Stillwater Police Department	Yes	N/R	N/R	One month of classroom/communication center before starting a four month fielding training program	Yes
	Cushing Police Department	Yes	5	1	6 - 8 weeks	Yes
	Perkins Police Department - Iowa Tribe	N/R	N/R	N/R	N/R	N/R
	Yale Police Department	Yes	3	2	One month of classroom/communication center before starting a four month fielding training program	Yes
Pittsburg	Pittsburg Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	McAlester Police Department	Yes	8	0	50 hrs	Yes
Pontotoc	Pontotoc County Ada 911 Ok	Yes	11	6	Minimum 6 weeks in house EMD,OLETS, APCO Telecom. Certifications within 1st	Yes

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
					year	
Pottawatomie	Pottawatomie County E9-1-1	will be	9	3	Unknown - will be (at least 80 hrs)	Yes
	Pottawatomie County E9-1-1	Yes	4	1	3 days	Yes
	Shawnee Police Department	N/R	N/R	N/R	N/R	N/R
Pushmataha	Antlers Police Department	Yes	4	1	New dispatchers work with current dispatchers until deemed ready to work alone.	Yes
Roger Mills	*Covered by Elk City PSAP*	--	--	--	--	--
Rogers	Rogers County Sheriff's Office	Yes	N/R	N/R	N/R	N/R
Seminole	Seminole County 9-1-1 Agency	Yes	6	5	8 weeks	Yes
Sequoyah	Sequoyah County 9-1-1	Yes	3	3	2 weeks OJT	Yes
	Muldrow Police Department	N/R	N/R	N/R	N/R	N/R
Stephens	Stephens County Communications Center	N/R	N/R	N/R	N/R	N/R
	Duncan City Police Department	N/R	N/R	N/R	N/R	N/R
Texas	Guymon Police Department	Yes	9	0	8 hrs plus call during 6 wks training	Yes
Tillman	Frederick Police Department	Yes	5	0	At least 2 weeks OJT unless deficiencies; then	Yes

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
					a longer period of time	
Tulsa	Tulsa Public Safety Response Center-City and County	Yes	100+	N/R	6-8 weeks in a training academy, another 6-8 weeks on the dispatch floor (OJT) with a trainer for the initial call-taking position. Each position requires additional training time.	Yes
	Skiatook Police Department	Yes	4	3	6 - 8 weeks in house	Yes
	Collinsville Police Department	N/R	N/R	N/R	N/R	N/R
	Owasso Police Department	Yes	9	1	8 weeks	Yes
	Broken Arrow Police Department	Yes	17	0	4 months	Yes
	Bixby Police Department	N/R	8	0	Minimum of eight weeks of training in dispatch and 911 operations	Yes
	Sand Springs Police Department	Yes	8	0	6 weeks with senior dispatcher before on their own	Yes
	Jenks Police Department	Yes	4	2	Depends on experience. We hire experienced new employees	Yes
	Glenpool Police Department	Yes	7	1	1 month	Yes

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Staffing Levels and Training Policies						
County	Agency	Staffed 24 Hours and 7 Days per Week?	Number of Full-Time Staff	Number of Part-Time Staff	Amount of New Hire Call-Taker Training	Is New Hire Call-Taker Training Mandatory?
Wagoner	Coweta Police Department	N/R	N/R	N/R	N/R	N/R
	Wagoner Police Department	Yes	5	0	2 weeks OJT	Yes
Washington	Bartlesville Police Department	Yes	12	0	6 to 8 weeks depending on speed the skills are picked up	Yes
Washita	Washita County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
	Cordell Police Department	N/R	N/R	N/R	N/R	N/R
Woods	Woods County Enhanced 9-1-1	Yes	5	3	5 weeks	Yes
Woodward	Woodward County Sheriff's Office	Yes	N/R	N/R	N/R	N/R
	Woodward Police Department	Yes	N/R	N/R	6 - 8 weeks	Yes

Table 8: Staffing Levels and Training Policies

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8. E9-1-1 WIRELESS DEPLOYMENT STATUS

8.1 Oklahoma Wireless E9-1-1 Level of Service

The tables in this section present an accounting of the service levels provided by each answering point for wireless 9-1-1 calls as of April 2007. The following wireless 9-1-1 service level definitions were used in this assessment.

Wireless Phase 0: The delivery of wireless 9-1-1 calls with no location information to a predefined 10 digit number, often an administrative or non-emergency telephone line.

Wireless Phase .5: The delivery of wireless 9-1-1 calls with carrier name and cell address.

Wireless Phase I: The delivery of a wireless 9-1-1 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector.

Wireless Phase II: The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 50 to 300 meters in most cases.

The table below provides information about wireless 9-1-1 service for all counties in the State of Oklahoma.

Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
Adair	Adair County E9-1-1	Stilwell	--	Yes	Yes	Entire county of Adair	Primary
Alfalfa	Cherokee City Police Department	Cherokee	Yes	No	No	Entire county of Alfalfa	Primary
Atoka	Atoka County Sheriff's Office	Atoka	Yes	No	No	Entire county of Atoka	Primary
Beaver	Beaver County Sheriff's Department	Beaver	Yes	No	No	Entire county of Beaver	Primary
Beckham	Elk City Police Department	Elk City	--	Yes	Yes	Roger Mills County & Beckham County	Primary
	Sayre Police Department	Sayre	--	Yes	Yes	Roger Mills County & Beckham County	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
Blaine	Blaine County Sheriff's Department	Watonga	Yes	No	No	Entire county of Blaine except for the city of Geary	Primary
	Geary Police Department	Geary				Entire city of Geary	Primary
Bryan	Durant Police Department	Durant	Yes	No	No	Entire county of Bryan	Primary
Caddo	Caddo County Sheriff's Office	Anadarko	Yes	No	No	Entire county of Caddo except for the cities of Carnegie and Anadarko	Primary
	Anadarko Police Department	Anadarko	Yes	No	No	Entire city of Anadarko	Primary
Canadian	El Reno Police Department	El Reno	--	Yes	Yes	Entire county of Canadian except for the cities of Mustang Union City, and Yukon	Primary
	Yukon Police Department	Yukon	--	Yes	Yes	Entire city of Yukon and the city of Piedmont	Primary
	Mustang Police Department	Mustang	--	Yes	Yes	Entire city of Mustang	Primary
Carter	Ardmore/Carter County 911Center	Ardmore	Yes	Testing	Testing	Entire county of Carter except for the city of Healdton	Primary
	Healdton Police Department	Healdton	N/R	N/R	N/R	Entire city of Healdton	Primary
Cherokee	Cherokee County 9-1-1	Tahlequah	--	Yes	No	Entire county of Cherokee	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
Choctaw	Hugo Police Department	Hugo	Yes	No	No	Entire county of Choctaw	Primary
Cimarron	Cimarron County Sheriff's Office	Boise City	Yes	No	No	Entire county of Cimarron	Primary
Cleveland	Cleveland County Sheriff's Office	Norman	--	Yes	Yes	Entire county of Cleveland except for cities of Norman, Moore, Noble and Oklahoma City	
	Norman Police Department	Norman	--	Yes	Yes	Entire city of Norman	Primary
	Moore Emergency Operations Center	Moore	--	Yes	Yes	Entire city of Moore	Primary
	Noble Police Department	Noble	--	Yes	Yes	Entire city of Noble	Primary
Coal	Coal County Sheriff's Department	Coalgate	Yes	No	No	Entire county of Coal	Primary
Comanche	Comanche County E 9-1-1	Lawton	Yes	No	No	Entire county of Comanche except for the city of Lawton	Primary
	Lawton Police Department	Lawton	Yes	No	No	Entire city of Lawton	Primary
Cotton	Cotton County Sheriff's Office	Walters	Yes	No	No	Entire county of Cotton	Primary
Craig	Vinita Police Department	Vinita	--	Yes	No	Entire county of Craig	Primary
Creek	Sapulpa Police Department	Sapulpa	--	Yes	No	Entire county of Creek except for the cities of Bristow and	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
						Mannford	
	Mannford Police Department	Mannford	--	Yes	No	City of Mannford	Primary
	Bristow Police Department	Bristow	--	Yes	No	Entire city of Bristow	Primary
Custer	Clinton Police Department	Clinton	--	Yes	Yes	Custer County	Primary
	Weatherford Police Department	Weatherford	--	Yes	Yes	Custer County	Primary
Delaware	Delaware County Sheriff's Office	Jay	--	Yes	Yes	Lower half of Delaware County	Primary
	Grove Police Department	Jay	--	Yes	Yes	Northern half of Delaware County	Primary
Dewey	Dewey County Sheriff's Office	Grove	Yes	No	No	Entire county of Dewey	Primary
Ellis	Ellis County Sheriff's Department	Taloga	Yes	No	No	Entire county of Ellis	Primary
Garfield	Enid Police Department	Arnett	Yes	No	No	Entire county of Garfield	Primary
Garvin	Garvin County Sheriff's Office	Enid	Yes	No	No	Entire county of Garvin except for the city of Pauls Valley	Primary
	Pauls Valley Police Department	Pauls Valley	Yes	No	No	Entire city of Pauls Valley	Primary
Grady	Grady County Sheriff's Department	Chickasha	--	Yes	Yes	Entire county except for the city of Chickasha and Tuttle	Primary
	Chickasha Police Department	Chickasha	--	Yes	Yes	Entire city of Chickasha	Primary
	Tuttle Police Department	Tuttle	--	Yes	Yes	Entire city of Tuttle	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
Grant	Grant County Sheriff's Office (will be covered by Woods County)	Medford	Yes	No	No	Entire county of Grant	Primary
Greer	Greer County Sheriff's Department	Mangum	Yes	No	No	Entire county of Greer	Primary
Harmon	Hollis Police Department	Hollis		Yes	Yes	Entire county of Harmon	Primary
Harper	Harper County Sheriff's Office	Buffalo	Yes	No	No	Entire county of Harper	Primary
Haskell	Stigler Police Department	Stigler	Yes	No	No	Entire County of Haskell	Primary
Hughes	Holdenville Police Department	Holdenville	Yes	No	No	Entire county of Hughes	Primary
Jackson	Altus Police Department	Altus	Yes	No	No	Entire county of Jackson	Primary
Jefferson	Jefferson County Sheriff's Office	Waurika	Yes	No	No	Entire county of Jefferson	Primary
Johnston	Johnston County Sheriff's Department	Tishomingo	--	Yes	Yes	Entire county of Johnston	Primary
Kay	Kay County Sheriff's Office	Newkirk	Yes	No	No	Entire county of Kay except for the cities of Blackwell, Braman, Ponca City, Tonkawa	Primary
	Ponca City Police Department	Ponca City	--	Yes	No	Entire city of Ponca City	Primary
	Blackwell Police Department	Blackwell	Yes	No	No	Cities of Blackwell and Braman	Primary
	Tonkawa Police Department	Tonkawa	Yes	No	No	City of Tonkawa	Primary
Kingfisher	Kingfisher County Sheriff Department	Kingfisher	Yes	No	No	Entire county of	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
						Kingfisher except for the city of Hennessey	
	Hennessey Police Department	Hennessey	N/R	N/R	N/R	Entire city of Hennessey	Primary
Kiowa	Hobart Police Department	Hobart	--	Yes	Yes	Entire county of Kiowa	Primary
Latimer	Latimer County Sheriff	Wilburton	Yes	No	No	Entire county of Latimer	Primary
LeFlore	Le Flore County E9-1-1	Poteau	--	Yes	No	Entire county of Le Flore except for the city of Pocola and Poteau	Primary
	Pocola Police Department	Pocola				City of Pocola	Secondary
	Poteau Police Department	Poteau				City of Poteau	Primary
Lincoln	Lincoln County Sheriff	Chandler	Yes	No	No	County of Lincoln except for city of Chandler	Primary
	Chandler Police Department	Chandler	--	No	No	City of Chandler	Primary
Logan	Guthrie Police Department	Guthrie		Yes	Yes	Entire county of Logan	Primary
Love	Love County Sheriff Department	Marietta	Yes	No	No	Entire county of Love	Primary
Major	Major County Sheriff's Office	Fairview	Yes	No	No	Entire county of Major	Primary
Marshall	Marshall County Sheriff's Office	Madill	Yes	No	No	Entire county of Marshall	Primary
Mayes	Mayes Emergency Services Trust Authority	Pryor	--	Yes	Yes	Entire county of Mayes	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
	Pryor Police Department	Pryor	--	Yes	Yes		Primary
McClain	McClain County Communications Center	Purcell	--	Yes	Yes	Entire county except for city of Newcastle	Primary
	Newcastle Police Department	Newcastle	--	Yes	Yes	Entire city of Newcastle	Primary
McCurtain	County		Yes	No	No	Entire county of McCurtain except for the city of Broken Bow	Primary
	City of Idabel 9-1-1 Communications Center	Idabel	--	No	No	City of Broken Bow	Primary
	Broken Bow Police Department	Eufaula	Yes	No	No		Primary
McIntosh	Eufaula Police Department	Eufaula	--	No	No	Entire county of McIntosh	Primary
Murray	Sulphur Police Department	Sulphur	Yes	No	No	2/3 of the Eastern side of Murray	Primary
	Davis Police Department	Davis	N/R	N/R	N/R	Western 1/3 of Murray	Primary
Muskogee	Muskogee County Jail	Muskogee	--	No	No	County of Muskogee except for city of Muskogee	Primary
	Muskogee Police Department	Muskogee	Yes	No	No	Entire city of Muskogee	Primary
Noble	Noble County Sheriff	Perry	Yes	No	No	Entire county of Noble except for the city of Perry	Primary
	Perry Police Department	Perry	--	No	No	City of Perry	Primary
Nowata	Nowata County Sheriff's Department	Nowata	Yes	No	No	Entire county of	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
						Nowata	
Okfuskee	Okemah Police Department	Okemah	Yes	No	No	Entire county of Okfuskee	Primary
Oklahoma	Oklahoma County Sheriff's Office	Oklahoma City	--	Yes	Yes	Entire county of Oklahoma except for the cities of Bethany, Choctaw, Del City, Edmond, Midwest City, Nichols Hills, Oklahoma City, The Village, Warr Acres, and Tinker AFB	Primary
	Midwest City Emergency Operations Center	Midwest City	--	Yes	Yes	Entire city of Midwest	Primary
	Del City Police Department	Del City	--	Yes	Yes	Entire city of Del City	Primary
	Tinker AFB Fire Department	Tinker AFB	--	Yes	Yes	Entire Base	Primary
	The Village Police Department	The Village	--	Yes	Yes	Entire city of The Village	Primary
	Nichols Hills Police Department	Nichols Hills	--	Yes	Yes	Entire city of Nichols Hills	Primary
	Edmond Central Communications	Edmond	--	Yes	Yes	Entire city of Edmond and Arcadia	Primary
	Bethany Police Department	Bethany	--	Yes	Yes	Entire city of Bethany and Woodlawn Park	Primary
	Warr Acres Police Department	Warr Acres	--	Yes	Yes	Entire city of Warr	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
						Acres	
	City of Choctaw Police Department	Choctaw	--	Yes	Yes	Entire city of Choctaw	Primary
	EMSA – Secondary		--	Yes	Yes		Primary
	Oklahoma City Police Department	Oklahoma City	--	Yes	No	Entire city of Oklahoma City	Primary
Okmulgee	Okmulgee County 9-1-1	Okmulgee	--	Yes	Yes	Entire county of Okmulgee except for PSAP boundary of Henryetta	Primary
	Henryetta Police Department	Henryetta	--	No	No	Entire city of Henryetta	Primary
Osage	Osage County Sheriff's Office	Pawhuska	Yes	No	No	Entire county of Osage	Primary
Ottawa	Ottawa County 9-1-1	Miami	--	Yes	Yes	Entire county of Ottawa	Primary
Pawnee	Pawnee County Sheriff's Office	Pawnee	--	Yes	No	Western portion of county from Hwy 99	Primary
	Cleveland Police Department	Cleveland	N/R	N/R	N/R	Everything east of Hwy 99 in Pawnee County including all of Cleveland	Primary
Payne	Payne County Sheriff's Department	Stillwater	--	Yes	Yes	Entire county of Payne except for the cities of Cushing, Yale, Perkins, and Stillwater	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
	Stillwater Police Department	Stillwater	--	Yes	Yes	Entire city of Stillwater	Primary
	Cushing Police Department	Cushing	--	Yes	No	Entire city of Cushing	Primary
	Perkins Police Department - Iowa Tribe	Perkins	--	Yes	No	Entire city of Perkins	Primary
	Yale Police Department	Yale	--	Yes	Yes	Entire city of Yale	Primary
Pittsburg	Pittsburg Sheriff's Office	McAlester	Yes	No	No	All of Pittsburg county except for the city of McAlester	Primary
	McAlester Police Department	McAlester	--	Yes	No	City of McAlester	Primary
Pontotoc	Pontotoc County Ada 911 Ok	Ada	--	Yes	Yes	Entire county of Pontotoc	Primary
Pottawatomie	Pottawatomie County E9-1-1	Shawnee	Yes	No	No		Primary
	Pottawatomie County E9-1-1	Tecumseh	--	No	No	City of Tecumseh and surrounding area	Primary
	Shawnee Police Department	Shawnee	--	No	No	Entire county of Pottawatomie except for the city of Tecumseh	Primary
Pushmataha	Antlers Police Department (County)	Antlers	Yes	No	No	Entire county of Pushmataha	Primary
Roger Mills	*Covered by Elk City PSAP*		--	Yes	Yes		
Rogers	Rogers County Sheriff's Office	Claremore	--	Yes	Yes	Entire county of Rogers	Primary
Seminole	Seminole County 9-1-1 Agency	Seminole	--	Yes	Yes	All of Seminole County	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
Sequoyah	Sequoyah County 9-1-1	Sallisaw	Yes	No	No	Entire county of Sequoyah except for cities of Muldrow and Roland	Primary
	Muldrow Police Department	Muldrow	--	No	No	Entire cities of Muldrow and Roland	Primary
Stephens	Stephens County Communications Center	Duncan	Yes	No	No	Entire county of Stephens except for the cities of Comanche, Marlow and Duncan	Primary
	Duncan City Police Department	Duncan	--	No	No	City of Duncan	Primary
Texas	Guymon Police Department	Guymon	Yes	No	No	Entire county of Texas	Primary
Tillman	Frederick Police Department	Frederick	Yes	No	No	Entire county of Tillman	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
Tulsa	Tulsa Public Safety Response Center-City and County	Tulsa	--	Yes	No	Entire county except for Bixby, Broken Arrow, Collinsville, Glenpool, Jenks, Owasso, Sand Springs, Skiatook and Tulsa areas; Tulsa City, Unincorporated Tulsa County; Catoosa Exchange, Catoosa City, and the Town of Sperry	Primary
	Skiatook Police Department	Skiatook	--	Yes	No	Entire city of Skiatook, and a small portion of Osage County	Primary
	Collinsville Police Department	Collinsville	--	No	No	City of Collinsville	Primary
	Owasso Police Department	Owasso	--	Yes	No	City of Owasso	Primary
	Broken Arrow Police Department	Broken Arrow	--	Yes	No	City of Broken Arrow and portion of Wagoner County	Primary
	Bixby Police Department	Bixby	--	Yes	No	City of Bixby	Primary
	Sand Springs Police Department	Sand Springs	--	0.5	No	City of Sand Springs	Primary

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Oklahoma Wireless E9-1-1 Level of Service							
County	Agency	Location	Phase 0	Phase I	Phase II	Boundaries	Primary/ Secondary
	Jenks Police Department	Jenks	--	Yes	No	City of Jenks	Primary
	Glenpool Police Department	Glenpool	--	Yes	No	Entire city of Glenpool.	Primary
Wagoner	Wagoner Police Department (County)	Wagoner	Yes	No	No	Wagoner County	Primary
Washington	Bartlesville Police Department	Bartlesville	Yes	No	No	Entire county of Washington	Primary
Washita	Washita County Sheriff's Office	Cordell	Yes	No	No	Entire county of Washita	Primary
Woods	Woods County Enhanced 9-1-1	Alva	--	Yes	Yes	All of Woods County	Primary
Woodward	Woodward County Sheriff's Office	Woodward	--	Yes	No	County of Woodward	Primary

Table 9: Oklahoma Wireless E9-1-1 Level of Service

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8.2 Oklahoma Wireless E9-1-1 Level of Service Map

The following graphic illustrates Oklahoma wireless 9-1-1 service by location.

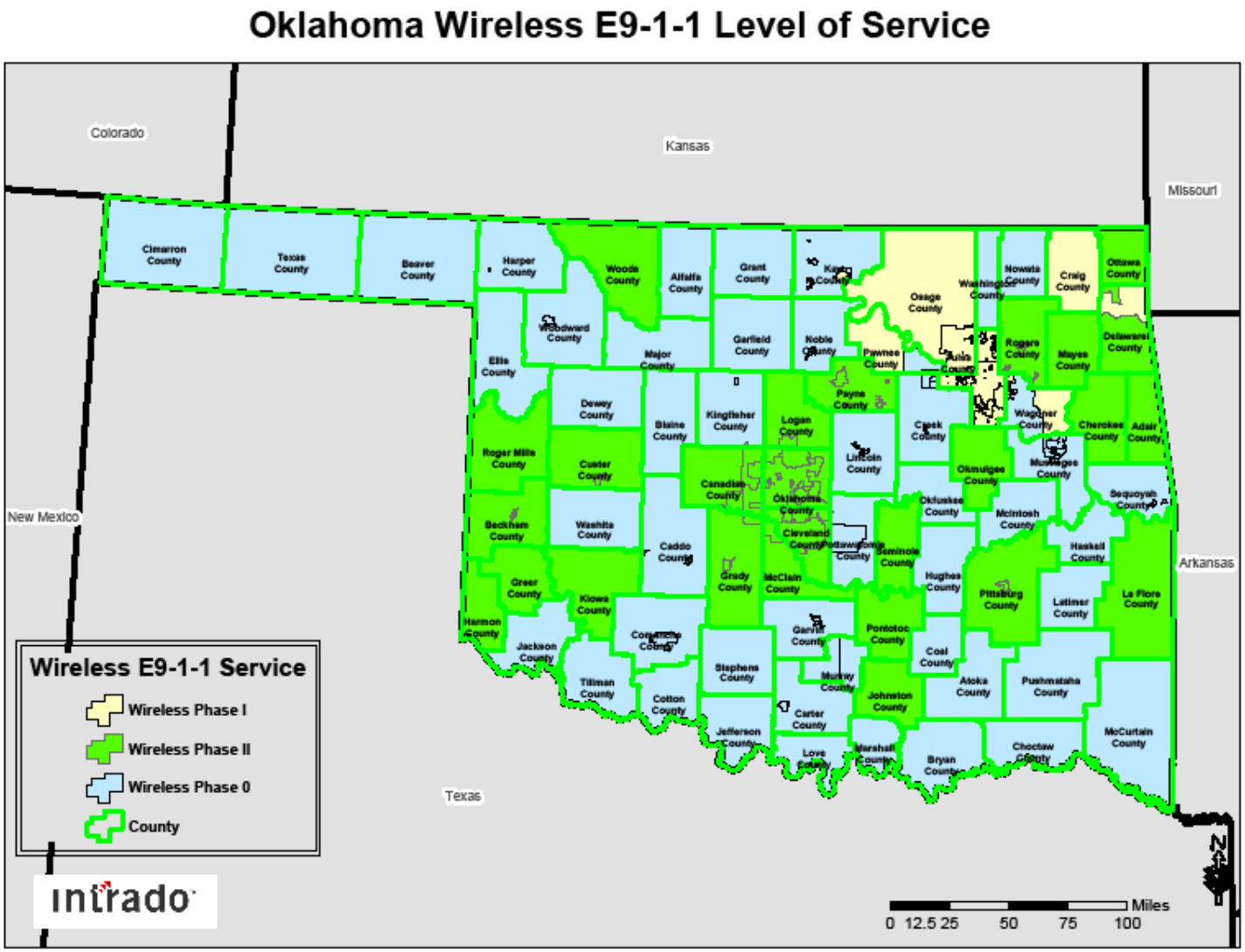

Figure 4: Oklahoma Wireless E9-1-1 Service by Location

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8.3 Percentage of Oklahoma Population Covered by Each Level of Wireless 9-1-1 Service

The following graphic represents the portions of Oklahoma's population covered by each level of wireless 9-1-1 service.

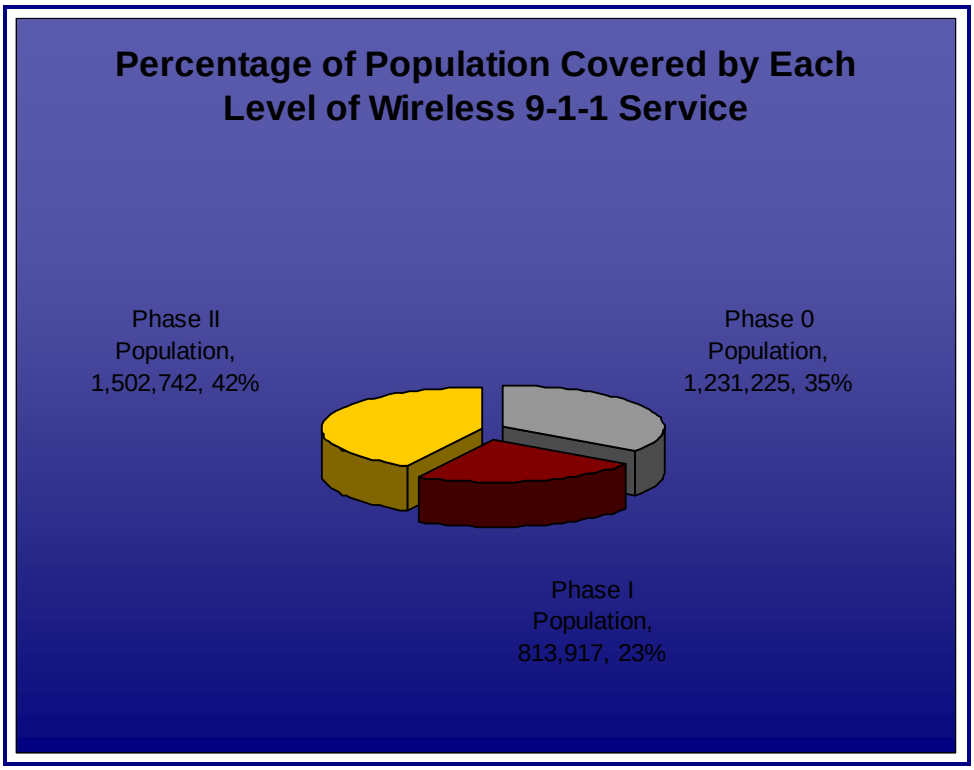

Figure 5: Percentage of Population Covered by Each Level of Wireless 9-1-1 Service

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9. E9-1-1 VOICE OVER INTERNET PROTOCOL(VOIP) DEPLOYMENT STATUS

9.1 Oklahoma VoIP E9-1-1 Level of Service

The tables in this section present an accounting of the service levels provided by each answering point for VoIP 9-1-1 calls as of April 2007. The following wireless 9-1-1 service level definitions were used in this assessment

Basic V9-1-1: when a VoIP call comes in, it goes right to the 24x7 telephone line and not the 9-1-1 trunk line.

Voice Only V9-1-1: when a VoIP call comes in, it goes to the 9-1-1 trunk line but the Call Back Number (CBN) and the address does not appear on the PSAP's screen so the caller must communicate that information.

Enhanced V9-1-1: the VoIP call comes into the PSAP on the 9-1-1 trunk line and the Call Back Number and the address appears on the PSAP's screen.

VoIP E9-1-1 Level of Service		
County	Agency	VoIP 9-1-1 Status
Adair	Adair County E9-1-1	Basic V9-1-1
Alfalfa	Cherokee City Police Department	Basic V9-1-1
Atoka	Atoka County Sheriffs Office	Basic V9-1-1
Beaver	Beaver County Sheriffs Department	Basic V9-1-1
Beckham	Elk City Police Department	Enhanced V9-1-1
	Sayre Police Department	Enhanced V9-1-1
Blaine	Blaine County Sheriffs Department	Basic V9-1-1
	Geary Police Department	Basic V9-1-1
Bryan	Durant Police Department	Basic V9-1-1
Caddo	Caddo County Sheriffs Office	Basic V9-1-1
	Carnegie Police Department	Basic V9-1-1
	Anadarko Police Department	Basic V9-1-1
Canadian	El Reno Police Department	Voice Only V9-1-1
	Mustang Police Department	Voice Only V9-1-1
	Yukon Police Department	Voice Only V9-1-1
Carter	Healdton Police Department	Voice Only V9-1-1
	Ardmore Police Department	Voice Only V9-1-1
Cherokee	Cherokee County 9-1-1	Basic V9-1-1
Choctaw	Hugo Police Department	Basic V9-1-1
Cimarron	Cimarron County Sheriffs Office	Basic V9-1-1
Cleveland	Cleveland County Sheriffs Office	Voice Only V9-1-1
	Moore Emergency Operations Center	Voice Only V9-1-1
	Noble Police Department	Voice Only V9-1-1
	Norman Police Department	Voice Only V9-1-1
Coal	Coal County Sheriffs Department	Basic V9-1-1
Comanche	Lawton Police Department	Basic V9-1-1
	Comanche County E 9-1-1	Basic V9-1-1
Cotton	Cotton County Sheriffs Office	Basic V9-1-1
Craig	Vinita Police Department	Basic V9-1-1
Creek	Sapulpa Police Department	Voice Only V9-1-1
	Bristow Police Department	Voice Only V9-1-1
	Mannford Police Department	Voice Only V9-1-1

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VoIP E9-1-1 Level of Service		
County	Agency	VoIP 9-1-1 Status
Custer	Clinton	Enhanced V9-1-1
	Weatherford	Enhanced V9-1-1
Delaware	Delaware County Sheriffs Office	Basic V9-1-1
	Grove Police Department	Basic V9-1-1
Dewey	Dewey County Sheriffs Office	Basic V9-1-1
Ellis	Ellis County Sheriffs Department	Basic V9-1-1
Garfield	Enid Police Department	Basic V9-1-1
Garvin	Garvin County Sheriffs Office	Basic V9-1-1
	Pauls Valley Police Department	Basic V9-1-1
Grady	Chickasha Police Department	Enhanced V9-1-1
	Grady County Sheriffs Department	Enhanced V9-1-1
	Tuttle Police Department	Voice Only V9-1-1
Grant	Grant County Sheriffs Office	Basic V9-1-1
Greer	Greer County Sheriffs Department	Basic V9-1-1
Harmon	Hollis Police Department	Enhanced V9-1-1
Harper	Laverne Police Department	Basic V9-1-1
	Harper County Sheriffs Office	Basic V9-1-1
Haskell	Stigler Police Department	Basic V9-1-1
Hughes	Holdenville Police Department	Basic V9-1-1
Jackson	Altus Police Department	Basic V9-1-1
Jefferson	Jefferson County Sheriffs Office	Basic V9-1-1
Johnston	Johnston County Sheriffs Department	Enhanced V9-1-1
Kay	Kay County Sheriffs Office	Basic V9-1-1
	Ponca City Police Department	Voice Only V9-1-1
	Tonkawa Police Department	Voice Only V9-1-1
	Blackwell Police Department	Voice Only V9-1-1
Kingfisher	Hennessey Police Department	Basic V9-1-1
	Kingfisher County Sheriff Department	Basic V9-1-1
Kiowa	Hobart Police Department	Enhanced V9-1-1
Latimer	Latimer County Sheriff	Basic V9-1-1
LeFlore	Le Flore County E9-1-1	Basic V9-1-1
	Pocola Police Department	Basic V9-1-1
	Poteau Police Department	Basic V9-1-1
Lincoln	Lincoln County Sheriff	Basic V9-1-1
	Chandler Police Department	Basic V9-1-1
Logan	Guthrie Police Department	Voice Only V9-1-1
Love	Love County Sheriff Department	Basic V9-1-1
Major	Major County Sheriffs Office	Basic V9-1-1
Marshall	Marshall County Sheriffs Office	Basic V9-1-1
Mayes	Mayes Emergency Services Trust Authority	Basic V9-1-1
McClain	McClain County Communications Center	Enhanced V9-1-1
	Newcastle Police Department	Voice Only V9-1-1
McCurtain	Broken Bow Police Department	Basic V9-1-1
	City of Idabel 9-1-1 Communications Center	Basic V9-1-1
McIntosh	Eufaula Police Department	Basic V9-1-1
Murray	Sulphur Police Department	Basic V9-1-1

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VoIP E9-1-1 Level of Service		
County	Agency	VoIP 9-1-1 Status
	Davis Police Department	Basic V9-1-1
Muskogee	Muskogee Police Department	Basic V9-1-1
	Muskogee County Jail	Basic V9-1-1
Noble	Noble County Sheriff	Basic V9-1-1
	Perry Police Department	Basic V9-1-1
Nowata	Nowata County Sheriffs Department	Basic V9-1-1
Okfuskee	Okemah Police Department	Basic V9-1-1
Oklahoma	Bethany Police Department	Voice Only V9-1-1
	City of Choctaw Police Department	Voice Only V9-1-1
	Edmond Central Communications	Voice Only V9-1-1
	Midwest City Emergency Operations Center	Voice Only V9-1-1
	Nichols Hills Police Department	Voice Only V9-1-1
	Oklahoma City Police Department	Voice Only V9-1-1
	Oklahoma County Sheriffs Office	Enhanced V9-1-1
	The Village Police Department	Voice Only V9-1-1
	Warr Acres Police Department	Voice Only V9-1-1
	Del City Police Department	Voice Only V9-1-1
	Tinker AFB Fire Department	Voice Only V9-1-1
Okmulgee	Henryetta Police Department	Basic V9-1-1
	Okmulgee County 9-1-1	Voice Only V9-1-1
Osage	Osage County Sheriffs Office	Voice Only V9-1-1
Ottawa	Ottawa County 9-1-1	Basic V9-1-1
Pawnee	Pawnee County Sheriffs Office	Basic V9-1-1
	Cleveland Police Department	Basic V9-1-1
Payne	Cushing Police Department	Basic V9-1-1
	Perkins Police Department - Iowa Tribe	Basic V9-1-1
	Stillwater Police Department	Basic V9-1-1
	Payne County Sheriffs Department	Basic V9-1-1
	Yale Police Department	Basic V9-1-1
Pittsburg	Pittsburg Sheriffs Office	Basic V9-1-1
	McAlester Police Department	Basic V9-1-1
Pontotoc	Pontotoc Co Ada 911 Ok	Basic V9-1-1
Pottawatomie	Pottawatomie County E9-1-1 Emergency Telephone Authority	Basic V9-1-1
	Shawnee Police Department	Basic V9-1-1
Pushmataha	Antlers Police Department	Basic V9-1-1
Roger Mills	Covered by Elk City	Enhanced V9-1-1
Rogers	Claremore Police Department	Voice Only V9-1-1
	Inola Police Department	Basic V9-1-1
	Rogers County Sheriffs Office	Voice Only V9-1-1
Seminole	Seminole County 9-1-1 Agency	Basic V9-1-1
Sequoyah	Muldrow Police Department	Basic V9-1-1
	Sequoyah County 9-1-1	Basic V9-1-1
Stephens	Comanche Fire and Police	Basic V9-1-1
	Stephens County Sheriff	Basic V9-1-1
	Marlow Police Department	Basic V9-1-1
	Stephens County Communications Center	Basic V9-1-1

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VoIP E9-1-1 Level of Service		
County	Agency	VoIP 9-1-1 Status
Texas	Guymon Police Department	Basic V9-1-1
Tillman	Frederick Police Department	Basic V9-1-1
Tulsa	Broken Arrow Police Department	Basic V9-1-1
	Bixby Police Department	Voice Only V9-1-1
	Collinsville Police Department	Voice Only V9-1-1
	Glenpool Police Department	Basic V9-1-1
	Jenks Police Department	Voice Only V9-1-1
	Owasso Police Department	Voice Only V9-1-1
	Sand Springs Police Department	Voice Only V9-1-1
	Skiatook Police Department	Voice Only V9-1-1
	Tulsa Public Safety Response Center-City	Voice Only V9-1-1
	Tulsa Public Safety Response Center-County	Voice Only V9-1-1
Wagoner	Wagoner Police Department	Basic V9-1-1
	Coweta Police Department	Basic V9-1-1
Washington	Bartlesville Police Department	Voice Only V9-1-1
Washita	Cordell Police Department	Basic V9-1-1
	Washita County Sheriffs Office	Basic V9-1-1
Woods	Alva Police Department	Basic V9-1-1
Woodward	Woodward County Sheriffs Office	Basic V9-1-1
	Woodward Police Department	Basic V9-1-1

Table 10: Oklahoma V9-1-1 Level of Service

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9.2 Oklahoma VoIP E9-1-1 Level of Service Map

The following graphic illustrates Oklahoma VoIP 9-1-1 service by location.

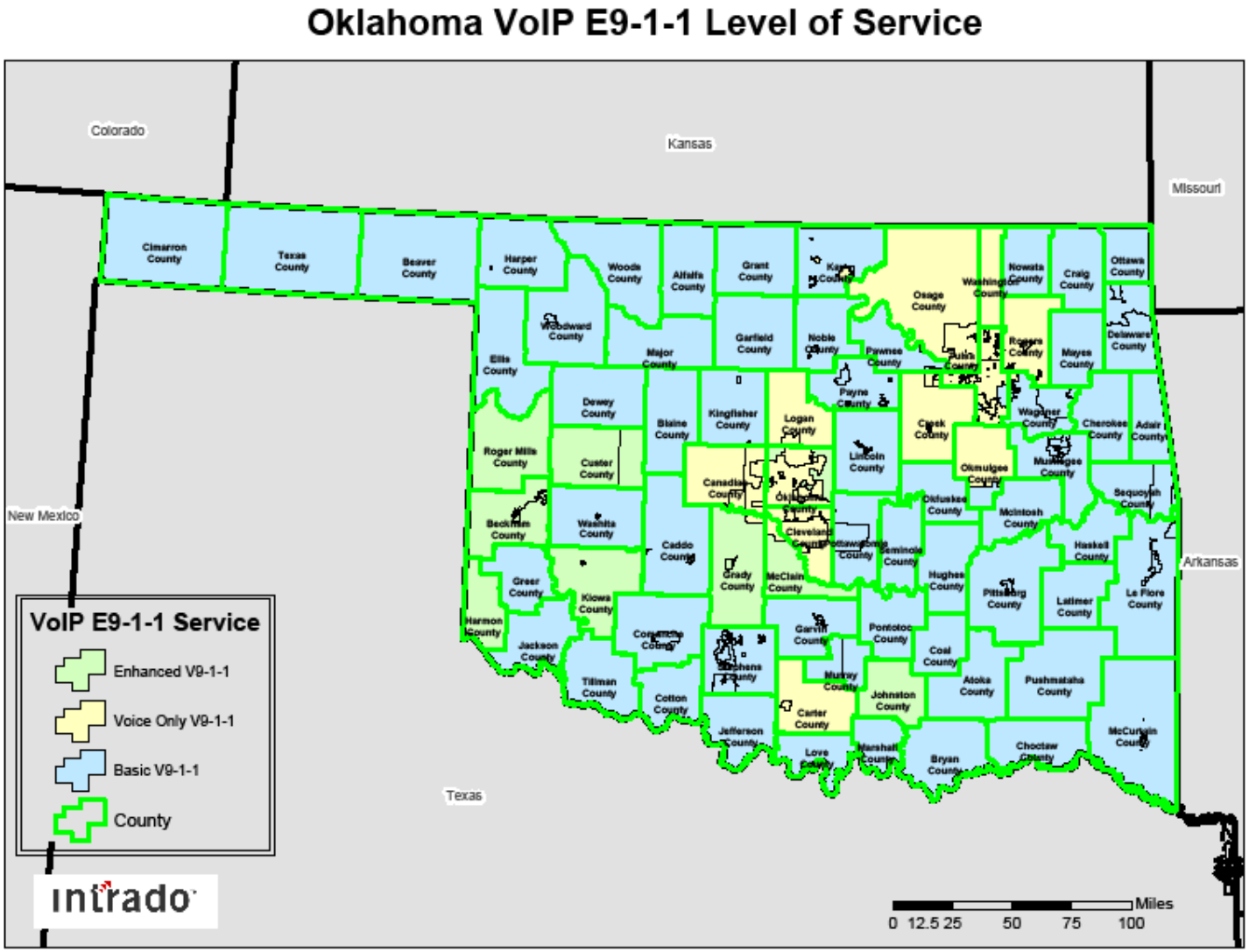

Figure 6 : Oklahoma VoIP E9-1-1 Service by Location

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10. TELECOMMUNICATIONS SYSTEMS PROVIDERS

This section of the assessment provides an inventory of where wireline, wireless, and VoIP service providers are providing services in Oklahoma. The information in this section is a compilation from PSAP and telephone company survey questions. Areas where each company is providing service is included, as well as information about each company's current 9-1-1 services in Oklahoma.

10.1 Wireline Service Providers

In the context of this report, the acronym TSP is used in the tables to identify wireline telecommunications service providers. Source data for these tables came from telephone company surveys and from the Oklahoma Corporation Commission.

10.1.1 Wireline Service Providers Responding to the Survey

The following table lists the wireline service providers that responded to the Oklahoma Statewide Nine-One-One Advisory Board's request for survey information.

Wireline Service Provider	Survey Response
AT&T	Yes
Atlas Telephone Company	No
Beggs Telephone Company, Inc.	Yes
BTC Broadband	Yes
Canadian Valley Telephone Company	No
Carnegie Telephone Company	Yes
Central Oklahoma Telephone Company	Yes
Century Telephone	No
Cherokee Telephone Company	Yes
Chickasaw Telephone Company	Yes
Chouteau Telephone Company	No
Cimarron Telephone Company	Yes
Connections	Yes
Craw-Kan Telephone Cooperative, Inc.	Yes
Cross Telephone Company	No
Dobson Telephone Company	No
Epic Touch Company	No
Grand Telephone Company, Inc.	Yes
Hinton Telephone Company, Inc.	No
Intelleque Communications	Yes

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Wireline Service Provider	Survey Response
KanOkla Telephone Association, Inc.	Yes
McLoud Telephone Company	No
Medicine Park Telephone Company, Inc.	No
Mid America Telephone Company (TDS Telecom)	Yes
Oklahoma Communication Systems, Inc. (TDS Telecom)	Yes
Oklahoma Telephone & Telegraph, Inc.	Yes
Oklahoma Western Telephone Company	Yes
Ozark Telephone Company	No
Panhandle Telephone Cooperative, Inc.	Yes
Pine Telephone Company, Inc.	No
Pinnacle Communications	Yes
Pioneer Telephone Cooperative, Inc.	Yes
Pottawatomie Telephone Company	No
Salina-Spavinaw Telephone Company, Inc.	Yes
Santa Rosa Telephone Cooperative, Inc.	No
Seneca Telephone Company	No
Shidler Telephone Company	No
South Central Telephone Association, Inc.	Yes
Southwest Oklahoma Telephone Company	No
TDS	Yes
Terral Telephone Company	No
Totah Telephone Company, Inc.	Yes
Valliant Telephone Company	No
Windstream	No
Wyandotte Telephone Company (TDS Telecom)	Yes

Table 11: Wireline Service Providers

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10.1.2 Wireline Telecommunication Service Providers (TSP) by County

The following table lists Telecommunication Service Providers by county.

County	Wireline Service Providers Serving County
Adair	Windstream, AT&T
Alfalfa	South Central Tel, Pioneer, AT&T, Kanokla
Atoka	AT&T, Windstream
Beaver	Panhandle
Beckham	Pioneer, AT&T, Dobson
Blaine	Pioneer, AT&T
Bryan	Cherokee, AT&T
Caddo	Carnegie, AT&T, Pioneer, Hinton Tel Co, OK Comm Sys/TDS
Canadian	AT&T, OK Comm Sys/TDS, Pioneer
Carter	AT&T, Windstream, Chickasaw
Cherokee	AT&T
Choctaw	AT&T
Cimarron	Panhandle
Cleveland	AT&T, Windstream, Pottawatomie Telephone Company
Coal	AT&T, Windstream
Comanche	AT&T, Comanche
Cotton	AT&T, Santa Rosa, Pioneer
Craig	Atlas, AT&T
Creek	AT&T, OK Comm Sys/TDS, Pioneer, Windstream, Cimarron
Custer	AT&T, Windstream, Pioneer
Delaware	Continental of ARK, AT&T, Grand, Salina-Spavinaw, United
Dewey	Dobson, Pioneer
Ellis	Pioneer
Garfield	AT&T, Pioneer
Garvin	Windstream, Mid America /TDS, Chickasaw, AT&T
Grady	AT&T, Pioneer, OK Comm Sys/TDS, Pioneer
Grant	Pioneer, Kansas-OK, AT&T
Greer	AT&T
Harmon	Pioneer, Southwest OK

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County	Wireline Service Providers Serving County
Harper	Pioneer, Panhandle
Haskell	Cross, AT&T
Hughes	Cherokee, OK Tel, Pottawatomie, Windstream
Jackson	AT&T, Southwest OK, Santa Rosa
Jefferson	AT&T, Terral
Johnston	TDS Telecom, Windstream, AT&T
Kay	AT&T, Kanokla, Windstream, Pioneer
Kingfisher	AT&T, Pioneer
Kiowa	AT&T, Windstream
Latimer	OK Western Tel, AT&T
Le Flore	Okla Allied, AT&T, Windstream, Lavaca, Pinnacle, OK Western
Lincoln	AT&T, Central OK, Windstream
Logan	AT&T, Pioneer
Love	AT&T
McClain	AT&T, Windstream, Pioneer, Chickasaw
McCurtain	Pine, AT&T, Valliant, Windstream
McIntosh	AT&T, Okla Tel & Tele, Santa Rosa, Windstream,
Major	Pioneer, AT&T,
Marshall	AT&T
Mayes	OK Comm Sys/TDS, Chouteau, Grand, Salina-Spavinaw
Murray	AT&T, Chickasaw
Muskogee	AT&T, Windstream, Cross, Okla Tel & Tele
Noble	AT&T
Nowata	AT&T, Totah
Okfuskee	Central OK, AT&T, Windstream
Oklahoma	AT&T, OK Comm Sys/TDS
Okmulgee	Beggs, AT&T, Windstream
Osage	Windstream, Totah, Shidler, Cimarron
Ottawa	AT&T, Continental, Wyandotte/TDS
Pawnee	Cimarron, AT&T
Payne	AT&T, Cimarron
Pittsburg	AT&T, Windstream, Cherokee, Okla Tel & Tele, Cross, Canadian

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County	Wireline Service Providers Serving County
	Valley
Pontotoc	AT&T, Mid America /TDS
Pottawatomie	Windstream, AT&T, Pioneer, Pottawatomie, McLoud
Pushmataha	AT&T, OK Western
Roger Mills	AT&T, Dobson, Windstream
Rogers	AT&T, OK Comm Sys/TDS, Totah
Seminole	Pottawatomie, AT&T
Sequoyah	AT&T, Cross, OK Allied
Stephens	AT&T, Windstream, Pioneer
Texas	Panhandle
Tillman	Pioneer, Windstream
Tulsa	Bixby, Windstream, AT&T, Cimarron
Wagoner	Windstream, AT&T
Washington	AT&T, Totah, Windstream
Washita	AT&T, Windstream, Hinton,
Woods	AT&T, Pioneer, Kanokla
Woodward	Pioneer, AT&T

Table 12: Telecommunication Service Providers by County

10.1.3 County by Wireline Telecommunication Service Providers (TSP)

The following table lists counties by Wireline Telecommunication Service Providers (TSP).

TSP Serving County	County
Allied	LeFlore
AT&T	Adair, Alfalfa, Atoka, Beckham, Blaine, Bryan, Caddo, Canadian, Carter, Cherokee, Choctaw, Cleveland, Coal, Comanche, Cotton, Craig, Creek, Custer, Delaware, Garfield, Garvin, Grady, Grant, Greer, Haskell, Hughes, Jackson, Jefferson, Johnston, Kay, Kingfisher, Kiowa, Latimer, Le Flore, Lincoln, Logan, Love, McClain, McCurtain, McIntosh, Major, Marshall, Mayes, Murray, Muskogee, Noble, Nowata, Okfuskee, Oklahoma, Okmulgee, Osage, Ottawa, Pawnee, Payne, Pittsburg, Pontotoc, Pottawatomie, Pushmatah, Roger Mills, Rogers, Seminole, Sequoyah, Stephens, Tulsa, Wagoner, Washington, Washita, Woods, Woodward
Atlas	Craig
Beggs Telephone	Okmulgee
Bixby	Tulsa

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TSP Serving County	County
Canadian Valley	Pittsburg
Carnegie	Caddo
Central OK	Lincoln, Okfuskee
Cherokee	Bryan, Hughes, Pittsburg
Chickasaw	Carter, Garvin, McClain, Murray
Chouteau	Mayes
Cimarron	Creek, Osage, Pawnee, Payne, Tulsa
Continental	Delaware, Ottawa
Cross	Haskell, Muskogee, Pittsburg, Sequoyah
Dobson	Beckham, Dewey, Roger Mills
Grand	Delaware, Mayes
Hinton	Caddo, Washita
Kanokla	Alfalfa, Kay, Woods
Kansas-OK	Grant
Lavaca	LeFlore
McLoud	Pottawatomie
Medicine Park Tele	Comanche
Mid America/TDS	Garvin, Pontotoc
OK Allied	LeFlore, Sequoyah
OK Comm Sys/ TDS	Comanche, Caddo, Canadian, Creek, Grady, Oklahoma, Pittsburg, Rogers,
OK Tel & Telegraph	Hughes, McIntosh, Pittsburg, Muskogee
OK Western	Latimer, LeFlore, Pushmatah,
Panhandle	Beaver, Cimarron, Harper, Texas
Pine	McCurtain
Pinnacle Comm.	LeFlore
Pioneer	Alfalfa, Beckham, Blaine, Caddo, Canadian, Comanche, Cotton, Creek, Custer, Dewey, Ellis, Garfield, Grady, Grant, Harmon, Harper, Jefferson, Kay, Kingfisher, Logan, Major, McClain, Pottawatomie, Stephens, Tillman, Washita, Woods, Woodward
Pottawatomie	Cleveland, Hughes, Pottawatomie, Seminole
Salina-Spavinaw	Delaware, Mayes
Santa Rosa	Cotton, Jackson, McIntosh
Shidler	Osage

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TSP Serving County	County
South Central	Alfalfa
SW Oklahoma	Jackson, Harmon,
TDS Telecom	Johnson
Terral	Jefferson
Totah	Nowata, Osage, Rogers, Washington
United Telephone Co	Delaware
Valliant	McCurtain
Windstream	Adair, Atoka, Carter, Cleveland, Coal, Comanche, Creek, Custer, Garvin, Harper, Hughes, Jefferson, Johnson, Kay, Kiowa, LeFlore, Lincoln, McClain, McCurtain, McIntosh, Muskogee, Okfuskee, Okmulgee, Osage, Pittsburg, Pottawatomie, Roger Mills, Stephens, Tillman, Tulsa, Wagoner, Washington, Washita
Wyandotte/TDS	Ottawa

Table 13: County by Telecommunication Service Provider

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10.1.4 Selective Router Locations in Oklahoma

The following table lists Selective Routers by location and wireline service provider.

Location	Service Provider
Broken Arrow	Windstream
Lawton	AT&T
Muskogee	AT&T
Oklahoma City	AT&T
Tulsa	AT&T

Table 14: Selective Router Locations

10.1.5 Wireline Service Provider PSAP Connectivity and ALI System Updates

The following table provides information about PSAP network connectivity and ALI system updates. Acronyms used within the table include Selective Routing or Router (SR), Service Order Interface (SOI), Plain Old Telephone Service (POTS).

Wireline Service Provider PSAP Connectivity and ALI System Updates				
Wireline Service Provider	How does the service provider connect to PSAP?	What types of trunks are used?	What do SRs connect to?	How are subscriber updates submitted to ALI system?
AT&T	Direct Trunks and SR network	CAMA, SS7	--	Electronically
Beggs Telephone Company, Inc.	Direct Trunks from Beggs to Tulsa	SS7	AT&T E911	Secure website
BTC Reseller	Handled by AT&T or Windstream	Handled by AT&T or Windstream	Handled by AT&T or Windstream	Handled by AT&T or Windstream
BTC Broadband	SR	MF and SS7	From Bixby Telephone's Lucent 5E to SR to Bixby PSAP via Special Circuits	Daily updates by our OSS software

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Wireline Service Provider PSAP Connectivity and ALI System Updates				
Wireline Service Provider	How does the service provider connect to PSAP?	What types of trunks are used?	What do SRs connect to?	How are subscriber updates submitted to ALI system?
Carnegie Telephone Company	No connections to a PSAP at the current time.	N/A	N/A	N/A
Central Oklahoma Telephone Company	Okfuskee County – via trunks to the AT&T Tulsa 911 tandem. Lincoln County – via call forwarding to a POTS number in the sheriff's office	Okfuskee County – SS7; Lincoln County – N/A	N/A	Update files are loaded via an AT&T website.
Cherokee Telephone Company	Direct trunk	MF	--	Electronic Submission
Chickasaw Telephone Company	SR- (AT&T Tandem in Oklahoma City)	CAMA	(AT&T Tandem in Oklahoma City)	The update file is submitted manually through dial-up using a modem
Cimarron Telephone Company	Direct trunk	MF	--	Electronic transmit
Connections	Lincoln County – via call forwarding to a POTS number in the local PD office.	Lincoln County – NA	N/A	Update files are loaded via an AT&T website.
Craw-Kan Telephone Cooperative, Inc.	Direct Trunk	SS7	--	Will work with the county for their preferred method
Dobson Telephone	SS7 trunks to University Center for Custer (not in service)	SS7	AT&T	SOI

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Wireline Service Provider PSAP Connectivity and ALI System Updates				
Wireline Service Provider	How does the service provider connect to PSAP?	What types of trunks are used?	What do SRs connect to?	How are subscriber updates submitted to ALI system?
Grand Telephone Company, Inc.	Customers are set up through Switch translations with options on each directory numbers to determine which PSAP is called when 9-1-1 is dialed	SS7	We do not use SRs to route 9-1-1 calls. The DMS-10 switches software is used to determine routing of 9-1-1 calls.	PROCOMM Plus software is used to download updated customer information to AT&T.
Intelleque Communications	Direct Trunk	SS7	AT&T	SOI
KanOkla Telephone Association, Inc.	Direct Trunk	SS7	N/A	Procomm-Modem
Mid America Telephone Company (TDS Telecom)	One set of trunks for ACOG and OKC; one set of trunks for Pottawatomie	SS7 to University for ACOG and OKC; SS7 to Shawnee for Pottawatomie	AT&T	SOI
Oklahoma Communication Systems, Inc. (TDS Telecom)	Connect to PSAP via 2 direct trunks	SS7	--	SOI to AT&T database
Oklahoma Telephone & Telegraph, Inc.	Hughes County has 2 E911 trunks. (2 trunks for Dustin.) Pittsburg County is currently installing 4 E911 trunks. (2 trunks for Scipio and 2 trunks for Indianola.) All the E911 trunks for OT&T go to AT&T's (old SBC) locations and they route them to the appropriate	SS7	--	OT&T dials up to the AT&T Remote Access Server and transmits updates for subscriber information

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Wireless Service Provider PSAP Connectivity and ALI System Updates				
Wireline Service Provider	How does the service provider connect to PSAP?	What types of trunks are used?	What do SRs connect to?	How are subscriber updates submitted to ALI system?
	SR			
Oklahoma Western Telephone	SR fixing to be Direct Trunk	SS7	Muskogee	ProComm File to SBC
Panhandle Telephone Cooperative, Inc.	We provide service via 5 directly connected trunks to the PSAP.	All trunks are MF signaling	There is no selective router in our network.	The ALI database is owned by Texas County and located at the Guymon PD. Updates are submitted electronically
Pine Telephone Company, Inc.	McCurtain County don't have E911. All of Pine Telephone area 911 calls are forwarded to the Police Dept or the Sheriff's Office	--	--	--
Pinnacle Communications	Direct Trunks	CAMA	--	Online
Pioneer Telephone Cooperative, Inc.	Customer dials 9-1-1. Call routed from Pioneer Access tandem to SR (2 SS7 trunks). Data link from SR-9-1-1 tandem to PSAP.	SS7 EXCEPT TILLMAN COUNTY MF	PIONEER TELEPHONE ACCESS TANDEMS	SOI
Salina-Spavinaw Telephone Company, Inc.	Direct Trunk	SS7	N/A	Daily Electronic Updates

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Wireline Service Provider PSAP Connectivity and ALI System Updates				
Wireline Service Provider	How does the service provider connect to PSAP?	What types of trunks are used?	What do SRs connect to?	How are subscriber updates submitted to ALI system?
Shidler Telephone Company	Direct Trunk	SS7	N/A	Shidler Telephone Company downloads to AT&T 911 System through ProComm Plus
South Central Telephone Association, Inc.	No PSAP available for Alfalfa county at this time, however we connect to Kansas PSAPs via MF signaling on T1 trunks.	No PSAP available for Alfalfa county at this time, however we connect to Kansas PSAPs via MF signaling on T1 trunks.	--	Via dial-up connection in Kansas, 9-1-1 not available for Alfalfa county at this time.
TDS	Connect to PSAP via 2 direct trunks	SS7	--	SOI to AT&T database
Totah Telephone Company, Inc.	Direct Trunk	SS7	--	Transmit electronically
Wyandotte Telephone Company (TDS Telecom)	Connect to PSAP via 2 direct trunks	SS7	--	SOI to AT&T database

Table 15: Wireline Service Provider PSAP Connectivity and ALI System Updates

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10.2 Wireless Service Providers

In the context of this report, the acronym WSP is used in the following tables to identify wireless telecommunications service providers. Source data for this section is from a survey of Oklahoma wireless service providers.

10.2.1 Wireless Service Provider Responding to the Survey

The following table lists the wireless service providers that responded to the Oklahoma Statewide Nine-One-One Advisory Board's request for survey information.

Wireless Service Provider	Survey Response
Alltel Communications, Inc.	No
AT&T (Cingular Wireless)	Yes
Cellular Network Partnership dba Pioneer Cellular	No
Cricket Communications	Yes
Cross Telephone Company/Cross Wireless	No
Dobson Wireless	Yes
Epic Touch Company	No
Panhandle Telecommunication Systems, Inc.	Yes
Pine Telephone Company, Inc. dba Pine Cellular	No
Sprint/Nextel	Yes
T-Mobile USA, Inc.	Yes
United States Cellular	No
Verizon Wireless	Yes
OnStar/General Motors Corp.	Yes
TracFone Wireless, Inc.	No

Table 16: Wireless Service Provider Responding to the Survey

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10.2.2 Inventory of Wireless Service Provider E9-1-1 Services in Oklahoma

The following table provides information about the counties where wireless service providers are licensed and have network coverage, as well as the associated levels of 9-1-1 service provided in Oklahoma.

County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Adair	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	AT&T, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	AT&T	AT&T
Alfalfa	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--
Atoka	T-Mobile, Cricket, Verizon Wireless	T-Mobile	T-Mobile	--	--
Beaver	Panhandle Tel	Panhandle Tel	Panhandle Tel	--	--
Beckham	Alltel, AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Pioneer, Sprint Nextel, US Cellular	Alltel, AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Pioneer, Sprint Nextel, US Cellular	--	Alltel, AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Pioneer, Sprint Nextel, US Cellular	Alltel, AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Pioneer, Sprint Nextel, US Cellular
Blaine	T-Mobile, Cricket	--	--	--	--
Bryan	AT&T, T-Mobile, Verizon Wireless	AT&T, T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	AT&T	

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Caddo	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Canadian	AT&T, T-Mobile, Cricket, Sprint Nextel	AT&T, T-Mobile, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, Sprint Nextel
Carter	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	--	--
Cherokee	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel		T-Mobile, AT&T, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation	T-Mobile (Pending), Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation
Choctaw	T-Mobile, Verizon Wireless	--	--	--	--
Cimarron	T-Mobile, Panhandle Tel, Verizon Wireless	Panhandle Tel	Panhandle Tel	--	--
Cleveland	AT&T, T-Mobile, Cricket, Sprint Nextel	AT&T, T-Mobile, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, Sprint Nextel
Coal	T-Mobile, Cricket, Verizon Wireless	--	--	--	--
Comanche	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	--	--
Cotton	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	--	--

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Craig	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	--	--
Creek	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Cricket, Verizon Wireless	--	--
Custer	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Pioneer, Sprint Nextel, US Cellular	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Pioneer, Sprint Nextel, US Cellular	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, Sprint Nextel
Delaware	AT&T, T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	Dobson Cellular Systems and American Cellular Corporation	T-Mobile, AT&T, Verizon Wireless (Pending)	T-Mobile, Verizon Wireless (Pending)
Dewey	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--
Ellis	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Garfield	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Garvin	T-Mobile, Cricket	T-Mobile	T-Mobile	--	--
Grady	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	--	T-Mobile, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation
Grant	T-Mobile, Cricket, Verizon Wireless	--	--	--	--
Greer	T-Mobile	--	--	--	--
Harmon	T-Mobile, Alltel, Pioneer	Alltel, Pioneer	--	Alltel, Pioneer	Alltel, Pioneer
Harper	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--
Haskell	T-Mobile, Verizon Wireless	--	--	--	--
Hughes	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--
Jackson	T-Mobile	--	--	--	--
Jefferson	T-Mobile, Cricket, Verizon Wireless	--	--	--	--

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Johnston	AT&T, T-Mobile, Cricket, Verizon Wireless	AT&T	--	AT&T	AT&T
Kay	T-Mobile, Cricket	T-Mobile	T-Mobile	--	--
Kingfisher	T-Mobile, Cricket	T-Mobile	T-Mobile	--	--
Kiowa	Alltel, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	Alltel, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	--	Alltel, Dobson Cellular Systems and American Cellular Corporation. Sprint Nextel	Alltel, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel
Latimer	T-Mobile, Verizon Wireless	--	--	--	--
Le Flore	AT&T, T-Mobile, Verizon Wireless	--	--	AT&T	AT&T
Lincoln	T-Mobile, Cricket	T-Mobile	T-Mobile	--	--
Logan	AT&T, T-Mobile, Cricket, Sprint Nextel	AT&T, T-Mobile, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, Sprint Nextel
Love	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	--	--
Major	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--
Marshall	T-Mobile, Cricket, Verizon Wireless	Verizon Wireless	Verizon Wireless	--	--

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Mayes	AT&T, T-Mobile, Cricket, Verizon Wireless, Sprint Nextel	AT&T, T-Mobile, Verizon Wireless, Sprint Nextel	Verizon Wireless	T-Mobile, AT&T, Sprint Nextel	T-Mobile, AT&T, Sprint Nextel
McClain	AT&T, T-Mobile, Cricket, Sprint Nextel	AT&T, T-Mobile, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, AT&T, Sprint Nextel
McCurtain	T-Mobile, Verizon Wireless	--	--	--	--
McIntosh	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Murray	T-Mobile, Cricket, Verizon Wireless	T-Mobile	T-Mobile	--	--
Muskogee	T-Mobile	T-Mobile	T-Mobile	--	--
Noble	AT&T, T-Mobile, Cricket	AT&T, T-Mobile	T-Mobile	AT&T	--
Nowata	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--
Okfuskee	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Oklahoma	AT&T, T-Mobile, Cricket, Sprint Nextel	AT&T, T-Mobile, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, Sprint Nextel

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Okmulgee	AT&T, T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	--	T-Mobile, AT&T, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	--
Osage	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	--	--
Ottawa	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless, Sprint Nextel	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	T-Mobile, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless
Pawnee	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	--	--
Payne	AT&T, T-Mobile, Cricket	AT&T, T-Mobile	T-Mobile	AT&T, Sprint Nextel	AT&T, Sprint Nextel
Pittsburg	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Pontotoc	AT&T, T-Mobile, Cricket, Verizon Wireless, Sprint Nextel	AT&T, T-Mobile, Verizon Wireless, Sprint Nextel	--	T-Mobile, AT&T, Sprint Nextel	T-Mobile, Sprint Nextel
Pottawatomie	T-Mobile, Cricket	T-Mobile	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Pushmataha	T-Mobile, Verizon Wireless	--	--	--	--
Roger Mills	AT&T, T-Mobile, Dobson Cellular Systems and American Cellular Corporation	AT&T, Dobson Cellular Systems and American Cellular Corporation	--	AT&T, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation
Rogers	AT&T, T-Mobile, Cricket, Verizon Wireless, Sprint Nextel	AT&T, T-Mobile, Cricket, Verizon Wireless, Sprint Nextel	Cricket, Verizon Wireless	T-Mobile, AT&T, Sprint Nextel	T-Mobile, AT&T, Sprint Nextel
Seminole	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel	T-Mobile, Dobson Cellular Systems and American Cellular Corporation, Sprint Nextel		T-Mobile, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Sprint Nextel, Dobson Cellular Systems and American Cellular Corporation
Sequoyah	T-Mobile, Verizon Wireless	T-Mobile	T-Mobile	--	--
Stephens	T-Mobile, Cricket, Verizon Wireless	T-Mobile, Verizon Wireless	T-Mobile, Verizon Wireless	--	--
Texas	Panhandle Tel	Panhandle Tel	Panhandle Tel	--	--
Tillman	T-Mobile, Verizon Wireless	--	--	--	--
Tulsa	AT&T, T-Mobile, Cricket, Verizon Wireless, Sprint Nextel	AT&T, T-Mobile, Cricket, Verizon Wireless, Sprint Nextel	Cricket	T-Mobile, AT&T, Cricket, Sprint Nextel, Verizon Wireless	--
Wagoner	AT&T, T-Mobile, Cricket, Verizon Wireless	AT&T, T-Mobile, Cricket, Verizon Wireless	--	T-Mobile, AT&T, Cricket, Verizon Wireless (Pending)	--

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County	In which Oklahoma counties is the wireless service provider currently licensed to operate?	In which Oklahoma counties does the wireless service provider have network coverage?	In which Oklahoma counties does the wireless service provider currently have "Phase 0" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase I" service?	In which Oklahoma counties is the wireless service provider currently delivering "Phase II" service?
Washington	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Washita	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	--	--
Woods	T-Mobile, Cricket, Dobson Cellular Systems and American Cellular Corporation, Verizon Wireless	Dobson Cellular Systems and American Cellular Corporation	--	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation
Woodward	T-Mobile, Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	Dobson Cellular Systems and American Cellular Corporation	--	--

Table 17: Oklahoma E9-1-1 Wireless Survey

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11. OKLAHOMA CENSUS DATA

A necessary component in understanding the current level of E9-1-1 service in Oklahoma is to understand the population and demographics of the state's 77 counties. In addition to indicating population density, the following census data serves as a basis for estimating wireline and wireless telephone subscriber statistics where this data is not available. *Source: Population Division, U.S. Census Bureau; Release Date: March 16, 2006.*

County	Resident total population	Households	Median household income	Total number of firms	Land area in square miles	Population per square mile
OKLAHOMA	3,547,884	1,342,293	$35,634	291,610	68,667	51.67
Adair	21,988	7,471	$27,313	1,372	575.67	38.20
Alfalfa	5,725	2,199	$31,562	522	866.65	6.61
Atoka	14,456	4,964	$26,638	1,064	978.29	14.78
Beaver	5,379	2,245	$38,021	595	1814.36	2.96
Beckham	18,880	7,356	$31,561	2,016	901.83	20.94
Blaine	12,859	4,159	$29,394	975	928.43	13.85
Bryan	37,815	14,422	$28,618	2,986	908.8	41.61
Caddo	30,229	10,957	$28,972	2,091	1278.33	23.65
Canadian	98,701	31,484	$50,062	8,043	899.71	109.70
Carter	47,125	17,992	$30,750	4,327	823.79	57.21
Cherokee	44,671	16,175	$28,019	2,946	751.04	59.48
Choctaw	15,297	6,220	$24,406	1,223	773.93	19.77
Cimarron	2,833	1,257	$27,311	322	1835.04	1.54
Cleveland	224,898	79,186	$45,799	18,711	536.11	419.50
Coal	5,743	2,373	$24,474	408	518.22	11.08
Comanche	112,429	39,808	$34,645	6,038	1069.35	105.14
Cotton	6,589	2,614	$29,156	445	636.64	10.35
Craig	15,078	5,620	$32,520	1,381	761.03	19.81
Creek	68,708	25,289	$35,288	5,379	955.53	71.91
Custer	25,208	10,136	$30,422	2,451	986.51	25.55
Delaware	39,146	14,838	$29,686	2,818	740.65	52.85
Dewey	4,568	1,962	$31,531	580	1000.13	4.57
Ellis	3,963	1,769	$31,014	437	1229.14	3.22
Garfield	56,958	23,175	$34,356	5,323	1058.39	53.82
Garvin	27,228	10,865	$30,645	2,785	807.49	33.72

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County	Resident total population	Households	Median household income	Total number of firms	Land area in square miles	Population per square mile
Grady	49,369	17,341	$36,753	3,379	1100.96	44.84
Grant	4,779	2,089	$31,342	487	1000.56	4.78
Greer	5,901	2,237	$25,246	349	639.36	9.23
Harmon	3,030	1,266	$23,489	231	537.82	5.63
Harper	3,313	1,509	$39,407	440	1039	3.19
Haskell	12,183	4,624	$27,571	1,126	577.03	21.11
Hughes	13,835	5,319	$24,543	1,037	806.73	17.15
Jackson	26,518	10,590	$34,352	1,814	802.68	33.04
Jefferson	6,461	2,716	$24,214	556	758.75	8.52
Johnston	10,259	4,057	$27,290	730	644.5	15.92
Kay	46,480	19,157	$33,032	3,722	918.7	50.59
Kingfisher	14,302	5,247	$40,923	1,712	903	15.84
Kiowa	9,848	4,208	$27,454	809	1014.56	9.71
Latimer	10,635	3,951	$28,418	692	722.17	14.73
Le Flore	49,528	17,861	$28,508	3,608	1585.82	31.23
Lincoln	32,311	12,178	$32,928	2,553	957.74	33.74
Logan	36,894	12,389	$40,962	2,774	744.45	49.56
Love	9,126	3,442	$34,265	661	515.38	17.71
McClain	30,096	10,331	$39,886	3,137	569.67	52.83
McCurtain	33,992	13,216	$25,105	2,566	1852.26	18.35
McIntosh	19,965	8,085	$26,740	1,592	620.01	32.20
Major	7,364	3,046	$35,013	915	956.76	7.70
Marshall	14,461	5,371	$28,354	1,191	371.11	38.97
Mayes	39,471	14,823	$32,124	3,008	656.14	60.16
Murray	12,880	5,003	$31,111	1,003	418.25	30.79
Muskogee	70,607	26,458	$30,598	5,317	813.85	86.76
Noble	11,211	4,504	$34,805	908	731.9	15.32
Nowata	10,864	4,147	$31,160	846	564.95	19.23
Okfuskee	11,434	4,270	$25,152	894	624.76	18.30
Oklahoma	684,543	266,834	$37,341	62,369	709.09	965.38

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County	Resident total population	Households	Median household income	Total number of firms	Land area in square miles	Population per square mile
Okmulgee	39,732	15,300	$29,039	2,695	696.97	57.01
Osage	45,416	16,617	$36,506	2,834	2250.8	20.18
Ottawa	32,866	12,984	$28,410	2,571	471.32	69.73
Pawnee	16,860	6,383	$32,948	1,318	569.44	29.61
Payne	69,151	26,680	$30,898	5,630	686.34	100.75
Pittsburg	44,641	17,157	$31,177	3,159	1305.94	34.18
Pontotoc	35,346	13,978	$28,423	3,282	719.64	49.12
Pottawatomie	68,272	24,540	$33,668	4,957	787.7	86.67
Pushmataha	11,693	4,739	$24,023	1,148	1397.31	8.37
Roger Mills	3,311	1,428	$33,329	368	1141.87	2.90
Rogers	80,757	25,724	$47,821	5,876	674.95	119.65
Seminole	24,770	9,575	$26,516	1,886	632.51	39.16
Sequoyah	40,868	14,761	$29,243	3,009	673.82	60.65
Stephens	42,946	17,463	$33,648	3,987	874.04	49.14
Texas	20,112	7,153	$33,654	1,547	2037.16	9.87
Tillman	8,513	3,594	$25,796	646	871.97	9.76
Tulsa	572,059	226,892	$39,331	54,732	570.3	1003.08
Wagoner	64,183	21,010	$43,203	4,688	562.91	114.02
Washington	49,149	20,179	$37,643	3,913	416.82	117.91
Washita	11,471	4,506	$31,427	959	1003.35	11.43
Woods	8,546	3,684	$31,156	896	1286.57	6.64
Woodward	19,088	7,141	$35,943	1,951	1242.3	15.37

Table 18: Oklahoma County Census Data

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11.1 Levels of Population Density

The following map displays the three levels of population density: over 200,000; between 200,000 and 50,000; and under 50,000.

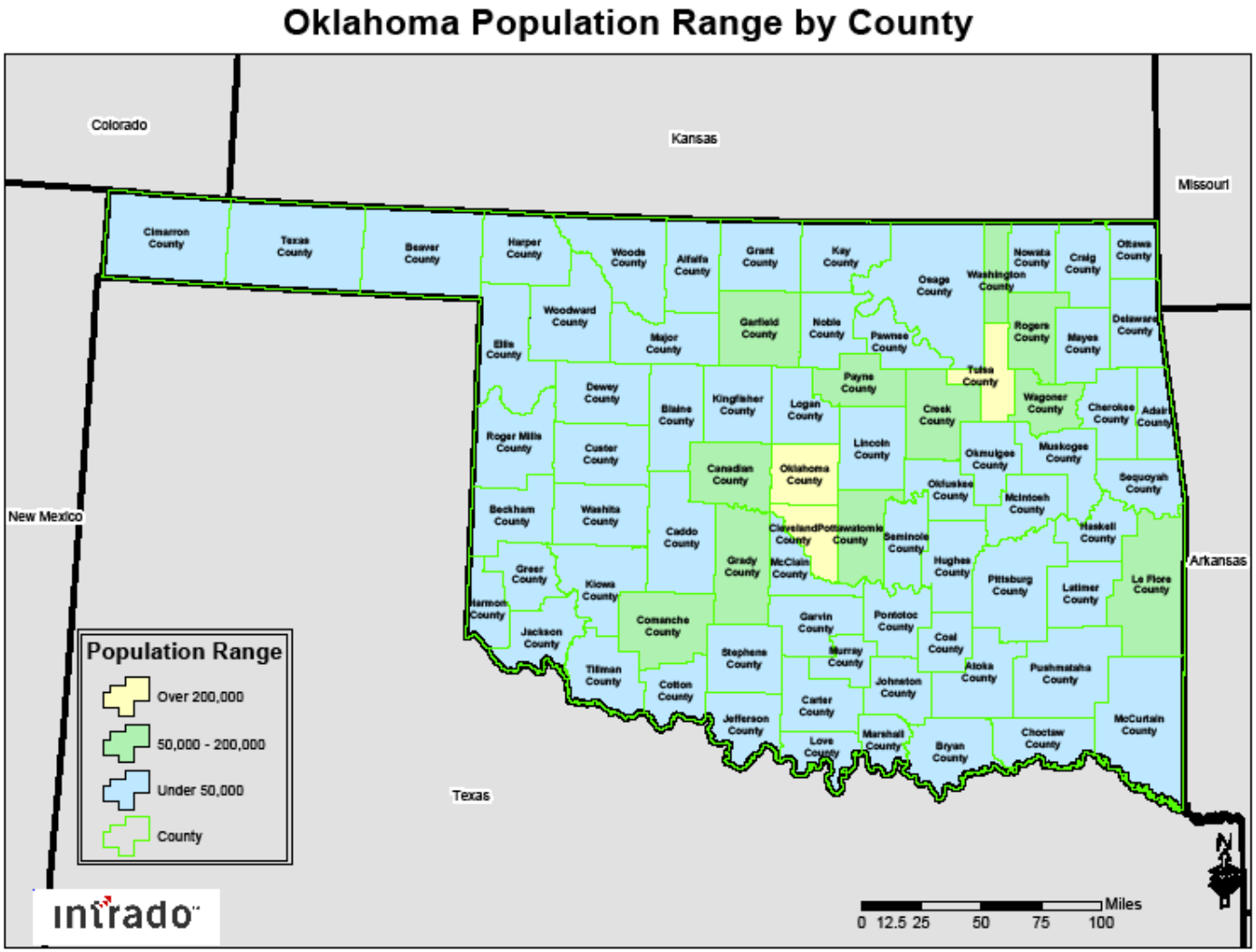

Figure 7: Oklahoma Population Range by County

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12. ESTIMATED OKLAHOMA WIRELINE AND WIRELESS SUBSCRIBER STATISTICS

Ideally, calculating the amount of potential E9-1-1 surcharge revenues for counties where such surcharges are not currently collected would start with the number of wireline customers receiving service and wireless subscribers with a billing address in the county. However, due to the competitive nature of customer subscriber data, Oklahoma census data has been used as a basis to calculate the approximate number of wireline and wireless subscribers by county for this report. The estimated subscriber statistics are based on a ratio of the total state population to the total number of Oklahoma wireline access lines and wireless subscribers as submitted for FCC reporting. When applied to county populations, the ratio was adjusted to develop a conservative estimate and account for the fact that government, education, and non-profit subscribers do not remit the E9-1-1 surcharge. Applying these ratios to the Oklahoma county population data provides the estimated adjusted wireline and wireless subscriber statistics arrayed in the following table.

Jurisdiction	Population	Factor	Wireline Subscribers	Factor	Wireless Subscribers
Total Oklahoma Subscribers	3,547,884	1.9339	1,834,571	1.5319	2,316,000
Adair County	21,988	2.0000	10,994	1.6000	13,743
Alfalfa County	5,725	2.0000	2,863	1.6000	3,578
Atoka County	14,456	2.0000	7,228	1.6000	9,035
Beaver County	5,379	2.0000	2,690	1.6000	3,362
Beckham County	18,880	2.0000	9,440	1.6000	11,800
Blaine County	12,859	2.0000	6,430	1.6000	8,037
Bryan County	37,815	2.0000	18,908	1.6000	23,634
Caddo County	30,229	2.0000	15,115	1.6000	18,893
Canadian County	98,701	2.0000	49,351	1.6000	61,688
Carter County	47,125	2.0000	23,563	1.6000	29,453
Cherokee County	44,671	2.0000	22,336	1.6000	27,919
Choctaw County	15,297	2.0000	7,649	1.6000	9,561
Cimarron County	2,833	2.0000	1,417	1.6000	1,771
Cleveland County	224,898	2.0000	112,449	1.6000	140,561
Coal County	5,743	2.0000	2,872	1.6000	3,589
Comanche County	112,429	2.0000	56,215	1.6000	70,268
Cotton County	6,589	2.0000	3,295	1.6000	4,118
Craig County	15,078	2.0000	7,539	1.6000	9,424
Creek County	68,708	2.0000	34,354	1.6000	42,943
Custer County	25,208	2.0000	12,604	1.6000	15,755
Delaware County	39,146	2.0000	19,573	1.6000	24,466

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Jurisdiction	Population	Factor	Wireline Subscribers	Factor	Wireless Subscribers
Dewey County	4,568	2.0000	2,284	1.6000	2,855
Ellis County	3,963	2.0000	1,982	1.6000	2,477
Garfield County	56,958	2.0000	28,479	1.6000	35,599
Garvin County	27,228	2.0000	13,614	1.6000	17,018
Grady County	49,369	2.0000	24,685	1.6000	30,856
Grant County	4,779	2.0000	2,390	1.6000	2,987
Greer County	5,901	2.0000	2,951	1.6000	3,688
Harmon County	3,030	2.0000	1,515	1.6000	1,894
Harper County	3,313	2.0000	1,657	1.6000	2,071
Haskell County	12,183	2.0000	6,092	1.6000	7,614
Hughes County	13,835	2.0000	6,918	1.6000	8,647
Jackson County	26,518	2.0000	13,259	1.6000	16,574
Jefferson County	6,461	2.0000	3,231	1.6000	4,038
Johnston County	10,259	2.0000	5,130	1.6000	6,412
Kay County	46,480	2.0000	23,240	1.6000	29,050
Kingfisher County	14,302	2.0000	7,151	1.6000	8,939
Kiowa County	9,848	2.0000	4,924	1.6000	6,155
Latimer County	10,635	2.0000	5,318	1.6000	6,647
Le Flore County	49,528	2.0000	24,764	1.6000	30,955
Lincoln County	32,311	2.0000	16,156	1.6000	20,194
Logan County	36,894	2.0000	18,447	1.6000	23,059
Love County	9,126	2.0000	4,563	1.6000	5,704
McClain County	30,096	2.0000	15,048	1.6000	18,810
McCurtain County	33,992	2.0000	16,996	1.6000	21,245
McIntosh County	19,965	2.0000	9,983	1.6000	12,478
Major County	7,364	2.0000	3,682	1.6000	4,603
Marshall County	14,461	2.0000	7,231	1.6000	9,038
Mayes County	39,471	2.0000	19,736	1.6000	24,669
Murray County	12,880	2.0000	6,440	1.6000	8,050
Muskogee County	70,607	2.0000	35,304	1.6000	44,129
Noble County	11,211	2.0000	5,606	1.6000	7,007

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Jurisdiction	Population	Factor	Wireline Subscribers	Factor	Wireless Subscribers
Nowata County	10,864	2.0000	5,432	1.6000	6,790
Okfuskee County	11,434	2.0000	5,717	1.6000	7,146
Oklahoma County	684,543	2.0000	342,272	1.6000	427,839
Okmulgee County	39,732	2.0000	19,866	1.6000	24,833
Osage County	45,416	2.0000	22,708	1.6000	28,385
Ottawa County	32,866	2.0000	16,433	1.6000	20,541
Pawnee County	16,860	2.0000	8,430	1.6000	10,538
Payne County	69,151	2.0000	34,576	1.6000	43,219
Pittsburg County	44,641	2.0000	22,321	1.6000	27,901
Pontotoc County	35,346	2.0000	17,673	1.6000	22,091
Pottawatomie County	68,272	2.0000	34,136	1.6000	42,670
Pushmataha County	11,693	2.0000	5,847	1.6000	7,308
Roger Mills County	3,311	2.0000	1,656	1.6000	2,069
Rogers County	80,757	2.0000	40,379	1.6000	50,473
Seminole County	24,770	2.0000	12,385	1.6000	15,481
Sequoyah County	40,868	2.0000	20,434	1.6000	25,543
Stephens County	42,946	2.0000	21,473	1.6000	26,841
Texas County	20,112	2.0000	10,056	1.6000	12,570
Tillman County	8,513	2.0000	4,257	1.6000	5,321
Tulsa County	572,059	2.0000	286,030	1.6000	357,537
Wagoner County	64,183	2.0000	32,092	1.6000	40,114
Washington County	49,149	2.0000	24,575	1.6000	30,718
Washita County	11,471	2.0000	5,736	1.6000	7,169
Woods County	8,546	2.0000	4,273	1.6000	5,341
Woodward County	19,088	2.0000	9,544	1.6000	11,930

Table 19: Estimated Oklahoma Wireline and Wireless Subscriber Statistics

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12.1 Oklahoma Wireline and Cell Phone Subscriber Trends

Source – FCC report "Local Telephone Competition: Status as of June 30, 2006"

Wireline Competition Bureau Statistical Reports Internet site: www.fcc.gov/wcb/stats.

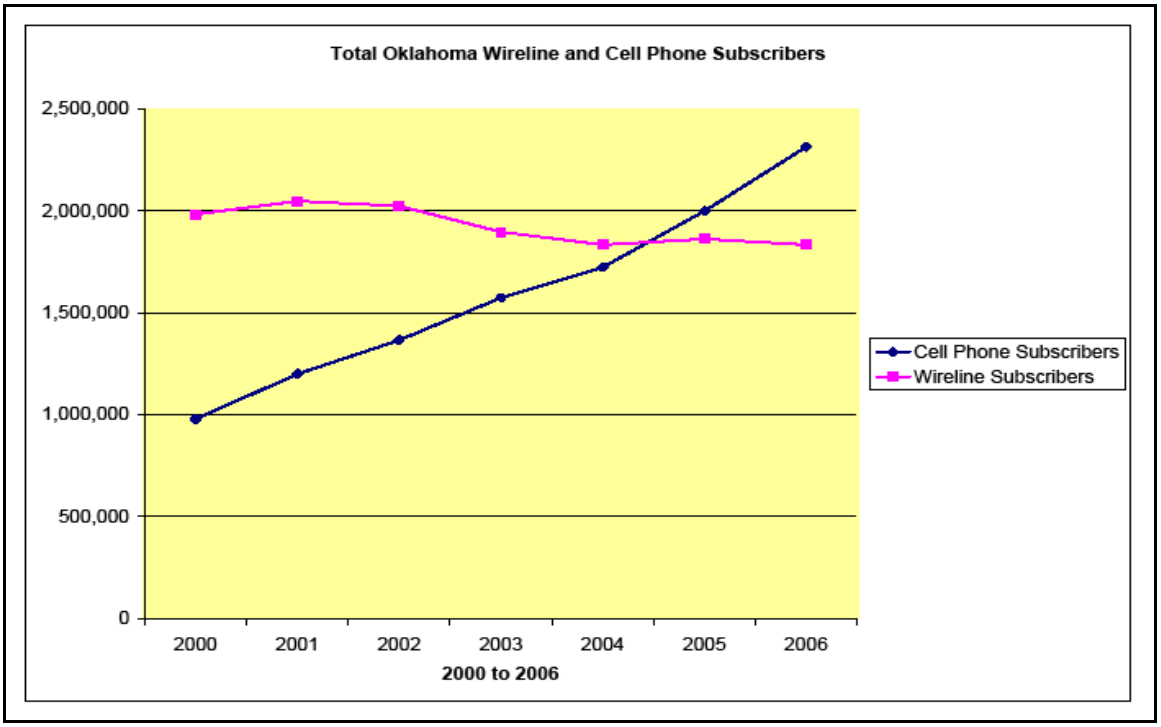

Figure 8: Oklahoma Wireline and Cell Phone Subscriber Trends

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13. SURVEY OF OKLAHOMA COUNTY COMMISSIONERS REGARDING E9-1-1

A survey was conducted with Oklahoma's county commissioners in order to understand their opinions and assess their familiarity with the E9-1-1 system. County commissioners are instrumental in enacting local funding for E9-1-1 service and determining the ongoing budgets for providing E9-1-1 services. As the elected officials closest to the citizens, county commissioners are well positioned to understand and express constituents' views of E9-1-1. The following information is based upon feedback provided by 54 of the state's 231 county commissioners who responded to the survey.

13.1 County Commissioners' Experience with E9-1-1

1. How would you rate your understanding of your county's current E9-1-1 emergency communication capabilities?

a. I have a good understanding of the current E9-1-1 system capabilities	55.56%
b. I have some understanding of the current E9-1-1 system capabilities	33.33%
c. I have little understanding of the current E9-1-1 system capabilities but would like to learn	11.11%

2. As a county commissioner, have you been involved in any E9-1-1 issues on behalf of your county, such as creating policies, assessing quality, responding to citizen inquiries or complaints, or enacting funding?

a. I have been involved in creating E9-1-1 policies	30.99%
b. I have been involved in assessing E9-1-1 quality	19.72%
c. I have been involved in responding to citizen inquiries or complaints regarding E9-1-1 service	16.90%
d. I have been involved in enacting E9-1-1 funding	21.13%
e. I have not yet been involved in E9-1-1 issues	11.27%

3. On behalf of citizens in your county, are you generally satisfied with the level of E9-1-1 service currently provided?

a. I am largely satisfied with the current level of E9-1-1 service in my county	41.51%
b. I believe we could provide a better level of E9-1-1 service in my county	41.51%
c. I am not at all satisfied with the current level of E9-1-1 service in my county	13.21%
d. I do not have an opinion regarding the current level of E9-1-1 service in my county	3.77%

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4. How important do you consider it for citizens in your county to have the ability to make a 9-1-1 emergency call from any phone (wireline and cell phones) and have it routed to the nearest public safety answering point (PSAP) with the caller's name, telephone number, and location/address?

a. Having the best E9-1-1 service in my county is one of my top priorities	64.15%
b. Having the best E9-1-1 service in my county is important	28.30%
c. Having the best E9-1-1 service in my county is a benefit among many other priorities	7.55%
d. Having the best E9-1-1 service in my county is not a high priority	0.00%

5. How familiar are you with state legislation for funding E9-1-1 service and county responsibilities for enacting E9-1-1 funding?

a. I am very familiar with the respective roles of the state, counties, and cities in funding E9-1-1 service in Oklahoma	40.00%
b. I am not very familiar with the respective roles of the state, counties, and cities in funding E9-1-1 service in Oklahoma	52.00%
c. I was not aware that there is or could be a local role in funding E9-1-1 service	8.00%

13.1.1 Assessment

Overall, Oklahoma's County Commissioners believe E9-1-1 is an important and valuable service for their communities. Depending on their personal backgrounds and whether they have been personally involved in local E9-1-1 issues, commissioners may or may not have a thorough understanding of the E9-1-1 system. This suggests that there is a need for communication and education for commissioners regarding the level of E9-1-1 service available in their counties, as well as broader E9-1-1 issues and challenges for the State of Oklahoma. This requirement is most important for newly elected commissioners who have not previously been involved in E9-1-1 issues in an official capacity.

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13.2 County Commissioners' Understanding of How Their County's E9-1-1 Service Works

1. Does your county currently have Enhanced 9-1-1 (E9-1-1) service where a wireline caller's name, telephone number, and address are automatically displayed when an emergency call taker answers their call?

a. Yes, my entire county is E9-1-1 compliant	45.28%
b. Parts of my county are E9-1-1 compliant	18.87%
c. My county is not currently E9-1-1 compliant	32.08%
d. I do not know whether my county is currently E9-1-1 compliant	3.77%

2. In the event of an emergency where the primary public safety answering point is incapacitated or calls overflow, can E9-1-1 calls be quickly routed to another location?

a. Yes, my county can re-route E9-1-1 calls in the event of an emergency	46.15%
b. No, my county cannot re-route E9-1-1 calls in the event of an emergency	23.08%
c. I do not know whether my county can re-route E9-1-1 calls in the event of an emergency	30.77%

3. Are wireless 9-1-1 calls in your county automatically routed to the nearest public safety answering point with the caller's name, telephone number, and location?

a. Yes, wireless 9-1-1 calls in my county are automatically routed to the nearest public safety answering point with the caller's name, telephone number, and exact location	40.00%
b. Wireless calls in my county are routed to a public safety answering point with the caller's telephone number and an approximate location	22.00%
c. Wireless 9-1-1 calls in my county are routed to another party (such as the state highway patrol)	10.00%
d. I do not know where wireless 9-1-1 calls in my county are routed	28.00%

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4. Do public safety answering points in your county have the equipment, service, and training to handle emergency calls from deaf or hearing impaired citizens (TDD/TDY)?

a. Yes, public safety answering points in my county have TDD/TTY equipment, service, and training	41.51%
b. No, public safety answering points in my county do not have TDD/TTY equipment, service, and training	22.64%
c. I do not know whether public safety answering points in my county have TDD/TTY equipment, service, and training	35.85%

5. Are public safety answering points in your county staffed 24 hours a day and 7 days a week?

a. Yes, public safety answering point s in my county are staffed 24 hours a day and 7 days a week	92.45%
b. No, public safety answering points in my county are not staffed 24 hours a day and 7 days a week	1.89%
c. I do not know whether public safety answering points in my county are staffed 24 hours a day and 7 days a week	5.66%

6. Do all residences and business in your county have official addresses used in providing emergency 9-1-1 services?

a. Yes, the entire county is addressed	57.69%
b. Some of the county is addressed but portions are not addressed	21.15%
c. No, the county is largely not officially addressed	21.15%
d. I do not know whether all residences and business in the county have official addresses	0.00%

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7. Are all residences and business in your county easily located on official maps by emergency responders?

a. Yes, the county is completely mapped and public safety answering points have automated map (geographic information) systems for dispatching responders to the right location	48.08%
b. The county is completely mapped and public safety answering points have paper maps for dispatching responders to the location	13.46%
c. Some of the county is officially mapped but portions are not mapped	9.62%
d. No, the county is not officially mapped	21.15%
e. I do not know whether the county is entirely mapped	7.69%

8. Given the mobile nature of modern life and communications, E9-1-1 service should work the same way throughout the State of Oklahoma so that citizens have the same high level of service as they travel through any county.

a. Agree strongly	36.00%
b. Agree	64.00%
c. No opinion	0.00%
d. Disagree	0.00%
e. Disagree strongly	0.00%

13.2.1 Assessment

Commissioners are aware if their counties are or are not addressed, as this issue has broader applicability than just E9-1-1. Many responses indicate that commissioners do not know the specifics of how wireless E9-1-1 calls are handled in their counties. This issue is addressed by recommendations in this report calling for the comprehensive implementation of phase II wireless E9-1-1, as well as additional education of commissioners and the public at large regarding E9-1-1. The two most serious issues raised by responses to these particular questions are: 1) commissioners' lack of awareness regarding the PSAPs' potential inability to reroute E9-1-1 calls in the event of a major emergency and 2) a lack of confirmed TDD/TTY E9-1-1 service for hearing impaired citizens. Both of these issues represent serious system deficiencies and are addressed at greater length in the recommendations section of this report.

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13.3 County Commissioners' Opinions Regarding How E9-1-1 Service Should be Funded

1. E9-1-1 communication service in my county should be fully funded by surcharges paid by the wireline, wireless, and VoIP telephone service subscribers who live in my county

a. Agree strongly	42.86%
b. Agree	34.69%
c. No opinion	8.16%
d. Disagree	14.29%
e. Disagree strongly	0.00%

2. E9-1-1 communication service in my county should be funded by pooling and allocating the surcharges paid by wireline, wireless, and VoIP telephone service subscribers throughout the State of Oklahoma

a. Agree strongly	28.57%
b. Agree	18.37%
c. No opinion	20.41%
d. Disagree	12.24%
e. Disagree strongly	20.41%

3. E9-1-1 communication service in my county should be fully funded out of general state funds

a. Agree strongly	20.83%
b. Agree	18.75%
c. No opinion	20.83%
d. Disagree	29.17%
e. Disagree strongly	10.42%

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4. Internet phone usage is growing quickly in Oklahoma. As traditional telephone subscribers migrate to voice over IP (VoIP) service providers, the total funding for E9-1-1 from surcharges tied to basic telephone service decreases. How would you suggest that your county address this funding issue?

a. Begin the planning process for a ballot initiative to collect a surcharge from VoIP service providers to fund VoIP E9-1-1	46.94%
b. Wait until it is clear there is a requirement for additional funding	34.69%
c. Live within the shrinking pool of funding already in place	0.00%
d. Other	18.37%

5. Would you support enacting additional funding in your county to support a higher level of E9-1-1 service?

a. Yes, I would support enacting additional funding to provide the best E9-1-1 service for my county	41.18%
b. I would support enacting additional funding for improvements as part of a specific plan (such as a wireless surcharge to support wireless E9-1-1 service)	17.65%
c. No, I would not support enacting additional funding at this time	41.18%

13.3.1 Assessment

Oklahoma County Commissioners had the greatest divergence of opinions on questions regarding how E9-1-1 should be funded. Responses regarding the preferred source and method for funding E9-1-1 generally align with a specific county's current ability to support E9-1-1 through surcharges on residential and business telephone lines.

13.4 County Commissioners' Opinions Regarding Impediments to Upgrading E9-1-1 Service in Un-served or Under-served Areas

1. On behalf of citizens in your county and given the mobile nature of modern life and communications, are you concerned that some counties in Oklahoma have no E9-1-1 service or a much lower level of service?

a. It is a concern for citizens of my county that some other counties in Oklahoma have no E9-1-1 service or a lower level of service	39.58%
b. It is not a concern for citizens of my county that some other counties in Oklahoma have no E9-1-1 service or a much lower level of service	8.33%
c. Citizens in my county are likely unaware that some other counties in Oklahoma have no E9-1-1 service or a lower level of service	52.08%

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2. If your county (or parts of your county) currently do not have both enhanced wireline and wireless service, what are the major impediments to providing E9-1-1 service?

a. Availability of funds to upgrade the system	38.60%
b. Availability of funds to operate the system	29.82%
c. Passage of appropriate ballot initiatives	12.28%
d. Lack of demand by citizens for enhanced emergency service	3.51%
e. Lack of awareness on the part of citizens for enhanced emergency service	15.79%

3. If your county (or parts of your county) recently implemented or upgraded to enhanced wireline and wireless service, what were the major impediments to providing E9-1-1 service that had to be overcome?

a. Availability of funds to upgrade the system	32.76%
b. Availability of funds to operate the system	34.48%
c. Passage of appropriate ballot initiatives to fund the system	15.52%
d. Lack of demand by citizens for enhanced emergency communication services	3.45%
e. Lack of awareness on the part of citizens regarding enhanced emergency communication services	13.79%

13.4.1 Assessment

The largest impediment to improving E9-1-1 service is identified as funding. This includes the one-time cost to upgrade the system and the ongoing cost of operating it. There is also a recognition that citizens are likely unaware of E9-1-1 needs and have not demanded improvements. Combined with the hurdle of holding an election and enacting a self-imposed surcharge, this demonstrates that significant public education initiatives must be part of any plan to implement E9-1-1.

13.5 County Commissioners' Comments Regarding E9-1-1

The following written comments from county commissioners were included in responses to the survey.

13.5.1 Comments Regarding Impediments to Implementing E9-1-1

- "No one knows the county and there are multiple streets with the same name."
- "Lack of interest by officials."
- "Hard to choose the right systems."
- "A building for the equipment."

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- (Regarding the ability to transfer PSAP operations in the event of an emergency) "They claim they can but I doubt it would work."
- "Difficult to deal with the phone company issues."
- "Addressing and cell towers."
- "Addressing and cooperation with telephone companies."
- "AT&T cost was an impediment."
- "No impartial consultation - vendor dominated."
- "No money or concern."

13.5.2 Comments Regarding Recommendations for Implementing E9-1-1

- "State should provide guidance on use of 9-1-1 funds to prevent funds being used for other purposes."
- "Co-locate PSAP and dispatch."
- "State should provide comprehensive resources for all aspects of 9-1-1 for counties."
- "The legislature should fund the 9-1-1 system; raise the wireless 9-1-1 fee to $1.50; assess each user into 9-1-1 a set amount."
- "VoIP 9-1-1 funding should be at the landline rate."
- "I believe we need to put E9-1-1 and Emergency Management under one roof."
- (Regarding allocating statewide 9-1-1 surcharges to counties) "It has to come back to help the counties with fewer people."
- (Regarding a surcharge on wireline telephone service to pay for 9-1-1) "One wireline, one internet; not on both."
- "I feel 9-1-1 should be state funded."
- "We need to make sure everything is running under the same wheel instead of coveting new bikes."
- "Educate the public and they will do what is right."

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14. E9-1-1 IMPLEMENTATION GUIDE

The following section represents a step-by-step approach for implementation of enhanced wireline, wireless, and VoIP 9-1-1 services in Oklahoma.

14.1 Wireline E9-1-1 Deployment Plan

This section highlights the steps necessary to:

1. Become ready at the PSAP level to accept enhanced wireline 9-1-1 calls
2. Have all the necessary data elements available to the public safety professionals who are responsible for answering the caller's request for service

The following bullets are a summary of the detailed steps illustrated in the figure below.

- E9-1-1 Addressing (PSAP/Regional Authority/3rd Parties)
- MSAG development and provisioning (PSAP/LEC/TSPs)
- ALI Database provisioning (PSAP/LEC/TSPs)
- Network Connectivity (PSAP/LEC/TSPs)
- CAD Procurement and Installation (PSAP/LEC/3rd Parties)
- CPE Procurement and Installation (PSAP/LEC/3rd Parties)

For the purposes of this summary, it is assumed that the Local Exchange Carrier (LEC) is both the S/R and ALI provider.

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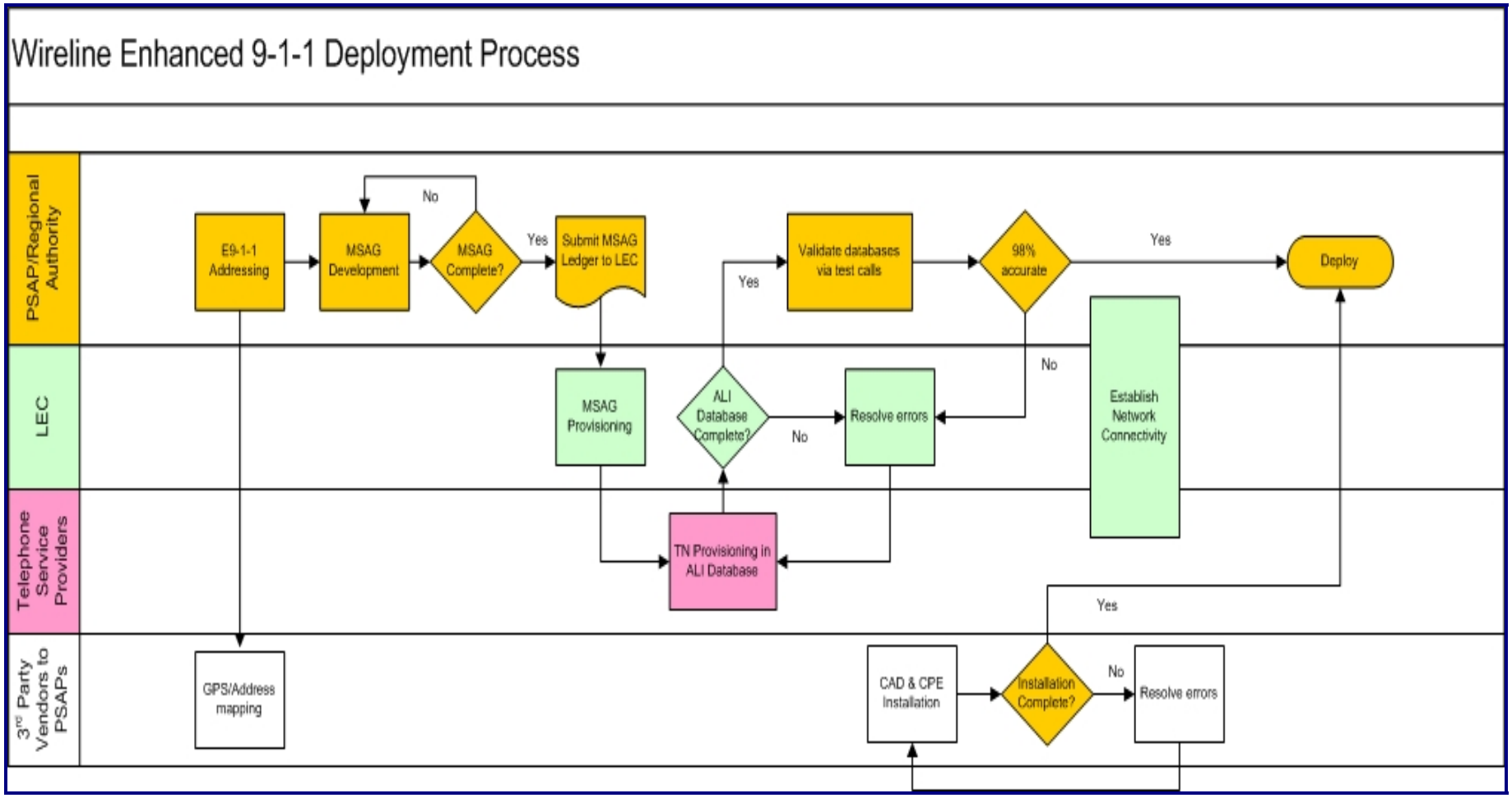

Figure 9: Wireline E9-1-1 Deployment Process

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14.1.1 The Wireline E9-1-1 Call Environment

E9-1-1 network components operate together in order to deliver a 9-1-1 call—including caller data—to a PSAP. In the wireline E9-1-1 environment, a 9-1-1 call is placed from a wireline telephone and sent to the local central office that serves that specific telephone. The central office recognizes the call as 9-1-1 and forwards the call to a specialized switch, referred to as a selective router. The selective router routes both the call and the caller's ANI to a PSAP. The ANI retrieves the caller's ALI by querying the database, which generally does not reside at the PSAP.

The figure below depicts the wireline E9-1-1 network configuration.

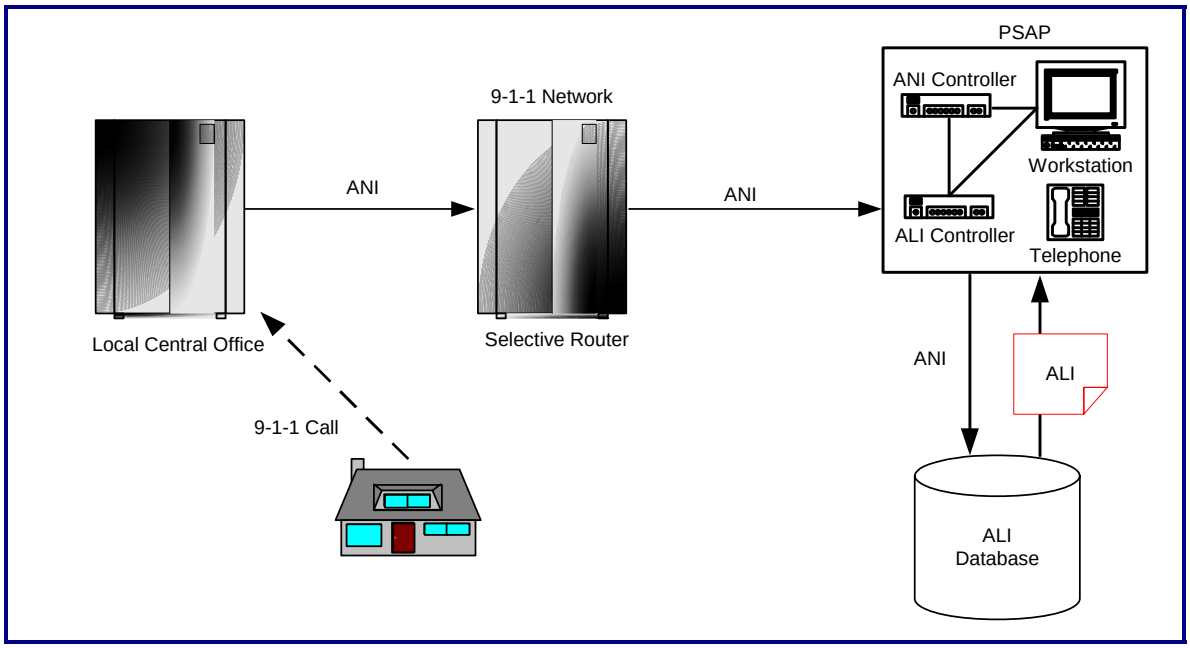

Figure 10: Wireline E9-1-1 Network Configuration

14.1.2 E9-1-1 Addressing

Addressing is a critical component of enhanced 9-1-1 services implementation. An emergency call from a property without a physical address will go to a call answering center's computer screen. But the address shown—a rural route or P.O. Box number, for example—will not identify the caller's physical location for emergency responders. In such cases, callers must verbally explain their location, if they are able to do so. This may delay the arrival of emergency assistance[1] and could potentially result in lost lives (Emergency Services Communication Bureau, 11). The E9-1-1 addressing activity can be an extensive step in the implementation of E9-1-1, depending on the local entity's state of addressing; however, other activities can be completed at the same time, such as PSAP CPE installation, PSAP network connectivity, and ALI connectivity.

According to the State of Maine's Emergency Services Communication Bureau (ESCB), the first step in preparation of the activity is to establish local or regional Addressing Committees. The Addressing Committee will be the leading local entity in identifying roads that will be served by the community's emergency responders. Additionally, the committee will determine the method of naming roads, establish number assignment standards, and designate an Addressing Officer (ESCB, 23).

[1] Emergency Services Communication Bureau. (2000). *Maine Enhanced 9-1-1 Addressing Guidebook for Local Governments*. 3rd Edition. Vassalboro, MN.

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The second step is for the Addressing Committee to establish an Addressing Ordinance. This will formally establish the local addressing authority. The ordinance will enable the development of addressing standards, which will define how new physical addresses are created for the E9-1-1 addressing project and for future developments. The committee will develop processes for ensuring the address records are maintained. The primary goal of this step is to establish clear and consistent standards and processes (ESCB, 31).

The third step is to name or rename roads that will be served by the local emergency responding agencies. It is recommended that all navigable roads providing access to any permanent structures, private homes, businesses, recreational areas, or cell sites be included in this assessment (ESCB, 38). The renaming of roads can become a large political challenge for the Addressing Committees, as there are real impacts to residents and businesses. The recommended method to proactively address these political challenges is to develop a focused communication plan to the communities (ESCB, 40). The plan should include documentation and discussions regarding the benefits of the addressing initiative and the impacts to residents and businesses. This should be communicated via multiple means, including public meetings, newsletters, public notices, newspaper articles, and local public access television channels (ESCB, 40).

The fourth step is to create the physical addresses for previously unaccounted roads or unaddressed structures. This is typically completed by having a contractor plot the roads and structures via GPS coordinates. This may be facilitated by having a local guide accompany the contractor on a drive down every road in the community to locate all structures that need a street address assigned to them. The conclusion of this step is defined by the completion and approval of an address conversion package and subsequent submission to the local postmaster (ESCB, 44-48).

The fifth step is to develop address maintenance methodologies and road sign requirements. First, each municipality designates an Addressing Officer who will be responsible for approving and providing address information to the E9-1-1 entity. County Commissioners with populated unorganized territories should designate an Addressing Officer for their county. The Addressing Officer will be responsible for providing an old-to-new address conversion list to the E9-1-1 entity, approving and providing correct road name and number range information, identifying the community's Emergency Service Zones (ESZs), providing updates to addressing or ESZs, resolving any discrepancies in the E9-1-1 databases, and generally maintaining the Master Street Address Guide (ESCB, 50).

To ensure that emergency responders can efficiently locate a 9-1-1 caller, all roads should be marked with standard road signs. This effort will focus on roads that were previously unmarked or roads that have name changes. "To reduce any possible confusion," cautions the ESCB, "road signs should not be posted until the local post office has notified the community that its new addresses have been adopted by the Postal Service" (53).

The sixth step involves assigning and maintaining physical addresses. Communities should notify community residents only *after* the local postmaster has informed them that the Postal Service has adopted the new addresses. The ESCB strongly recommends that "communities do not inform residents or businesses of their new addresses before this official notification. People using their new addresses prematurely cause confusion with public safety officials in responding to emergencies. This also causes difficulties with mail delivery if the new addresses are used before they are officially in the Postal Service national database" (55).

The ESCB further recommends that "along with the new address, the letter should include the effective date for using the new addresses, which should be at least 60 days after the date the letter is mailed….This will allow time for the addresses to be in use with the national Postal Service database and for residents to inform magazine publishers, banks, utilities, family members, friends, and others of their address changes" (55). Before the effective change-over date, the community should also provide a list of old and new road names for emergency services and dispatch centers to use as a cross-reference guide (ESCB, 56)

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Road signs are also a critical consideration. According to the ESCB, "road signs and property numbers are the important final links in any emergency calling system. Without them, emergency responders may not be able to quickly locate a 9-1-1 caller's property" (56).

According to section 7.2.2 of the *NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions,* "The local addressing authority is responsible for notifying all property owners of their new address once agreement from the Postal Service and the Jurisdiction's 9-1-1 Database Coordinator has been received." [2]

The ESCB further elaborates:

> When the new addresses become effective, residents should post their new property numbers. To ensure that their numbers will be visible, residents should be encouraged to post them as follows:
>
> - First preference should be to put a number on the front of the structure where it is clearly visible from the road.
> - The mailbox should be marked with the property number if the box is in front of and on the same side of the road as the structure.
> - When a mailbox is not in front of the structure, a number should be displayed on the mail box and the structure, if it is visible from the road.
> - If the structure is not visible from the road and no mailbox is beside the driveway leading to the structure, a sign or number post should be erected to display the number.
> - Mail boxes at the end of private roads should display the property number and road name to avoid confusing emergency responders who see property numbers that might appear to be out of sequence along a road.
> - Property owners using post office boxes for mailing addresses should also be encouraged to post their property numbers in a manner suggested above, so their physical address number will be visible in an emergency situation (57).

Finally, the ESBC offers this advice: "As the implementation date for E9-1-1 service nears, the E9-1-1 entity will contact the community's Addressing Officer to request official address information. This information will consist of the old-to-new address list for every structure in the community, an alphabetical road list with number ranges, and the community's Emergency Service Zone(s). By continually maintaining their address information, communities will provide the most accurate address information for the E9-1-1 databases" (58).

14.1.3 ALI Database Services & Development of Master Street Address Guide

Upon the completion of the Addressing project, MSAG development and ALI database preparation are the next stages for a PSAP to deploy Enhanced 9-1-1. The following steps provide a general outline of activities that the PSAP, database service provider, and TSPs will need to complete:

1. PSAP will evaluate proposals from qualified database service providers (DBMSPs).
2. PSAP will contract with selected DBMSPs.
3. PSAP will sign Letter of Agency with the database DBMSP.
4. The DBMSP will provide notification of the E9-1-1 project to all TSPs that provide telephone service within the PSAP's jurisdiction.

---

[2] National Emergency Number Association. *NENA Data Standards for Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions*. <http://nena.org/media/files/02-011_20061121.pdf> NENA 02-011, Issue 6, November 21, 2006.

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5. TSPs will place trunk orders to the E9-1-1 Service Provider's Selective Router.
6. The DBMSP will initiate database connectivity with the PSAP.
7. TSPs will provide the PSAP with their subscriber's name, telephone number, and address.
8. From the Addressing activity, the PSAP will develop their MSAG and provide this to the DBMSP.
9. The DBMSP and PSAP will determine the scope of work for providing MSAG updates, telephone number (TN) updates, ESN updates, rehomes, error correction processes, and other standard operating procedures.
10. The DBMSP will train the TSPs on the Service Order Input (SOI) process for providing TN updates to the PSAP's database.
11. TSPs are responsible for submitting SOI files to the DBMSP for each of their subscriber's TNs. The SOI file contains at a minimum TN, Address, Customer Name, and any additional required data elements, which can be determined by the PSAP, the DBMSP and the TSP. If the subscriber's number does not fall within the PSAP's defined MSAG, the DBMSP will work with the TSP and potentially the PSAP until the record can be MSAG validated. This may require the PSAP to make a change to the MSAG.
12. Prior to going live, the DBMSP will conduct tests or simulations to determine the TN accuracy of the database. It is recommended that at least 95% of the DBMSP and TSPs' ALI records validate against the MSAG prior to the PSAP taking live E9-1-1 calls.
13. Upon cutover to live E9-1-1 traffic, it is recommended that the PSAP coordinate testing with each TSP and place test calls from each ESN.

14.1.4 Network Connectivity

According to the *NENA Recommended Generic Standards for E9-1-1 PSAP Equipment*, "The main characteristic of E9-1-1 service is the capability of the E9-1-1 tandem office to selectively route a 9-1-1 call originated from any station in the E9-1-1 service area to the correct primary (or controlling) PSAP designated to serve the originating station's location."[3] The first step in building the required Selective Router connectivity is to identify all of the telephone service providers (TSP) who provide services in the PSAP's jurisdiction. Once they are identified, the TSPs' switches need to be identified for developing the network configuration and routing concepts. The TSPs will work with the tandem office provider to finalize signaling capabilities, which allows them to move to the next step. For each TSP switch, at least two trunks must be installed to the PSAP's E9-1-1 tandem office. However, each TSP should conduct traffic studies and analyze busy hour reports to ensure that the proper number of trunks are installed between their end offices and the Selective Router. For reliability needs, each PSAP will require two dedicated MF E9[-1-1 trunks from the E9-1-1 tandem office. The trunks are to be ordered in coordination with the 9-1-1 Service Provider.

Upon receipt of the 9-1-1 caller's telephone number (ANI), the PSAP's CPE will then interface with at least two dedicated frame relay E9-1-1 ALI data circuits to the ALI database in order to request ALI information for the ANI. The trunks are to be ordered in coordination with the 9-1-1 Service Provider and the LEC (if different). For the State of Oklahoma, the ALI data circuits are part of the ALI rate in the General Exchange Tariff for 9-1-1 Emergency Number Services.

[3] National Emergency Number Association. *NENA Recommended Generic Standards for E9-1-1 PSAP Equipment*. NENA-04-001 Issue 2, March 2001.

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14.1.5 CAD Procurement

The 9-1-1 emergency dispatch system or computer aided dispatch (CAD) is an integral element of increasing the PSAP's 9-1-1 call management accuracy. CAD systems integrate many tools and increase the efficiency for mission-critical dispatching functions. Many systems are built with the flexibility to serve single public safety agencies or multi-agency call centers that require effective sharing of information and dispatch within a regional network setting. Each PSAP or regional entity should assess its needs and public safety demands before engaging CAD vendors for product and service evaluations. Most CAD vendors include installation and project management of the installation as a part of their solution. The following list details some of the features found in CAD systems:

- Workflow automation for increased efficiencies
- Data sharing for incident managements
- Data management tools
- Radio console integration
- ALI data integration for data displays
- Mobile data
- Records management systems
- Premise history for informed dispatch
- Hazardous material alerts
- Supplemental database interfaces
- NENA standards compliance
- Open architecture for interoperability
- Wireless Phase II readiness
- Integrated Geographic Information System interface (mapping)
- Duplicate and nearby call detection for improved resource management
- Redundancy for system reliability
- Role based security
- Role based Graphic User Interface (GUI)
- Ease in use of GUI
- User-managed customization of screen layout
- User customized reporting
- Comment prioritization
- System Availability for maximum up-time
- Vehicle location functionality for recommending resources closest to the incident
- Training
- Project management
- Installation

14.1.6 PSAP CPE Procurement

The 9-1-1 CPE provides the core call handling functionality for the PSAP. CPE systems integrate all incoming emergency calls to the PSAP's call taking seats. Solutions range from basic Private Branch Exchange (PBX)

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functionality to sophisticated VoIP call handling. Each PSAP or regional entity should assess its needs and public safety demands before engaging CPE vendors for product and service evaluations. Most CPE vendors include installation and project management of the installation as a part of their solution. The following list details some of the features found in CPE systems:

- Call Answer
- Hold and Release
- Call Transfer (supervised and blind)
- Bridging
- DTMF/Hook flash call transfer support
- Barge-in
- Line pooling
- Caller ID
- Remote call pick-up
- Remote operations capabilities
- Call queuing
- Voice Over Internet Protocol call handling
- ANI/ALI controller
- Open architecture for interoperability
- System Availability for maximum up-time
- Scalability
- Network Interfaces (SIP, TDM)
- NENA standards compliance
- Voice logging by trunk
- Voice logging by position
- Ports for CAD mapping to allow for single event, large call volume filtering
- Network Time Protocol (NTP) master clock source
- User customizable reporting
- On-site spare equipment
- Training
- Project management
- Installation

14.2 Wireless E9-1-1 Deployment Plan

Wireless Phase II requires that the estimated location of the caller be delivered to the PSAP in the form of Earth coordinates (latitude/longitude, or X/Y). This phase requires the incorporation of a positioning determining entity (PDE) into the wireless infrastructure to determine and provide location information.

The FCC defines two types of PDE technology—network-based and handset-based. Network-based means that the components needed to determine location are embedded into the wireless E9-1-1 network, such as at the Mobile

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Switching Center (MSC) and/or cell sites. Handset-based means some of the location technology is embedded into the wireless handset, such as a GPS chip or software modifications.

The FCC adopted accuracy and reliability requirements for ALI as part of its rules for wireless carrier E9-1-1 service in CC Docket No. 94-102, Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems. Those rules were adopted in 1996 and revised in the Third Report and Order in that docket (released October 6, 1999). The revised rules set the following accuracy and reliability requirements for E9-1-1 Phase II operations:

- For network-based solutions: 100 meters for 67 percent of calls; 300 meters for 95 percent of calls
- For handset-based solutions: 50 meters for 67 percent of calls; 150 meters for 95 percent of calls

Phase-in schedules for Phase II are incorporated in Section 20.18(g) of the Commission's Rules (47 C.F.R. § 20.18(g).

14.2.1 The Wireless E9-1-1 Call Environment

The primary Wireless E9-1-1 solution currently deployed that provides the required voice and data to a PSAP from the WSP's network is Non-Call-path Associated Signaling (NCAS). NCAS uses digital out-of-band signaling over a separate data path. In this solution, the WSP must connect a voice and signaling path from its MSC to the E9-1-1 selective router. This transports the caller's voice to the PSAP. The MSC is a switch that serves as the entry point for wireless calls received by multiple cell site sectors into the public switched telephone network (PSTN) and performs a role that is parallel to that of the end office in the wireline environment.

14.2.2 Non Call-Path Associated Signaling (NCAS) Solution

The NCAS solution uses a Mobile Positioning Center (MPC) or Gateway Mobile Location Center (GMLC) that provides routing of all necessary data to both the MSC and the ALI database. The call is routed by two (2) separate paths to the PSAP. Voice over the voice path and ALI information over the data links are already in place. The voice call and routing number—called an Emergency Service Routing Key (ESRK)—are delivered to the PSAP through the serving 9-1-1 selective router. The MPC/GMLC dynamically populates the callback number and cell sector location information data for this call into the ALI database record indexed by the ESRK (aka Pseudo Automatic Location Identification or pANI) assigned to the call. When the PSAP receives the voice call, the ESRK retrieves a record containing the call-back number and the cell site location data from the ALI database.

The figure on the following page depicts the NCAS Phase II network configuration for American National Standards Institute (ANSI) carriers (Code Division Multiple Access/Time Division Multiple Access or CDMA/TDMA technologies).

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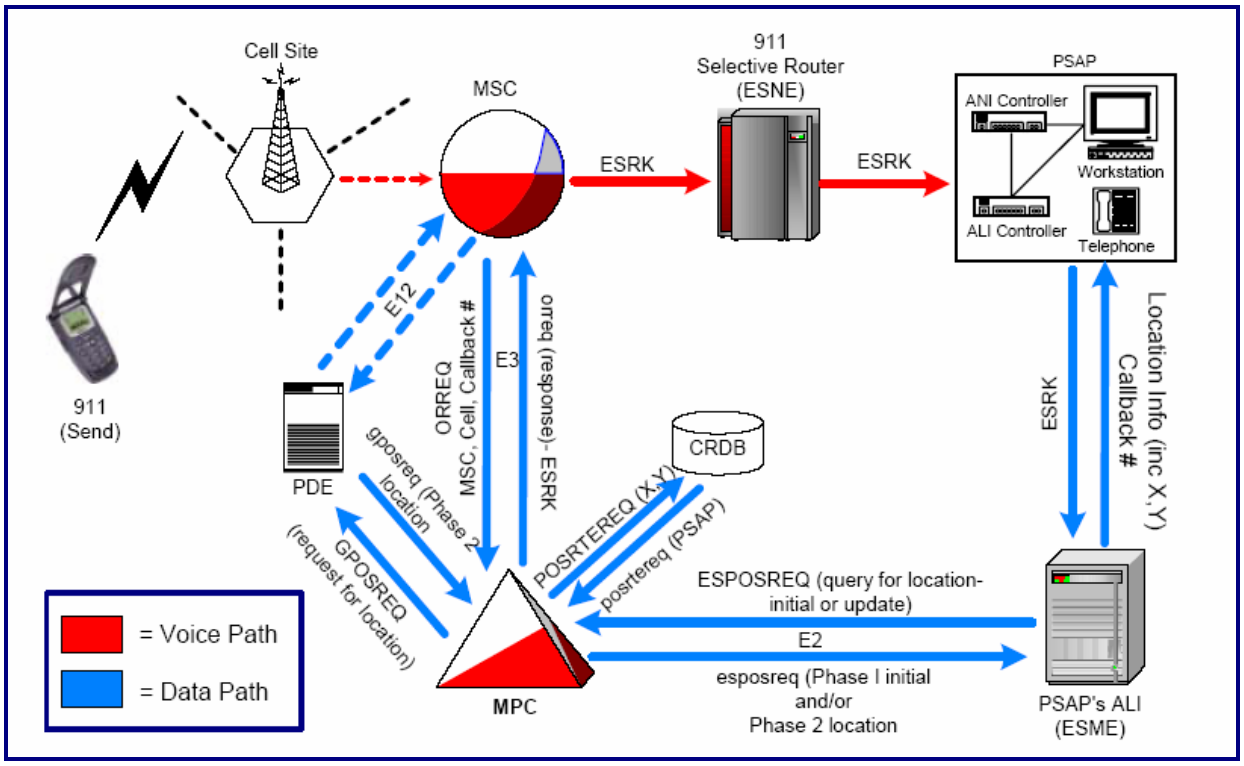

Figure 11: ANSI Phase II NCAS Wireless E9-1-1 Network Configuration

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14.2.3 Global System for Mobile Communications

To provide a higher level of functionality for wireless services, some WSPs are moving to the next generation of technology called Global System for Mobile Communications (GSM). The network components, functionality, and terminology related to wireless 9-1-1 vary. The network configuration diagram for GSM (below) identifies these differences.

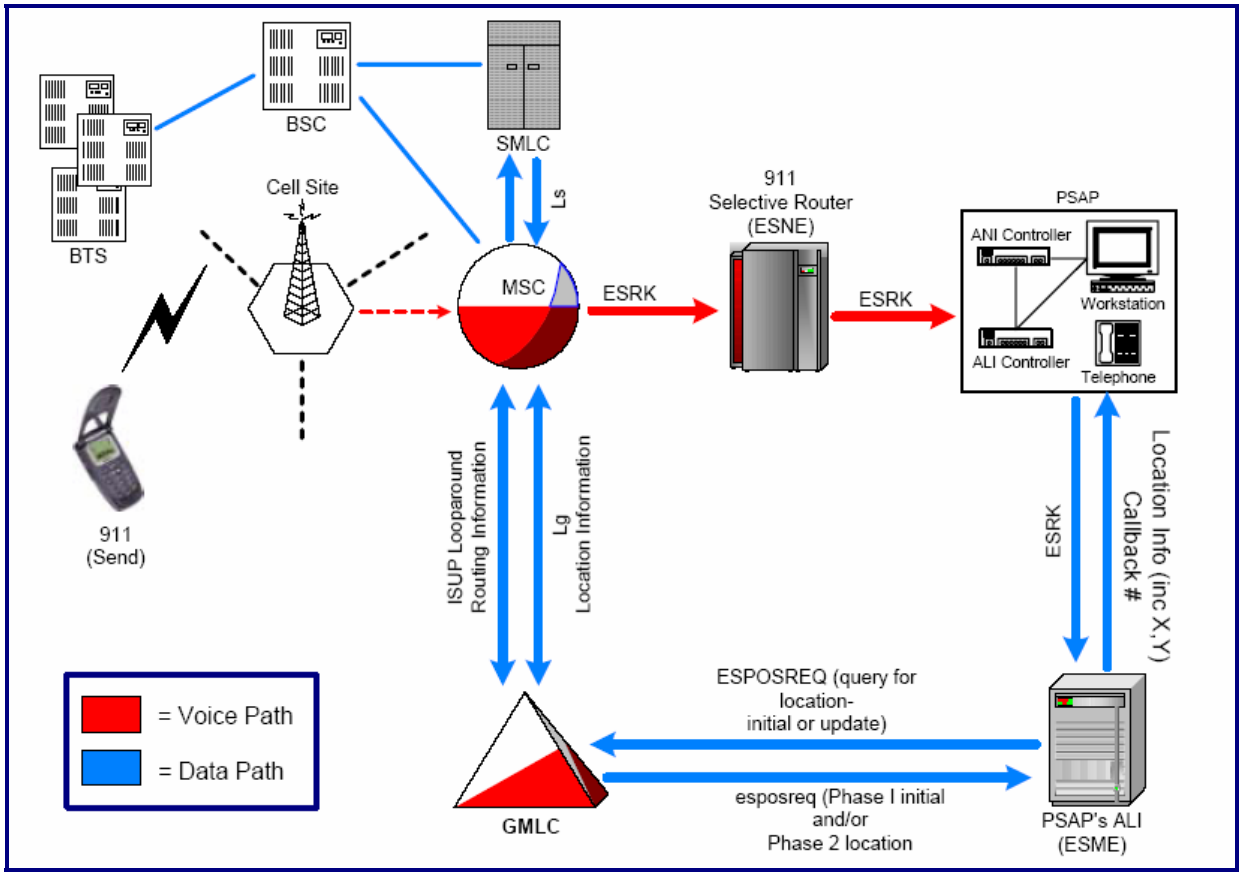

Figure 12: GSM MAP Phase II NCAS Wireless E9-1-1 Network Configuration

In many cases the positioning determining functionality for this technology is embedded in both the wireless handset and the carrier's network. Because of complexities and the recent introduction of GSM in North America, the FCC has provided a phased approach for accuracy and time to deployment. This information is located on the FCC website at http://www.fcc.gov/911/.

14.2.4 Phase II – What the Dispatcher Sees

The information displayed at the PSAP to the call taker may vary somewhat from the traditional ALI screens, depending on the solution the WSP uses to deploy wireless E9-1-1. Below are examples of the various call technologies. Please note: Individual PSAP equipment and ALI formats may vary from these examples.

In Phase II, as in Phase I, the ANI or call-back number is displayed along with the identification or description of the cell site. In addition, the latitude and longitude are delivered and can be plotted on the PSAP's selected mapping system. Uncertainty and confidence are measures of the predicted accuracy of the delivered coordinate location information and are not always available to the PSAP. The Emergency Services Routing Digit (ESRD) is typically

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displayed in the LOC* field. The NENA company ID for the wireless carrier, whose network is handling the call, will also be displayed.

During the Phase I deployment, the PSAP's wireless jurisdictional boundaries are established. Phase II uses those boundaries to identify the appropriate PSAP to receive the 9-1-1 call.

The figure below is an example of a typical Phase II data display.

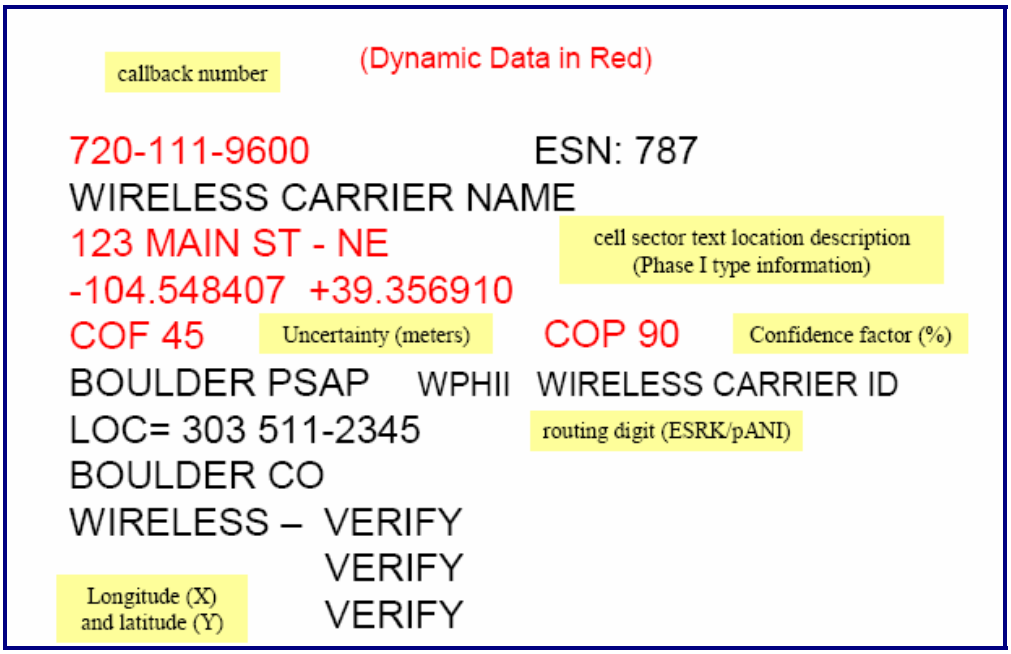

Figure 13: Phase II NCAS Call Display Example

*The LOC field is defined as the TN screen field that, if it displays a "Y," indicates there is special location information. The field is used to display the Mobile Directory Number (MDN) at the PSAP for some wireless deployments.

14.2.5 Location Re-Queries and Mid-Call Location Updates

Location re-queries and mid-call updates are dependent on many factors. The PSAP will need the capability to request a manual re-query in the following events:

- The caller's latitude/longitude (X/Y) is unavailable at the time the call is delivered to the PSAP.
- To request a more accurate X/Y if the uncertainty or confidence factor was at the high end of the acceptable range.
- The PSAP needs an updated location for the caller.

Any specific incident can generate many wireless 9-1-1 calls. If the caller is moving, the X/Y is not useful or relevant to the PSAP. The PSAP would not attempt a re-query for the location of a caller who is traveling farther away from the location. However, if the caller were kidnapped and trapped in the trunk, the X/Y updates could save his or her life.

There are certain limitations of the handset, PDE, MSC, MPC, GMLC, or database functionality, such as timers, that could cause the delivery of certain messages or errors. Please contact your 9-1-1 service provider to obtain information about these limitations and messages.

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Where the Phase II location cannot be provided, some wireless carriers will deliver Phase I information—that is, the cell site or sector where the call is received.

14.2.6 Wireless Deployment Project Plan

This section highlights the steps necessary to:

1. Become ready at the PSAP level to accept wireless enhanced 9-1-1 calls
2. Have all the necessary data elements available to the public safety professionals who are responsible for answering the caller's request for service

The following bullets are a summary of the detailed steps illustrated in the figure below.

- Confirm PSAP readiness for receiving Phase II data (PSAP/Regional Authority)
- Communication and identification of vested parties (PSAP/Regional Authority)
- Establish a Plan Development Process (PSAP/Regional Authority)
- Develop a Project Budget (PSAP/Regional Authority)
- Establish a Deployment Strategy (PSAP/Regional Authority)
- Contracts and Agreements (PSAP/Regional Authority, LEC, WSPs)
- Data Collection (PSAP/Regional Authority, LEC, WSPs, 3rd Parties)
- Solution Selection and Network Design (PSAP/Regional Authority, LEC, WSPs)
- Network Implementation (LEC, WSPs)
- Call Routing and CPE Display (PSAP/Regional Authority, LEC, WSPs, 3rd Parties)
- PSAP Readiness ((PSAP/Regional Authority, LEC)
- Data Provisioning (PSAP/Regional Authority, LEC, WSPs, 3rd Parties)
- Pre-Production Testing and Cutover of Service (PSAP/Regional Authority, LEC, WSPs, 3rd Parties)
- Maintenance and Ongoing Support (PSAP/Regional Authority, LEC, WSPs, 3rd Parties)

For the purposes of this summary, it is assumed that the LEC is both the S/R and ALI provider.

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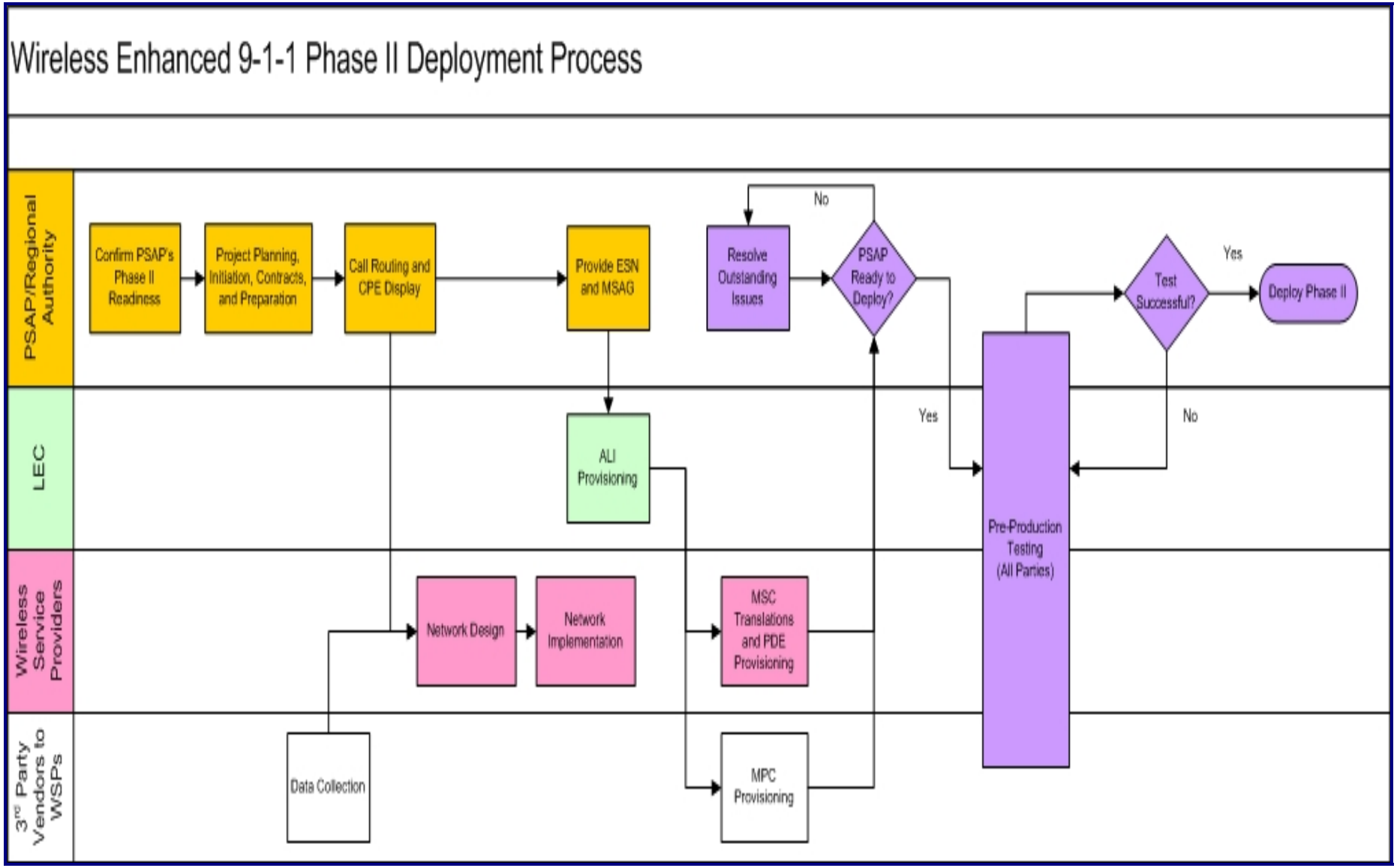

Figure 14: Wireless E9-1-1 Phase II Deployment Process

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14.2.6.1 Getting Ready for Wireless Phase II

The PSAP must address administrative, operational, and technical considerations to prepare for wireless E9-1-1.

For public safety related to Phase II, the FCC requires the PSAP to:

- Be capable of receiving and using Phase I data
- Be capable of receiving, displaying, and using the horizontal latitude/longitude coordinates
- Have a mechanism in place to pay the costs associated with the service
- Request the service in writing from the wireless carrier.

When all of these requirements are met, the wireless carrier has 6 months—or 180 days—to either provide the service or have the consensus of the 9-1-1 authority for a later deadline.

Deployment of Phase II service also requires that the PSAP coordinate with the LEC and/or 9-1-1 service provider to do the following:

- Assure and/or modify the ALI format to allow the wireless caller's information to be displayed correctly on the PSAP's ALI screen
- Request an Emergency Services Number (ESN) for wireless E9-1-1 calls
- Request (from ALI provider) that appropriate MSAGs be built for wireless records
- The LEC and/or database provider has the proper interface in place to the 9-1-1 database. The current interfaces are E2, E2 Plus, or enhanced PAM.
- The ALI format is modified to allow the display of the latitude/longitude coordinates.
- The 9-1-1 CPE can manually re-query the ALI database to request updates for the location of the Phase II caller.
- Determine the PSAP's SR to PSAP trunking configuration for wireless calls.

Some considerations for this decision are as follows:

- Does the PSAP want both wireless and wireline calls to be transported across the same trunks?
    - If the answer is yes, are there currently enough trunks?

--OR--

- Does the PSAP want dedicated wireline and wireless trunks?
    - If the answer is yes, does the PSAP's CPE need to be upgraded to accommodate this configuration?

If the PSAP has chosen to interface with a mapping system and/or CAD system, the PSAP must make sure the interface and data format from the 9-1-1 CPE to these systems meets all of the requirements to display and use the Phase II data properly.

14.2.6.2 Communication and Identification of Vested Parties

All PSAPs, local exchange carriers, database providers, equipment vendors, wireless carriers, postal authorities, and local government officials need to be notified of the implementation and migration plan within its serving areas.

- Establish planning meetings to discuss the impacts and enhancements to emergency communications
- Develop a contact list per territory
- Identify issues of interest or concern

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- Recruit contacts for the project from all vested parties
- Establish regular and frequent communication with the contacts via email, meetings, presentations, and newsletters.

14.2.6.3 Establish a Plan Development Process

The centralized coordination point will need to be able to coordinate the deployment of services across the state. In order to accomplish this task, a planning process should be established.

- Develop consistent planning documents and establish a process for local government to have direct input to the system
- Establish planning and service standards
- Establish a deadline for submission, along with a review process
- Establish a committee to assist in the decision-making process

14.2.6.4 Develop a Project Budget

- Establish a set of forms/applications for local governments to have input to the design of its 9-1-1 system, upgrades, or changes.
- Collect written cost estimates from all impacted local exchange carriers, database providers, equipment vendors, wireless carriers, and third-party vendors for the deployment of 9-1-1 service to the desired service level.

14.2.6.5 Establish a Deployment Strategy

- After the data has been submitted, develop a strategy for deployment that meets local governments' needs and the vendors' abilities to deliver the services.
- Communicate this strategy in public forums and conduct regular planning meetings during the entire process.

14.2.6.6 Contracts and Agreements

- Service agreements between vendors and PSAPs negotiated and signed either with PSAPs locally, or at the State or Region level depending upon extent of local authority
- Interconnection agreements between wireless carriers and local exchange carrier necessary

14.2.6.7 Data Collection

- PSAP boundaries verified with PSAP authorities
- PSAP call traffic statistics for wireless and wireline calls collected
- PSAP network characteristics (trunking, selective routers) collected
- PSAP CPE equipment/display format collected

14.2.6.8 Solution Selection and Network Design

- Identify solution to be used to provide Phase II service (for example, NCAS or Hybrid Call-Path Associated Signaling or HCAS) based on capabilities of carrier, LEC, and PSAP
- Determine trunking and signaling requirements between Carrier MSC and LEC Selective Router

14.2.6.9 Network Implementation (Carrier Responsibilities)

- Order/Install appropriate trunk types between MSC and Selective Router

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- Install/verify circuits between MSC and MPC (if applicable)
- Install/verify circuits between MPC and ALI (if applicable)
- Verify circuits for ALI steering (if applicable)
- Install/verify circuits between MPC and PDE (if applicable)
- Install/verify circuits between PDE and MSC (if applicable)

14.2.6.10 Call Routing and CPE Display

- Order/install the appropriate 9-1-1 equipment
- Conduct call routing meeting with local exchange carrier, wireless carrier, and PSAP to determine desired routing of 9-1-1 calls for each cell sector with coverage in PSAP boundary
- Determine default routing of calls with PSAP
- Determine alternate routing of calls with PSAP
- Verify location descriptions for each cell sector
- Verify data display characteristics for call taker CPE screen

14.2.6.11 PSAP Readiness

- The PSAPs need to establish their readiness to deploy wireless services to the wireless carriers.
- Network provisioned for wireless call traffic
- CPE ability to answer and display calls
- Capability for ALI database to transmit the appropriate data for the wireless call based upon the technology choice

14.2.6.12 Data Provisioning (Carrier/LEC/PSAP)

- Build and insert or deliver ALI database records for each cell sector
- Assign ESRD/Ks for each sector or PSAP (depending on solution)
- Assure and/or modify the ALI format to allow the wireless caller's information to be displayed correctly on the PSAP's ALI screen
- Provision MPC with location information (if applicable)
- Provision Selective Routing Table at LEC selective router (if not SR/ALI)
- Provision translations in Carrier MSC

14.2.6.13 Pre-Production Testing and Cutover of Service

- LEC, Wireless Carrier, and PSAP agree on test procedure approval process
- Perform pre-production test calls as agreed upon among Local Exchange Carrier, Wireless Carrier, and PSAP
- Review/approve test results (re-test as necessary)
- Cut-over to 9-1-1 "Live"
- Perform 9-1-1 test calls as agreed upon among LEC, Wireless Carrier, and PSAP

14.2.6.14 Maintenance and Ongoing Support

- Monitor system performance/maintain as required
- Establish process for ALI error correction and maintenance of master street address guide

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- Establish 24-hour contacts for all vendors, in order to report outages and service calls
- Document the 9-1-1 system infrastructure for understanding the network configuration in reporting outages or troubleshooting
- Maintain a 10-digit published emergency number for alternative call paths when necessary
- Cell site add, modify, delete maintenance activities
    - Call routing
    - Translations
    - Testing
- Carrier MSC add, modify, delete maintenance activities
    - Network design changes
    - Trunking changes
    - MSC translations
    - Testing
- PSAP equipment/network/jurisdictional boundary changes
    - Network design modifications
    - Trunking modifications
    - CPE display/ALI format modifications
    - Jurisdictional boundary changes

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14.2.6.15 Phase II Deployment Roles and Responsibilities

The following table shows the deployment process and roles and responsibilities during the wireless Phase II deployment process.

Item	PSAP	LEC	WSP	3rd Party
Send request for wireless E9-1-1 service (RFS) to the wireless service provider (WSP).	X			
Notify Intrado (3rd party provider) to proceed with deployment.			X	
Gather specific PSAP information.	X			X
Verify PSAP boundary.	X			X
Provide MSC and cell site data to 3rd party vendor.			X	
Plot wireless carrier cell sites on the verified PSAP boundary map.				X
Perform network analysis/recommend an appropriate number of MSC to SR trunks.				X
Order and install required MSC to SR trunks.		X	X	
Connect MSC to MPC/GMLC (initial market deployment)			X	X
Request/provide routing numbers.		X	X	X
Discuss PSAP ALI screen display format.	X	X		X
Determine default and alternate routing requirements at the MSC.	X		X	X
Determine sector routing and PSAP cell sector location description.	X			X
Determine whether new ESNs will be used for wireless calls.	X	X		
Ensure MSAGs are built to support wireless deployment.	X	X		
Provision ALI database records.				X
Provision E9-1-1 selective router.		X		X
Configure and provision MPC/GMLC.				X
Incorporate E9-1-1 translations into wireless carrier's MSC.			X	
Verify network, selective router, ALI database and MPC/GMLC readiness.				X
Determine testing schedule.	X		X	X
Provide all routing and test documentation.				X
Conduct pre-deployment testing of all network components.			X	X
Conduct pre-production and 9-1-1 live call testing at cell sectors.	X		X	X
Declare 9-1-1 cutover a success!	X	X	X	X

Table 20: Phase II Deployment Roles and Responsibilities

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14.3 VoIP 9-1-1 Deployment Plan

This section describes VoIP and highlights the steps necessary to deploy VoIP 9-1-1 (V9-1-1) in the state of Oklahoma.

14.3.1 What Is VoIP?

VoIP is a technology for transmitting ordinary telephone calls over the Internet using packet-linked routes. It is also called IP Telephony and Internet Telephony. The different types of VoIP services that are widely deployed today are static and nomadic. Each type will need a deployment strategy for 9-1-1 services.

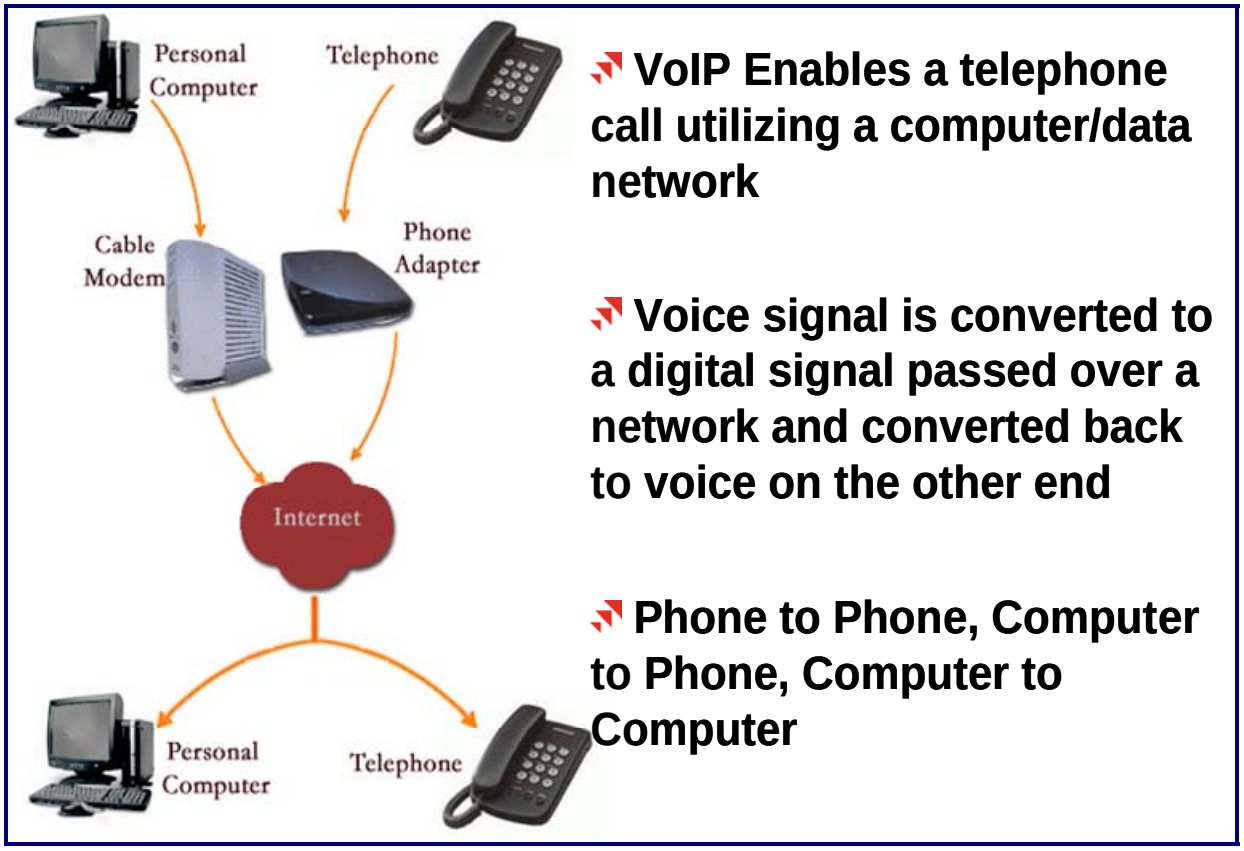

Figure 15: VoIP Call Flow

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14.3.2 Challenges for Deployment of Enhanced 9-1-1 for V9-1-1

V9-1-1 must address and resolve the following:

- Where is the caller?
- Which PSAP should get the call?
- How to get the call to the PSAP?
- What information to deliver with the call?

The solutions that exist, and are currently being deployed, deliver varied information to the PSAP. The FCC mandated November 28, 2005 as the deadline for VoIP Service Providers (VSPs) to have V9-1-1 available to their subscribers.

14.3.3 VoIP-Related 9-1-1 Terminology

The following table provides a list of VoIP terminology and associated definitions.

Term	Definition
ESN	Emergency Service Number is a 3- to 5-digit numeric code that represents an emergency service zone. This number is used by the Selective Router (SR) to route E9-1-1 calls to the appropriate PSAP.
ESQK	Emergency Service Query Key is a 10-digit pseudo telephone number comparable to an ESRK in wireless. ESQK records are populated in the E9-1-1 database and Selective Router for use in routing 9-1-1 calls to the correct PSAP and for steering ALI queries to the VoIP Positioning Center (VPC) to obtain customer-registered location information.
Nomadic VoIP	Nomadic VoIP allows the VoIP caller to relocate to any broadband connection and make calls that terminate to the public switched telephone network (PSTN). These services enable the user to have an out-of-region telephone number associated with their account. For example, the user may have a Colorado telephone number while making calls in Oklahoma. It is the caller's responsibility to update their emergency response location each time they relocate their phone device.
Registered Location	Registered Locations is defined in the FCC as the most recent location provided to an interconnected VoIP provider by a customer.
Static VoIP	Static VoIP utilizes VoIP technology but does not enable the user to move their service or use an out-of-region telephone number. It is compatible with the existing 9-1-1 infrastructure, and as such, can be treated as a wireline record.
VSP	VoIP Service Provider refers to any provider of VoIP services, such as VoiceWing, Accessline, and Vonage.
VPC	VoIP Positioning Center is an entity, like Intrado, that determines which Selective Router and which PSAP will receive a VoIP call. A VPC maintains the call information, caller location information, and corresponding ESN information, and is the Dynamic ALI (DALI) record creator.

Table 21: VoIP-Related 9-1-1 Terminology

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14.3.4 V9-1-1 Call Flow

The following diagram shows the routing of a V9-1-1 call from the time a call is placed, to receipt by the PSAP, where the appropriate ALI is queried and provides the caller's number and location.

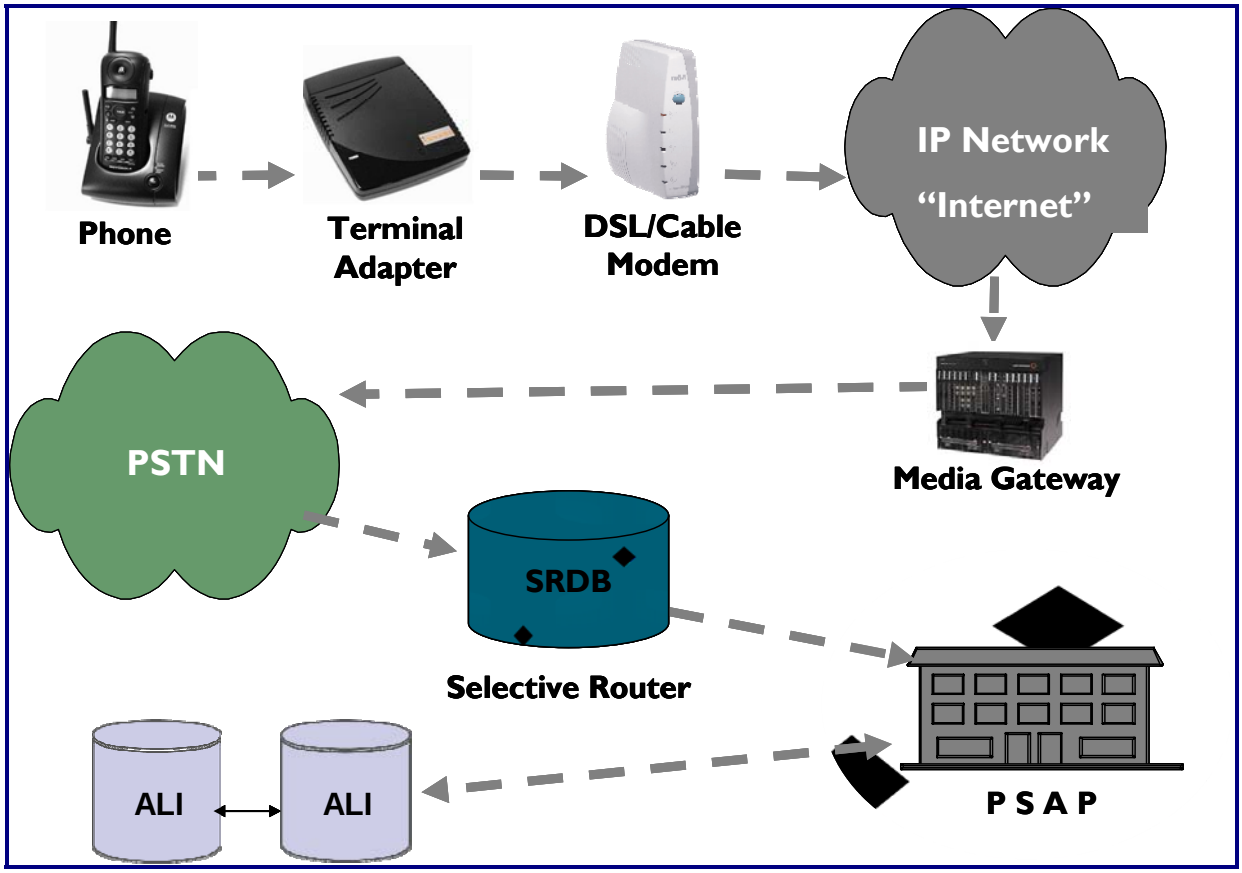

Figure 16: V9-1-1 Call Flow

14.3.5 Participants in Deployment of V9-1-1

There are five (5) major players who must be represented and involved with deploying 9-1-1 for VoIP: the PSAP, the VPC, the 9-1-1 selective router provider, the ALI host for the PSAP, and the VoIP Service Provider.

Responsibilities of each are:

1. PSAP
   a. Provide shell record MSAG
   b. Participate in call testing to ensure caller's information displays correctly and confirm that the call routes to the proper PSAP
2. VPC
   a. Request ESQKs from the PSAP's network provider
   b. Provision ESQKs in the ALI database
   c. Coordinate testing with the VSP and PSAP
3. Selective Router Provider

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   a. Provide VoIP routing ESNs for each PSAP as they deploy V9-1-1

4. ALI Host for the PSAP
   a. Provide steering capability to the VPC
   b. Accept and process ESQK records from the VPC
   c. Submit routing TN updates to the selective router provider
5. VoIP Service Provider
   a. Performs MSAG validation on all customer orders and changes affecting their V9-1-1 address

14.3.6 PSAP Requirements to Deploy VoIP

VoIP 9-1-1 calls may be delivered to PSAPs today via their administrative numbers or natively through the 9-1-1 system. If the PSAP does not have E9-1-1 service, VoIP calls will be delivered over administrative or emergency 10-digit telephone numbers. This type of service is referred to as Basic VoIP.

In order for calls to be delivered natively through the 9-1-1 system, the PSAP must have deployed E9-1-1 for wireline service, have connectivity to an E9-1-1 Selective Router, utilize the selective routing function, and utilize an ALI system provider who is capable of ALI steering. The ALI host system within the PSAP must also be capable of ALI steering and support E2 or E2+ steering protocol.

E2 is a standardized messaging protocol in accordance with J-STD-036. It is used to accomplish steering of an ALI query between the PSAP's ALI system and, in the case of VoIP, the VoIP Positioning Center's (VPC) dynamic ALI database system. E2+ is an extended version of E2 which allows additional messaging to be transmitted to the PSAP and will enable more customized dynamic updates of database fields. With E2+, virtually any ALI database field can be dynamically updated with information on the call. E2 and E2+ are the same steering protocols used to manage steering for wireless E9-1-1 calls and are both supported by AT&T.

The only remaining requirement to ready Oklahoma PSAPs for V9-1-1 is to deploy Enhanced 9-1-1. In most cases, an existing CPE that is capable of displaying wireline E9-1-1 calls requires no modification or upgrades to display V9-1-1 calls.

The existing network utilized by AT&T to deliver E9-1-1 calls to the PSAP will also deliver V9-1-1 calls. As the ALI host provider for Oklahoma, AT&T also supports ALI steering and E2 protocol, both of which are required for the delivery of Wireless Phase II service. E9-1-1 for VoIP requires both of these technologies; therefore, Oklahoma has no additional requirements from a network or selective router perspective to deploy V9-1-1.

14.3.7 VoIP 9-1-1 Implementation Plan

This section highlights the steps necessary to:

1. Become ready at the PSAP level to accept VoIP enhanced 9-1-1 calls
2. To have all the necessary data elements available to the public safety professionals who are responsible for answering the caller's request for service

The following bullets provide a summary of the detailed steps illustrated in the figure below.

- Confirm ability to receive enhanced 9-1-1 service (PSAP)
- Provide/provision MSAG shell record (PSAP/LEC/VSP/VPC)
- Provide a VoIP ESN to the VPC (PSAP/LEC/VPC)

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- Provision ESQKs in host ALI (LEC/VSP/VPC)
- Provision ESQKs in Selective Router (LEC/VSP/VPC)
- Test Steering Links (LEC/VPC)
- Testing and cutover of service (LEC/VSP/VPC)

For the purposes of this summary, it is assumed that the LEC is both the S/R and ALI provider.

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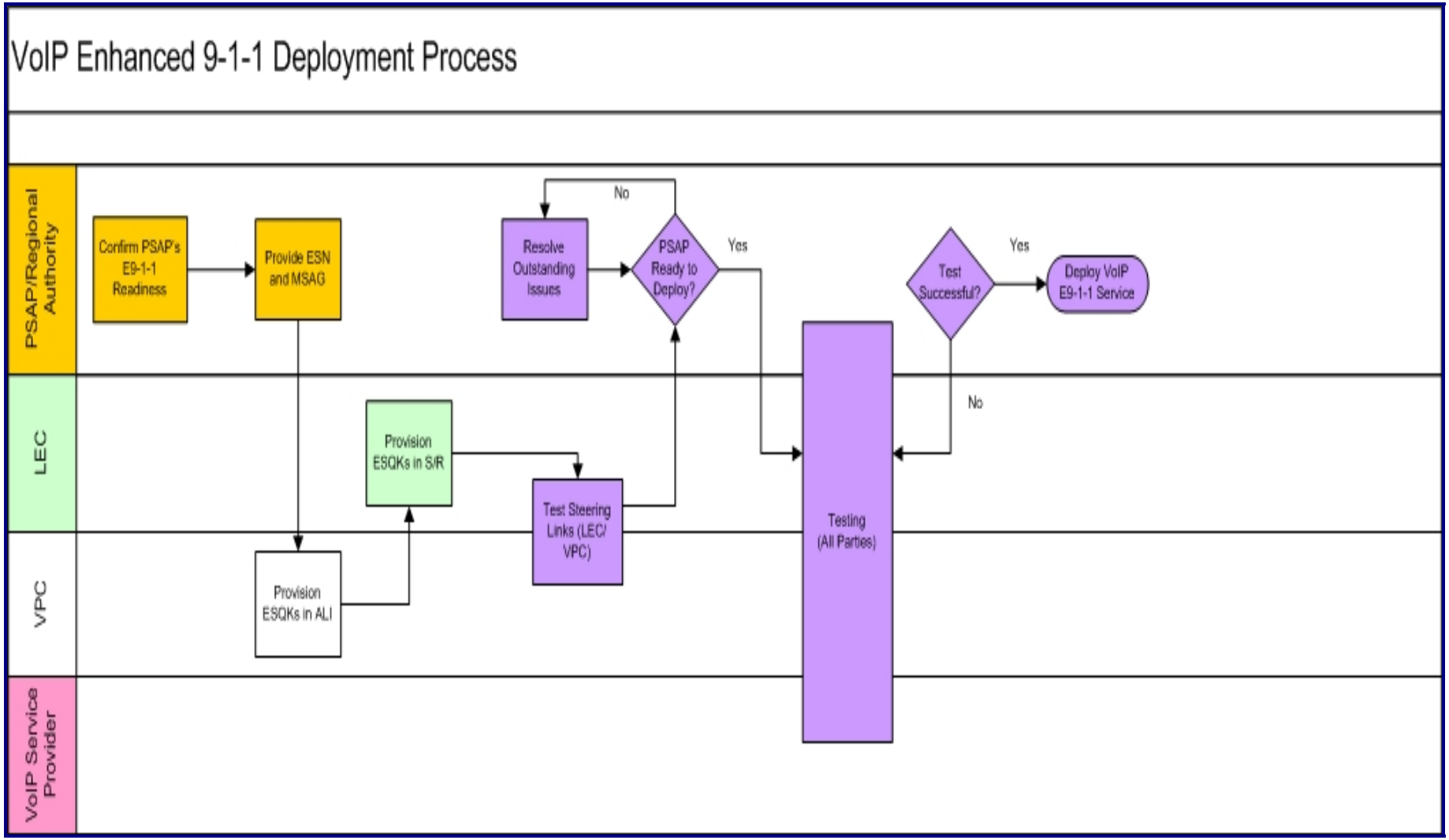

Figure 17: VoIP Enhanced 9-1-1 Deployment Process

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14.3.7.1 VoIP MSAG

From a PSAP perspective, there is very little work effort involved in preparing to deploy V9-1-1. The PSAP's primary responsibility is to provide the MSAG shell record that will be used by all VSPs to provision their ESQKs into the ALI database. Below is a suggested format to follow for the MSAG record:

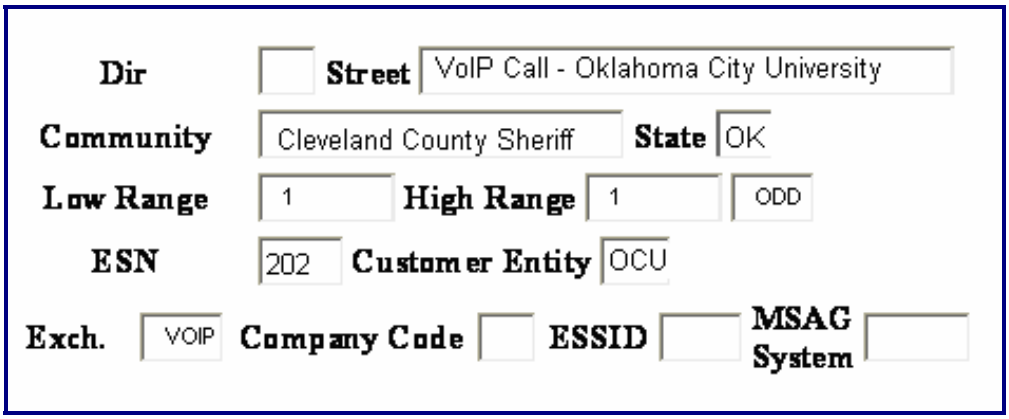

Figure 18: Suggested format for MSAG Record

The VoIP MSAG shell record, much like the Wireless NCAS MSAG shell record, contains data that will be dynamically updated during the VoIP 9-1-1 call. Its purpose is to provide a means to provision ESQKs in the ALI database. The fields from the shell MSAG record will only be displayed at the PSAP in the event of a failure in the VPC's system to provide the registered location of the VoIP caller; therefore, most of the fields are generic. The following table displays instructions for how the fields in a MSAG shell record should be populated.

Field Name	Description
Street Name	Should contain 'VOIP CALL' followed by the name of the Selective Router that delivered the call (for example, VOIP CALL – SIOUX FALLS)
Community	PSAP name
Low/High Range	Usually one-to-one, such as 1-1, 2-2, etc.
ESN	The VoIP ESN assigned by the Selective Router Provider that routes v9-1-1 calls to this PSAP
Customer Entity	The Selective Router name abbreviation
Exchange	Should always be VOIP

Table 22: How fields in MSAG Shell Record Should Be Populated

14.3.7.2 VoIP ESN/ELT

The PSAP is also required to provide a VoIP ESN to the VPC. This is obtained by submitting a request to the selective router provider. Each PSAP will require one VoIP ESN and one VoIP MSAG record. All VPCs will build their ESQKs to the same MSAG record for that PSAP.

When the PSAP requests their ESN from the selective router provider, they should also state how the English Language Translations (ELT) should read. For wireline calls, the ELT is used to advise the 9-1-1 call-taker who the police, fire, and medical responders are for the caller's location. Because the current

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technology for VoIP cannot guarantee the same level of accuracy for location determination as wireline telephone service, the industry standard is to have a single VoIP ESN per PSAP, much the same as for wireless Phase I and II services. Therefore, the recommendation for the VoIP ELT is as follows:

- VOIP CALLER
- VERIFY CALLER'S NUMBER
- VERIFY CALLER'S LOCATION

14.3.7.3 Database Provisioning and Call Testing

Once the ESN is obtained from the selective router provider and the PSAP submits the VoIP MSAG to be built into the ALI database, the VPC can proceed with their steps for deployment. They will submit orders to provision the ESQKs in both the ALI and selective router databases, provision their systems, provision their steering tables, and test steering links. When these steps are completed and all errors have been corrected, the VPC will coordinate VoIP testing with the PSAP. Assuming testing completes successfully, the PSAP will begin receiving live VoIP enhanced 9-1-1 calls from any VSP who has contracted for services with that VPC. In contrast with wireless E9-1-1 deployment, the PSAP must only test with the VPC rather than each VoIP service provider in their area. In today's landscape, there are three VPCs providing these services in the United States—Intrado, TCS, and HBF.

During testing, the PSAP should confirm the following:

- VoIP ESN
- ALI received and correctly displayed
- Correct callback number received and correctly displayed
- Correct address received and correctly displayed
- VoIP Call ALI Display

9-1-1 calls from the nomadic VoIP caller display as a hybrid of the wireline and wireless ALI response. The callback number (CBN) may either be in the TN field or in the location field, depending on the combination of ALI screen format, the parameter settings by the ALI host for that PSAP, and the capabilities of the PSAP's CPE. The placement in the ALI screen of the CBN should be confirmed during call testing. The ESQK, the same as wireless ESRK, will appear in the pilot TN field. The caller's street address may or may not be MSAG valid, depending on the VPC. Where Intrado is the VPC, the caller's registered location is MSAG validated before it is presented in the ALI record. For TCS and HBF, the caller's registered location is displayed as input by the subscriber, regardless of whether it is MSAG valid or not.

The class of service (COS) for a VoIP call may differ depending on whether it is from a nomadic or static location VSP. If from a nomadic, the COS will be VOIP. If from a static location, what is actually displayed is dependent on the provisioning company. If the record is processed by a CLEC, the class of service will likely be a wireline COS, such as RESD or BUSN. Alternatively, if it is processed by a VPC, it will look like a nomadic call with VOIP class of service.

If the ALI screen format supports display of X, Y coordinate locations, the nomadic V9-1-1 call will also include the coordinate locations that were geocoded to the registered location by the VPC.

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The following diagram represents a typical V9-1-1 ALI screen display.

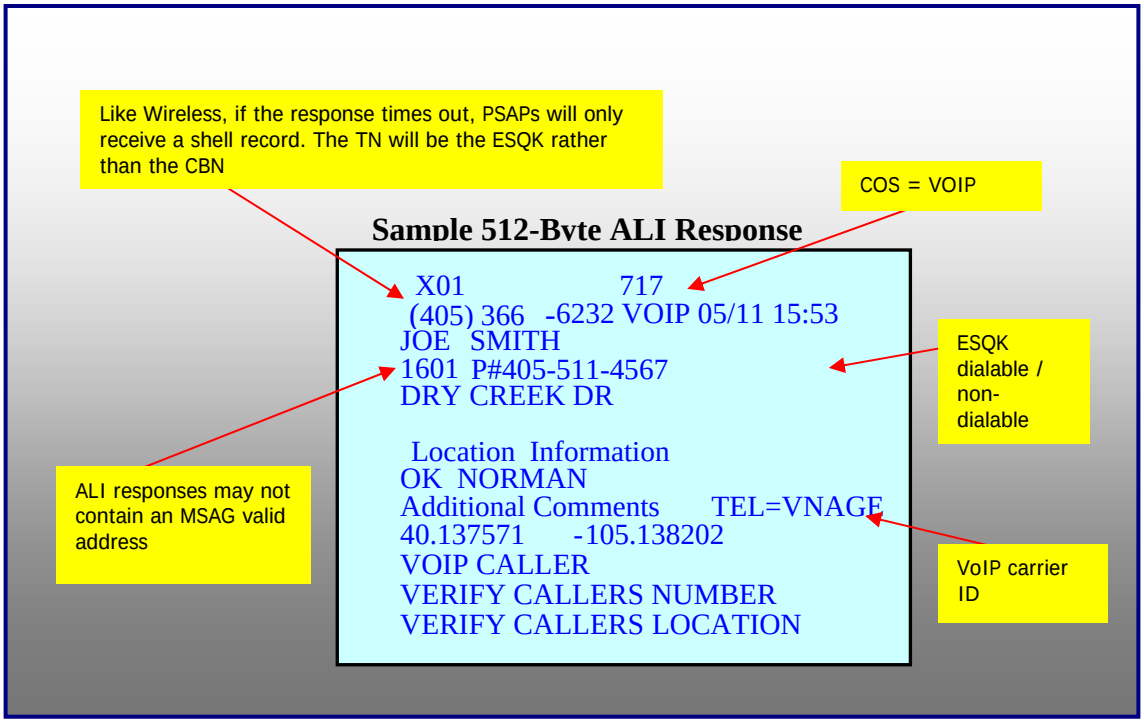

Figure 19: Typical V9-1-1 ALI Screen Display

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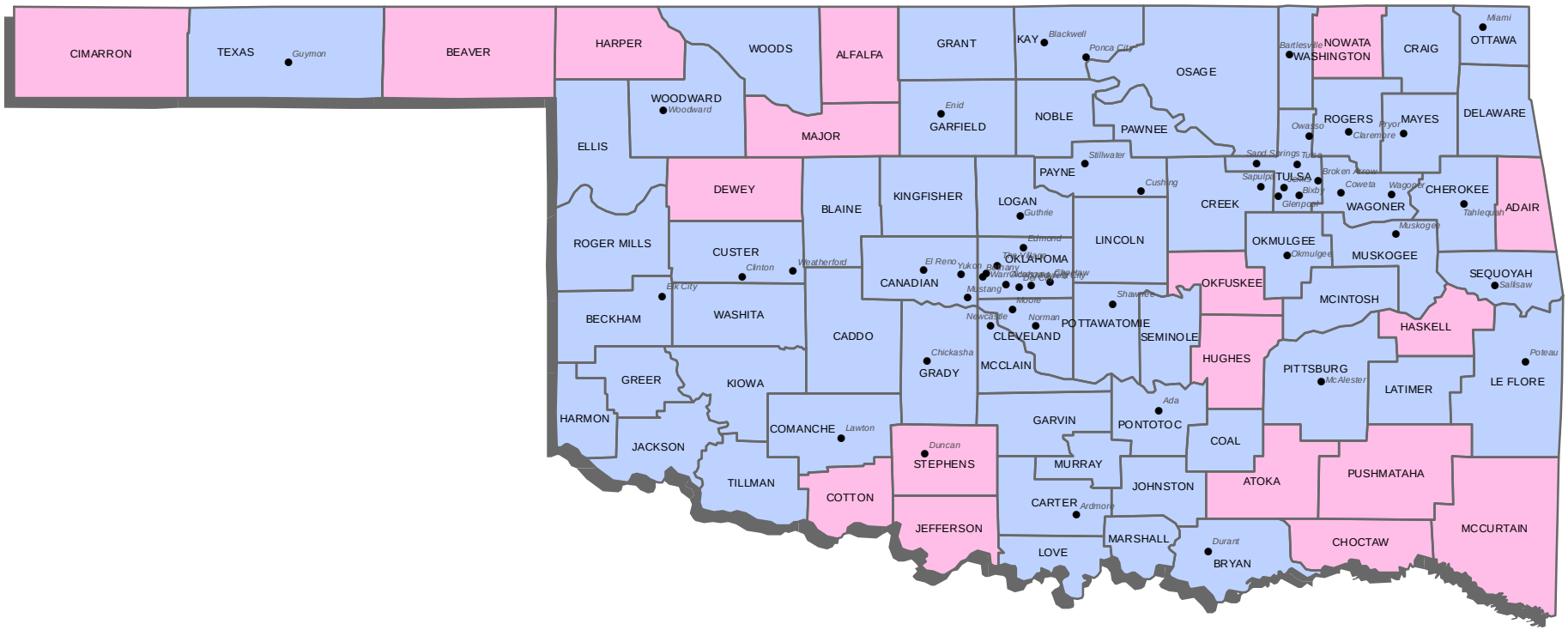
Statewide Enhanced 9-1-1
Counties With Wireless Fees



Legend

- Major Cities
- County Boundaries

Counties

Wireless Fee

- NO
- YES

Map Document: (U:\arcgis\arcgis2009\statewide wireless coverage\wireless fees map whole state.mxd) 2/10/2010 -- 11:46:47 AM

Oregon
Theodore R. Kulongoski, Governor

Oregon Military Department
Oregon Emergency Management
Mailing Address: PO Box 14370
Salem, OR 97309-5062
Phone: (503) 378-2911
Fax: (503) 373-7833
TTY: (503) 373-7857

March 15, 2010

James Arden Barnett, Jr.
Chief, Public Safety and Homeland Security Bureau
Federal Communications Commission
Washington, D.C. 20554

Re: Initial Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008; Response No Later than March 23. 2010

1) A statement as to whether or not your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).

The State of Oregon under ORS 403.100 thru ORS 403.380 sets out the authority for Oregon 9-1-1 Program funding and expenditures.

2) The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009. A statement describing how the funds collected are made available to localities, and whether your state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

Oregon collected $40,155,054.04 during this period and the criteria for allowable uses and expenditures are covered under ORS 403.235 thru 403.245.

3) A statement identifying any entity in your State that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.

The Oregon Legislature has complete authority to approve any 9-1-1 expenditures. The Legislature has designated Oregon Emergency Management as the state agency responsible for deploying E9-1-1 in Oregon and spending the 9-1-1 taxes collected for 9-1-1 services. The State 9-1-1 Program under Oregon Emergency Management is responsible for oversight of the distribution of funds collected for E9-1-1 services in the State. The State 9-1-1 Program approves all expenditures and provides interpretation of the Oregon laws that govern the use of 9-1-1 funds and is audited annually by the Secretary of States office. The State 9-1-1

Program also provides the Oregon Legislature with biennial reports regarding the 9-1-1 tax expenditures.

4) A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.

Except as described below in 5), all funds collected by the State have been used to support E9-1-1 services in Oregon under applicable ORS.

5) A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for the purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.

As mentioned in our report dated March 23, 2009; In February, 2009 the Oregon Legislature reallocated $3.6 million from the 9-1-1 fund, sub account and Equipment Replacement Account, to the State's general fund. Since last year's report no funds collected for E911 purposes were made available or used for any purpose other than the ones designated by the funding mechanism, however, as of August 1, 2009 all interest accrued on the 9-1-1 accounts is transferred to the State's general fund.

6) Any other comments you may wish to provide regarding the applicable funding mechanism for 911 or E911.

No Additional Comments.

Sincerely,

Shannon Marheine, ENP
Acting Director, Technology & Response Section
Oregon Emergency Management
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pennsylvania
EMERGENCY MANAGEMENT AGENCY

OFFICE OF THE DIRECTOR

March 3, 2010

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

RE: OMB Control Number 3060-1122

Dear Ms. Dortch:

This correspondence serves to confirm Pennsylvania's electronic filing in response to the Information Collection, mandated by the NET 911 Act that your Agency requested in your February 5, 2010 Public Notice, DA 10-240. As the Director of the Pennsylvania Emergency Management Agency (PEMA), I also serve as Chairman of the Pennsylvania E-911 Emergency Services Advisory Committee.

Should you have any questions or concerns, please feel free to contact Mr. Robert Wentzel, Director, Bureau of 9-1-1, at 717-651-2288 or via email at rwentzel@state.pa.us.

Sincerely,

Robert P. French
Director, PA Emergency Management Agency
and Homeland Security Advisor

Enclosures

cc: Ms. Larissa Bedrick, Pennsylvania Office of the Governor
The Honorable James H. Cawley, Pennsylvania Public Utility Commission

Pennsylvania's Response to the Initial Information Collection Mandated By the NET 911 Act

1. The Commonwealth of Pennsylvania has established mechanisms for funding 911 through landline, wireless and VoIP services.

The contribution rate for wireline services is defined in the Public Safety Telephone Act at 35 P.S. § 7012.

The collection and disbursement of the wireline contribution rate is established at 35 P.S. § 7017.

Legal authority for the Wireless E 9-1-1 Emergency Services Fund and corresponding wireless surcharge is found at 35 P.S. § 7021.4.

The VoIP service customer 911 fee is established in 35 P.S. § 7021.14.

2. The total amount of wireline revenue reported by counties for the annual period ending December 31, 2009 was $79,416,199.15.

The Commonwealth of Pennsylvania operates on a fiscal year that begins on July 1 and ends on June 30. Because the State collects and disburses wireless funds, the most recent and complete totals that Pennsylvania can provide are those totals from the State's FY2008-09. Net receipts from the wireless surcharge for FY2008-09 were $105,357,828.

The total VoIP 911 fee collected for the annual period ending December 31, 2009 was $11,298,364.90.

3. Pennsylvania has three different fee structures for the collection of 911 funds from wireline services, wireless services and VoIP services.

The wireline contribution rate is collected based on the class of a particular county. Counties of the first through second class A may impose a monthly contribution rate in an amount not to exceed $1 per line on each local exchange access line. Counties of the third through fifth class may impose monthly contribution rates in an amount not to exceed $1.25 per line on each local exchange access line. Counties of the sixth through eighth class may impose a monthly contribution rate in an amount not to exceed $1.50 per line on each local exchange access line.

The wireless E-911 surcharge is a $1.00 monthly fee paid by wireless service customers for each device that provides wireless service for which that customer is billed by a wireless provider for wireless service or receives prepaid wireless telephone service from a wireless provider. Such fee shall be collected apart from and in addition to any fee levied by the wireless provider in whole or in part for the provision of 911 services.

The VoIP service customer 911 fee is $1.00 per month for each telephone number or successor dialing protocol assigned by a VoIP provider to a VoIP service customer number that has outbound calling capability.

Wireline, Wireless and VoIP 911 funds are made available to localities in different ways. The wireline contribution rate is collected by the service supplier providing local exchange telephone service within the county and then forwarded monthly or quarterly to the county treasurer where the money is placed in a restricted account. On a quarterly basis the county treasurer pays to a municipality which operates a 911 system, a sum of money not less than that contributed by the telephone subscribers of that municipality to the county 911 system less administrative costs (35 P.S. §§ 7012 (a) & (d)).

Wireless 911 fees are collected by the wireless service provider and remitted to the State Treasurer on a monthly or quarterly basis for deposit into the Wireless E-911 Emergency Services Fund. The manner of payment is outlined in 35 P.S. § 7021.5(c):

> **(c) Manner of payment.--**Each PSAP and wireless provider shall submit to the agency each year, not later than 120 days before the first day of the agency's fiscal year, the eligible costs it expects to incur for wireless E-911 service during the next fiscal year of the agency. The submission may include eligible costs that the PSAP or wireless provider has already incurred for wireless E-911 service at the time of the submission. The agency shall review the submission, ensure that the costs are eligible for payment from the fund and notify the submitting PSAP or wireless provider, not later than 30 days before the first day of the agency's fiscal year, of the eligible costs. The agency shall pay to each PSAP and wireless provider, from the fund, the amount of the submitted costs the agency determined to be eligible, whether or not the costs have been incurred at or before the time of payment and whether or not the costs, if already incurred, were incurred prior to the effective date of this section. Payment shall be made in four equal payments during the first month of each quarter of the agency's fiscal year as follows:
>
> > (1) The agency shall first pay the costs approved for each PSAP that are payable in the quarter.
> >
> > (2) Following the payment of approved costs to a PSAP for Phase I deployment of wireless E-911 service, as set forth in the FCC E-911 Order, but only after the PSAP has issued its request to wireless providers to furnish Phase I wireless E-911 service pursuant to the FCC E-911 Order, the agency shall pay the approved costs of wireless providers that are payable in the quarter to provide the requested wireless

E-911 service to that PSAP.

(3) Following the payment of approved costs to a PSAP for Phase II deployment of wireless E-911 service, as set forth in the FCC E-911 Order, but only after the PSAP has issued its request to wireless providers to furnish Phase II wireless E-911 service pursuant to the FCC E-911 Order, the agency shall pay the approved costs of wireless providers that are payable in the quarter to provide the requested wireless E-911 service to that PSAP.

(4) In any quarter of the agency's fiscal year, all costs specified in section 11.4(a)(1) that are approved by the agency for payment to PSAPs or wireless providers shall be paid before any other costs payable pursuant to this chapter are paid to any PSAP or wireless provider. In the first quarter of the agency's fiscal year, the agency shall determine whether payments to PSAPs and wireless providers during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP and wireless provider submitting costs during the fiscal year. Each PSAP and wireless provider shall provide verification of such costs as required by the agency. Any overpayment shall be refunded to the agency or, with the agency's approval, may be used to pay agency-approved costs the PSAP or wireless provider submitted for the current fiscal year of the agency. The amount of any underpayment will be paid to the PSAP or wireless provider in accordance with this subsection and subsection (d) within the current fiscal year. The agency shall reconsider a determination of eligible costs pursuant to this subsection upon request by a submitting PSAP or wireless provider and shall provide a procedure for such reconsideration.

(d) Pro rata sharing of fund amounts.--

(1) If the total amount of money in the fund in any quarter is insufficient to pay for

both agency-approved PSAP costs and agency-approved wireless provider costs which are payable in the quarter under subsection (c) for both Phase I deployment and Phase II deployment of wireless E-911 service, as set forth in the FCC E-911 Order, then payments from the fund for that quarter shall be made as follows:

(i) The agency-approved Phase I deployment costs of a PSAP and those wireless providers to which the PSAP has issued its request for Phase I wireless E-911 service shall be paid before any agency-approved costs for Phase II deployment are paid.

(ii) If, notwithstanding subparagraph (i), the total amount of moneys in the fund in the quarter is insufficient to pay all Phase I deployment costs of both PSAPs and wireless providers which are payable in the quarter, then each requesting PSAP and each requesting wireless provider shall receive, for payment of Phase I deployment costs, a pro rata share of the total amount of moneys in the fund in the quarter.

(iii) If the total amount of moneys in the fund in the quarter is insufficient to pay all agency-approved Phase II deployment costs of both PSAPs and wireless providers which are payable in the quarter, then each requesting PSAP and each requesting wireless provider shall receive, for payment of Phase II deployment costs, a pro rata share of the total moneys in the fund which are available in the quarter for payment of Phase II deployment costs.

(2) For any PSAP or wireless provider, pro rata shares shall be computed based upon the total dollar amount of money available in the fund for payment of Phase I or Phase II deployment costs, whichever is applicable, multiplied by the ratio of:

(i) the total dollar amount of agency-approved but unpaid costs of that PSAP or

wireless provider for Phase I or Phase II deployment, whichever is applicable; to

(ii) the total dollar amount of all agency-approved but unpaid costs.

(3) Any remaining unpaid agency-approved PSAP costs or wireless provider costs shall be carried forward for payment during the next fiscal quarter. Such carryforward process shall continue each fiscal quarter until all agency-approved PSAP costs and wireless provider costs have been paid. Pro rata and other payments under this subsection, including, but not limited to, payments of costs which are carried forward for payment in subsequent fiscal quarters, shall also be subject to all provisions and requirements of subsection (c) except for subsection (c)(1).

(e) Triennial financial audit.--The agency shall require a triennial financial audit of each PSAP's use of the disbursements it has received from the fund and of a wireless provider's collection, deduction, retention, remittance and use of the amounts collected by the wireless provider under the wireless E-911 surcharge or the disbursements it received from the fund. These triennial financial audits shall be consistent with guidelines established by the agency, and the cost of each audit shall be paid from the fund.

VoIP 911 fees are collected and made available to counties in two different ways based on the choice of the provider. This is explained in 35 P.S. § 7.21.14(d):

(d) Remittance of fees.--Remittance of fees shall be to the county treasurer or, in a home rule county, the county official responsible for the collection and disbursement of funds, who shall deposit receipts into the Restricted Account established under section 7(c). Remittance to counties shall consist of the fees collected from VoIP service customers located in that county, less any reductions or administrative fees permitted by this section. The VoIP provider may instead, at its option, remit the fees to the State Treasurer for deposit and distribution as provided under subsections (e) and (f). Elections shall be by rules established by the agency, which shall include appropriate notification to the affected counties of the exercise of this option.

(e) Establishment of fund.--There is hereby established in the State Treasury a nonlapsing restricted interest-bearing account to be known as the VoIP 911 Emergency Services Fund. The fund shall consist of the fees remitted to the State Treasurer pursuant to this section.

> **(f) Distribution of fees.--**Moneys in the fund established by subsection (e) and the interest it accrues are hereby appropriated on a continuing basis to the agency to be disbursed by the agency. The agency shall make quarterly disbursements from the account to each county by March 31, June 30, September 30 and December 31 of each year in an amount equal to the amount of fees collected from VoIP service customers located in that county and for the purpose of assisting counties with the implementation of an agency-approved plan adopted under section 5. [FN3] The agency may retain up to 1% of the fees for costs incurred in administering this subsection.

The Commonwealth has established written criteria regarding the allowable uses of funds collected for 911 purposes.

The allowable uses of funds from the wireline contribution rate are outlined in 35 P.S. § 7018 and in regulations regarding eligible costs that can be found at 4 Pa. Code § 120b.106.

The Pennsylvania Emergency Management Agency ("the Agency") issued regulations regarding eligible costs that can be found at 4 PA. CODE § 120b.106.

The allowable uses for the funds from the Wireless E-911 Emergency Service Fund are outlined at 35 P.S. §§ 7021.4 (a) & (d).

Disbursements from the wireless fund are limited by certain criteria found in 35 P.S. § 7021.5(b).

Pursuant to 35 P.S. § 7021.14(f) VoIP 911 fees are to be used for the purpose of assisting counties with the implementation of an Agency-approved plan adopted under section 5.

4. The Pennsylvania Emergency Management Agency has the authority to approve the expenditures of funds collected for the exclusive direct provisioning of E-911 services.

Triennial Plans. Counties must submit a triennial plan for Agency approval every three years. These plans must be in conformance with legislation and regulations in order for the county to establish and collect the contribution rate within the county. The contribution rate is established to cover the nonrecurring and recurring costs of a 911 system. In order to justify the requested contribution rate, a county must report the reimbursable expenses included in the contribution rate, nonrecurring and recurring. The expenses are to be summarized in a form with detailed schedules attached, when necessary, to explain and justify the items summarized on the form. The triennial plans require that counties submit copies of contracts, agreements or receipts for equipment, services or other recurring or nonrecurring costs eligible for reimbursement.

Annual Report. Additionally, 35 P.S. § 7018(c) mandates the Agency to adopt procedures to assure that the total amount collected from the 911 wireline

contribution rate is expended only for the nonrecurring costs, costs for mobile communications equipment, maintenance and operation of a county 911 system. The Agency issued regulations establishing an annual report that counties must submit in order to review county spending:

> **4 PA. CODE § 120b.112. Reports.**
> For counties where a 911 system has been established, a report shall be submitted to the Agency annually detailing the status of 911 systems. The report shall be on a form provided by the Agency and shall include information including the contribution rate, progress reports, installation schedules, installation expenses, anticipated 911 system changes, other system related costs and other information deemed necessary by the Agency. The report will be for the current calendar year and shall be forwarded to the Agency by December 1st of the current year.

Wireline contributions are deposited by the county treasurer into an interest-bearing restricted account used solely for the purpose of nonrecurring and recurring charges billed for the 911 system and to make quarterly payments to municipalities that operate a 911 system based on the contributions of the telephone subscribers of that municipality. The Agency requires a triennial audit of each county's collection and disbursement of contribution rate funds and expenditures for the nonrecurring costs, training, costs for mobile communications equipment, maintenance, and operation of 911 systems. Counties are required to file two copies of the audit report with the Agency within 90 days of the applicable fiscal year.

Pennsylvania legislation provides VoIP providers the option to remit funds to the county or to the Agency, however, the Agency acts only as a pass through and the administration of VoIP funds is governed by the wireline legislation cited above. Therefore, the use and availability of VoIP funds is monitored using the same wireline contribution rate oversight procedures outlined above.

Wireless funds have different oversight procedures in Pennsylvania. Under 35 P.S. § 70.215(c) each PSAP and wireless provider shall submit to the Agency each year, not later than 120 days before the first day of the Agency's fiscal year, the eligible costs it expects to incur for wireless E-911 service during the next fiscal year of the Agency. The submission may include eligible costs that the PSAP or wireless provider has already incurred for wireless E-911 service at the time of the submission. The Agency shall review the submission, ensure that the costs are eligible for payment from the fund, and notify the submitting PSAP or wireless provider, not later than 30 days before the first day of the Agency's fiscal year, of the eligible costs. Each PSAP and wireless provider has to provide verification of such costs as required by the Agency.

A triennial financial audit is conducted by the counties of each PSAP's use of the disbursements received from the wireless fund and of a wireless provider's collection, deduction, retention, remittance, and use of the amounts collected by

the wireless provider under the wireless E-911 surcharge or the disbursements it received from the wireless fund.

A reconciliation of wireless funds is conducted by the Agency annually. In the first quarter of the Agency's fiscal year, the Agency determines whether payments to PSAPs and wireless providers during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP and wireless provider submitting costs during the fiscal year. Each PSAP and wireless provider is required to provide verification of these costs. Any overpayment is refunded to the Agency or, with the Agency's approval, may be used to pay Agency-approved costs the PSAP or wireless provider submitted for the current fiscal year of the Agency.

5. All wireless funds collected by the Commonwealth are made available for the exclusive direct provision of E-911 services according to the statutory language cited above. The Agency conducts an annual reconciliation of wireless funds to ensure the proper use of the funds. Wireline and VoIP funds are made available for the exclusive direct provision of E-911 services outlined in the statutory language. Counties are responsible for reporting the use of the funds to the state annually and filing a financial audit with the Agency triennially.

6. At no time did the Commonwealth of Pennsylvania make wireless, wireline or VoIP 911 funds available for any purposes other than those purposes allowed by cited statute.

7. Additional Comments

The cost to deliver 9-1-1 service outstrips existing 911 fund revenue streams. For the most recent annual reporting period, Pennsylvania PSAPs reported expenses exceeded 9-1-1 revenue by $52 million. This fiscal challenge was exacerbated by the September 30, 2009 expiration of the ENHANCE 911 Act of 2004 (the Act). While successful in its application to secure $2.4 million of the $41 million of the Act funds appropriated by Congress, Pennsylvania's deployment of its Next Generation solution is dependent upon its allocated share of the Act's original $1.25 billion appropriation authorization. The Act's original grant funding is critically important to the Commonwealth's plan to advance the technological capability of its 9-1-1 system to support Next Generation 9-1-1 and should be reauthorized.

ESTADO LIBRE ASOCIADO DE PUERTO RICO
JUNTA DE GOBIERNO DEL SERVICIO 9-1-1

HON. LUÍS G. FORTUÑO BURSET
GOBERNADOR

JACINTO DESIDERIO ORTIZ
DIRECTOR EJECUTIVO

March 18th , 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Rear Admiral Barnett:

As requested by the Federal Communications Commission in its undated letter in which you inform that the New and Emerging Technologies Improvement Act of 2008 (NET 911 Act), requires the Commission to report to Congress annually regarding the collection and expenditure of fees or charges established by states or other jurisdictions in connection with 911/E911 services and request information. The 9-1-1 Service Governing Board of Puerto Rico (Board) is herein providing the following information pursuant to Section 6(f)(2) of said Act:

1. The Board was created through the approval of the "Act for the Speedy Attention of Public Safety Emergency Calls", or "9-1-1 Calls Act" (Dec. 22, 1994, No. 144 as amended (25 L. P. R. A. 1911 et seq). Article 5 of the 9-1-1 Calls Act and Article 22 (F) of the 9-1-1 Service Government Board Bylaws, establish the mechanism for the purpose of funding 911 or E911 in Puerto Rico and is in charge of its distribution of funds to local responding agencies.

"Article 5 of the 9-1-1 Calls Act – Charges to telephone subscribers", (25 L. P. R. A. 1911 et seq), states as follows:

(a) The 9-1-1 Service Governing Board, in the exercise of the faculties granted by this law, shall establish the charges it deems justified to defray the costs of equipment and facilities required to render 9-1-1 services and its direct administration, by participating agencies. The charges shall be established from time to time, at the Board's discretion, and their effectiveness shall not be less than one year.

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(b) The 9-1-1 Services charges shall be made against the lines installed to the telephone subscribers in a uniform manner within each subscriber's category, as part of the monthly charges to be billed. The 9-1-1 emergency calls shall not bring about individual charges for the use of telephone facilities for such purpose.

(c) In determining charges, the Board shall take into account the expenses budgeted and projected for the following two years and shall try to provide income to defray said expenses, plus a reasonable reserve for contingencies, expansion of service and the replacement of unusable and obsolete equipment.

(d) The basic charge for the 9-1-1 Service main telephone line shall not initially exceed, fifty cents ($0.50) a month for residential subscribers, nonprofit and religious organizations; nor one dollar ($1.00) a month for commercial, professional and government subscribers. These charges shall take effect once the necessary regulations are approved, provided that the service charges shall commence when the 9-1-1 Service has been completely operational for at least sixty (60) days in each area, including the basic rolling equipment to respond to the calls by public safety agencies, and if the Board does so provide, the call recording equipment and the procedures to safeguard the confidentiality thereof and the constitutional rights of the citizens, shall be included. In all cases, the telephone subscribers shall be informed at least thirty (30) days in advance of the effectiveness thereof.

(e) The charge for 9-1-1 Services shall be identified separately on each telephone service bill, if the Board contracts such billing services from certain telephone companies.

(f) The telephone company shall collect the charges for the 9-1-1 Service, and shall deposit them in the account determined by the Board's regulations, within a period of not more than thirty (30) days after the payment was made by the subscriber. The telephone company shall keep a file of billing, payments and records of deposits of said charges, for the term determined by the Board by regulations. The Board shall reimburse the net cost of billing and collection of charges to the telephone companies, without exceeding what is provided in this law.

(Dec. 22, 1994, No. 144, § 5; Aug. 3, 1995, No. 108, § 4.)

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Article 22 of the 9-1-1 Service Government Board Bylaws (Regulation Num. 5303) states as follows:

(a) The provision of emergency services requires the outlay of funds, which must be recovered in order to obtain the resources needed to maintain optimal conditions of said service. The primary source of resources authorized by law will be the amount collected by a charge against subscriber telephone lines installed, uniform manner within each subscriber category. This charge will be billed monthly in conformity with established procedures by the Telephone Company and Private telephone companies in Puerto Rico, duly ratified by the Board, which shall be submitted by the companies for the consideration by the Board in a time frame not to exceed thirty (30) days counted from the date of approval of this regulation.

(b) The Board has established the Regulations for Billing and Collections from the Subscribers for 9-1-1 Service (Regulation No. 6203) to govern the process of collecting these charges, the deposit of collections, remittance and delivery of the 9-1-1 funds to the 9-1-1 Government Board from the telephone companies subscribers. Telephone companies must supply the telephone numbers of subscribers and their physical addresses or locations of these to the Board, in case of cellular, as required by law through the Federal Communications Commission, or any other entity with authority and competence, according to the provisions, agreements, technology and other requirements of the Board, welfare and to safeguard the public interest.

(c) The deposit of the collections of the telephone companies will be made in the Board's account in the Government Development Bank for Puerto Rico in a period of not more (30) days from collection.

(d) ...

(e) ...

(f) The monthly charge per subscriber will be:

(1) Fifty cents ($0.50) a month for residential, nonprofit and religious organization subscribers.

(2) Fifty cents ($0.50) a month for each cellular telephone subscriber.

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(3) One dollar ($1.00) a month for commercial, professional and government subscribers.

(4) These charges will apply to any other line of communication interconnected to a telephone system that can generate and receive phone calls, according to the above categories.

2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services is fifty cents ($0.50) a month for residential, nonprofit and religious organizations subscribers per main telephone line; one dollar ($1.00) a month for commercial, professional and government subscribers per main telephone line. The total amount collected for the annual period ending December 31, 2009 was $21,876,276.72.

3. **Article 6 of the 9-1-1 Calls Act – Distribution and use of the funds collected for charges to telephone subscribers and Resolution 006, 1998-99** establishes how the funds are collected, distributed and made available to the public safety agencies (Those agencies whose services are offered through the use of the 9-1-1 emergency telephone number, including, specifically the Police of Puerto Rico, the Medical Emergencies of Puerto Rico, the Puerto Rico Fire Department, the Commonwealth Emergency Management and Disaster Administration Agency and the Department of the Family. Also included are the Medical Emergency Programs of Bayamon Municipal Government, Guaynabo Municipal Government, San Juan Municipal Government, Cataño Municipal Government , Ciales Municipal Government, Corozal Municipal Government, Dorado Municipal Government, Florida Municipal Government, Morovis Municipal Government, Naranjito Municipal Government, Toa Baja Municipal Government, Toa Alta Municipal Government and Vega Alta Municipal Government; fundo are also provided for the administration of said agency.

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Resolution 006, 1998-99 amended the established limits for the distribution of the funds collected from charges to telephone subscribers to be as follows:

(1) Billing cost and collection of charges by the telephone companies:	0.50%
(2) Reserve for contingencies:	10%
(3) Reserve for expansion of services and replacement of equipment and systems:	10%
(4) Board administration and joint operating expenses of public safety agencies, including the 9-1-1 call-receiving centers:	34%
(5) Individual expenses typical of security agencies in responding to calls via 9-1-1. This item shall be distributed among the public safety agencies in proportion to the number of calls handled by each one, except when the Board members, by consensus, authorize exceptions in order to resolve special needs of one or more agencies:	45.50%

4. The Board is formed by the Police Superintendent, the Executive Director of the Emergency Medical Services of Puerto Rico, the Chief of the Puerto Rico Fire Department and the Executive Director of the State Emergency Management Agency. In addition to the four ex officio members mentioned here, the Board is formed by an additional member representing the public interest, which shall be selected and appointed with the consent of the ex-officio members mentioned herein. There are total of five members of the Board.

   Without restricting the faculties and duties of the public safety agencies and of the officials who constitute the Board in compliance of their ministerial duties, the Board is in charge of the coordination of any joint government effort to enforce the provisions of the 9-1-1 Calls Act and distribution of money.

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The Board has adopted bylaws. Through said bylaws, the Board established the fees that the Telephone companies are authorized to collect from the state's telephone service subscribers to facilitate the establishment of the 9-1-1 operations and technologies needed in each participating public safety agency to give an adequate receiving and response service and defray the service's operating and maintenance expenses in said agencies. The Board adopted regulations deemed necessary to expedite interagency coordination and the rendering of the emergency services contemplated herein; and those regulations that in the future, by consensus, its members identify as necessary for the Board's jurisdiction. The Board shall also establish by regulations all that is necessary to carry out its purposes.

5. All the funds collected from telephone subscribers have been collected and deposited to the Boards account in the Puerto Rico Development Bank. The funds have been distributed as mandated by Resolution 006, 1998-99. The distribution of funds to the Participating Agencies has been paid annually in two installments. The Board administration and operating expenses administration have been defrayed by the 34% of the funds collected.

6. All the funds collected from telephone subscribers have been available and used for the intended purposes mandated by the "911 Calls Act" and the 9-1-1 Government Boards Bylaws.

7. We are having problems with identifying and corroborating the number of either telephone or cellular lines that actually exist. This is because we must rely on what the telephone companies inform us. We need an independent source of corroboration but when we seek the information from government regulatory agencies they inform us that the information is confidential.

Should you have any questions, please contact Ms. Gladys M. Rodríguez of my staff (787) 444-9913 or grodriguez@e911.gobierno.pr.

Jacinto Desiderio Ortiz
Executive Director

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State of Rhode Island and Providence Plantations
State House
Providence, Rhode Island 02903-1196
401-222-2080

Donald L. Carcieri
Governor

April 30, 2010

Mr. Thomas J. Beers
Chief, Policy Division
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

SUBJECT: INFORMATION COLLECTION MANDATED BY THE NEW AND EMERGING TECHNOLOGIES IMPROVEMENT ACT OF 2008

Dear Mr. Beers:

In response to your recent request, below please find the responses from the Department of Public Safety (DPS) with respect to the Federal Communications Commission (FCC) inquiry under the "New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act).

According to the FCC, the intent of the NET 911 Act is to collect information, "detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified." The FCC questions and DPS responses are as follows:

Q. 1. A statement as to whether or not your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).

A. 1. The State of Rhode Island has established a funding mechanism of $1.00 per wireline per month (RIGL 39-21.1-14) and $1.00 (RIGL 39-21.1-14) plus .26-cents (RIGL 39-1-62) (for a total [monthly] wireless 911 surcharge of $1.26) per month for every wireless "...instrument, device or means ... which has access to, connects with, or activates or interfaces or any combination thereof with the E 9-1-1 Uniform Emergency Telephone System." (RIGL 39-1-62 (d)(1) entitled "E-911 Geographic Information System (GIS) and Technology Fund" and RIGL 39-21.1-14(a) entitled "Funding"). Pursuant to RIGL 39-1-62 (d) (1), these funds are deposited into the R.I. General Fund as general revenue.

Q. 2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009. A statement describing how the funds are made available to localities, and whether your state has established written criteria regarding allowable uses of the collected funds, including the legal citation to such criteria.

A. 2. The State of Rhode Island tabulates fee collection on a fiscal year basis. The most recent fiscal year completed (FY 2009) encompasses the period from July 1, 2008 through June 30, 2009. The total fees collected for wireline, wireless, and GIS services for FY 2009 totaled approximately $18,200,000. §§s 39-21.1-14 and 39-1-62 of the Rhode Island General Laws prescribe the manner by which the funds are collected, transferred to the State's Division of Taxation, and ultimately deposited into the General Fund for eventual disbursement. Additionally, § 39-21.1-14(g) prescribes the uses for the collected funds.

Q. 3. A statement identifying any entity in your State that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.

A. 3. Under § 35-3-2 of the Rhode Island General Laws, the Rhode Island General Assembly has the authority to annually appropriate general revenue funds as it deems necessary to pay the administrative and other expenses of state government. Additionally, § 35-3-1 (1) of the General Laws directs the State Budget Officer to "exercise budgetary control over all state departments and agencies and perform management analyses;" Because RI E911 falls within the purview of the Rhode Island Department of Public Safety (DPS), E911's budget is managed on a day-today basis by the DPS's Central Business Office with oversight by the State Budget Officer and the Department of Administration - Division of Purchasing.

Q. 4. A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.

A. 4. All of the funds collected for 911 or E911 have not been made available for the purposes designated by the funding mechanism.

Q. 5. A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purpose for which the funds collected for 911 or E911 purposes were made available or used.

A. 5. As described in answer #2 (above), during the most recently completed fiscal year that ended June 30, 2009 (FY 2009), a total of approximately $18,200,000 was

collected by the State of Rhode Island for E911 surcharges. E911 expended approximately $4,826,932 from state appropriations. The remainder, approximately $13,373,068 went to the State's General Fund and was used for purposes other than for E911's operation. It should be noted that the E911 agency is not charged with all costs associated with maintaining and operating the system. For example, the Department of Administration has made available space within its' building which would serve as an alternative PSAP site. While this limits the use of that space for other purposes, no rent is charged to E911 for this space. There have been costs incurred on design of new space for the agency that have not been assessed to E911. Additionally, the agency is supported by the Department of Administration for many administrative services that it is not charged for. This includes payroll processing, accounts payable processing, and financial reporting

Q. 6. Any other comments you may wish to provide regarding the applicable funding mechanism for 911 and E911.

A. 6. None

Sincerely,

Donald L. Carcieri
Governor

cc: Colonel Brendan P. Doherty
Lisa S. Holley, Esq.
Elaine Richards
Rosemary Booth Gallogly
Thomas Mullaney

MARK SANFORD, CHAIRMAN
GOVERNOR

CONVERSE A. CHELLIS, III, CPA
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FRANK W. FUSCO
EXECUTIVE DIRECTOR

April 12, 2010

James Arden Barnett, Jr.
Public Safety and Homeland Security Bureau
Federal Communications Commission
Washington, D.C. 20554

Re: Initial Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008

Dear Mr. Barnett,

Your letter and request to Governor Mark Sanford has been referred to me for response. Included in the response to your six questions is a copy of the South Carolina law governing the collection and distribution of all 911 and E911 funds. The Budget and Control Board, which is our governing body, several years ago, had a restructuring of its office. Wherever the Division of Information of Resource Management (DIRM) is referenced, it should be replaced by the Office of Research and Statistics (ORS).

If you should have further questions or need further information, please feel free to call me at (803)734-3793 or email me at bobby.bowers@ors.sc.gov.

Sincerely,

Bobby M. Bowers

Bobby Bowers
911 Coordinator

BMB/dm

1. A statement as to whether or not the state or other entity as defined by Section 6(f)(1) of the NET 911 Act has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).

The State of South Carolina has established a mechanism to fund E911 services. The authority to fund such services for landline can be found in the S.C. Code of Laws Section 23-47-40

SECTION 23-47-40. System funding.

(A) The local government is authorized to adopt an ordinance to impose a monthly 911 charge upon each local exchange access facility subscribed to by telephone subscribers whose local exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of local exchange access facility used.
The ordinance must be adopted in the same fashion as ordinances that levy taxes under South Carolina law. No collection of charges may be commenced before adoption of the ordinance.
(B) Funding must be used only to pay for the following enumerated items:
(1) the lease, purchase, lease-purchase, or maintenance of emergency telephone equipment, including necessary recording equipment, computer hardware, software and data base provisioning, addressing, mapping, and nonrecurring costs of establishing a 911 system;
(2) the rates associated with the service supplier's 911 service and other suppliers recurring charges;
(3) the cost of establishing and maintaining a county 911 office or maintaining as currently staffed a county 911 office for the purpose of operating and maintaining the data base of the 911 system. Costs are limited to salaries and compensations and those items necessary in the operation of the 911 office and normal operating costs;
(4) items enumerated may be subscriber billed for a period not to exceed thirty months before activation of the 911 service;
(5) items necessary to meet the standards outlined in this chapter, specifically in Section 23-47-20(C);
(6) enhancements either currently available or available in the future offered by service suppliers and approved by the Public Service Commission;
(7) a local government may contract to implement and establish a 911 system as set forth in this chapter.
(C) Funding must not be used for:
(1) purchasing or leasing of real estate, cosmetic or remodeling of communications centers, except those building modifications necessary to maintain the security and environmental integrity of the PSAP;
(2) hiring or compensating dispatchers or call takers other than initial and in-service training;
(3) mobile communications vehicles, fire engines, law enforcement vehicles, ambulances, or other emergency vehicles, or other vehicles;
(4) consultants or consultant fees for studies of implementation;
(5) aerial photography.
(D) A local government may contract with a service supplier for any term negotiated by the service supplier and the local government and may make payments through subscriber billing to provide any payments required by the contract.

The wireless side obtains the authority to fund 911 or E911 services from the S.C. Code of Laws Section 23-47-50 (F)

SECTION 23-47-50. Subscriber Billing.

(F) Fees collected by the service supplier pursuant to this section are not subject to any tax, fee, or assessment, nor are they considered revenue of the service supplier. A monthly CMRS 911 charge is levied for each CMRS connection for which there is a mobile identification number containing an area

code assigned to South Carolina by the North American Numbering Plan Administrator. The amount of the levy must be approved annually by the board at a level not to exceed the average monthly telephone (local exchange access facility) 911 charges paid in South Carolina. The board and the committee may calculate the CMRS 911 charge based upon a review of one or more months during the year preceding the calculation of telephone (local exchange access facility) charges paid in South Carolina. The CMRS 911 charge must have uniform application and must be imposed throughout the State; however, trunks or service lines used to supply service to CMRS providers shall not be subject to a CMRS 911 levy. On or before the twentieth day of the second month succeeding each monthly collection of the CMRS 911 charges, every CMRS provider shall file with the Department of Revenue a return under oath, in a form prescribed by the department, showing the total amount of fees collected for the month and, at the same time, shall remit to the department the fees collected for that month. The department shall place the collected fees on deposit with the State Treasurer. The funds collected pursuant to this subsection are not general fund revenue of the State and must be kept by the State Treasurer in a fund separate and apart from the general fund to be expended as provided in Section 23-47-65.
(G)(1) Fees collected by the service supplier pursuant to this section are not subject to any tax, fee, or assessment, nor are they considered revenue of the service supplier.
(2) A 911 charge, including a CMRS 911 charge, shall be added to the billing by the service supplier to the service subscriber and may be stated separately.
(3) A billed subscriber shall be liable for any 911 charge, including a CMRS 911 charge, imposed under this chapter until it has been paid to the service supplier.

2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2008. A statement describing how the funds collected are made available to localities, and whether the state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

The State of South Carolina has collected over $22 Million in Wireless 911 fees in the 2008 calendar year. The landline fees are collected at the local level by each of the 46 counties and 4 municipalities in South Carolina.

The State of South Carolina has established a procedure for distributing wireless funds collected for 911 or E911 services under the S.C. Code of Laws Section 23-47-50. All 46 counties and the 4 municipalities receive a wireless distribution on a quarterly basis based on total wireless call volume for that time period and that money is to be used specifically for 911 or E911 purposes. The guidelines for the use of these funds can be found in the S.C. Code of Laws Section 23-47-40.

3. A statement identifying any entity in the state that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.

There is a governing body (CMRS Emergency Telephone Advisory Committee) that approves expenditures at the local level. S.C. Code of Laws gives the CMRS Advisory Committee authority in Section 23-47-65.

SECTION 23-47-65. CMRS Emergency Telephone Advisory Committee created; responsibilities of committee and State Budget and Control Board.

(A)(1) The CMRS Emergency Telephone Services Advisory Committee is created to assist the board in carrying out its responsibilities in implementing a wireless enhanced 911 system consistent with FCC Docket Number 94-102. The committee must be appointed by the Governor and shall consist of: the Director of the State Chief Information Officer Division, Budget and Control Board, ex officio; two employees of CMRS providers licensed to do business in the State; two 911 system employees; and one employee of a telephone (local exchange access facility) service supplier licensed to do business in the State; and one consumer. Local governments and related organizations such as the National Emergency Number Association may recommend PSAP Committee members, and industry representatives may recommend wireline and CMRS committee members to the Governor. There is no expense reimbursement or per diem payment from the fund created by the CMRS surcharge made to members of the committee.
(2) All committee members, except the ex officio members, must be appointed for a three-year term by the Governor. Committee members may be appointed to one subsequent term.
(3) In the event a vacancy arises, it must be filled for the remainder of the term in the manner of the original appointment. A partial term does not count toward the term limits; however, service for three-fourths or more of a term constitutes service for a term.
(4) Any committee member who terminates his holding of the office or employment which qualified him for appointment shall cease immediately to be a member of the committee; the person appointed to fill the vacancy shall do so for the unexpired term of the member whom he succeeds.
(5) The committee shall establish its own procedures with respect to the selection of officers, quorum, place, and conduct of meetings.
(B) The responsibilities of the committee with respect to CMRS emergency telephone services are to:
(1) advise the board on technical issues regarding the implementation of a wireless E 911 system, especially matters concerning appropriate systems and equipment to be acquired by CMRS providers and PSAP's to assure the compatibility of the systems and equipment and the ability of the systems and equipment to comply with the requirements of FCC Docket Number 94-102;
(2) recommend systems and equipment for which reimbursement may be allowed to CMRS providers and PSAP's under the provisions of this chapter, which are compatible with each other as needed for the public's safety, and will not result in wasteful spending on inappropriate or redundant technology.
(C) The responsibilities of the board with respect to CMRS emergency telephone services are to:
(1) direct the State Treasurer in the management and disbursal of the funds in and from an interest-bearing account in the following manner:
(a) hold and distribute not more than thirty-nine and eight-tenths percent of the total monthly revenues in the interest-bearing account to PSAP administrators based on CMRS 911 call volume for expenses incurred for the answering, routing, and proper disposition of CMRS 911 calls;
(b) hold and distribute not more than fifty-eight and two-tenths percent of the total monthly revenues in the interest-bearing account solely for the purposes of complying with applicable requirements of FCC Docket Number 94-102. These funds may be utilized by the PSAP and the CMRS providers licensed to do business in this State for the following purposes in connection with compliance with the FCC requirements: upgrading, acquiring, maintaining, programming, and installing necessary data, hardware, and software. Invoices detailing specific expenses for these purposes must be presented to the board in connection with any request for reimbursement, and the request must be approved by the board, upon recommendation of the committee. Any invoices presented to the board for reimbursements of costs not described by this section may be approved only by a unanimous vote of the committee, but in no event shall reimbursement be made for costs unrelated to compliance with applicable requirements of FCC Docket Number 94-102;
(c) hold and distribute not more than two percent of the total monthly revenues in the interest-bearing account to compensate the independent auditor provided for herein and for expenses which the board is authorized to incur by contract, or otherwise, for provision of any administrative, legal, support, or other services to assist the board in fulfilling its responsibilities under this act;
(2) with the State Treasurer, prepare annual reports outlining fees collected and monies disbursed to PSAP and CMRS providers, and submit annual reports outlining monies disbursed for operations of the board;

(3) retain an independent, private auditor, as provided in the Consolidated Procurement Code, for the purposes of receiving, maintaining, and verifying the accuracy of proprietary information submitted to the board by CMRS providers or PSAP's, and assisting the committee in its duties including its annual calculation of the average 911 charges pursuant to Section 23-47-50(f) and in cost studies it may conduct. Due to the confidential and proprietary nature of the information submitted by CMRS providers, the information may not be released to a party other than the independent private auditor and is expressly exempt from disclosure pursuant to Chapter 4 of Title 30. The information collected by the auditor may be released only in aggregate amounts that do not identify or allow identification of numbers of subscribers or revenues attributable to an individual CMRS provider;
(4) conduct a cost study to be submitted to the House Ways and Means Committee and Senate Finance Committee one year from the effective date of this section and thereafter at the board's discretion. The board may include any information it considers appropriate to assist the General Assembly in determining whether future legislation is necessary or appropriate, but the report must include information to assist in determining whether to adjust the CMRS 911 charge to reflect actual costs incurred by PSAP's or CMRS providers for compliance with applicable requirements of FCC Docket Number 94-10;
(5) convene the committee and consult with it concerning the performance of the responsibilities assigned to the board and to the committee in this chapter, and the development and maintenance of the state's CMRS emergency telephone services and system;
(6) report as required or suggested by this chapter, promulgate any regulations, and take further actions as are appropriate in implementing it.
(D) The board and committee must:
(1) annually calculate the average 911 charge as provided in Section 23-47-50(F);
(2) take appropriate measures to maintain the confidentiality of the proprietary information described in Section 23-47-65(C)(1)(e). This information may be disclosed to board and committee members only in the event a dispute arises with respect to the board's and committee's discharge of their responsibilities under Section 23-47-65(B)(2) which necessitates such disclosure. The information shall also be exempt from disclosure pursuant to Chapter 4 of Title 30. Members of the board may not disclose the information to any third parties, including their employers;
(3) take appropriate measures to see that all CMRS service suppliers comply with the requirements of Section 23-47-50(F).
(E) CMRS providers are entitled to retain two percent of the fees collected as reimbursement for collection and handling of the CMRS 911 charge.
(F) On August 1, 2004, the committee's existence terminates and all its duties and powers devolve to the board, except that the committee may continue to exist and function upon adoption by the General Assembly of a joint resolution extending its existence past August 1, 2004

4. A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.

All funds that have been collected by the State of South Carolina for 911 or E911 purposes have been made available for the purposes statutorily designated. These funds are statutorily mandated to be placed in a fund separate and distinct from the local government's general fund (Section 23-47-50). The fund must be included in the annual audit of the local government in accordance with the guidelines issued by the state auditor's office. A report of the audit must be forwarded to the state auditor within sixty days of its completion, and a copy sent to ORS (Section 23-47-50).

5. A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.

At no time did the State of South Carolina make 911 or E911 funds available for any purpose than the maintenance, enhancement or furthering of 911 services in the State of South Carolina. The funds have never been given to or "raided" by the legislature of the State of South Carolina.

6. Any other comments the respondent may wish to provide regarding the applicable funding mechanism for 911 and E911.

We do not have any other comments we would like to make at this point.

COPY

Before the
Federal Communications Commission
Washington, D.C. 20554

Received & Inspected
MAR 22 2010
FCC Mail Room

In the Matter of:	)	
	)	
Information Collection	)	
Mandated By The New and Emerging	)	OMB Control Number 3060-1122
Technologies Improvement Act of 2008	)	
By The State of South Dakota	)	

Comments and Answers of the
State of South Dakota

Introduction

The information provided herein is consistent with Section 101 of the New and Emerging Technologies 911 Improvement Act of 2008 {hereinafter "NET 911 Act"} which became law on July 23, 2008.

Section 101 of the NET 911 Act requires the Federal Communications Commission {hereinafter "Commission"} to collect information regarding any fees collected by the states or other jurisdictions in connection with 911/E911 services, specifically, information "detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified."

Pursuant to OMB authorization, and a written request prepared and delivered to the Office of the Governor of South Dakota, the Tribal Government of each South Dakota Native American Reservation and copied to the South Dakota Secretary of State, the South Dakota Public Utilities Chairperson, and the South Dakota 911 Coordinator, the following responses are offered by the State of South Dakota.

Specific Information Requests and Answers

1. *A statement as to whether or not the state or other entity as defined by Section 6(f)(1) of the NET 911 Act has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).*

South Dakota requires that any service user[1] in the state is liable for the applicable 911 emergency surcharge pursuant to

(1) SDCL 34-45-1(18) defines service user as any person who purchases telecommunications service, wireless telecommunications service, prepaid wireless telecommunications service, or interconnected Voice over Internet Protocol service in this state.

SDCL 34-45-4.[2] Any telecommunications service provider, wireless telecommunications service provider, or Interconnected Voice over Internet Protocol service provider shall collect and remit to the governing body[3] the applicable 911 emergency surcharge which shall be stated separately in any billing statement, invoice or receipt.

All prepaid wireless telecommunications service providers shall remit the applicable 911 emergency surcharge for each active prepaid wireless telecommunications service user account in the state to the South Dakota 911 Coordination Fund. The prepaid wireless telecommunications service provider may seek reimbursement from their service user through whatever means are available to the provider.

2. *The amount of fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009.*

South Dakota statute (34-45-4) permits certain governing bodies to assess a monthly uniform charge in an amount not to exceed seventy-five cents per service user line. South Dakota statute, therefore, permits governing bodies to establish their surcharge amount up to the maximum permitted by 34-45-4. With the exception of prepaid wireless service fees, which are collected by the State of South Dakota and not the counties, all other 911/E911 surcharges are collected and disbursed by local governing bodies.

The total amount collected for the period ending December 31, 2009, will not likely be available for review until sometime in late 2010.

The State of South Dakota respectfully suggests to the Commission that a data request made in February and due for return in March does not allow for the accurate collection and compilation of fees and surcharges collected through the end of December in the previous calendar year.

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(2) SDCL 34-45-4 defines the monthly uniform charge and use of proceeds. "...the governing body may assess a monthly uniform charge in an amount not to exceed seventy-five centers per service user line..."

(3) SDCL 34-45-1(5) defines a governing body as "...the board of county commissioners of a county or the city council or other governing body of a county or municipality or the board of directors of a special district..."

3. *A statement describing how the funds collected are made available to localities, and whether the state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.*

The authority to approve the expenditure of funds collected for 911 or E911 purposes rests with the governing entity receiving such surcharge monies.

Written criteria regarding allowable uses of the funds can be found in Chapter 50:02:04 of South Dakota Administrative Rules. This chapter contains administrative rules for public safety answering points.

4. *A statement identifying any entity in the state that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.*

The South Dakota 9-1-1 Coordination Board has the statutory authority in 34-45-20(6) to collect such information[(4)] as outlined by this request.

5. *A statement whether all the funds collected for 911 or E911 purposes were made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.*

The South Dakota 9-1-1 Coordination Board will make this determination after reviewing financial information it has yet to collect. A determination will be made in late 2010 with regard to financial information gathered from 2009.

6. *A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.*

The South Dakota 9-1-1 Coordination Board cannot provide this information for the requested financial period as it has not yet collected that data.

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(4) SDCL 34-45-20(6) states that the {coordination} board shall "...Develop criteria for the implementation of performance audits of the use of the 911 fees utilized in the operation of the 911 system. The audit shall be conducted by the Department of Legislative Audit and shall be presented to the board and the Legislature..."

6. *Any other comments the respondent may wish to provide regarding the applicable funding mechanism for 911 and E911.*

The State of South Dakota recognizes the need to collect and analyze financial information as it relates to the emergency reporting system. That recognition created the South Dakota 9-1-1 Coordination Board in 2008.

However, much of the information requested by the Commission is for a reporting period from which the Coordination Board has little or no data. Unlike many states, South Dakota allows its counties to collect the emergency surcharge which slows down the data collection process.

With these facts in mind, South Dakota is taking the necessary steps to ensure 911 and E911 funds are collected and spent in the manner intended by statute.

Summary

Should you need further information or clarification of the facts presented herein, please contact me or our South Dakota 9-1-1 Coordinator, Lee Axdahl, at the address shown below.

Respectfully Submitted,

SOUTH DAKOTA 9-1-1 COORDINATION BOARD

Ted Rufledt, Jr.

Ted Rufledt, Jr.
Chairperson
South Dakota 9-1-1 Coordination Board
118 West Capitol Avenue
Pierre SD 57501

March 5, 2010

STATE OF TENNESSEE
TENNESSEE EMERGENCY COMMUNICATIONS BOARD
DEPARTMENT OF COMMERCE & INSURANCE
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243-0582
615-253-2164

RANDY PORTER
CHAIRMAN

LYNN QUESTELL
EXECUTIVE DIRECTOR

March 12, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: Information Mandated by the New and Emerging Technologies Improvement Act of 2008; PS Docket No. 09-14

Dear Ms. Dortch:

Please accept this report as the State of Tennessee's response to the Notice of Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008 issued by the Federal Communications Commission (FCC) on February 5, 2010. Specific responses are set forth below each request for information.

1. A statement as to whether or not your State, or other entity defined by Section 6(f)(1) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).

Response: Tennessee has established two distinct funding mechanisms for 911 support and implementation. Tennessee law imposes separate 911 service charges on wireline and non-wireline[1] telecommunications service. The emergency communications fee on landlines is collected locally by each of Tennessee's 100 Emergency Communications Districts (ECDs).[2] The ECDs provide or facilitate 911 service across the State of Tennessee. The Tennessee Emergency Communications Board (TECB or Board) collects 911 fees on non-wireline communication services. The TECB currently distributes approximately $.80 of each dollar it collects to the ECDs.

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[1] Tenn. Code Ann. § 7-86-103(11) defines non-wireline service as "any service provided by any person, corporation or entity, other than a service supplier as defined in this part, that connects a user dialing or entering the digits 911 to a PSAP, including, but not limited to, commercial mobile radio service and IP-enabled services."

[2] Tenn. Code Ann. §§ 7-86-108(a)(1)(A); 7-86-110(a).

Wireline 911 funding mechanism: In 1984, the Tennessee General Assembly enacted Title 7, Chapter 86 of the Tennessee Code, which set up the statutory framework for the ECDs to provide or facilitate 911 service. Tenn. Code Ann. § 7-86-108(a)(1)(A) authorizes ECD boards of directors to levy an emergency telephone service charge in an amount not to exceed sixty-five cents ($.65) per month for residential classification service users, and not to exceed two dollars ($2.00) per month for business classification users, "to be used to fund the 911 emergency telephone service."[3] The 911 fee is remitted to each ECD every two (2) months by the wireline telecommunications service providers operating within each ECD's boundaries.[4] ECDs may seek a public referendum or request the TECB to increase the 911 service charge on landlines in the ECD's service area up to a statutory maximum not to exceed one dollar fifty cents ($1.50) for residential classification service users and three dollars ($3.00) for business classification service users.[5]

Non-wireline 911 funding mechanism: In 1998, after the FCC issued orders relating to wireless 911 service, the Tennessee General Assembly enacted Part 3 of Title 7, Chapter 86, which authorized the creation of the TECB for the purpose of conforming to FCC orders on implementing enhanced 911 service, establishing emergency communications for all citizens of the State and assisting ECDs in the areas of management, operations and accountability.[6] The TECB was funded pursuant to Tenn. Code Ann. §§ 7-86-108(a)(1)(B)(i)(*a*), which authorizes the imposition and collection of a monthly 911 service charge on the users and subscribers of wireless telecommunications service.[7] The law designates the TECB to set the 911 fee at a flat, statewide rate not to exceed three dollars ($3.00), subject to ratification by a joint resolution of the General Assembly.[8] The TECB set the current fee at $1.00 per user or subscriber per month in 1998. The fee is collected by non-wireline telecommunications providers and remitted to the Board every two (2) months.[9] The 911 emergency communications fund is designated for the purposes of funding the operational and administrative expenses of the Board,[10] the implementation, operation, maintenance and enhancement of statewide wireless 911 and E911 service[11] and deployment of 911 service for emerging communications technologies.[12]

By statute, the TECB exercises financial and operational oversight over the state's 100 ECDs which are the statutorily created municipalities that administer or facilitate local E-911 call taking and/or dispatching services across the state.[13] The TECB establishes technical, operational and dispatcher training standards, and

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[3] Tenn. Code Ann. § 7-86-108(a)(1)(A).
[4] Tenn. Code Ann. § 7-86-110(a).
[5] Tenn. Code Ann. §§ 7-86-108(a)(2)(A); 7-86-306(a)(12).
[6] Tenn. Code Ann. §§ 7-86-306(a)(11), 7-86-302(a). In April 2005, Tennessee became the third state to achieve Phase II readiness statewide.
[7] In 2006, the law was amended to impose the 911 fee on non-wireline telecommunications service.
[8] Tenn. Code Ann. § 7-86-108(a)(1)(B)(i)(*a*).
[9] Tenn. Code Ann. § 7-86-108(a)(1)(B)(ii)(*b*).
[10] Tenn. Code Ann. § 7-86-303(d).
[11] Tenn. Code Ann. § 7-86-303(d)(3)(A).
[12] Tenn. Code Ann. § 7-86-306(a)(8).
[13] *See* Tenn. Code Ann. § 7-86-106; Tenn. Code Ann. § 7-86-302, 7-86-306.

administers grants and reimbursement programs which distribute funds to ECDs.[14] It also provides substantial technical assistance to ECDs upon request.[15]

2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges for the annual period ending December 31, 2009.

Response: The TECB collects an emergency telephone service charge of $1.00 per month on users and subscribers of non-wireline phone service for the implementation and support of 911 service. For calendar year 2009, the total amount collected was approximately $55,965,000; the November and December collections are not complete at this time.[16]

Tennessee law authorizes ECDs to collect 911 fees on local landlines. Below are the current ECD landline 911 rates:

ECD	Residential Rate	Business Rate	ECD	Residential Rate	Business Rate
Anderson	$0.65	$2.00	Lake	$0.65	$2.00
Clinton City	$0.65	$2.00	Lauderdale	$1.25	$2.25
Oak Ridge City	$1.50	$3.00	Lawrence	$1.50	$3.00
Bedford	$1.50	$3.00	Lewis	$0.65	$2.00
Benton	$0.65	$2.00	Lincoln	$0.65	$2.00
Bledsoe	$1.50	$3.00	Loudon	$0.65	$2.00
Blount	$1.10	$2.45	Macon	$0.65	$2.00
Bradley	$1.50	$3.00	Madison	$0.45	$1.64
Campbell	$1.50	$3.00	Marion	$0.65	$2.00
LaFollette City	$1.50	$3.00	Marshall	$1.50	$3.00
Cannon	$1.50	$3.00	Maury	$1.50	$3.00
Carroll	$0.65	$2.00	McMinn	$0.65	$2.00
Carter	$1.50	$3.00	McNairy	$1.15	$2.50
Cheatham	$1.15	$2.50	Meigs	$1.50	$3.00
Chester	$0.65	$2.00	Monroe	$0.65	$2.00
Claiborne	$1.50	$3.00	Montgomery	$1.50	$3.00
Clay	$1.50	$3.00	Moore	$0.65	$2.00
Cocke	$1.15	$2.50	Morgan	$1.50	$3.00
Coffee	$0.55	$1.75	Obion	$0.65	$2.00
Crockett	$0.65	$2.00	Overton-Pickett	$1.50	$3.00
Cumberland	$1.40	$2.75	Perry	$1.50	$3.00
Davidson	$0.65	$2.00	Polk	$0.65	$2.00
Decatur	$0.65	$2.00	Putnam	$0.65	$1.66
DeKalb	$0.65	$2.00	Rhea	$1.50	$3.00
Dickson	$0.55	$1.65	Roane	$1.50	$3.00
Dyer	$0.55	$1.67	Robertson	$1.50	$3.00
Fayette	$1.50	$3.00	Rutherford	$0.50	$1.52
Fentress	$0.65	$2.00	Scott	$0.65	$2.00
Franklin	$0.65	$2.00	Sequatchie	$1.50	$3.00
Gibson	$1.50	$3.00	Sevier	$0.55	$1.67
Giles	$1.50	$3.00	Shelby	$0.65	$2.00
Grainger	$1.50	$3.00	Smith	$0.65	$2.00
Greene	$0.65	$1.50	Stewart	$1.00	$2.50
Grundy	$1.50	$3.00	Sullivan	$1.50	$3.00
Hamblen	$1.25	$2.75	Bristol City	$0.65	$2.00
Hamilton	$1.50	$3.00	Kingsport City	$0.65	$1.65
Hancock	$1.50	$3.00	Sumner	$0.55	$1.00

[14] *See* Tenn. Code Ann. §§ 7-86-205, 7-86-306(a)(9) through (11).
[15] Tenn. Code Ann. § 7-86-306(a)(7).
[16] The state operates on a cash basis except when it closes its fiscal year on June 30. An exact amount for the calendar year ended December 31, 2009 cannot currently be determined and verified.

Hardeman	$0.65	$2.00	Tipton	$1.50	$3.00
Hardin	$0.60	$1.50	Trousdale	$0.65	$2.00
Hawkins	$0.90	$2.25	Unicoi	$1.50	$3.00
Haywood	$0.65	$2.00	Union	$1.50	$3.00
Henderson	$0.65	$2.00	Van Buren	$0.65	$2.00
Henry	$0.65	$2.00	Warren	$1.00	$3.00
Hickman	$0.65	$2.00	Washington	$1.50	$3.00
Houston	$1.50	$3.00	Wayne	$1.00	$2.50
Humphreys	$1.50	$3.00	Weakley	$0.65	$2.00
Jackson	$1.50	$3.00	White	$1.50	$3.00
Jefferson	$1.00	$3.00	Williamson	$0.64	$2.00
Johnson	$1.50	$3.00	Brentwood City	$0.65	$2.00
Knox	$1.50	$3.00	Wilson	$0.55	$1.67

The amount of 911 fees received by each of Tennessee's 100 ECDs for the annual period ending December 31, 2009 derived from these landline fees is not provided to TECB except as supplemental data included in annual audits of individual ECDs and is not presently available. Estimates of total landline collections for fiscal years 2007 and 2008 are $43,800,000 and $43,900,000 respectively.[17]

3. A statement describing how the funds collected are made available to localities, and whether your state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

Response:

Funding Programs:

The 911 fee on non-wireline telecommunications service is used to fulfill the TECB's statutory mandates of establishing emergency communications for all citizens of the state, and assisting the state's 100 ECDs in the areas of management, operations and accountability. By law, the TECB distributes twenty-five percent (25%) of the revenue generated by the monthly service charge on users and subscribers of non-wireline telephone service to the ECDs, based on the proportion of the population of each district to that of the State.[18] The funds are distributed every two months.

The TECB also provides a number of non-statutory funding programs for the ECDs. All told, the TECB currently distributes over 80% of every dollar it collects to the ECDs.

For example, the TECB created a recurring operational funding (ROF) program in 2006 in part to address the disproportionality of the strictly population based distribution required by Tennessee law.[19] In 2010, this program was expanded from $14 million to $21.6 million to address decreasing local collections from landline 911 fees. Under the ROF program, each district receives $80,000 annually as an acknowledgement of the basic costs intrinsic to providing 911 service without regard to the size of the ECD. The remainder of the $21.6 million ($13.6 million) is divided among the districts based on seven (7) population groups. A set amount is allocated to each group based on the average audited cost

[17] Estimates are based on reported data which is incomplete.
[18] Tenn. Code Ann. § 7-86-303(d)(1).
[19] In 2006, the four most populous districts received over 33% of the total annual revenue from the 25% distribution.

ratios of each of the population groups, determined from an analysis of audited financial statements from the 2004-2005 fiscal year. In figuring this calculation, all personnel costs, including salaries and benefits, were excluded in order to assure more equal treatment between districts that dispatch and those that do not. Each ECD in each of the seven (7) population groups receive the same dollar amount. The population groups receive the following annual distributions, which may be used in the operation of the districts for all purposes permitted under the TECB Revenue Standards:

Populations (2005 estimates):	**Annual distribution to each ECD (per population group):**
Under 15,000	$124,109
15,000 – 29,999	$142,791
30,000 – 49,999	$167,153
50,000 - 74,999	$188,855
75,000 - 99,999	$265,803
100,000 - 199,999	$345,095
over 300,000	$1,269,919

The TECB recently initiated a program to provide over $2 million annually to ECDs for dispatcher training. The Board also offers $10,000 annually to each ECD for GIS mapping maintenance.

In addition to recurring funding programs, the TECB offers ECDs non-recurring (one-time) funding and reimbursements for the purchase of essential equipment and other items up to the following amounts:

- $50,000 for Geographic Information System ("GIS") Mapping Systems
- $40,000 for Controllers
- $150,000 for Essential Equipment
- $5,000 for Master Clocks
- $150,000 to each ECD that Consolidates (to a maximum of 3 ECDs)
- $1,000 to Train Dispatcher Trainers
- $100,000 to Cover Uninsured Catastrophic Event Losses

During its February 2010 meeting, the TECB voted to make $25 million available to ECDs for equipment to connect to the IP platform the state is deploying to modernize Tennessee's 911 infrastructure (Next Generation 911 Project). The funding plan provides each ECD with $120,000 plus an additional amount determined by the district's population.

In addition to funding generated within the State of Tennessee, in September 2009, the TECB was awarded a 911 grant of almost $1.5 million from the U.S. Department of Transportation. The funding will be used to install routers needed for deploy the Next Generation 911 project.

Criteria for Allowable Uses

Tenn. Code Ann. § 7-86-102(d) requires that each ECD use funds received from all sources "exclusively in the operation of the emergency communications district."

Consistent with that mandate, the TECB has established 911 Revenue Standards pursuant to Tenn. Code Ann. § 7-86-306, as criteria regarding acceptable uses of revenue for the ECDs. These criteria can be found at http://www.tennessee.gov/commerce/911/. ECDs are subject to annual audits to assure compliance with the Revenue Standards and generally accepted auditing standards.

The auditing manual may be accessed at:
http://www.comptroller1.state.tn.us\repository\ca\mg\tnecdmanual2008.pdf

4. A statement identifying any entity in the State that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.

Response: Both the TECB and the ECDs are authorized to approve the expenditure of funds collected for 911 and E911 purposes. The TECB is subject to audit by the Office of the Comptroller of the Treasury. In addition, Tenn. Code Ann. § 7-86-108(a)(1)(B) requires the TECB to submit an annual report on the status of statewide implementation of wireless and enhanced 911 service, compliance with the FCC's orders, the status and level of the 911 charge and the status, level and solvency of the 911 fund to the Finance, Ways and Means Committees of the Tennessee Senate and the House of Representatives. Tenn. Code Ann. § 7-86-315 requires the TECB submit an annual report on the activities of the Board in the preceding year to the Governor and the Speakers of the General Assembly.

The Boards of Directors of each of Tennessee's ECDs also have authority to approve expenditures of 911 revenue, so long as the funds are used exclusively in the operation of the district and consistently with the Revenue Standards adopted by the TECB.[20] The ECDs are subject to annual audit, supervised by the Office of the Comptroller of the Treasury.[21]

The TECB also conducts on-site ECD monitoring annually to assure compliance with operating, technical and revenue standards. The TECB Chairman, Executive Director and Director of E-911 Technical Services review technical specifications as part of the approval process for reimbursements and expenditures from the essential equipment and NG911 equipment funding programs.

The TECB is authorized to withhold distributions of the non-wireline 911 service charge from ECDs that are operating in or fail to correct specific violations of the law including, but not limited to, the failure to submit an annual budget or audit, operating contrary to the open meetings act, or failing to comply with the emergency communications law. The TECB may also withhold such distribution upon a finding that an ECD is not taking sufficient actions or acting in good faith to establish, maintain or advance wireline or wireless E-911 service.[22]

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[20] Tenn. Code Ann. § 7-86-102(d).
[21] Tenn. Code Ann. § 7-86-113.
[22] Tenn. Code Ann. § 7-86-108(f).

5. A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.

Response: All of the funds collected from the users and subscribers of non-wireline telecommunications service by the TECB for 911 or E911 purposes have either been made available or will be used for the purposes designated by the funding mechanism for implementation or support of 911 and E911. The TECB has purposefully accumulated reserves to fund the conversion of Tennessee's aging 911 infrastructure from analog to digital. That project is well into the planning stages.

The TECB's current budget of $57.1 million for fiscal year 2009-2010 includes sufficient funding to provide the following: $4 million for ECD reimbursements for equipment and 911 trunking and automatic location information (ALI) costs; $12.8 million for the 25% allocation to ECDs; $21.6 million for ECD operations support; $1 million for GIS Mapping Maintenance grants to ECDs; $5.8 million for beginning phases of the Next Generation 911 project; $5.5 million for Administration and contracted services; and $6.4 million for Phase I and Phase II carrier cost recovery.

In fiscal year 2010-2011, the TECB is permanently redirecting funds from its carrier cost recovery program to the ECDs. The TECB will decrease carrier cost recovery support from 100% to 5%.

6. A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.

Response: None of the funds collected from the users and subscribers of non-wireline telecommunications service by the TECB for 911 or E911 purposes have been made available or used for purposes other than those designated by the State's funding mechanism or for implementation or support of 911 and E911. In 2009, neither the principal nor interest on funds collected for 911 or E911 were made available or used for purposes other than those designated by the funding mechanism.[23]

7. Any other comments you may wish to provide regarding the applicable funding mechanism for 911 and E911 purposes.

Response: Through its conservative stewardship of the 911 fund, the TECB has prepared for the financial challenges associated with converting Tennessee's 911 infrastructure from analog to digital. This modernization project, called Next Generation 911 or NG911, will replace the State's aging analog 911 infrastructure with a digital platform which will improve interoperability and increase the ease of

[23] In 2008, $10 million in interest accrued on the non-wireline funds collected for 911 purposes was diverted to the general fund after the Office of the Tennessee Attorney General issued an opinion stating that the NET 911 Improvement Act did not prohibit diversion of interest earnings on funds collected for 911 or E911 purposes.

communication between emergency communications districts, allowing the immediate transfer of 911 calls, maps, photos, caller location information and other data statewide. The TECB projects non-recurring build out costs of approximately $44 million over the next five years and recurring operational costs of up to $16.5 million annually. The NG911 project will be part of a statewide private, secure IP network constructed by the Office of Information Resources in the Department of Finance and Administration. Negotiations to participate in the IP network are nearly concluded. The TECB is taking preliminary steps toward deployment and has requested a Budget Improvement for FY2010-2011 in the amount of $28 million.

The improvement includes a federal 911 grant of almost $1.5 million from the U.S. Department of Transportation. As stated previously, the funding will be used to install routers needed for deploy the Next Generation 911 project.

We hope you find this report informative. Should you have any questions or require additional information, please feel free to contact me at (615) 253-2164.

With kindest regards,

Lynn Questell
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Cc/ TECB
The Hon. Phil Bredesen, Governor
The Hon. Sara Kyle, Chairman, Tennessee Regulatory Authority
Bill Mason, Office of the Governor