



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)*

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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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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	<i>Will be covered by Woods County PSAP</i>		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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
	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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
	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	<i>Covered by Elk City PSAP</i>		--	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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
	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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR 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
	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.

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

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

Oklahoma Wireline E9-1-1 Level of Service

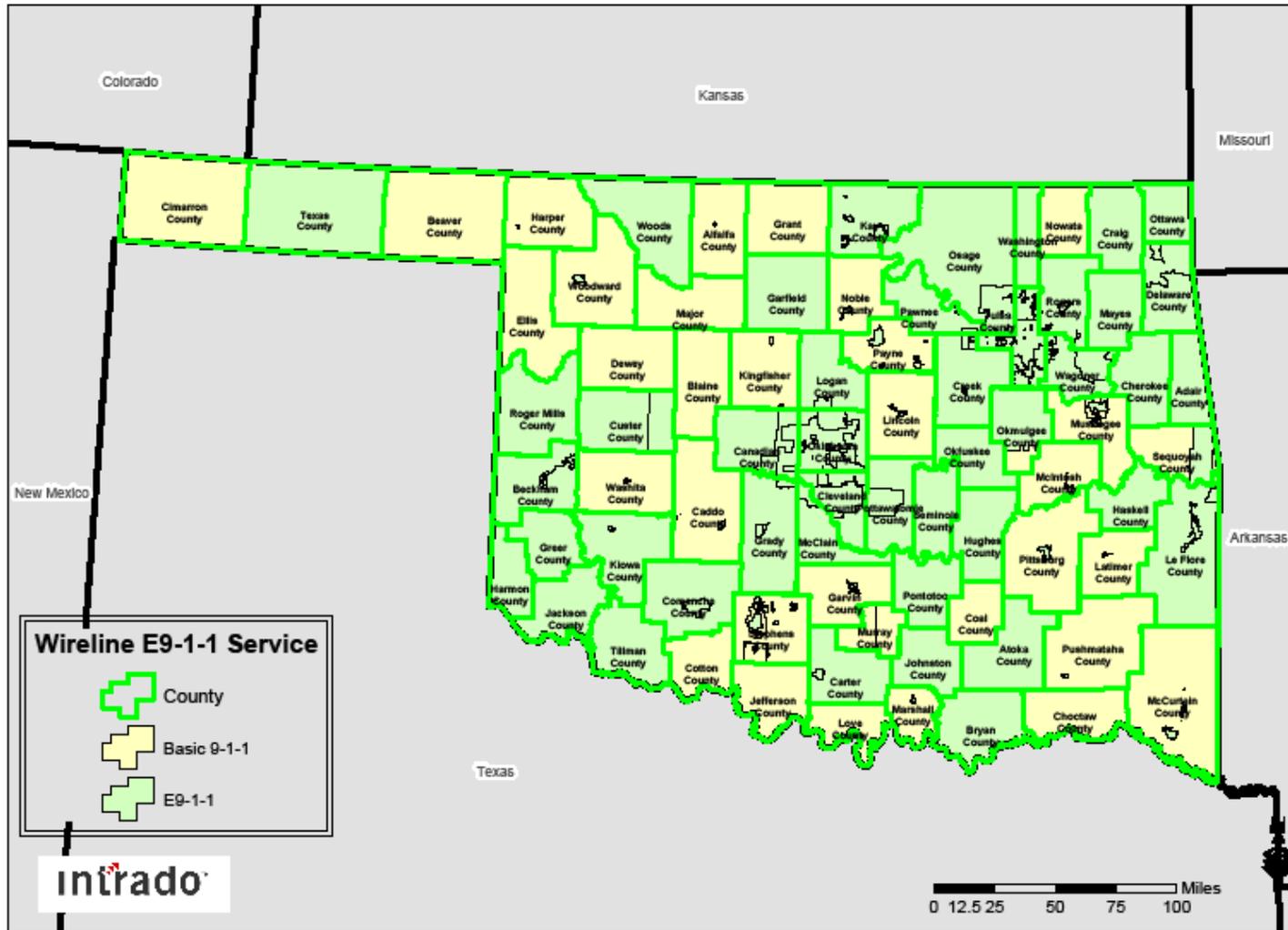


Figure 1: Oklahoma Wireline E9-1-1 Level of Service

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.

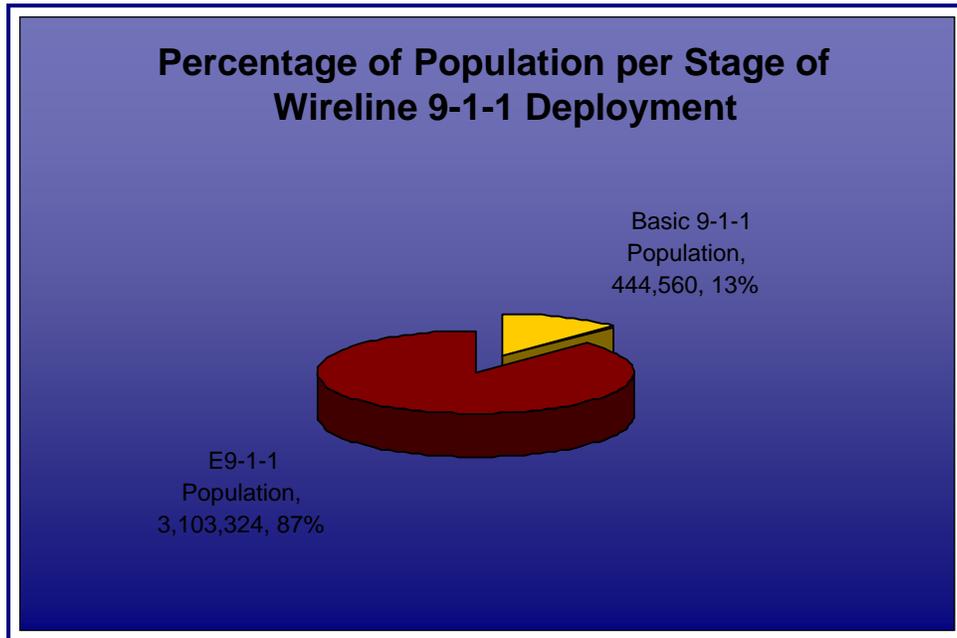


Figure 2: Percentage of Oklahoma Population Covered by Each Level of Wireline 9-1-1 Service

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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	<i>Covered by Elk City PSAP</i>	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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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 (replacing)	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

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

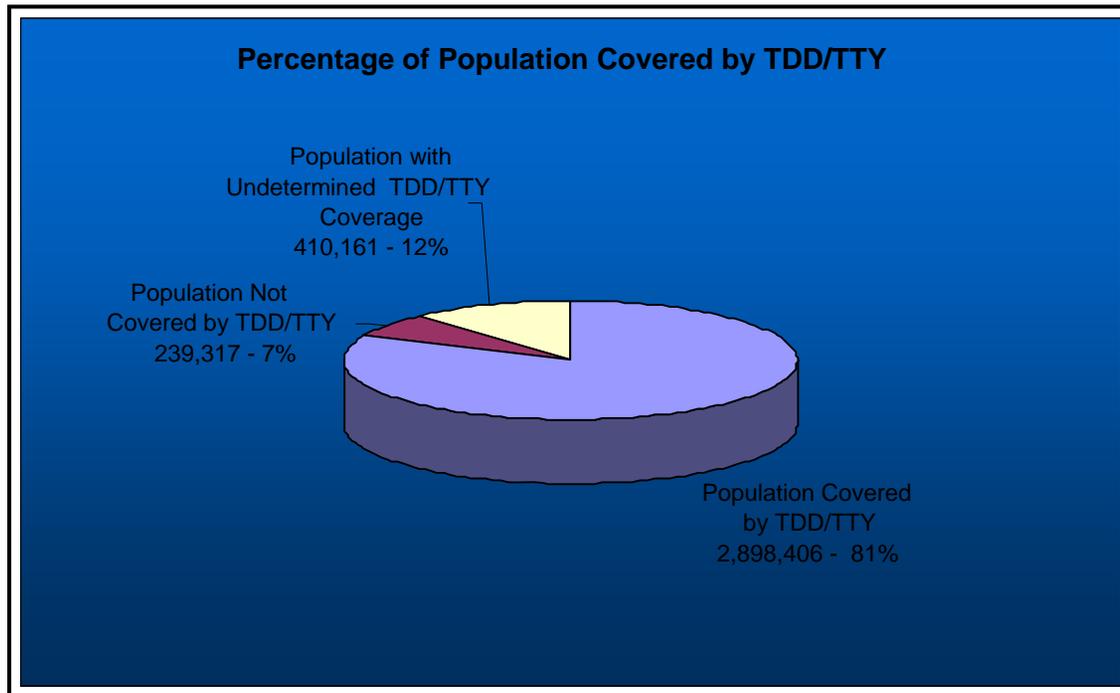


Figure 3: Percentage of Population Covered by TDD/TTY

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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	<i>Covered by Elk City PSAP</i>	--	--	--	--	--

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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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

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	<i>Covered by Elk City PSAP</i>	--	--	--	--
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

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

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

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 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

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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	<i>Covered by Elk City PSAP</i>	--	--	--	--
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
	Muldraw 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

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

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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	<i>Covered by Elk City PSAP</i>	--	--	--	--	--
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

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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	<i>Covered by Elk City PSAP</i>		--	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

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

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

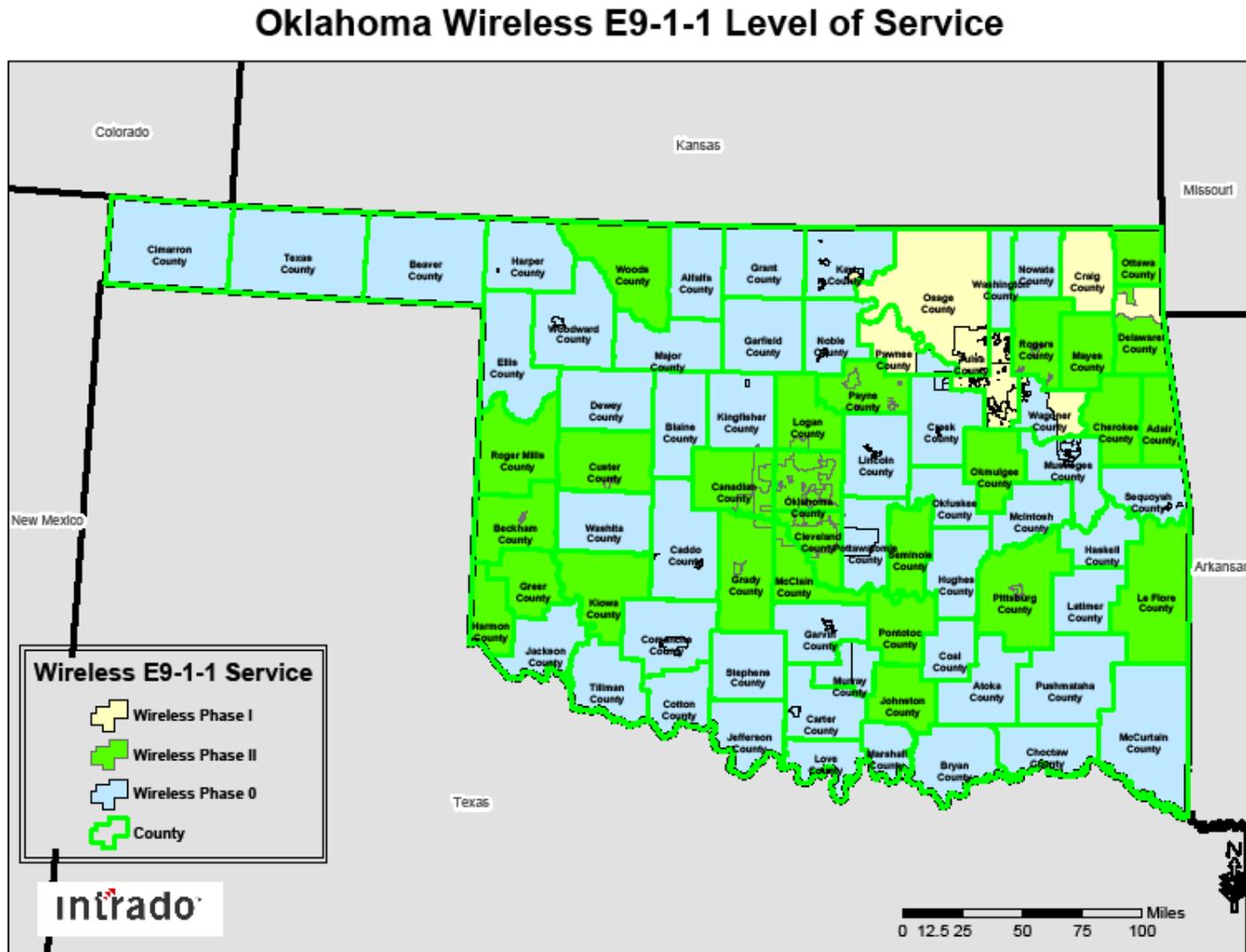


Figure 4: Oklahoma Wireless E9-1-1 Service by Location

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.

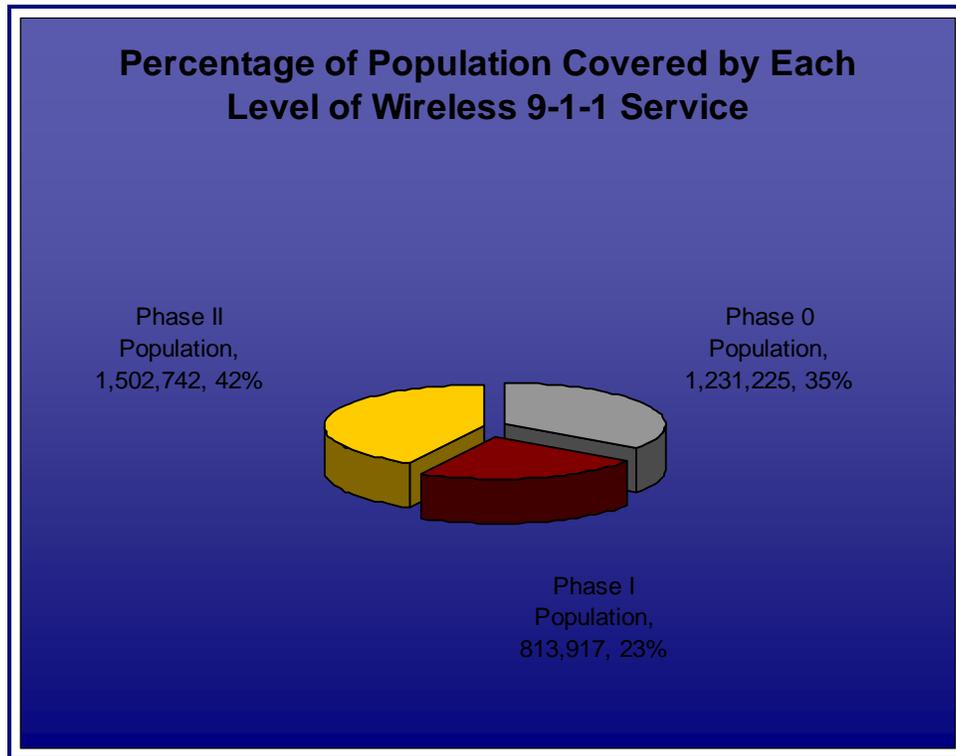


Figure 5: Percentage of Population Covered by Each Level of Wireless 9-1-1 Service

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

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

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

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

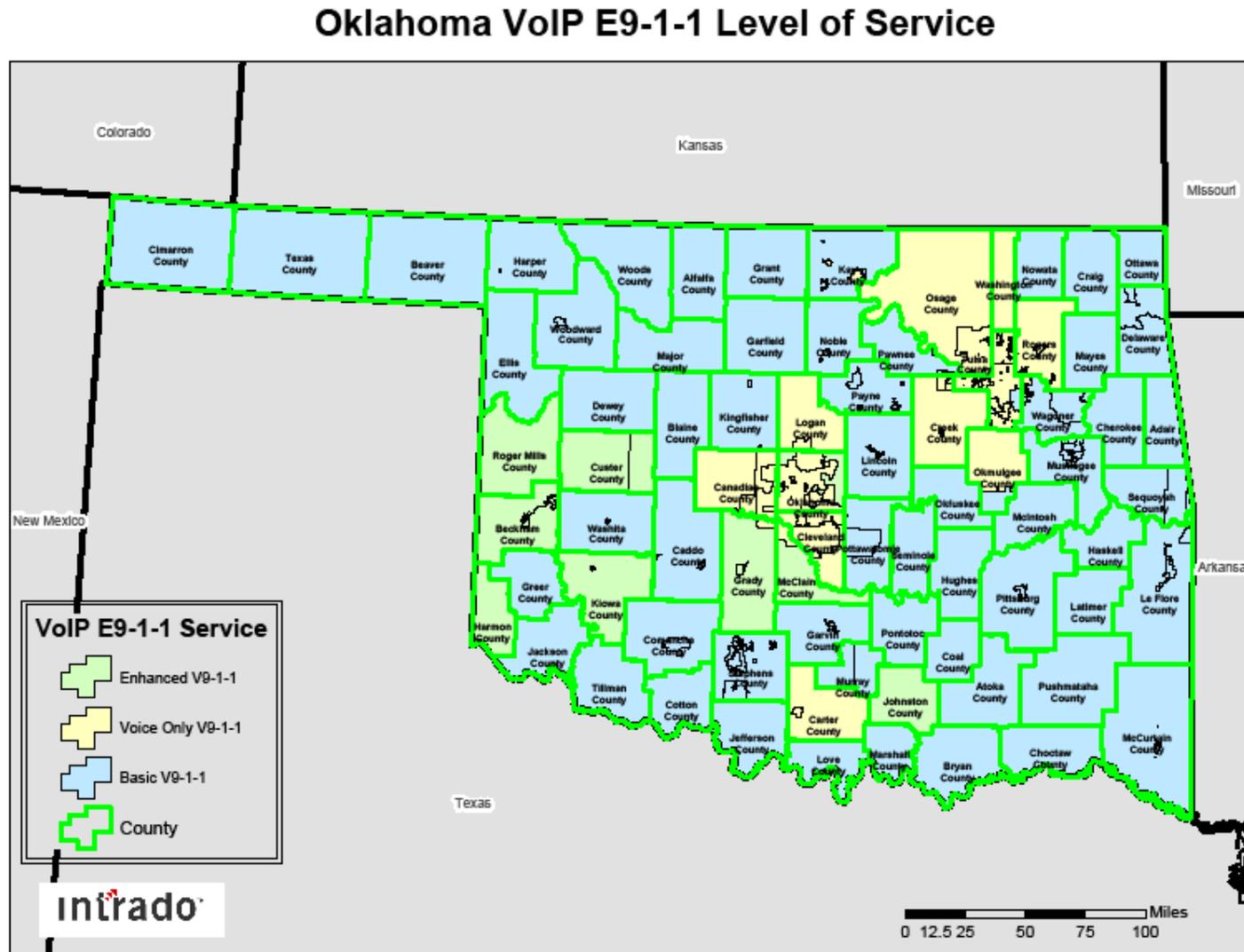


Figure 6 : Oklahoma VoIP E9-1-1 Service by Location

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

Wireline Service Provider	Survey Response
KanOkla Telephone Association, Inc.	Yes
McCloud 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

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

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, Pushmataha, 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

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

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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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?
	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

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

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

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

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
Mayer	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

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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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
Mayer 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

E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF OKLAHOMA

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

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.

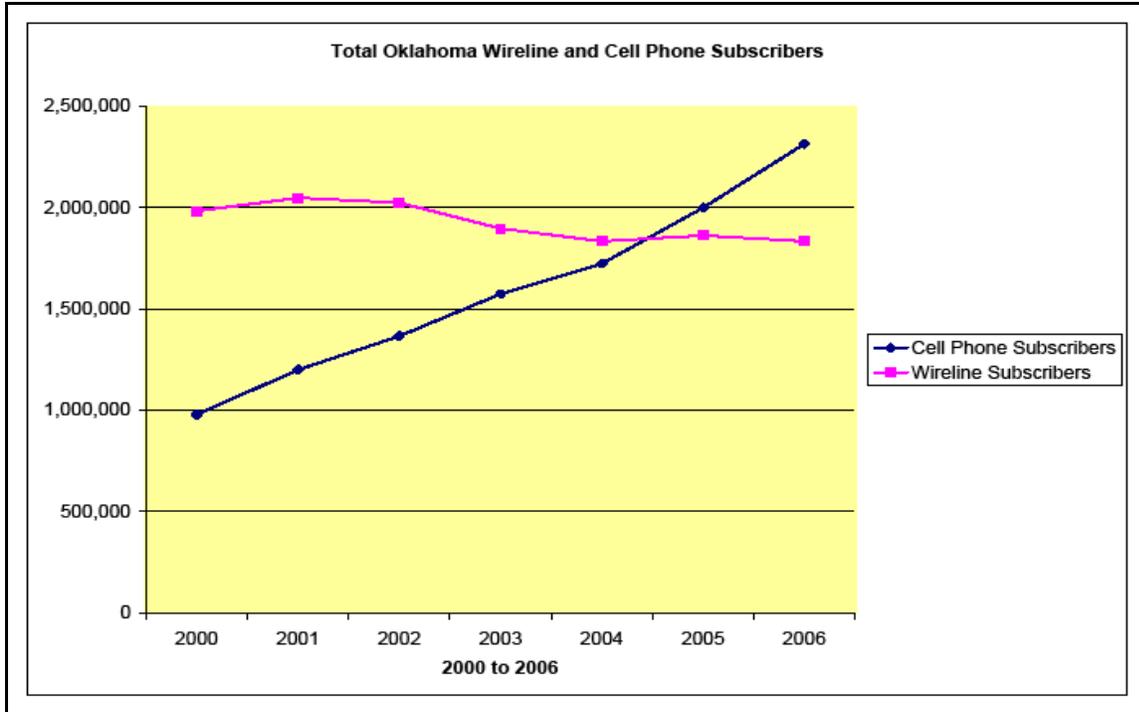


Figure 8: Oklahoma Wireline and Cell Phone Subscriber Trends

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%

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.

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%

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 points 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%

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.

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%

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%

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."

- (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."

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.

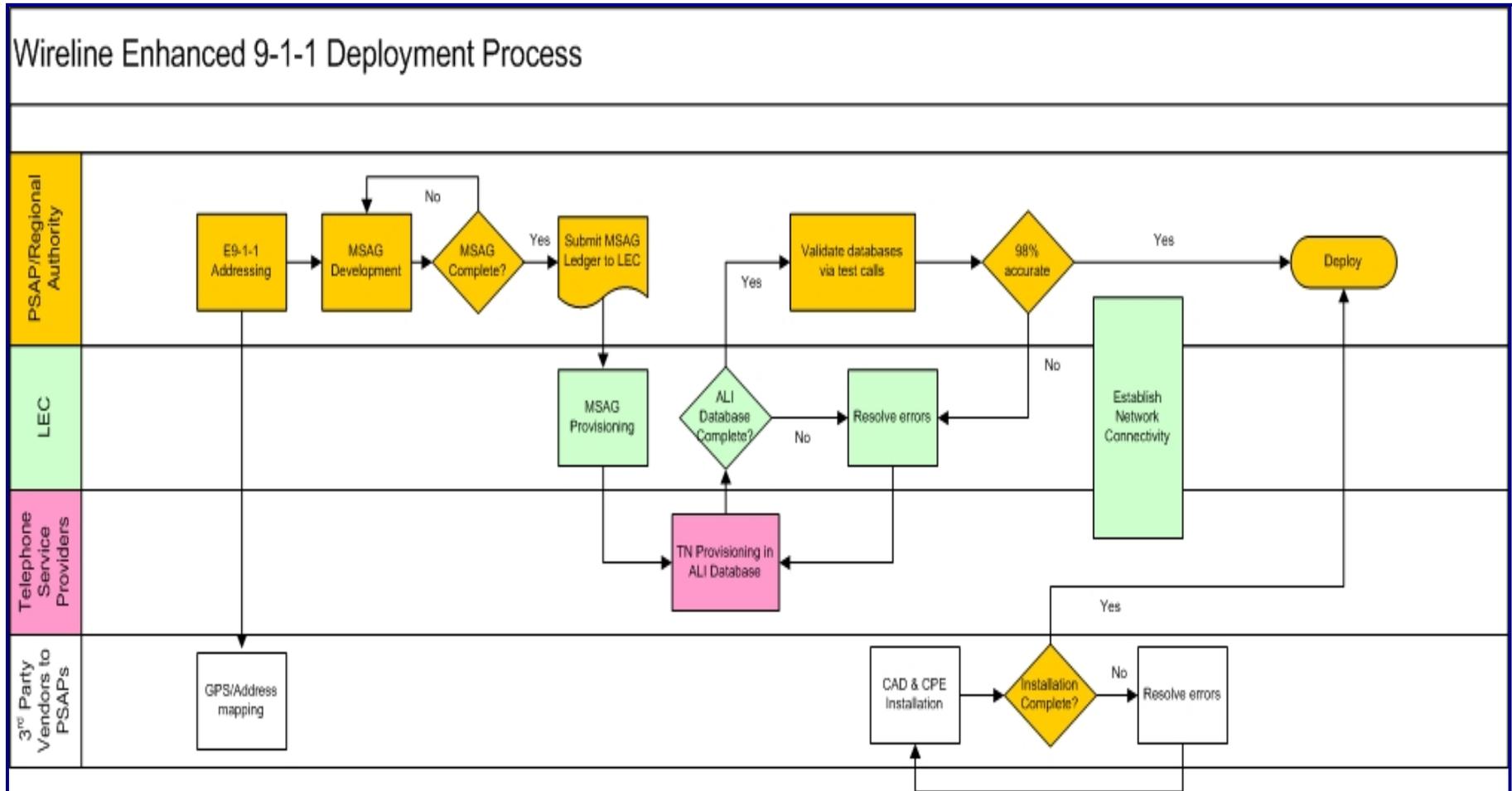


Figure 9: Wireline E9-1-1 Deployment Process

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.

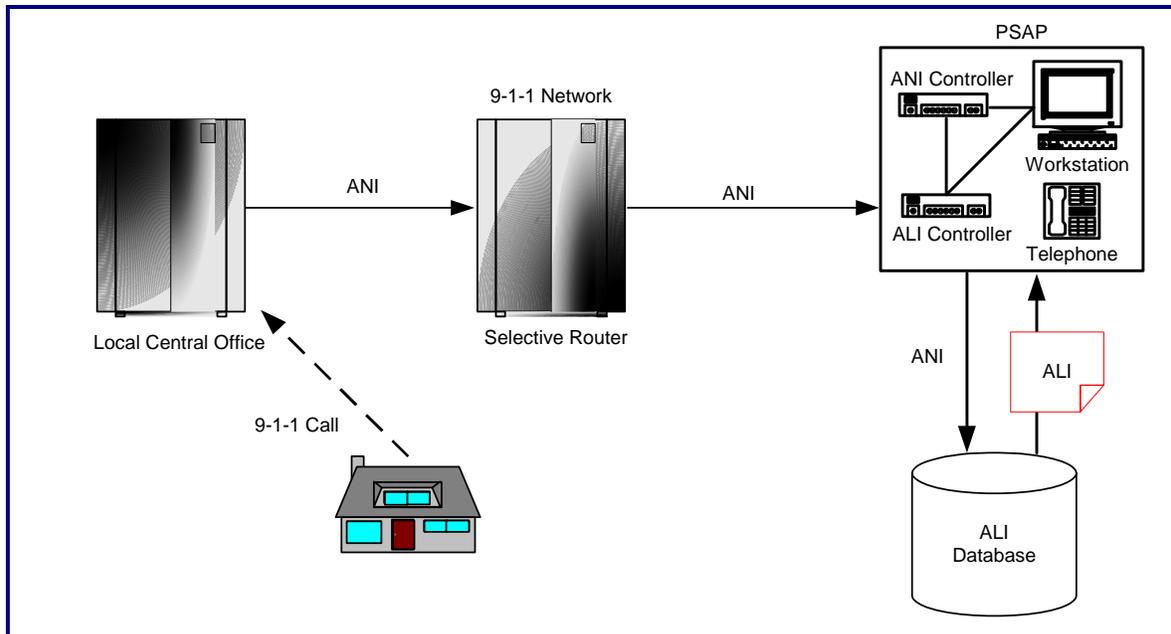


Figure 10: Wireline E9-1-1 Network Configuration

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 assistance¹ 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.

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)

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.

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.

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)

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

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).

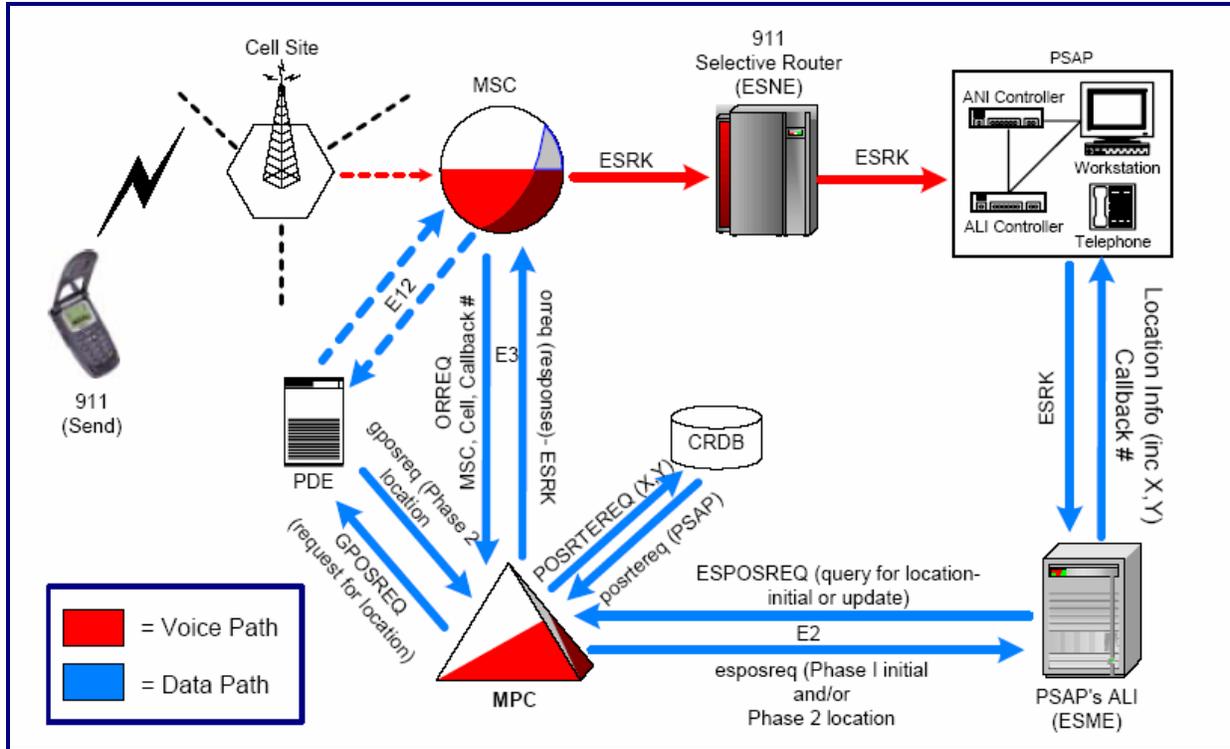


Figure 11: ANSI Phase II NCAS Wireless E9-1-1 Network Configuration

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.

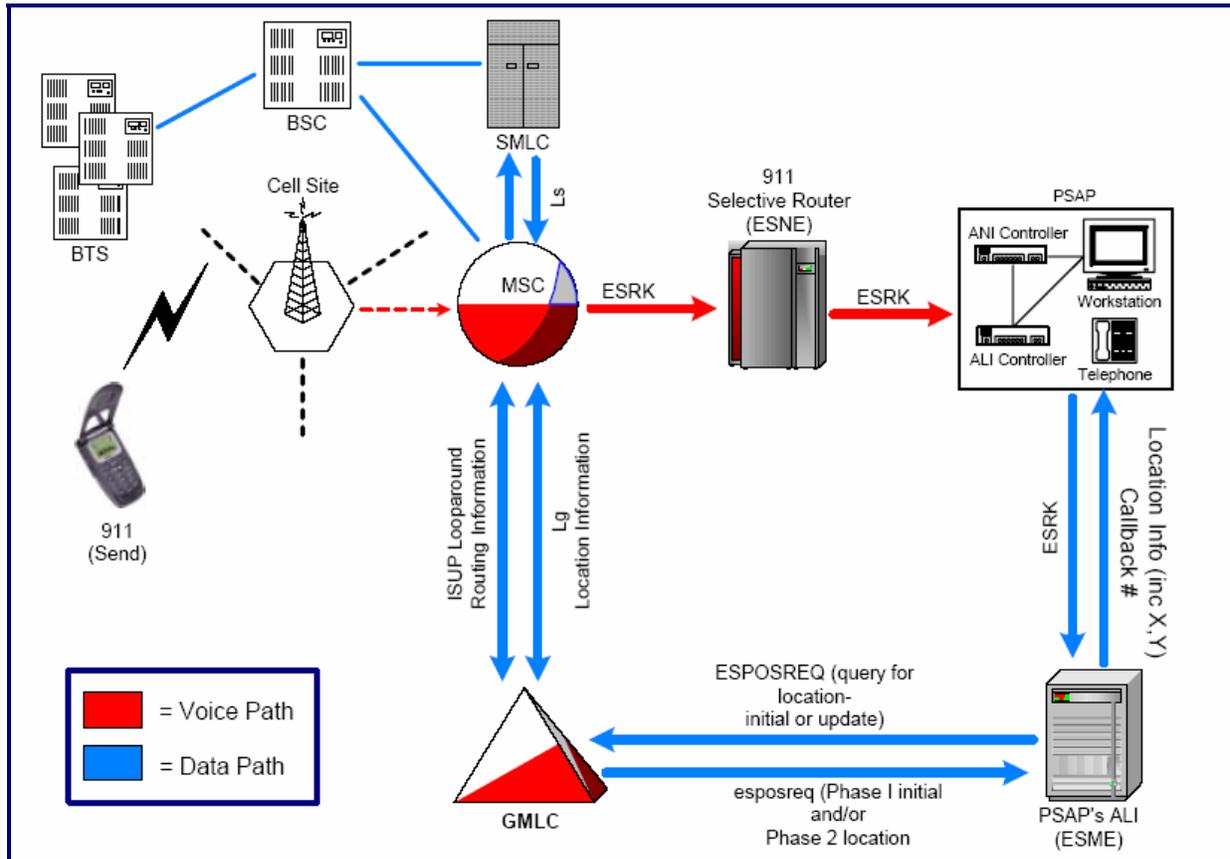


Figure 12: GSM MAP Phase II NCAS Wireless E9-1-1 Network Configuration

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

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.

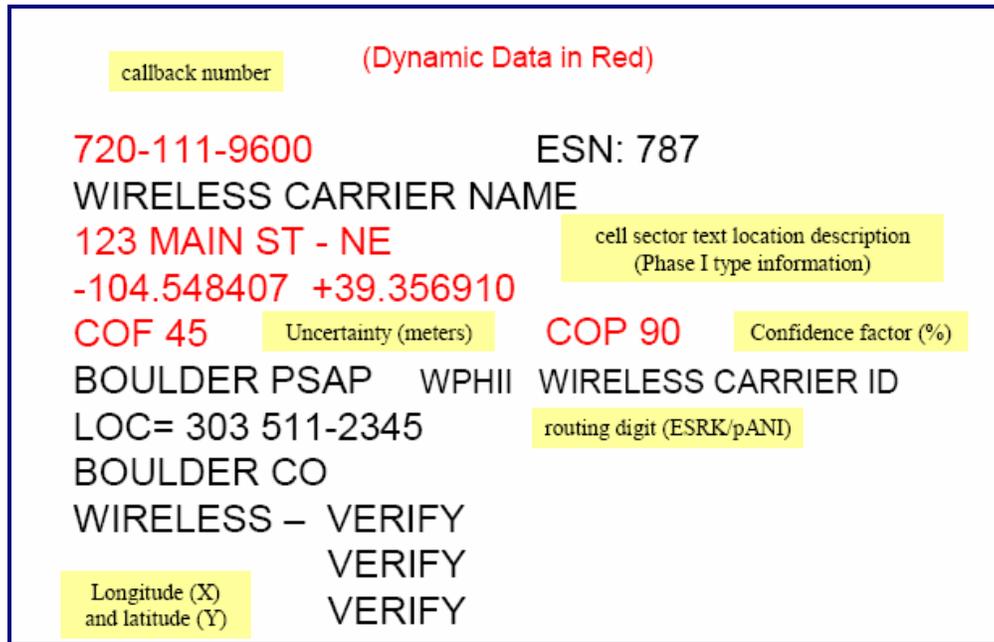


Figure 13: Phase II NCAS Call Display Example

*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.

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.

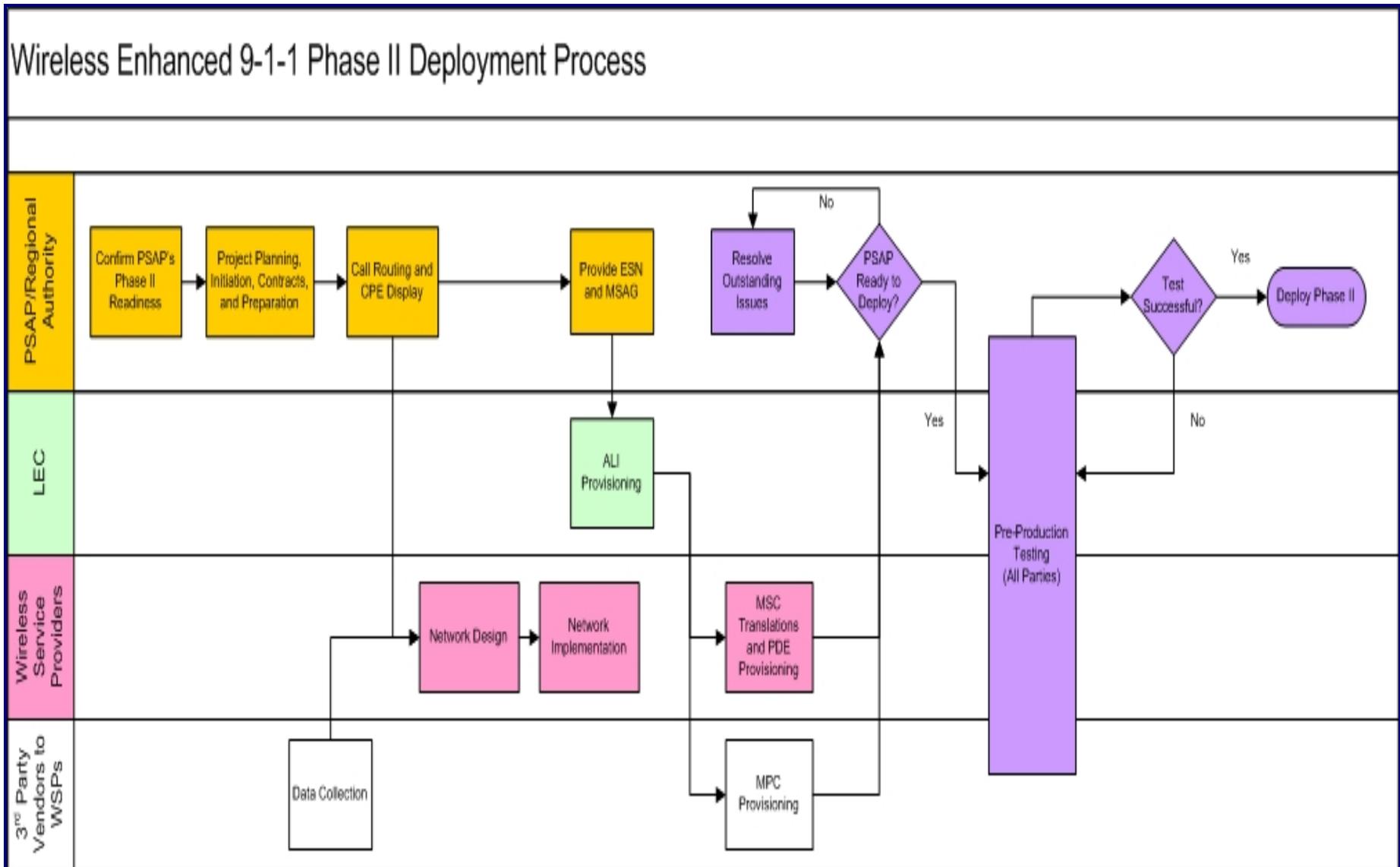


Figure 14: Wireless E9-1-1 Phase II Deployment Process

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

- 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

- 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

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 (3 rd 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 3 rd 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

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.

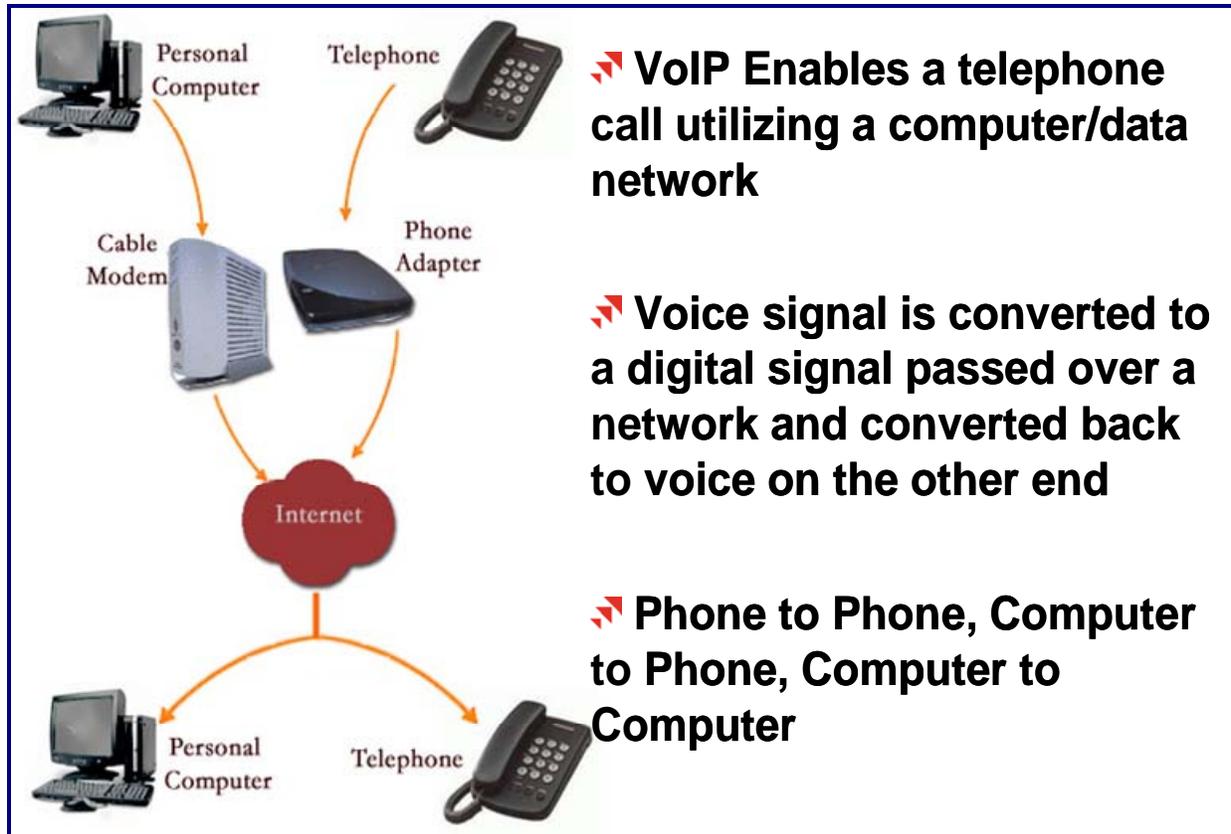


Figure 15: VoIP Call Flow

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

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.

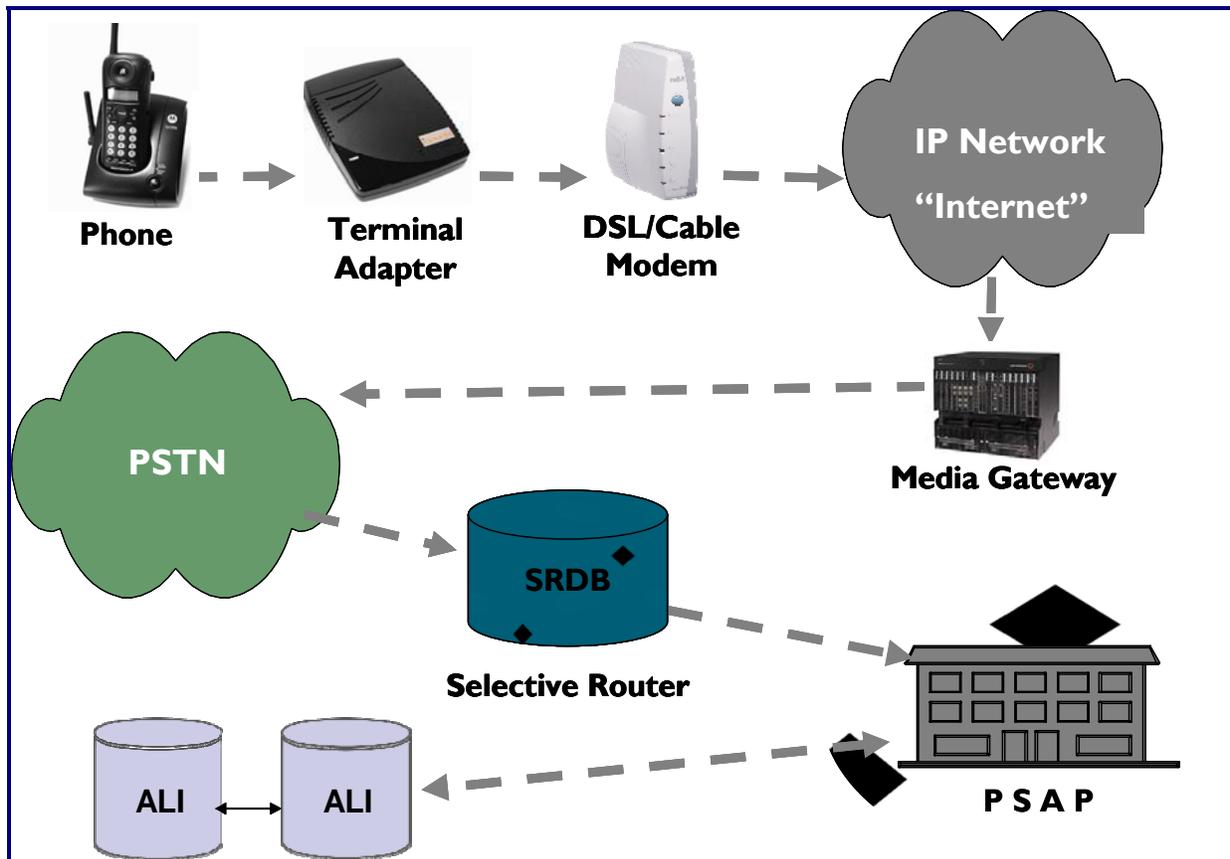


Figure 16: V9-1-1 Call Flow

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 ESQs from the PSAP's network provider
 - b. Provision ESQs in the ALI database
 - c. Coordinate testing with the VSP and PSAP
3. Selective Router Provider

- 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 ESQs in host ALI (LEC/VSP/VPC)
- Provision ESQs 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.

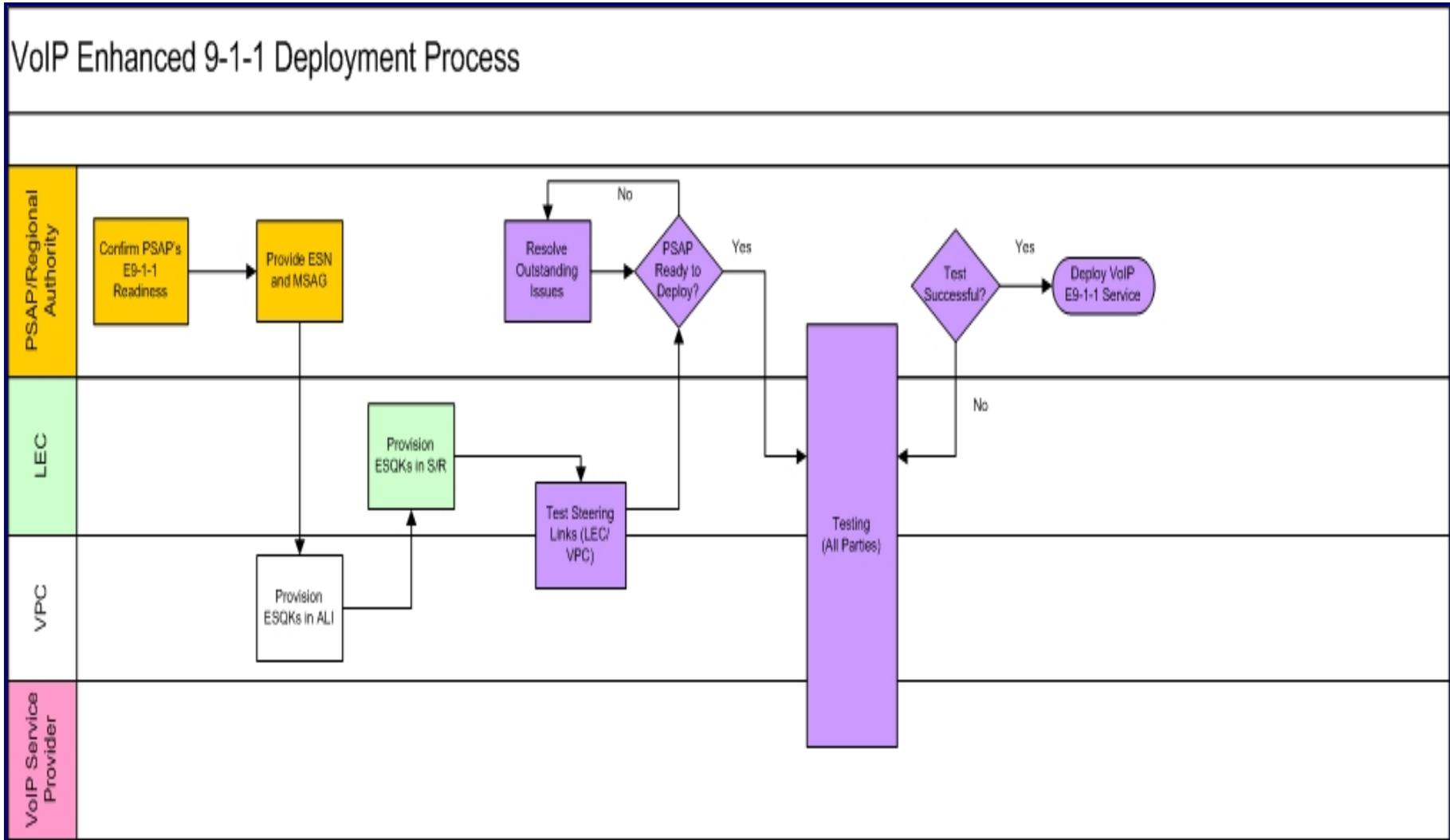


Figure 17: VoIP Enhanced 9-1-1 Deployment Process

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 ESQs into the ALI database. Below is a suggested format to follow for the MSAG record:

Dir	<input type="text"/>	Street	<input type="text" value="VoIP Call - Oklahoma City University"/>		
Community	<input type="text" value="Cleveland County Sheriff"/>		State	<input type="text" value="OK"/>	
Low Range	<input type="text" value="1"/>	High Range	<input type="text" value="1"/>	<input type="text" value="ODD"/>	
ESN	<input type="text" value="202"/>	Customer Entity	<input type="text" value="OCU"/>		
Exch.	<input type="text" value="VOIP"/>	Company Code	<input type="text"/>	ESSID	<input type="text"/>
				MSAG System	<input type="text"/>

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 ESQs 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 ESQs 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

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 ESQs 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.

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

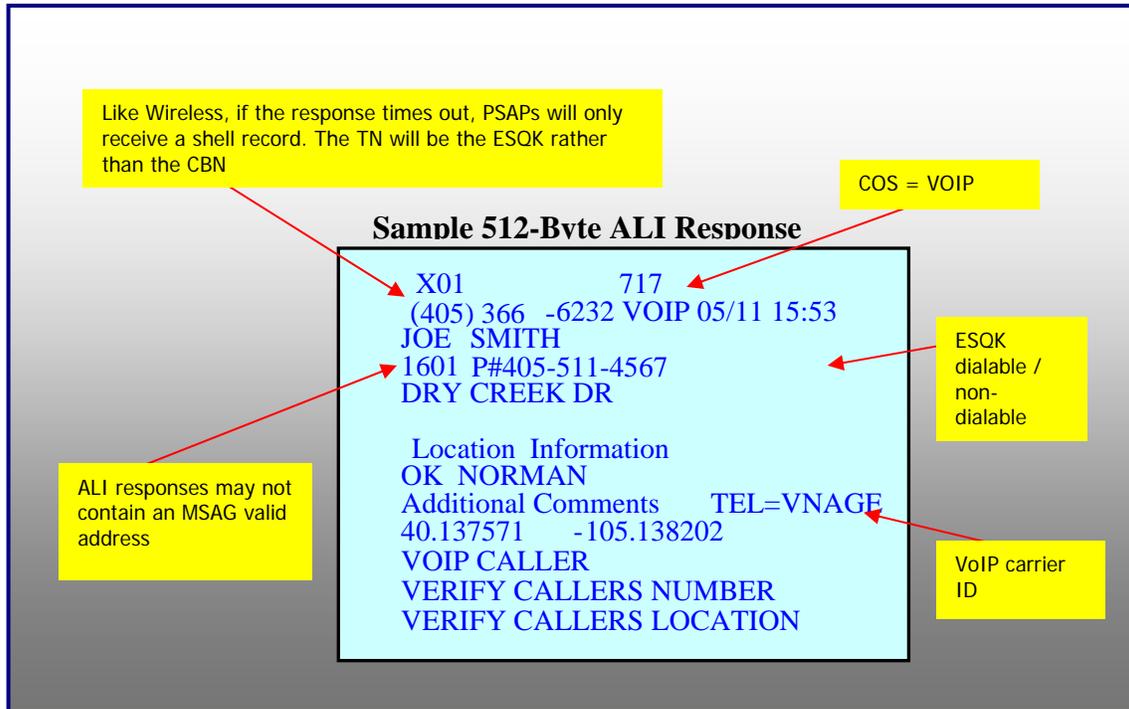


Figure 19: Typical V9-1-1 ALI Screen Display