



Bob Riley  
Governor

## Department of Homeland Security State of Alabama



Jim Walker  
Director

March 20, 2010

James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

Ref: **PS Docket No. 09-14**

Dear Admiral Barnett:

This letter is in response to your request for information in reference to docket 19-14. In my capacity as 9-1-1 Coordinator for the State of Alabama, Governor Bob Riley has asked that I provide you with the requested information:

1. Under §11-98-5, Code of Alabama 1975 an emergency telephone service charge is established, that upon a vote of the citizens can be imposed by the Emergency Communications Districts (ECD) on wired lines. Also under §11-98-8, Code of Alabama 1975 a state board and service charge is established for wireless connections with a place of primary use located in the State of Alabama. These sections also outline the requirement to establish a system to answer wired and wireless (Phase I and II) 9-1-1 calls.
2. Local ECDs may impose a charge of up to 5% of the maximum tariff rate on wirelines within the district. Districts with less than 25,000 assess lines may charge a flat rate of up to \$2.00. Since ECDs are governed by a local 9-1-1 board and are not subject to any oversight from the state, I am not able to provide an amount of revenue from wireline charges. In accordance with §11-98-5(a)(2)(h) and (i) a district may expend available funds for the following reasons:
  - a. To establish a common address and location identification program and to establish the emergency service number data base to facilitate efficient operation of the system. The governing body and the E-911 board of the county or city affected shall jointly be responsible for purchasing and installing the necessary signs to properly identify all roads and streets in the district.
  - b. Funds generated from emergency telephone service charges shall be used to establish, operate, maintain and replace an emergency communication system that may, without limitation, consist of the following:
    - (1) Telephone communications equipment to be used in answering, transferring and dispatching public emergency telephone calls originated by persons within the service area who dial 911.
    - (2) Emergency radio communications equipment and facilities necessary to transmit and receive "dispatch" calls.

(3) The engineering, installation and recurring costs necessary to implement, operate and maintain an emergency communication system.

(4) Facilities to house E-911 services as defined in this chapter, with the approval of the creating authority, and for necessary emergency and uninterruptable power supplies for the systems.

A uniform fee of \$.70 is collected by the State Wireless 9-1-1 Board. Of the fee collected by the state, fifty-six percent is distributed to ECDs for operational cost associated with answering wireless 9-1-1 calls. Twenty-four percent is distributed to the ECDs for cost associated with receiving phase II wireless 9-1-1 calls. Twenty percent is distributed to wireless carriers for reimbursement of expenses associated with delivery of 9-1-1 calls. Section §11-98-7 (b)(3)(b) indicates wireless revenue may only be used for the lease, purchase or maintenance of wireless enhanced emergency telephone equipment, including necessary computer hardware, software and data base provisioning for incremental expenses directly related to the FCC Order and the handling of wireless emergency calls. The Alabama Wireless 9-1-1 Board collected \$29,857,571.09 and distributed \$29,255,460.25 from wireless connection in 2009.

3. The State Wireless 9-1-1 Board is responsible for the collection and distribution of the wireless service charge. An audit of the board by the Alabama Department of Examiners of Public Accounts would identify any collections or distributions not made in accordance with the laws of the State of Alabama. While the board has no authority to audit the ECDs, annual audits of the local ECDs would identify any funds expended that were not in accordance with the law.
4. All funds collected by the State Wireless 9-1-1 Board have been distributed to ECDs and wireless carriers as directed by law.
5. No funds collected by or distributed by the Alabama Wireless 9-1-1 Board have been utilized for purposes other than those related to the implementation or support of wireline and wireless 9-1-1. To the best of my knowledge, audits of local ECDs have not identified any revenues being used for expenses unrelated to the implementation or support of E 9-1-1.
6. The above information was also certified to NTIA as a prerequisite of the NET 9-1-1 Act.

Alabama does not have an office with the authority to manage E 9-1-1 services. The Governor of Alabama has designated the Alabama Department of Homeland Security as the state's single governmental body to serve as the coordination agency of E 9-1-1 services. If I can be of further assistance to you, please feel free to contact me.

Sincerely,



Art Faulkner  
State 9-1-1 Coordinator

Attachments



*Alabama Wireless 9-1-1 Board  
Distribution  
January - December 2009*

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Total Collections	\$ 30,159,162.80
Providers (1%)	<u>301,591.71</u>
Collections net of collection fee	29,857,571.09
Less:	
Add: Rounding	(3,529.57)
Add: Interest Income	<u>4,695.90</u>
 Collections available for distribution	 29,858,737.42
CMRS Board (2% of gross revenue plus interest)	<u>603,277.17</u>
<b>Amount to be distributed for operating and escrow</b>	<b><u>\$ 29,255,460.25</u></b>
 Operating (56%) -- ECD's	 16,383,057.74
Operating (24%) -- Phase II Capable ECD's	7,021,310.46
Escrow (20%) -- Providers	<u>5,851,092.05</u>
<b>Total agrees to amount to be distributed</b>	<b><u>\$ 29,255,460.25</u></b>

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## **Section 11-98-1**

### **Definitions.**

As used in this chapter, the following words and terms have the following meanings, unless the context clearly indicates otherwise:

- (1) **CREATING AUTHORITY.** The municipal governing body of any municipality or the governing body of any county that, by passage of a resolution or ordinance, creates a communication district within its respective jurisdiction in accordance with this chapter.
- (2) **DISTRICT.** The communication district created pursuant to this chapter.
- (3) **E911.** Enhanced universal emergency number service or enhanced 911 service which is a telephone exchange communications service whereby a public safety answering point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 service includes lines, facilities, and equipment necessary for answering, transferring, and dispatching public emergency telephone calls originated by persons within the serving area who dial 911 but E911 service does not include dial tone first which may be made available by the service provider based on the ability to recover the costs associated with its implementation and consistent with tariffs filed with and approved by the Alabama Public Service Commission.
- (4) **EXCHANGE ACCESS FACILITIES.** All lines, provided by the service suppliers for local exchange service, as defined in existing general subscriber services tariffs.
- (5) **PRIVATE SAFETY AGENCY.** Any other for-profit or not-for-profit entity providing emergency fire, ambulance, rescue, emergency management, or emergency medical services.
- (6) **PUBLIC SAFETY AGENCY.** An agency of the State of Alabama, or a functional division of a political subdivision, that provides fire fighting, rescue, natural or man-caused disaster, or major emergency response, law enforcement, ambulance, or emergency medical services.
- (7) **SERVICE SUPPLIER.** Any person providing exchange telephone service to any service user throughout the county or municipality.
- (8) **SERVICE USER.** Any person, not otherwise exempt from taxation, who is provided exchange telephone service in the municipality or county.
- (9) **TARIFF RATE.** The rate or rates billed by a service supplier as stated in the service supplier's tariffs and approved by the Alabama Public Service Commission, which represent the service supplier's recurring charges for exchange access facilities, exclusive of all taxes, fees, licenses, or similar charges whatsoever.

(10) UNIFORM APPLICATION. The rate to be charged or applied by the communication district to the exchange access rate charged to business and residential access lines.

*(Acts 1984, No. 84-369, p. 854, §3; Acts 1992, No. 92-562, p. 1165, §1; Acts 1992, 2nd Ex. Sess., No. 92-706, p. 181, §1; Act 2000-693, p. 1411, §1.)*

#### **Section 11-98-2**

#### **Communications districts; creation; composition; powers and duties.**

The creating authority may by ordinance or resolution, as may be appropriate, create within its respective jurisdiction communications districts composed of the territory lying wholly within the municipality or of any part or all of the territory lying wholly within the county. The districts shall be political and legal subdivisions of the state, with power to sue and be sued in their corporate names and to incur debt and issue bonds. The bonds shall be negotiable instruments and shall be solely the obligations of the district and not the State of Alabama. The bonds and the income thereof shall be exempt from all taxation in the State of Alabama. The bonds shall be payable out of the income, revenues, and receipts of the district. The bonds shall be authorized and issued by resolution or ordinance of the creating authority of the district and shall be of such series, bear such date or dates, mature at such time or times, not to exceed 30 years from issuance, bear interest at such rate or rates, be in such denominations, be in such form, without coupon or fully registered without coupon, carry such registration and exchangeability privileges, be payable in such medium of payment and at such place or places, be subject to such terms of redemption, and be entitled to the priorities on the income, revenues, and receipts of the district as the resolution or ordinance may provide.

All bonds shall contain a recital that they are issued pursuant to this chapter, which recitals shall be conclusive that they have been duly authorized pursuant to this chapter.

*(Acts 1984, No. 84-369, p. 854, §1; Acts 1992, No. 92-562, p. 1165, §1; Act 2000-693, p. 1411, §1.)*

#### **Section 11-98-3**

#### **The digits 911 established as primary emergency telephone number.**

It has been shown to be in the public interest to shorten the time required for a citizen to request and receive emergency aid. The provision of a single, primary three-digit emergency number through which emergency services can be quickly and efficiently obtained will provide a significant contribution to law enforcement and other public service efforts by simplifying the notification of public service personnel. Such a simplified means of procuring emergency services will result in the saving of life, a reduction in the destruction of property, quicker apprehension of criminals, and ultimately the saving of moneys. Establishment of a uniform emergency number is a matter of concern and interest to all citizens. It is the purpose of this chapter to establish

the number 911 as the primary emergency telephone number for use in communications districts created in municipalities or counties as herein provided.

*(Acts 1984, No. 84-369, p. 854, §2.)*

**Section 11-98-4**

**Board of commissioners.**

(a) When any district is created, the creating authority may appoint a board of commissioners composed of seven members to govern its affairs, and shall fix the domicile of the board at any point within the district. In the case of county districts, after the expiration of the terms of the members of the board of commissioners holding office on May 23, 2000, there may be at least one member of the board from each county commission district if the number of the county commission does not exceed seven, unless a resolution dated before January 1, 2000, was passed by a county commission establishing an appointment process different from this section or as otherwise provided by the enactment of a local act after May 23, 2000. The members of the board shall be qualified electors of the district, two of whom shall be appointed for terms of two years, three for terms of three years, and two for terms of four years, dating from the date of the adoption of the resolution or ordinance creating the district. Thereafter, all appointments of the members shall be for terms of four years.

(b) The board of commissioners shall have complete and sole authority to appoint a chairman and any other officers it may deem necessary from among the membership of the board of commissioners.

(c) A majority of the board of commissioners membership shall constitute a quorum and all official action of the board of commissioners shall require a quorum.

(d) The board of commissioners may employ such employees, experts, and consultants as it deems necessary to assist the board of commissioners in the discharge of its responsibilities to the extent that funds are made available.

(e) In lieu of appointing a board of commissioners, the governing body of the creating authority may serve as the board of commissioners of the district, in which case it shall assume all the powers and duties of the board of commissioners as provided in this chapter.

(f) In addition to other authority and powers necessary to establish, operate, maintain, and replace an emergency communication system, the board of commissioners shall have the following authority:

(1) To sue and be sued, to prosecute, and defend civil actions in any court having jurisdiction of the subject matter and of the parties.



(2) To acquire or dispose of, whether by purchase, sale, gift, lease, devise, or otherwise, property of every description that the board may deem necessary, consistent with Section 11-98-4, and to hold title thereto.

(3) To construct, enlarge, equip, improve, maintain, and operate all aspects of an emergency communication system consistent with Section 11-98-5(i).

(4) To borrow money for any of its purposes.

(5) To provide for such liability and hazard insurance as the board may deem advisable to include inclusion and continuation, or both, of district employees in state, county, municipal, or self-funded liability insurance programs.

(6) To enter into contracts or agreements with public or private safety agencies for dispatch services when such terms, conditions, and charges are mutually agreed upon, unless otherwise provided by local law.

(7) To make grants to smaller municipalities for dispatching equipment and services.

(g) The board of commissioners may elect to form a nonprofit, public corporation with all of the powers and authority vested in such political and legal entities. The certificate of incorporation shall recite, in part:

(1) That this is a nonprofit, public corporation and is a political and legal subdivision of the State of Alabama as defined in this chapter.

(2) The location of its principal office.

(3) The name of the corporation.

(4) That the governing body is the board of commissioners.

(h) Any other provisions of this act notwithstanding, the board of commissioners shall present to the creating authority for approval the acquisition, disposition, or improvements to real property.

*(Acts 1984, No. 84-369, p. 854, §4; Acts 1992, No. 92-562, p. 1165, §1; Act 2000-693, p. 1411, §1.)*

#### **Section 11-98-5**

#### **Emergency telephone service charge.**

(a)(1) The board of commissioners of the district may, when so authorized by a vote of a majority of the persons voting within the district, in accordance with law, levy an emergency telephone service charge in an amount not to exceed five percent of the maximum tariff rate charged by any service supplier in the district, except that in counties with populations of less than 25,000 as determined by the most recent population census,

the board of commissioners may, when so authorized by a vote of a majority of the persons voting within the district, in accordance with law, levy an emergency telephone service charge in an amount not to exceed two dollars (\$2). The governing body of the municipality or county may, upon its own initiative, call the special election. Any service charge shall have uniform application and shall be imposed throughout the entire district, to the greatest extent possible, in conformity with availability of such service in any area of the district. The district shall have service on line no later than 36 months from the start of collections or suspend all collections until the district provides the service and shall refund all collections made during this 36 month period of time.

(2) On and after January 1, 1992, the board of commissioners, once so authorized by a vote of a majority of the persons voting in the district to levy an emergency telephone service charge, may implement any rate of the emergency telephone service charge permitted under this section, as it may be amended from time to time, without further authorization.

(b) If the proceeds generated by an emergency telephone service charge exceed the amount of moneys necessary to fund the district, the board of commissioners shall, by ordinance or resolution, as provided in this chapter, reduce the service charge rate to an amount adequate to fund the district. In lieu of reducing the service charge rate, the board of commissioners may suspend the service charge, if the revenues generated therefrom exceed the district's needs. The board of commissioners may, by resolution or ordinance, reestablish the original emergency telephone service charge rate, or lift the suspension thereof, if the amount of moneys generated is not adequate to fund the district.

(c) An emergency telephone service charge shall be imposed only upon the amount received from the tariff rate for exchange access lines. If there is no separate exchange access charge stated in the service supplier's tariffs, the board of commissioners shall determine a uniform percentage not in excess of 85 percent of the tariff rate for basic exchange telephone service that shall be deemed to be the equivalent of tariff rate exchange access lines, until the service supplier establishes the tariff rate. No service charge shall be imposed upon more than 100 exchange access facilities per person, per location. Every billed service user shall be liable for any service charge imposed under this subsection until it has been paid to the service supplier. The duty of the service supplier to collect the service charge shall commence upon the date of its implementation, which shall be specified in the resolution calling the election. That emergency telephone service charge shall be added to and may be stated separately in the billing by the service supplier to the service user.

(d) The service supplier shall have no obligation to take any legal action to enforce the collection of any emergency telephone service charge. The service supplier shall quarterly provide the board of commissioners with a list of the amount uncollected, together with the names and addresses of those service users who carry a balance that can be determined by the service supplier to be nonpayment of the service charge. The service charge shall be collected at the same time as the tariff rate according to the regular billing practice of the service supplier. Good faith compliance by the service

supplier shall constitute a complete defense to any legal action or claim that may result from the service supplier's determination of nonpayment or the identification of service users, or both.

(e) The amounts collected by the service supplier attributable to any emergency telephone service charge shall be due monthly. The amount of service charge collected in one calendar month by the service supplier shall be remitted to the district no later than 30 days after the close of a calendar month. On or before the thirtieth day after the close of a calendar month, a return, in the form the board of commissioners and the service supplier agree upon, shall be filed with the district, together with a remittance of the amount of service charge collected payable to the district. The service supplier shall maintain records of the amount of the service charge collected for a period of at least two years from the date of collection. The board of commissioners may, at its expense, require an annual audit of the service supplier's books and records with respect to the collection and remittance of the service charge. From the gross receipts to be remitted to the district, the service supplier shall be entitled to retain an administrative fee in an amount equal to one percent.

(f) In order to provide additional funding or additional real or personal property for the district, the district or county or municipal governing body may receive federal, state, county, or municipal real or personal property and funds, as well as real or personal property and funds from private sources, and may expend the funds or use the property for the purposes of this chapter.

(g) With the agreement of the service supplier and the creating authority, two or more communication districts, or cities, or counties, or a city and a county in another communication district may agree to cooperate, to the extent practicable, to provide funding and service to their respective areas, and a single board of commissioners of not more than seven members may be appointed to conduct the affairs of the entities involved.

(h) A district may expend available funds to establish a common address and location identification program and to establish the emergency service number data base to facilitate efficient operation of the system. The governing body and the E-911 board of the county or city affected shall jointly be responsible for purchasing and installing the necessary signs to properly identify all roads and streets in the district.

(i) Funds generated from emergency telephone service charges shall be used to establish, operate, maintain, and replace an emergency communication system that may, without limitation, consist of the following:

(1) Telephone communications equipment to be used in answering, transferring, and dispatching public emergency telephone calls originated by persons within the service area who dial 911.

(2) Emergency radio communications equipment and facilities necessary to transmit and receive "dispatch" calls.

(3) The engineering, installation, and recurring costs necessary to implement, operate, and maintain an emergency communication system.

(4) Facilities to house E-911 services as defined in this chapter, with the approval of the creating authority, and for necessary emergency and uninterruptable power supplies for the systems.

*(Acts 1984, No. 84-369, p. 854, §3; Acts 1992, No. 92-562, p. 1165, §1; Acts 1992, 2nd Ex. Sess., No. 92-706, p. 181, §1; Acts 1995, No. 95-667, p. 1378, §1; Acts 1996, 1st Ex. Sess., No. 96-47, p. 62, §3.)*

#### **Section 11-98-5.1**

##### **Maximum tariff rates.**

(a) The tariff rate to be utilized in determining the maximum rate of the emergency communication district fee authorized to be levied in each district pursuant to Section 11-98-5 shall be determined by utilizing either of the following rates at the discretion of the board of commissioners of each emergency communication district:

(1) The maximum tariff charged for any bundled service provided by any service supplier in the district on the date of the levy and collection of the fee.

(2) The maximum tariff charged for any bundled service provided by any service supplier in the district as it existed on February 1, 2005, and adjusted as prescribed in subsection (b).

(b) A record of maximum tariff rates for any service provided in the district as the maximum tariff existed on February 1, 2005, shall be maintained by the Public Service Commission and shall be published on the Internet website or similar communication system operated by the commission. The maximum tariff as it existed on February 1, 2005, shall be adjusted once every five years, beginning on February 1, 2010, by the percentage increase in the Consumer Price Index over the preceding five calendar years. This adjusted rate shall also be published by the Public Service Commission beginning in February of 2010.

(c) The emergency communication district fee authorized and levied in each district pursuant to Section 11-98-5 shall apply to all wired telephone service utilized within the district, including such service provided through Voice-Over-Internet Protocol (VoIP) or other similar technology. It shall be the duty of each provider of VoIP or similar service to collect the fee for each 10-digit access number assigned to the user and to remit such fee as provided in Section 11-98-5.

*(Act 2005-111, p. 177, §1.)*



## **Section 11-98-6**

### **Definitions.**

As used in this section and Sections 11-98-7, 11-98-8, and 11-98-9, the following terms shall have the following meanings:

(1) **AUTOMATIC NUMBER IDENTIFICATION or ANI.** An enhanced 911 service capability that enables the automatic display of the 10-digit wireless telephone number used to place a 911 call and includes pseudo-automatic number identification or pseudo-ANI, which means an enhanced 911 service capability that enables the automatic display of the number of the cell site and an identification of the CMRS provider.

(2) **BOARD or CMRS BOARD.** The Commercial Mobile Radio Service Emergency Telephone Services Board.

(3) **COMMERCIAL MOBILE RADIO SERVICE or CMRS.** Commercial mobile radio service under Sections 3(27) and 332(d) of the Federal Telecommunications Act of 1996, 47 U.S.C. § 151 et seq., and the Omnibus Budget Reconciliation Act of 1993, Pub. L. 103-66, Aug. 10, 1993, 107 Stat. 312. The term includes the term wireless and service provided by any wireless real time two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service, or the functional or competitive equivalent of a radio-telephone communications line used in cellular telephone service, a personal communication service, or a network radio access line. The term does not include service whose customers do not have access to 911 or to an enhanced 911-like service, to a communications channel suitable only for data transmission, to a wireless roaming service or other non-local radio access line service, or to a private telecommunications system.

(4) **COMMERCIAL MOBILE RADIO SERVICE PROVIDER or CMRS PROVIDER.** A person or entity who provides commercial mobile radio service or CMRS service.

(5) **CMRS CONNECTION.** A mobile telephone number assigned to a CMRS customer.

(6) **CMRS CUSTOMER.** A person, business, corporation, or other entity that purchases, utilizes, or otherwise obtains wireless CMRS service, other than CMRS service sold to an entity for the purpose of resale.

(7) **CMRS FUND.** The Commercial Mobile Radio Service Fund required to be established and maintained pursuant to Section 11-98-7(b)(2).

(8) **CMRS SERVICE CHARGE.** The CMRS emergency telephone service charge levied and maintained pursuant to Section 11-98-7(b)(1) and (b)(2) and collected pursuant to Section 11-98-8.

(9) **DISTRIBUTION FORMULA.** The percentage of the total state population residing in an ECD, compared to the total state population residing in all ECDs statewide, based upon the latest census data or estimates compiled by or for the Alabama Department of Economic and Community Affairs.

(10) **ECD.** An emergency communications district created pursuant to this chapter.

(11) **ENHANCED 911, E-911, ENHANCED E-911 SYSTEM, or E-911 SYSTEM.** An emergency telephone system that provides the caller with emergency 911 system service, that directs enhanced 911 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated, and that provides the capability for automatic number identification and the features that the Federal Communications Commission (FCC) may require in the future.

(12) **EXCHANGE ACCESS FACILITY.** An exchange access facility as defined by Section 11-98-1(4).

(13) **FCC ORDER.** The order of the Federal Communications Commission, FCC Docket No. 94-102, adopted on June 12, 1996, and released on July 26, 1996.

(14) **LICENSED SERVICE AREA.** The geographic area in which the CMRS provider is authorized by law or contract to provide CMRS service.

(15) **MOBILE TELEPHONE NUMBER.** The telephone number assigned to a wireless telephone.

(16) **PHASE II ENHANCED 911 SERVICE.** An emergency telephone system that provides the location of all 911 calls by longitude and latitude in conformance with accuracy requirements established by the Federal Communications Commission.

(17) **PLACE OF PRIMARY USE.** The street address representative of where the customer's use of the mobile telecommunications service primarily occur, which must be:

- a. the residential street address or the primary business street address of the customer; and
- b. within the licensed service area of the CMRS provider.

(18) **PUBLIC SAFETY AGENCY.** A public safety agency as defined by Section 11-98-1(6).

(19) **SERVICE SUPPLIER.** A service supplier as defined by Section 11-98-1(7).

(20) **TECHNICAL PROPRIETARY INFORMATION.** Technology descriptions, technical information, or trade secrets, including the term trade secrets as defined by the Alabama Trade Secrets Act of 1987, Section 8-27-1 et seq., and the actual or developmental costs thereof which are developed, produced, or received internally by a CMRS provider or by a CMRS provider's employees, directors, officers, or agents.

*(Acts 1984, No. 84-369, p. 854, §5; Acts 1992, No. 92-562, p. 1165, §1; Act 98-338, p. 584, §1; Act 2007-459, §1.)*

**Section 11-98-7**

**Commercial Mobile Radio Service - Board created; powers and duties; Sunset provision.**

(a) There is created a Commercial Mobile Radio Service (CMRS) Board, consisting of seven members that shall reflect the racial, gender, geographic, urban and rural and economic diversity of the state.

(1) The first five members of the board, each of whom shall serve for a term of four years, shall be appointed by the Governor, subject to confirmation by the Senate, as follows:

- a. Two members recommended by the ECDs.
- b. Two members recommended by CMRS providers licensed to do business in Alabama.
- c. One member recommended by the State Auditor.

(2) The next two members of the board, each of whom shall serve for a term of four years, shall be appointed as follows:

- a. One member of the House of Representatives appointed by the Speaker of the House.
- b. One member of the Senate appointed by the Lieutenant Governor.

(3) The term of each member shall be four years, except that of the members first appointed, one representing ECDs shall serve for three years and one representing CMRS providers shall serve for three years, one representing ECDs shall serve two years and one representing CMRS providers shall serve two years. The Governor shall designate the term which each of the members first appointed shall serve when he or she makes appointments. The two legislative members shall serve for the length of their elective service, but no more than four years.

(4) In the event of a vacancy, a vacancy shall be filled for the balance of the unexpired term in the same manner as the original appointment. Any vacancy occurring on the board, whether for an expired or unexpired term, shall be filled by appointment by the appointing authority as soon as practicable after a vacancy occurs, whether for an expired or unexpired term.

(5) For all terms expiring after October 1, 2007, appointments made by the Governor shall be subject to confirmation by the Senate as provided in this subdivision. Appointments made at times when the Senate is not in session shall be effective immediately ad interim and shall serve until the Senate acts on the appointment as

provided herein. Any appointment made by the Governor while the Senate is in session shall be submitted to the Senate not later than the third legislative day following the date of the appointment. Any appointment made while the Senate is not in session shall be submitted not later than the third legislative day following the reconvening of the Legislature. In the event the Senate fails or refuses to act on the appointment, the person whose name was submitted shall continue to serve until action is taken on the appointment by the Senate.

(b) The board shall have the following powers and duties:

(1) To levy a CMRS emergency telephone service charge on each CMRS connection that has a place of primary use within the geographical boundaries of the State of Alabama. The rate of the CMRS service charge shall be seventy cents (\$.70) per month per CMRS customer on each CMRS connection beginning on May 1, 1998, which amount shall not be increased except by the Legislature. The CMRS service charge shall have uniform application and shall be imposed throughout the state. The board shall receive all revenues derived from the CMRS service charge levied in the state and collected pursuant to Section 11-98-8.

(2) To establish and maintain the CMRS Fund as an insured, interest-bearing account into which the board shall deposit all revenues derived from the CMRS service charge levied on CMRS connections and collected pursuant to Section 11-98-8. The revenues deposited into the CMRS Fund shall not be moneys or property of the state and shall not be subject to appropriation by the Legislature.

(3) To make disbursements from the CMRS Fund in the following amounts and in the following manner:

a. Out of the funds collected by the board and after deduction of administrative expenses, 56 percent shall be distributed to ECDs in accordance with the distribution formula and may only be used for the lease, purchase, or maintenance of wireless enhanced emergency telephone equipment, including necessary computer hardware, software, and data base provisioning, for incremental expenses directly related to the FCC Order and the handling of wireless emergency calls.

b. Beginning on October 1, 2007, 24 percent shall be distributed to ECDs in accordance with Section 11-98-7.1.

c. Twenty percent shall be deposited into a bank account and shall be used solely for the purpose of payment of the actual costs incurred by CMRS providers in complying with the wireless E-911 service requirements established by the FCC Order and any rules and regulations which are or may be adopted by the FCC pursuant to the FCC Order, including, but not limited to, costs and expenses incurred for designing, upgrading, purchasing, leasing, programming, installing, testing, or maintaining all necessary data, hardware, and software required in order to provide the service as well as the incremental costs of operating the service. Verified itemized statements shall be presented to the



board in connection with any request for payment by any CMRS provider and shall be approved by a majority vote of the board prior to any disbursement. Approval shall not be withheld or delayed unreasonably. In no event shall any invoice be approved for the payment of costs that are not related to compliance with the wireless E-911 service requirements established by the FCC Order and any rules and regulations which are or may be adopted by the FCC pursuant to the FCC Order.

d. Beginning no later than October 1, 2007, and no later than each October 1 thereafter, each CMRS provider wishing to participate in the payments provided in paragraph c. for expenses related to the providing of Phase II Enhanced 911 Service shall certify to the board that it does not then collect a cost-recovery or other similar separate charge from its customers. CMRS providers failing to provide such certification by October 1 shall be ineligible to receive such payments for any such Phase II expenses incurred until such certificate is provided to the board. Any CMRS provider electing to collect cost-recovery or other similar separate charges at any time following its October 1 certification shall immediately notify the board and shall be ineligible to participate in the payments established in this subsection until ceasing such collection from its customers and providing the notice required herein. This requirement shall only apply to payments for expenses related to the provision of Phase II Enhanced 911 Services.

e. In the event that there are wireless emergency telephone services which cannot be efficiently performed at the ECD level or there are expenses which cannot be properly allocated at the ECD level, any ECD or CMRS provider may submit invoices directly to the board and the board shall determine the smallest practical unit basis for joint implementation.

(4) To obtain, pursuant to subdivision (5), from an independent, third-party auditor retained by the board a copy of the annual reports to the Department of Examiners of Public Accounts no later than 120 days after the close of each fiscal year, which shall provide an accounting for all CMRS service charges deposited into the CMRS Fund during the preceding fiscal year and all disbursements to ECDs during the preceding fiscal year. The Department of Examiners of Public Accounts shall conduct an annual audit of the expenditures of the board from all CMRS service charges from the CMRS Fund.

(5) To retain, upon majority vote of the members of the board who are present and voting, an independent, third-party auditor for the purposes of receiving, maintaining, and verifying the accuracy of any and all information, including all proprietary information, that is required to be collected, or that may have been submitted to the board by CMRS providers and ECDs, and the accuracy of the collection of the CMRS service charge required to be collected. An audit, if conducted pursuant to this subdivision, shall be conducted pursuant to Chapter 2A of Title 40.

(6) To conduct a cost study on or before July 1, 1999, to be submitted to the Governor, the Lieutenant Governor, and the Speaker of the House of Representatives for the purpose of determining whether legislation should be proposed during the 2000 Regular

Session of the Alabama Legislature to adjust the amount of the CMRS service charge to reflect actual costs to be incurred by CMRS providers and ECDs in order to comply with the wireless E-911 service requirements established by the FCC Order and any rules and regulations which are or may be adopted by the FCC pursuant to the FCC Order.

(7) To promulgate such rules and regulations as may be necessary to effect the provisions of this section.

(8) To make the determinations and disbursements as provided by Section 11-98-8(c).

(9) Neither the board nor any ECD shall require the CMRS providers to select or to deploy particular commercial solutions to meet the requirements of the FCC Order, provided the solutions chosen are compatible with the operations of the ECDs.

(c) The CMRS service charge provided in subdivision (b)(1) shall be the sole charge assessed to CMRS providers relating to emergency telephone services.

(d) The board shall serve without compensation, provided, however, that members of the board shall be entitled to be reimbursed for actual expenses and travel costs associated with their service.

(e) Nothing in this chapter shall be construed to constitute the regulation of the entry of or rates charged by CMRS providers for any service or feature which they provide to their CMRS service customers, or to prohibit a CMRS provider from charging a CMRS service customer for any service or feature provided to the customer.

(f) Subsection (k) of Section 40-21-121 shall apply to the CMRS emergency telephone service charge imposed in this section.

(g) The board shall be subject to the Alabama Sunset Law under Chapter 20 of Title 41, shall be classified an enumerated agency under Section 41-20-3, and shall terminate on October 1, 2000, and every four years thereafter, unless continued as therein provided. If continued, the board shall be reviewed every four years thereafter and terminated unless continued into law.

*(Acts 1984, No. 84-369, p. 854, §6; Act 98-338, p. 584, §1; Act 2007-459, §1.)*

#### **Section 11-98-8**

#### **Commercial Mobile Radio Service - Duties of providers; service charges.**

(a) Each CMRS provider shall act as a collection agent for the CMRS Fund and shall collect the CMRS service charges levied upon CMRS connections pursuant to Section 11-98-7(b)(1) from each CMRS connection to whom the CMRS provider provides CMRS service and shall, not later than 60 days after the end of the calendar month in which such CMRS service charges are collected, remit to the board the net CMRS service charges collected after deducting the fee authorized by subsection (b). Each billing

provider shall list the CMRS service charge as a separate entry on each bill which includes a CMRS service charge.

(b) Each CMRS provider shall be entitled to deduct and retain from the CMRS service charges collected by the provider during each calendar month an amount not to exceed one percent of the gross aggregate amount of the CMRS service charges collected as reimbursement for the costs incurred by the provider in collecting, handling, and processing the CMRS service charges.

(c) The board shall be entitled to retain from the CMRS service charges collected during each calendar month an amount not to exceed two percent of the gross aggregate amount of such CMRS service charges collected as reimbursement for the costs incurred by the board in administering this chapter, including, but not limited to, retaining and paying the independent, third-party auditor to review and disburse the cost recovery funds and to prepare the reports contemplated by this chapter.

(d) The CMRS provider shall have no obligation to take any legal action to enforce the collection of the CMRS service charge. If a CMRS provider receives partial payment for a monthly bill from a CMRS subscriber, the CMRS provider shall apply the payment against the amount the CMRS subscriber owes the CMRS provider first, and shall remit to the board the lesser amount, if any, as shall result therefrom.

(e) The charges and fees collected under this section shall not be subject to taxes or charges levied on or by the CMRS provider, nor shall the charges and fees be considered revenue of the CMRS provider for any purposes. The CMRS provider shall annually provide to the emergency communications district management review board an accounting of the amounts billed and collected and of the disposition of the amounts.

(f) State and local taxes do not apply to the CMRS service charge.

(g) If a CMRS provider collects, but fails to remit, the CMRS service charges as provided herein or fails to collect the CMRS service charges, the provider shall be required to remit to the board the actual fees collected or that should have been collected and interest on the fees not remitted. The amount of the annual interest due shall be determined in accordance with Section 40-1-44. The board may seek the enforcement of this section in the Circuit Court of Montgomery County.

(h) The board shall treat as confidential the remittance information submitted by a CMRS provider, including the total dollar amount remitted, the number of service charges remitted, or any other information that the board could reasonably believe would reveal the number of CMRS customers who are being serviced by a particular carrier or any other proprietary information.

*(Act 98-338, p. 584, §2; Act 2007-459, §1.)*

**Section 11-98-9**

### **Technical proprietary information.**

All technical proprietary information submitted to the board or to the independent third-party auditor as provided by Section 11-98-7(b)(5) shall be retained by the board and the auditor in confidence and shall be subject to review only by the Examiners of Public Accounts. Notwithstanding any other provision of the law, no technical proprietary information submitted shall be subject to subpoena or otherwise released to any person other than to the submitting CMRS provider, the board, and the independent third-party auditor without the express permission of the administrator and the submitting CMRS provider. General information collected by the independent third-party auditor shall only be released or published in aggregate amounts which do not identify or allow identification of numbers of subscribers or revenues attributable to an individual CMRS provider. Notwithstanding any other provision of the law, no district, political subdivision, CMRS provider, local exchange company, or their employees, directors, officers, or agents shall be liable for any damages in a civil action or subject to criminal prosecution resulting from death, injury, or loss to persons or property incurred by any person in connection with establishing, developing, implementing, maintaining, operating, and otherwise providing wireless enhanced 911 service in compliance with the requirements established by FCC Order 94-102 and any rules and regulations which are or may be adopted by the FCC pursuant to the order, except in the case of willful or wanton misconduct.

*(Act 98-338, p. 584, §2.)*

### **Section 11-98-10**

#### **Restrictions on 911 use; secondary backup emergency number authorized; certain automatic alerting devices connected to network prohibited; possible penalties for misuse.**

- (a) The telephone number 911 is restricted to emergency calls that may result in dispatch of the appropriate response for: fire suppression and rescue, emergency medical services or ambulances, hazardous material, disaster, or major emergency occurrences, and law enforcement activities.
- (b) The digits 911 shall be the primary emergency telephone number, but the involved agencies may maintain a separate secondary backup number and shall maintain a separate number for non-emergency telephone calls.
- (c) No person shall connect to a service supplier's network or to a CMRS provider's network any automatic alarm, or other automatic alerting device that automatically dials, without human initiation, and provides a pre-recorded message in order to directly access the services that may be obtained through dialing 911.
- (d) The making of a false alarm, complaint, or knowingly reporting false information using the E-911 system, may subject the caller to penalties as provided by law.



*(Act 98-338, p. 584, §2.)*

**Section 11-98-11**

**Methods of response to emergency calls.**

(a) The emergency telephone system shall be designed to have the capability of utilizing at least one of the following four methods in response to emergency calls:

(1) Direct dispatch method, which is a telephone service to a centralized dispatch center providing for the dispatch of an appropriate emergency service unit upon receipt of a telephone request for such services and a decision as to the proper action to be taken.

(2) Relay method, which is a telephone service whereby pertinent information is noted by the recipient of a telephone request for emergency services, and is relayed to appropriate public safety agencies or other providers of emergency services for dispatch of an emergency service unit.

(3) Transfer method, which is a telephone service which receives telephone requests for emergency services and directly transfers such requests to an appropriate public safety agency or other provider of emergency services.

(4) Referral method, which is a telephone service which, upon the receipt of a telephone request for emergency services, provides the requesting party with the telephone number of the appropriate public safety agency or other provider of emergency services.

(b) The board of commissioners of the district shall select the method which it determines to be the most feasible for the county or municipality.

*(Act 98-338, p. 584, §2.)*

# STATE OF ALASKA

## DEPARTMENT OF ADMINISTRATION

### ENTERPRISE TECHNOLOGY SERVICES

SEAN PARNELL, Governor

P.O. BOX 110206  
JUNEAU, ALASKA 99811-0206

PHONE: (907) 465-2220  
FAX: (907) 465-3450

March 22, 2010

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

Dear Mr. Barnett,

RE: New and Emerging Technologies Improvement Act of 2008 (NET 911 Act)  
State of Alaska Response to Information Request PS Docket No. 09-14

I am responding to the Federal Communication Public Safety and Homeland Security Bureau's request to Governor Sean Parnell for information about the "collection and expenditure of fees or charges established by the states or other jurisdictions in connection with 911/e911 services" for calendar year 2009.

As requested, below is Alaska's information:

#### **1. Funding Mechanism**

In 2005, SLA 05, Chapter 55 amended Alaska Statutes 29.35.131 through AS 29.35.138 (enhanced 911 system) to allow a municipality, public municipal corporation, or a village to impose and increase a surcharge to provide e911 at public safety answering points from a local exchange telephone company or other qualified vendor. The Alaska Legislature's intent was to provide a sustained funding source for the technology necessary to respond to emergency calls and situations.

AS 29.35.131 – AS 29.35.137 applies to home rule and general law municipalities. Alaska statutes do not allow the imposition of surcharges where no e911 service is provided.

Attachment 1, *NET 911 ACT Inventory 2009*, provides information about e911/911 providers, communities serviced, surcharges, and funds collected for the year ending December 31, 2009. Some exchanges have not responded as of the date of this letter. This information will be provided upon receipt of the information.

## **2. Fees, Charges and Collections to Implement and Support 911 and e911 Systems**

The surcharge is capped at \$2 per month per line, with provisions to exceed that requiring approval by voters of the e911 service area. Allocations are to be determined by the borough and its communities via a written agreement. Each year, the governing body of the municipality must review enhanced 911 surcharges to confirm whether the surcharge is meeting enhanced 911 system needs.

E911 surcharges are billed and collected by local exchange telephone companies or other qualified vendors, specifically wireless service providers, and remitted to the municipality.

AS 29.35.131 specifies that revenues collected must be used for costs directly attributable to the establishment, maintenance, and operation of an e911 system.

Based on available data, the total amount collected for calendar year 2009 was \$8,199,046.36.

## **3. Entities with Authority to Approve Expenditure of Funds and Oversight Procedures**

AS 29.35.138 specifies that the e911 system statutes, AS 29.35.123 through 29.35.137, apply to home rule and general law municipalities. Alaska's system of local government consists of two types of municipal government:

- **A city government** is a municipal corporation and political subdivision of the State of Alaska. In 2003, there were 145 city governments in Alaska.
- **An organized borough** is a municipal corporation and political subdivision of the State of Alaska. However, organized boroughs are regional governments – much larger than cities. Sixteen organized boroughs encompass about 43% of the geographic area of Alaska.
- Alaska's boroughs include home rule, first class, second class and third class;
- *Home rule boroughs* have been organized in several rural areas where an adequate revenue base exists to fund the local share of schools and provide planning, land use, and other services. The North Slope and Northwest Arctic Boroughs were the first of these, and both have developed sophisticated regional governments. These boroughs, along with the Aleutians East and the Lake and Peninsula Boroughs, have

developed very close ties with constituent communities. Yakutat

expanded its city into a borough. Home rule charters adopted by the people provide these area-wide municipalities with the flexibility to adapt their structure, functions and services to the respective region's values and needs. Home rule boroughs have broad capacity to exercise various powers, such as education, taxation of property, transportation systems, EMS communications, on an area-wide basis. A home rule borough acquires additional area-wide powers in the manner set out in its charter.

Oversight procedures established via AS 29.35.131 require that:

- Municipalities determine funds are made available and used for purposes allowed under AS 29.35.131(i);
- The governing body of the municipality review e911 surcharges on an annual basis to confirm whether the surcharge is meeting enhanced 911 system needs;
- When imposing or changing an e911 surcharge, municipalities provide written notification to affected telephone customers explaining how the surcharge will be used; and
- Before a borough may use revenue from an e911 surcharge, the borough and city must enter into an agreement to address the duties and responsibilities of each party. The Alaska Department of Public Safety must be a party to the agreement if DPS provides services to support their e911 system.

#### **4. How Collected Funds Are To Be Used**

AS 29.35.131(i) specifies that revenues collected may be used for costs directly attributable to the establishment, maintenance, and operation of an e911 system:

- 1) the acquisition, implementation, and maintenance of public safety answering point equipment and 911 service features;
- 2) the acquisition, installation, and maintenance of other equipment, including call answering equipment, call transfer equipment, automatic number identification controllers and displays, automatic location identification controllers and displays, station instruments, 911 telecommunications systems, teleprinters, logging recorders,
- 3) instant playback recorders, telephone devices for the deaf, public safety answering point backup power systems, consoles, automatic call distributors, and hardware and software interfaces for computer-aided dispatch systems;

March 22, 2010

- 4) the salaries and associated expenses for 911 call takers for that portion of time spent taking and transferring 911 calls;
- 5) training costs for public safety answering point call takers in the proper methods and techniques used in taking and transferring 911 calls;
- 6) expenses required to develop and maintain all information necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the 911 call-taking and transferring function, including automatic location identification and automatic number identification databases.

**5. Collected Funds Used for Other Purposes**

Alaska Statutes 29.35.131 through AS 29.35.138 dictate the use of the e911/911 funds that are collected. Fees are not used for any other purposes.

If you have any questions regarding the State of Alaska's response, please contact [me](#).

Sincerely,



James M. Kohler  
Deputy Director  
Enterprise Technology Services  
Department of Administration  
State of Alaska  
P. O. Box 110206  
Juneau, AK 99811-0206  
907.723.9686

Attachments: Net 911 ACT Inventory 2009  
Alaska Statutes 29.35.131 - AS 29.35.138

# e911/911 Alaska Report 2009

Local Exchange (land line & wireless)	e911/911 Communities Served	Member of Municipality, Borough or City	e911/911 fee per line	Total e911/911 fees collected 2009	Fees remitted to:
Adak Eagle Enterprises	Adak	Adak	\$2.50	\$4,373.21	City of Adak
Alascom Inc (DBA AT&T Alascom)	Anchorage	Anchorage Borough	\$1.50	\$46,648.50	Remitted to the Municipality of Anchorage
	Fairbanks	Fairbanks North Star Borough	\$0.75	\$234.75	Remitted to Fairbanks North Star Borough
	Juneau	City and Borough of Juneau	\$1.90	\$5,063.50	Remitted to City and Borough of Juneau
	Kenai	Kenai Peninsula Borough	\$1.15	\$62.10	Remitted to Kenai Peninsula Borough
Alaska Communications Systems (ACS)	Anchorage Borough	Anchorage Borough	1.50	2,142,355.43	Municipality of Anchorage
	Fairbanks North Star Borough	Fairbanks North Star Borough	0.75	425,126.38	Fairbanks North Star Borough
	Juneau Borough	Juneau Borough	1.90	343,949.40	Juneau Borough
	Kenai Peninsula Borough	Kenai Peninsula Borough	1.15	630,742.17	Kenai Peninsula Borough
	Ketchikan Gateway Borough	Ketchikan Gateway Borough	2.00	41,660.00	Ketchikan Gateway Borough
	Kodiak Island Borough	Kodiak Island Borough	0.75	37,828.10	Kodiak Island Borough
	Matanuska-Susitna Borough	Matanuska-Susitna Borough	0.85	85,036.81	Matanuska-Susitna Borough
	Northwest Arctic Borough	Northwest Arctic Borough	2.00	458.00	City of Kotzebue
	Sitka Borough	Sitka Borough	1.48	91,221.71	Sitka Borough
	Delta Junction	Southeast Fairbanks Census Area	2.00	32,077.31	City of Delta Junction
	Nome	Nome Census Area	2.00	-	City of Petersburg
	Petersburg	Petersburg Census Area	1.00	694.00	City of Valdez
	Valdez	Valdez-Cordova Census Area	0.75	1,647.75	City of Wrangell
	Wrangell	Wrangell Borough	0.75	1,617.75	
	Bethel	Bethel Census Area	2.00	no customers	City of Bethel
	Dillingham	Dillingham Census Area	0.75	no customers	City of Dillingham
	Nome	Nome Census Area	2.00	no customers	City of Nome
Arctic Slope Telephone Association, Inc (ASTAC)	Barrow	North Slope Borough	\$0.00	\$0.00	
	Wainwright	North Slope Borough	\$0.00	\$0.00	
	Atkasuk	North Slope Borough	\$0.00	\$0.00	
	Point Hope	North Slope Borough	\$0.00	\$0.00	
	Point Lay	North Slope Borough	\$0.00	\$0.00	
	Deadhorse/Pruhdoe Bay	North Slope Borough	\$0.00	\$0.00	
	Nuiqsut	North Slope Borough	\$0.00	\$0.00	
	Kaktovik	North Slope Borough	\$0.00	\$0.00	
	Anatuvuk Pass	North Slope Borough	\$0.00	\$0.00	
	Barrow	North Slope Borough	\$0.00	\$0.00	
	Wainwright	North Slope Borough	\$0.00	\$0.00	
	Point Hope	North Slope Borough	\$0.00	\$0.00	
	Deadhorse/Pruhdoe Bay	North Slope Borough	\$0.00	\$0.00	
	Nuiqsut	North Slope Borough	\$0.00	\$0.00	
	Kaktovik	North Slope Borough	\$0.00	\$0.00	
	Note: Some ASTAC Wireless customers have Anchorage billing addresses. ASTAC Wireless bills the Anchorage E-911 surcharge to those customers and remits the amounts collected to the Municipality of Anchorage	Anchorage	\$1.50	\$1,801.50	Municipality of Anchorage
Alaska Power & Telephone (APT) Company	Wrangell	City of Wrangell	\$0.75	\$10,160.82	City of Wrangell
	Petersburg	City of Petersburg	\$1.00	\$22,969.90	City of Petersburg
	Ketchikan	City of Ketchikan	\$2.00	\$314.07	City of Ketchikan

Bettles Telephone	Per Jason Ensminger of APT Alaska no e911 services				
North Country Telephone	Per Jason Ensminger of APT Alaska no e911 services				
Bristol Bay Telephone Coop, Inc (BBTC)	no fees collected per Todd Hoppe				
Bush-Tell	No response as of 3/19/10				
Cordova Telephone/Cordova Wireless Communications	Cordova	City of Cordova	\$0.00	\$0.00 N/A	
Copper Valley Telephone Coop	Valdez	Valdez	\$ .75	21,738.97	Fees collected through customer billings are paid to the City of Valdez by check. A \$150 collection fee is deducted from the proceeds each month
GCI	Bethel	Bethel	\$ 2.00	\$ 35,282.00	Bethel
	Delta Junction	Delta Junction	\$ 2.00	\$ -	Delta Junction (under \$150 not remitted)
	Fairbanks, North Pole	Fairbanks	\$ 0.75	\$ 204,041.20	Fairbanks
	Juneau	Juneau	\$ 1.90	\$ 253,728.09	Juneau
	Kenai, Seward, Homer, Soldotna, etc.	Kenai	\$ 1.15	\$ 67,691.05	Kenai
	Ketchikan	Ketchikan	\$ 2.00	\$ 53,496.00	Ketchikan
	Kodiak	Kodiak	\$ 0.75	\$ 15,526.50	Kodiak
	Kotzebue	Kotzebue	\$ 2.00	\$ 5,206.00	Kotzebue
	Palmer, Wasilla, Big Lake, etc.	Mat-Su	\$ 0.85	\$ 106,562.40	Mat-Su
	Anchorage, Girdwood, Eagle River, Chugiak	Municipality of Anchorage	\$ 1.50	\$ 2,076,733.55	Municipality of Anchorage
	Nome	Nome	\$ 0.75	\$ 3,624.75	Nome
	Petersburg	Petersburg	\$ 1.00	\$ 7,858.00	Petersburg
	Sitka	Sitka	\$ 1.48	\$ 20,590.92	Sitka
	Valdez	Valdez	\$ 0.75	\$ 645.00	Valdez
	Wrangell	Wrangell	\$ 0.75	\$ 5.25	Wrangell
Formerly Alaska Digitel now owned by GCI	Anchorage, Girdwood, Eagle River, Chugiak	MOA	\$ 1.50	\$ 399,662.48	Municipality of Anchorage
	Fairbanks, North Pole	Fairbanks	\$ 0.75	\$ 15,153.00	Fairbanks
		Juneau	\$ 1.90	\$ 13,697.80	Juneau
	Kenai, Seward, Homer, Soldotna, etc.	Kenai	\$ 1.15	\$ 8,968.15	Kenai
	Palmer, Wasilla, Big Lake, etc.	Mat-Su	\$ 0.85	\$ 32,934.70	Mat-Su
Interior Telephone Co./Mukluk Tel. Co.	no response as of 3/19/10				
Ketchikan Public Utility (city of Ketchikan)	Ketchikan & Saxman	Ketchikan Gateway Borough	\$2.00	\$389,893.00	City of Ketchikan for the support of the City's E911 system.
Matanuska Telephone Association, Inc.	All areas of the Mat-Su Borough	Matanuska Susitna Borough	\$0.85	\$352,218.69	Collected fees (billed less uncollectible) are remitted to the Borough on or before 60 days following the end of the month in which the E911 surcharges are billed
	Tyonek	Kenai Peninsula Borough	\$1.15	\$2,388.29	Collected fees (billed less uncollectible) are remitted to the Borough annually 60 days following the last month in which the E911 surcharges are billed
	Chugiak, Eagle River	Municipality of Anchorage	\$1.50	\$172,677.22	Collected fees (billed less uncollectible) are remitted to the Municipality on or before 60 days following the end of the month in which the E911 surcharges are billed
Nushagak Cooperative	Dillingham - Aleknagik	City of Dillingham	\$0.75	\$15,725.00	City of Dillingham

OTZ Telephone	Kotzebue Kivalina Noatak Kiana Noorvik Ambler Shungnak Kobuk Deering Buckland Selawik & Red Dog routes to a phone at their sites.	City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue City of Kotzebue	\$2.00	\$13,410.38	City of Kotzebue
Summit Telephone	no response as of 3/19/10				
United Utilities, Inc./United-KUC, Inc.	Bethel	City of Bethel	\$2.00	\$21,008.78	City of Bethel
Yukon Telephone Co.	Whittier Tanana Ruby	Valdez-Cordova Fairbanks-North Star Borough	\$0.00	\$0.00	N/A

**Total Alaska e911/911 fees collected for 2009:**

**\$8,214,771.36**





# **LAWS OF ALASKA**

**2005**

**Source**

CSHB 249(RLS)

**Chapter No.**

\_\_\_\_\_

**AN ACT**

Relating to enhanced 911 systems and enhanced 911 surcharges imposed by a municipality, public municipal corporation, or village.

\_\_\_\_\_

**BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:**

THE ACT FOLLOWS ON PAGE 1

## AN ACT

1 Relating to enhanced 911 systems and enhanced 911 surcharges imposed by a municipality,  
2 public municipal corporation, or village.

3  
4 \* **Section 1.** AS 29.10.200(37) is amended to read:

5 (37) **AS 29.35.131 - 29.35.137** [AS 29.35.131] (enhanced 911 system);

6 \* **Sec. 2.** AS 29.35.131(a) is amended to read:

7 (a) A municipality may, by resolution or ordinance, elect to provide an  
8 enhanced 911 system at public safety answering points **and** [,] may purchase or lease  
9 the enhanced 911 equipment or service required to establish or maintain an enhanced  
10 911 system at public safety answering points from a local exchange telephone  
11 company or other qualified vendor. **The municipality** [, AND] may impose an  
12 enhanced 911 surcharge [, IN AN AMOUNT TO BE DETERMINED BY THE  
13 MUNICIPALITY, ON ALL LOCAL EXCHANGE ACCESS LINES THAT  
14 PROVIDE TELEPHONE SERVICE TO WIRELINE TELEPHONES IN THE AREA

1 TO BE SERVED BY THE ENHANCED 911 SYSTEM. A MUNICIPALITY THAT  
2 PROVIDES SERVICES UNDER AN ENHANCED 911 SYSTEM MAY ALSO BY  
3 RESOLUTION OR ORDINANCE IMPOSE AN ENHANCED 911 SURCHARGE  
4 ON EACH WIRELESS TELEPHONE NUMBER THAT IS BILLED TO AN  
5 ADDRESS] within the enhanced 911 service area. **An** [FOR A MUNICIPALITY  
6 WITH A POPULATION OF 100,000 OR MORE, AN ENHANCED 911  
7 SURCHARGE MAY NOT EXCEED 50 CENTS PER MONTH FOR EACH  
8 WIRELESS TELEPHONE NUMBER OR 50 CENTS PER MONTH FOR EACH  
9 LOCAL EXCHANGE ACCESS LINE FOR WIRELINE TELEPHONES. FOR A  
10 MUNICIPALITY WITH FEWER THAN 100,000 PEOPLE, AN] enhanced 911  
11 surcharge may not exceed **\$2** [75 CENTS] per month for each wireless telephone  
12 number **and \$2** [OR 75 CENTS] per month for each local exchange access line for  
13 wireline telephones. **The maximum surcharge amount of \$2 provided for in this**  
14 **subsection may be increased above that level if the surcharge amount is approved**  
15 **by the voters of the enhanced 911 service area. The amount of surcharge**  
16 **imposed for each wireless telephone number must equal the amount imposed for**  
17 **each local exchange access line for a wireline telephone.** An enhanced 911 service  
18 area may be all of a city, all of a unified municipality, or all or part of the area within a  
19 borough and may include the extraterritorial jurisdiction of a municipality in  
20 accordance with AS 29.35.020. The governing body of a municipality shall review an  
21 enhanced 911 surcharge annually to determine whether the current level of the  
22 surcharge is adequate, excessive, or insufficient to meet anticipated enhanced 911  
23 system needs. **When a municipality imposes an enhanced 911 surcharge or the**  
24 **amount of the surcharge is changed, the municipality shall notify in writing the**  
25 **telephone customers subject to the surcharge and provide an explanation of what**  
26 **the surcharge will be used for** [THE MUNICIPALITY MAY ONLY USE THE  
27 ENHANCED 911 SURCHARGE FOR THE ENHANCED 911 SYSTEM].

28 \* **Sec. 3.** AS 29.35.131 is amended by adding new subsections to read:

29 (i) A municipality may only use the enhanced 911 surcharge revenue for those  
30 costs of the enhanced 911 system that are authorized in this subsection. The surcharge  
31 revenue may not be used for any capital or operational costs for emergency responses

1 that occur after the call is dispatched to the emergency responder. The surcharge  
2 revenue may not be used for constructing buildings, leasing buildings, maintaining  
3 buildings, or renovating buildings, except for the modification of an existing building  
4 to the extent that is necessary to maintain the security and environmental integrity of  
5 the public safety answering point and equipment rooms. The surcharge revenue may  
6 be used for the following costs to the extent the costs are directly attributable to the  
7 establishment, maintenance, and operation of an enhanced 911 system:

8 (1) the acquisition, implementation, and maintenance of public safety  
9 answering point equipment and 911 service features;

10 (2) the acquisition, installation, and maintenance of other equipment,  
11 including call answering equipment, call transfer equipment, automatic number  
12 identification controllers and displays, automatic location identification controllers and  
13 displays, station instruments, 911 telecommunications systems, teleprinters, logging  
14 recorders, instant playback recorders, telephone devices for the deaf, public safety  
15 answering point backup power systems, consoles, automatic call distributors, and  
16 hardware and software interfaces for computer-aided dispatch systems;

17 (3) the salaries and associated expenses for 911 call takers for that  
18 portion of time spent taking and transferring 911 calls;

19 (4) training costs for public safety answering point call takers in the  
20 proper methods and techniques used in taking and transferring 911 calls;

21 (5) expenses required to develop and maintain all information  
22 necessary to properly inform call takers as to location address, type of emergency, and  
23 other information directly relevant to the 911 call-taking and transferring function,  
24 including automatic location identification and automatic number identification  
25 databases.

26 (j) If a city in an enhanced 911 service area established by a borough incurs  
27 costs described under (i) of this section for the enhanced 911 system, before the  
28 borough may use revenue from an enhanced 911 surcharge, the borough and city must  
29 execute an agreement addressing the duties and responsibilities of each for the  
30 enhanced 911 system and establishing priorities for the use of the surcharge revenue.  
31 If the Department of Public Safety also provides services as part of the enhanced 911

1 system or uses the enhanced 911 system in that enhanced 911 service area, the  
2 department must be a party to the agreement.

3 (k) For purposes of (i) of this section, "call taker" means a person employed in  
4 a primary or secondary answering point whose duties include the initial answering of  
5 911 or enhanced 911 calls and routing the calls to the agency or dispatch center  
6 responsible for dispatching appropriate emergency services and a person in a primary  
7 or secondary answering point whose duties include receiving a 911 or enhanced 911  
8 call either directly or routed from another answering point and dispatching appropriate  
9 emergency services in response to the call; the term "call taker" is synonymous with  
10 the term "dispatcher" in that it is inclusive of the functions of both answering the 911  
11 or enhanced 911 calls and dispatching emergency services in response to the calls.

12 \* **Sec. 4.** AS 29.35 is amended by adding a new section to read:

13 **Sec. 29.35.134. Multi-line telephone systems.** A municipality may by  
14 ordinance elect to require an enhanced 911 system from a multi-line telephone system.  
15 A multi-line telephone system operator must arrange to update the automatic location  
16 identification database with an appropriate master street address guide, valid address,  
17 and callback number for each multi-line telephone system telephone, so that the  
18 location information specifies the emergency response location of the caller. A multi-  
19 line telephone system operator is considered to be in compliance with this section  
20 when the multi-line telephone system complies with enhanced 911 generally accepted  
21 industry standards as defined by the Regulatory Commission of Alaska. For purposes  
22 of this section,

23 (1) "callback number" means a number used by the public safety  
24 answering point to re-contact the location from which a 911 call is placed; the number  
25 may or may not be the number of the station used to originate the 911 call;

26 (2) "emergency response location" means the location to which a 911  
27 emergency response team may be dispatched that is specific enough to provide a  
28 reasonable opportunity for the emergency response team to quickly locate a caller  
29 anywhere within it;

30 (3) "master street address guide" means a database of formatted street  
31 names, numerical addresses or address ranges, and other parameters defining valid

1 locations and emergency services zones, and their associated emergency services  
2 numbers, that enables the proper routing and response to 911 calls;

3 (4) "multi-line telephone system" means a system made up of common  
4 control units, telephone sets, and control hardware and software, including network  
5 and premises based systems such as Centrex and PBX, Hybrid, and Key Telephone  
6 Systems, as classified by the Federal Communications Commission under Part 68  
7 Requirements, and including systems owned or leased by governmental agencies or  
8 nonprofit entities, as well as for profit entities;

9 (5) "multi-line telephone system operator" means an entity that owns,  
10 leases, or rents from a third party, and operates a multi-line telephone system through  
11 which a caller may place a 911 call through a public switched network.

12 \* **Sec. 5.** AS 29.35 is amended by adding a new section to read:

13 **Sec. 29.35.138. Application.** AS 29.35.131 - 29.35.137 apply to home rule  
14 and general law municipalities.

15 \* **Sec. 6.** AS 29.35.131(h) is repealed.



HON. TOGIOLA T.A. TULAFONO,  
Governor

HON. FAOA T. SUNIA  
Lt. Governor

**DEPARTMENT OF PUBLIC SAFETY**  
**AMERICAN SAMOA GOVERNMENT**  
P.O Box 1086, Pago Pago, American Samoa 96799  
Telephone: (684) 633-1111 \* Fax No.: (684) 633-7296

Office Of The Commissioner



HTC TUAOLO M. E. FRUEAN  
Commissioner

LESEIAU V. LAUMOLI  
Acting Deputy Commissioner

Thomas J. Beers

Chief, Policy Division  
Public Safety and Homeland Security Bureau  
Federal Communications Commission

**Serial No:072**

Ref: OMB Control Number 3060-1122

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

Dear Mr. Beers:

On behalf of the American Samoa Government, I am responding in regards to your Second  
Notice on the above subject. Please accept my apologies for the delay in responding.

The American Samoa Government is a single seat government with no other jurisdiction, county  
or district to deal with. All our 911 calls are handled by the Department of Public Safety (DPS)  
Central Dispatch. Emergency Medical Service (EMS) which handles ambulance services is a  
division of DPS. Therefore, we do not collect nor charge anyone for 911 services.

I hope the information provided will be helpful in any future effort to collect this type of  
information from us. If you have any questions concerning the information provided, please  
contact me at (684) 633-1111

Sincerely,

HTC Tuaolo M. E. Fruean  
Commissioner

CC: Governor

JANICE K. BREWER  
GOVERNOR



DAVID RABER  
INTERIM DIRECTOR

**ARIZONA DEPARTMENT OF ADMINISTRATION**

OFFICE OF THE DIRECTOR  
100 North Fifteenth Ave., Suite 401  
PHOENIX, ARIZONA 85007  
(602) 542-1500

March 18, 2010

James Arden Barnett, Jr., Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 85007

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

Dear Mr. Barnett, Jr.,

On behalf of the State of Arizona, this response is being submitted as mandated by the New and Emerging Technologies Improvement Act of 2008. The information provided details the status of the collection and distribution of such 9-1-1 fees or charges and including findings on the amount of revenues obligated or expended by the State or political subdivision for any other purpose for which any such fees or charges are specified.

Upon review of the Report to Congress on the State Collection and Distribution of 911 and Enhanced 911 Fees and Charges, submitted pursuant to Public Law No. 110-283, on July 22, 2009, information from the State of Arizona's report of March 23, 2009 was not included. Under Section III, Discussion, Item C. (Use of 911/E911 Fees and Charges to Fund Programs Other Than 911/E911 Services), subsection 14, five states reported that they used money collected for 911/E911 to assist in closing the state's general fund deficit. The State of Arizona reported that during the annual period ending December 31, 2008, \$25.1 million dollars of funds in the Emergency Telecommunications Services (911) fund were transferred to the State of Arizona General Fund to offset the State deficit, but that information was not included in the report.

Item 1, 2 & 3

The State of Arizona established enabling legislation in 1985 for the purpose of implementing and supporting 9-1-1 services and activities within the State. Arizona Revised Statutes, A.R.S. Title 42, Chapter 1, Article 8, Emergency Services Excise Tax stipulates that a tax is levied on every telecommunication provider after June 30, 2008, twenty cents per month for each activated wire (including VoIP) and wireless service account for the purpose of financing emergency telecommunication services.

Each provider shall state on the invoice to customers a separate line item stating the amount of tax levied pursuant to this section. Also, each provider shall remit monthly to the Arizona Department of Revenue the amount of tax due pursuant to section 42-5252, accompanied by an information return as prescribed by the department.

The Department of Revenue shall deposit, all monies remitted pursuant to this article in the Emergency Telecommunication Services Revolving Fund.



A.R.S§ Title 41, Emergency Telecommunications Service; Administration; revolving fund identifies that the The Director of the Arizona Department of Administration shall adopt rules and procedures for administering and disbursing monies deposited in the emergency telecommunication services revolving fund, and at least quarterly review and approve requests by political subdivisions of the state for payment for operating emergency telecommunication service systems.

This fund shall be used for necessary or appropriate equipment or service for implementing and operating emergency telecommunication services through political subdivisions of this state. Priority shall be given to establishing emergency telecommunication services in those areas of the state that are without emergency telecommunications services.

The fund can also be used for necessary or appropriate administrative costs or fees for consultants' services, not to exceed three per cent of the amounts deposited annually in the revolving fund. Effective September 29, 2009, the Department may use up to two-thirds of the five per cent of the amounts deposited annually in the revolving fund for administrative costs. The remainder of the five per cent may be allocated for local network management of contracts with Public Safety Answering Points for emergency telecommunication services.

The fund shall also be used for monthly recurring costs of emergency telecommunication services, including expenditures for capital, maintenance and operating purposes, as well as a wireless carrier's costs associated with the provision, development, design, construction and maintenance of the wireless emergency telecommunication services in an amount that the wireless carrier has not recovered through the deduction mechanism specified in federal law.

At the end of each fiscal year, any unexpended monies in the fund, including interest, shall be carried over and do not revert to the general fund but shall be applied to the extent possible to reduce the levy under section 42-5252 for the following year.

## Item 2

As noted in the previous response, a tax is levied on every telecommunication provider after June 30, 2008, twenty cents per month for each activated wire (including VoIP) and wireless service account for the purpose of financing emergency telecommunication services is identified in A.R.S§ Title 42, Chapter 1, Article 8, Emergency Services Excise Tax.

Under Arizona Revised Statutes, ninety-eight percent of the revolving fund is identified for the explicit purpose of emergency telecommunications services (9-1-1).

A.R.S§ Title 41, Emergency Telecommunications Service; Administration; revolving fund stipulates that the Director of Department of Administration will establish rules and procedures for the administering and disbursement of funds.

The Arizona Department of Administration has established under Arizona Administrative Code – Department of Administration the rules that govern the disbursement of funds out of the revolving fund. Title 2, Chapter 1, Article 4 Emergency Telecommunications Services Revolving Fund outlines the rules and procedures for funding eligibility by political sub-divisions in the state. The components necessary for development of a 9-1-1 Service Plan, include the R2-1-402 Establishment of a 9-1-1 planning committee, R2-1-403 Submission of the Service Plan, R2-1-404 Certificate of Service Plan Approval, R2-1-405 Resubmitting the Service Plan, R2-1-406 Modification of an approved plan, R2-1-407 system design standards, R2-1-408, 9-1-1 Operational requirements, R2-1-409 Funding eligibility, R2-1-410 Method of reimbursement and R2-1-411, Allocation of funds.

The amount of fees/tax collected and remitted to the State for the annual period ending December 31, 2009 was \$17,460,160. The amount of the interest derived from fees/tax during the same time period was \$417,178. The total amount of program income for the period was \$17,877,388.

During the annual period ending December 31, 2010, expenditures were rendered in the amount of \$19,902,414 for capital, maintenance, operating purposes, wireless carrier's costs as well as administrative costs associated with emergency telecommunication services.

Item 3

Under A.R.S. Title 41, the Director of the Arizona Department of Administration has the authority to approve the expenditures of funds collected for 911 or E911 purposes. The State 9-1-1 Office annually reviews a budget for each political subdivision eligible for funding from the program fund. A detailed review of equipment, network and other approved costs is completed and funding approval is provided to the political subdivision. No funds are disbursed to the political subdivisions directly with the exception of the two percent for local network management of contracts with Public Safety Answering Points for emergency telecommunication services.

All invoices for eligible emergency telecommunication services are reviewed by the State 9-1-1 Office staff for accuracy and payment rendered directly from the Emergency Telecommunications Services revolving fund for the implementation and support of 9-1-1 or Enhanced 9-1-1.

Item 4

All funds collected for 9-1-1 or Enhanced 9-1-1 purposes have been made available or used for the purposes designed by the funding mechanism as stipulated in Arizona Revised Statutes, or otherwise used for the implementation or support of 9-1-1 or Enhanced 9-1-1 with the exception of the \$8,655,700 identified in Item 5.

Item 5

Under Arizona Senate Bill 1001, a transfer of \$8,655,700 of funds out of the Emergency Telecommunication Services revolving fund was authorized on December 23, 2009. These funds are to be transferred to the State of Arizona General Fund to offset the State budget deficit.

Item 6

Since the inception of the State 9-1-1 Program, more than \$208,863,308 has been used to further the development of 9-1-1 and Enhanced 9-1-1 in Arizona. This program continues to ensure the 100+ eligible political subdivisions are provided every opportunity to upgrade equipment and adequately address network needs for their communities.

The submittal of this document is in accordance with the Federal Communications Commission (FCC) OMB Control Number 3060-1122.

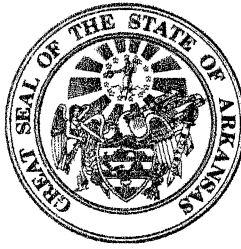
Should you have any questions, please contact me at 602-542-1500 or Barbara Jaeger, the State 9-1-1 Administrator at 602-542-0911.

Sincerely,



David Raber  
Interim Director

c: Governor Janice K. Brewer



STATE OF ARKANSAS

MIKE BEEBE  
GOVERNOR

March 23, 2010

James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Dear Admiral Barnett

Pursuant to your letter requesting information about Arkansas's 911 funding mechanisms, I have enclosed responses to the numbered items that were sent to us. I hope that it contains all of the necessary information and that you will feel free to call on me if I can be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Beebe".

Mike Beebe

MB:jb



## STATE OF ARKANSAS

MIKE BEEBE  
GOVERNOR

### Responses to FCC Questionnaire Re 911 Funding

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

Response to Question 1: Arkansas has adopted a mechanism for funding 911 and E911 service. Those specific provisions are set forth in Ark. Code Ann. §§12-10-301 et seq.

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

**Response to Question 2:** The amount of the fees or charges imposed is set forth in Ark. Code Ann. §12-10-318. The fees for local exchange carriers are between 4% and 12% of the monthly rate for the service for each access line. The fees for wireless providers are \$0.40 per month per connection that has a primary use within the state of Arkansas. The Commission does not have any information regarding the amounts collected during calendar year 2009. Possible sources for that information may include the Department of Finance and Administration, the Arkansas Association of Counties, or each of the seventy-five counties individually. Arkansas has established written criteria regarding the allowable uses of the collected funds. The allowable uses of the funds are defined in Ark. Code Ann. §§12-10-301 et seq.

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

**Response to Question 3:** The entity in Arkansas that has the authority to approve the expenditure of funds collected for 911 or E911 service is the Quorum Court of each of

the seventy-five counties in Arkansas. The oversight of the funds rests with each Quorum Court and is governed by the provisions of Ark. Code Ann. §§12-10-301 et seq.

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

**Response to Question 4:** The funds collected for 911 or E911 have been used for that purpose. Pursuant to Ark. Code Ann. §§12-10-301 et seq., those funds must be used for that purpose.

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

**Response to Question 5:** The funds collected for 911 or E911 have been used for that purpose. Pursuant to Ark. Code Ann. §§12-10-301 et seq., those funds must be used for that purpose.

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

**Response to Question 6:** No further comment is provided.



# United States Department of the Interior

BUREAU OF INDIAN AFFAIRS  
Midwest Regional Office  
Bishop Henry Whipple Federal Building  
One Federal Drive, Room 550  
Ft. Snelling, Minnesota 55111

MAR 22 2010



IN REPLY REFER TO:  
Regional Director

James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

Dear Mr. Barnett, Jr.:

This is in reply to your request which was received in our office on March 8, 2010 requesting:

Initial Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008 or referenced as PS Docket No. 09-14.

The Midwest Region, Bureau of Indian Affairs works in conjunction with the federally recognized tribes of Iowa, Michigan, Minnesota and Great Lakes. We have contacted each tribe and have found that none of these entities collect 911 fees. Several of the tribes do pay these fees through their telephone service providers and some have agreements with the counties in which their reservations lie to provide the services.

Thank you for the opportunity to provide comments on this issue. If you have any questions, please contact me at 612-725-4505.

Sincerely,

*Diane K. Rosen*  
Regional Director



# United States Department of the Interior

BUREAU OF INDIAN AFFAIRS

Eastern Regional Office

545 Marriott Drive, Suite 700

Nashville, TN 37214

IN REPLY REFER TO:

Office of the Regional Director

APR 22 2010

Thomas J. Beers  
Chief, Policy Division  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Subject: Information Collection Mandated BY the New and Emerging Technologies  
Improvement Act of 2008 (NET 911 Act)  
OMB Control Number: 3060-1122

Dear Mr. Beers:

We are in receipt of the public notice dated February 5, 2010, requesting data on fees collected in connection with 911/E911 services under the NET 911 Act with respect to federally recognized Tribes in the Eastern Region.

The Bureau of Indian Affairs, Eastern Region does not have any jurisdiction over the Tribe's in connection with the 911/E911 services, and as a result do not collect any such fees. These 911/E911 services would be rendered and reported by the states in which these Tribes are located.

Should you have any questions, please feel free to contact me, at 615-564-6500.

Sincerely,

**ACTING**

Director, Eastern Region

09-0691  
G00-10-03382

Division of Environmental,  
Safety and Cultural Resources Management

MAR 23 2010

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

Dear Ms. Dortch:

On March 9, 2010, the Bureau of Indian Affairs, Eastern Oklahoma Region, Eastern Oklahoma Regional Office (EORO), received a notice from the Federal Communications Commission (FCC), concerning PS Docket No. 09-14, a request for information with respect to fees and charges in connection with the implementation of 911 or E911 services. The EORO neither provides nor supports either service within its jurisdiction.

If additional information is required, please contact Ms. Jonna Polk, Division Chief, Division of Environmental, Safety and Cultural Resources Management, EORO, at (918) 781-4660.

Respectfully,

(Sgd.) Bobby G. Coleman

ACTING

Regional Director

Enclosure



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

*No agency under the direction of BIA that responded runs a 911 or E911 system. They are usually run by the state or local county.*

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

*BIA has not collected any funds for the implementation, or support of any 911 or E911 system.*

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

*This section does not apply, BIA would have no way of addressing what the state does with funds, or how it is collected.*

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

*Again, as BIA has no known 911 or E911 system that is run by us exclusively, we would have no way of addressing this.*

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

*To our knowledge those funds collected by the state or local county were made available and have been used to run the 911 or E911 systems.*

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

*This question would be better answered by the state or local counties that run them.*

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

*Generally speaking Indian country does not have their own 911 system, and those agencies that do have access are usually run by an outside entity (i.e. state, nearby county). For example, Winnebago agency has access to a 911 system, and it is run by Thurston county. Residents in Thurston county are charged 1.00 through the phone system by the county to pay for it. Menominee in Wisconsin has a sort of speed dial*

*system set up, when someone dials 911, it speed dials the regular number, so it is not a true 911 system.*

*If there are any questions or concerns, please do not hesitate to call.*

*Marcus Babbitt*

*Acting Assistant Special Agent in Charge*

*Office 605-226-7347*

*Cell 701-471-9541*



IN REPLY REFER TO:

# United States Department of the Interior

## BUREAU OF INDIAN AFFAIRS

Pacific Regional Office  
2800 Cottage Way Rm. W-2820  
Sacramento, California 95825

APR 29 2010

Thomas J. Beers  
Chief, Policy Division  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

RE: OMB Control Number 3060-1122 (SECOND NOTICE)

Dear Mr. Beers:

The Pacific Regional Office of the Bureau of Indian Affairs (PRO-BIA) would like to respond to your mandatory information request in the undated letter we recently received from your office (Enclosure). Unfortunately, the copy of your "attached" original letter was missing. Because a response form/template was not included with your letter, we are using the February 5, 2010, Public Notice as the basis for our response. The bulleted information request in the Public Notice is not numbered, so we have numbered the bullets 1-7 for your convenience.

The response for this Region is as follows:

1. The Pacific Regional Office has not established such a funding mechanism.
2. None.
3. No such funds are being collected.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Your office requires this information each year for its Annual Report to Congress in accordance with NET 911. For future information requests, please state your informational needs more clearly and please provide a standardized form or template for responses. Your estimated time requirement per response is listed as 10-50 hours. This unreasonable burden imposed upon tribal governments can be significantly reduced by clarifying your request and by providing a standardized e-form for an e-response by tribes.

If you have any questions, please call Jay Hinshaw, Regional Emergency Management Coordinator, at (916) 978-6021, or John Rydzik, Chief, Division of Environmental and Cultural Resources Management and Safety (DECRMS), at (916) 978-6051.

Sincerely,

Acting Regional Director

Enclosure





Federal Communications Commission  
Washington, D.C. 20554

Date R 10  
T ✓  
Amy D ✓  
Repl 4-27-10

RECEIVED BIA  
2010 APR 19 PM 4:55

Approved by OMB

3060-1122

Expires: January 31, 2012

Estimated time per response: 10-50 hours

Director Amy Dutschke  
BIA, Pacific Region  
Pacific Regional Office  
2800 Cottage Way  
Sacramento, CA 95825

PACIFIC REGIONAL  
OFFICE

Reg Dir ✓  
Dep Reg Dir ✓  
Reg Adm Ofc ✓  
Route NK/DECRMS  
Response Required ✓  
Due Date 4/27/10  
Memo ✓  
Tele ✓  
John Jay Hirsch

Subject: SECOND NOTICE – Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008

Dear Director Dutschke:

The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act) requires the Federal Communications Commission to report to Congress annually regarding the collection and expenditure of fees or charges established by the states or other jurisdictions in connection with 911/enhanced 911 (E911) services. Specifically, the Commission must obtain information “detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified.”<sup>1</sup> The Commission will include in its annual report a list of reporting entities that responded to this information request, as well as a list of reporting entities that did not. The second annual report is due to Congress by July 22, 2010.

The FCC’s Public Safety and Homeland Security Bureau issued a Public Notice on February 5, 2010 and thereafter mailed letters seeking this information to the governors of all the states, including the District of Columbia and U.S. Territories, and to regional offices of the Bureau of Indian Affairs. These letters requested a response by March 23, 2010.

As of the date of this letter, we have not yet heard from your office, or from an office replying on your behalf. In order to ensure that we are in full receipt of the information required by the NET 911 Act, we ask that you submit your response as soon as possible, but no later than April 30, 2010. For your convenience, we attach a copy of the Commission’s Public Notice as well as a copy of the original letter mailed to your office. Please file this information with the Commission in the manner described in the original letter.

<sup>1</sup> *Id.* at §6(f)(2). Section 6(f)(1) of the NET 911 Act affirms the ability of “[a] State, political subdivision thereof, Indian tribe, or village or regional corporation serving a region established pursuant to the Alaska Native Claims Settlement Act, as amended ...” to collect fees or charges “[applicable] to commercial mobile services or IP-enabled voice services ... for the support or implementation of 9-1-1 or enhanced 9-1-1 services, provided that the fee or charge is obligated or expended only in support of 9-1-1 and enhanced 9-1-1 services, or enhancements of such services, as specified in the provision of State or local law adopting the fee or charge. For each class of subscribers to IP-enabled voice services, the fee or charge may not exceed the amount of any such fee or charge applicable to the same class of subscribers to telecommunications services.” NET 911 Act at §6(f)(1).

If you have any questions concerning the information we request, or the procedures for submitting information to us, please contact me directly at (202) 418-0952. Thank you for your prompt attention to this important matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas J. Beers", with a long horizontal flourish extending to the right.

Thomas J. Beers

Chief, Policy Division

Public Safety and Homeland Security Bureau

Federal Communications Commission





IN REPLY REFER TO:

## United States Department of the Interior

### BUREAU OF INDIAN AFFAIRS

Pacific Regional Office  
2800 Cottage Way  
Sacramento, California 95825

APR 07 2010

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

Dear Mr. Barnett:

We are responding to your request received on March 24, 2010 for Initial Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008. The Bureau of Indian Affairs, Pacific Region, is not an Internet Protocol enabled voice service provider, therefore, we have nothing to report.

If you have any questions, please contact John Rydzik, Chief, Division of Environmental, Cultural Resource Management and Safety (DECRMS) at (916) 978-6051.

Sincerely,

Acting Regional Director



# United States Department of the Interior

BUREAU OF INDIAN AFFAIRS

Rocky Mountain Regional Office

316 North 26<sup>th</sup> Street  
Billings, Montana 59101



IN REPLY REFER TO: Indian Services, Code 360

MAR 29 2010

James Arden Barnett, Jr., Chief,  
Public Safety and Homeland Security Bureau  
Federal Communication Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Mr. Barnett:

This letter is in response to your request regarding "Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008." We forwarded your correspondence to the local Bureau of Indian Affairs Agencies on the reservations and they in turn discussed your request for information with the Tribes. Enclosed is a response from the Blackfeet Nation regarding your request.

It is our understanding the Law Enforcement Division of the Bureau of Indian Affairs, may have additional information. A copy of your correspondence was forwarded to:

Elizabeth Hall, Special Agent-in-Charge  
Bureau of Indian Affairs, Office of Justice Services  
490 N 31<sup>st</sup> Street, Transwestern II, Suite 206  
Billings, Montana 59101  
(406) 657-5936

If you have any questions, please contact Jo-Ellen Cree, Indian Services Specialist, at (406) 247-7964.

Sincerely,

Regional Director

Enclosure

cc: Elizabeth Hall, BIA/OJS w/cys. of corres



## BLACKFEET NATION

P.O. BOX 850 BROWNING, MONTANA 59417  
Telephone (406) 338-7521 Fax (406) 338-7530

EXECUTIVE COMMITTEE  
WILLIE A. SHARP, JR. - CHAIRMAN  
PETER D. TATSEY - VICE CHAIRMAN  
T.J. SHOW - SECRETARY  
KENNETH AUGARE - TREASURER

BLACKFEET TRIBAL BUSINESS COUNCIL  
WILLIE A. SHARP, JR.  
PETER D. TATSEY  
T. J. SHOW  
PAUL McEVERS  
RONALD "SMILEY" KITTSON  
RODNEY "FISH" GERVAIS  
ROGER "SASSY" RUNNING CRANE  
REIS FISHER  
HENRY BUTTEFLY

March 18, 2010

Edward F. Parisian  
Regional Director  
BIA, rocky Mountain Regional Office  
U.S. Department of the Interior  
316 North 26<sup>th</sup>. Street  
Billings, MT 59101

Re: The Blackfeet Tribe and the New and Emerging Technologies Improvement Act of 2008

Dear Mr. Parisian:

This is the response of the Blackfeet Tribe of Montana to the questions asked by the Federal Communications Commission in a letter to you received March 8, 2010. As concerns the New and Emerging Technologies Improvement Act of 2008, please be advised that the Blackfeet Tribe comes under this act. The Blackfeet Tribe is a federally recognized Indian Tribe with a Constitution and Bylaws enacted December 13, 1935 pursuant to the Indian Reorganization Act.

The Blackfeet Tribal Business Council, as the governing body of the Blackfeet Tribe, receives quarterly dividends through telephone shares from the State of Montana on a quarterly basis. The quarterly dividends are directly deposited to the Tribe. The Coordinator for the Tribe develops a budget for activities for the Tribal 911 emergency services. There are three budgets established under the Blackfeet Tribal Finance system - Basic 911, Enhanced 911 and Wireless 911.

The Blackfeet Tribe recognizes the State's Fiscal Year from July 01, through June 30 and balances all three budgets with State and Tribal auditors each year. The State of Montana has established criteria guidelines and the budget amounts were established by a written grant application and supported by a Tribal Resolution from the Blackfeet Tribal Business Council for each project. The adoption of this Tribal Resolution resulted in the State of Montana, through its Public Safety Division, releasing dividends to the Blackfeet Tribe.



Letter to Ed Parisian

March 18, 2010 - 2

The State of Montana Public Safety Division is the contact agency and oversees distribution and allocation of grant and grant funds. Federal criteria has been established and is implemented through the aforementioned state agency. Any modifications to the grant are also approved through this agency.

The Blackfeet Tribe has deployed its capability through purchases of elite equipment. The deployment project included dedicated 911 telephone circuits and selective routing of all telephone exchanges within the Blackfeet Tribal jurisdiction and is ninety percent (90%) complete with a seventy-five percent (75%) completion rate of assigned physical addresses. The Blackfeet 911 funding also assisted with partial renovation of a designated site within the Department of Public Safety Building known as the White Buffalo Home which now houses the Blackfeet dispatchers and equipment.

At this time, the only funding appropriated to the Tribe is through the State of Montana Public Safety Division. The ending cash balance from these programs as of October 15, 2009 was \$259,615.70.

Additional needs for this system are training money for Telecommunication Basic School for dispatchers, and Emergency Medical Dispatch Training. If you have any further questions, please do not hesitate to contact Ms. Nora Kennedy the 911 Coordinator for the Blackfeet Tribe at (406) 338-4326 or write to her at P.O. Box 470, Browning, Montana 59417.

Sincerely yours,



Willie A. Sharp, Jr., Chairman  
Blackfeet Tribal Business Council

cc: Nora Kennedy, Blackfeet 911 Coordinator  
T.J. Show, Secretary, BTBC  
Peter Tatsey, Vice-Chairman, BTBC

## Cree, Jo-Ellen

---

**From:** Wagner, Edward  
**Sent:** Thursday, March 18, 2010 4:38 PM  
**To:** Cree, Jo-Ellen  
**Cc:** Pollock, Stephen; Parisian, Edward; Blue, Mary; Weatherwax, Holi  
**Attachments:** scan0001.pdf

Jo-Ellen

Attached is the 911 and E911 information we were able to gather from the Blackfeet Tribe. I hope this is what you were looking for.

## Cree, Jo-Ellen

---

**From:** Wagner, Edward  
**Sent:** Thursday, March 18, 2010 4:38 PM  
**To:** Cree, Jo-Ellen  
**Cc:** Pollock, Stephen; Parisian, Edward; Blue, Mary; Weatherwax, Holi  
**Attachments:** scan0001.pdf

Jo-Ellen

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## Cree, Jo-Ellen

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**From:** Cree, Jo-Ellen  
**Sent:** Thursday, March 11, 2010 4:27 PM  
**To:** Bends, Christian; Crowe, Thedis; Fox, Katherine; Gourneau, Norma; Gray, Judith; Hall, Clifford; Hopkins, Vicky; LoneFight, Edward; Merchant, Frank; Montes, James; Nation, Ramon; Ouray, Harold; Perez, Kathleen; Pollock, Stephen; Scott, Debbie; Stafne, Grant; Wagner, Edward; White Eagle, Florence  
**Cc:** Jackson, Gordon; Reyes, Louise  
**Subject:** 911 - Information  
**Attachments:** New & Emerging Technologies 911.pdf



We received the attached correspondence and are requesting your assistance. Could you please share this with your tribe(s) and get a response back to us for the Regional Director to reply.

We would like this information by Friday, March 19, so that we can meet the March 23 due date.

A copy was provided to Law Enforcement.

Jo-Ellen Cree, Housing Program Specialist

Bureau of Indian Affairs  
Rocky Mountain Region  
316 N 26th Street  
Billings, MT 59101  
406/247-7964  
fax 406/247-7566  
cell 406/690-8292

## Cree, Jo-Ellen

---

**From:** Cree, Jo-Ellen  
**Sent:** Thursday, March 11, 2010 4:27 PM  
**To:** Bends, Christian; Crowe, Thedis; Fox, Katherine; Gourneau, Norma; Gray, Judith; Hall, Clifford; Hopkins, Vicky; LoneFight, Edward; Merchant, Frank; Montes, James; Nation, Ramon; Ouray, Harold; Perez, Kathleen; Pollock, Stephen; Scott, Debbie; Stafne, Grant; Wagner, Edward; White Eagle, Florence  
**Cc:** Jackson, Gordon; Reyes, Louise  
**Subject:** 911 - Information  
**Attachments:** New & Emerging Technologies 911.pdf



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We would like this information by Friday, March 19, so that we can meet the March 23 due date.

A copy was provided to Law Enforcement.

Jo-Ellen Cree, Housing Program Specialist

Bureau of Indian Affairs  
Rocky Mountain Region  
316 N 26th Street  
Billings, MT 59101  
406/247-7964  
fax 406/247-7566  
cell 406/690-8292

## Cree, Jo-Ellen

---

**From:** Cree, Jo-Ellen  
**Sent:** Thursday, March 11, 2010 3:30 PM  
**To:** Hall, Elizabeth  
**Subject:** Incoming Correspondence - 911 Improvement Act of 2008  
**Attachments:** New & Emerging Technologies 911.pdf



Elizabeth, we received the attached correspondence. Would this be something that Law Enforcement should be included too?

I will email it to the Superintendents and Administrative Officer in the Rocky Mountain Region.

Thanks

Jo-Ellen Cree, Housing Program Specialist

Bureau of Indian Affairs  
Rocky Mountain Region  
316 N 26th Street  
Billings, MT 59101  
406/247-7964  
fax 406/247-7566  
cell 406/690-8292





Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB

3060-1122

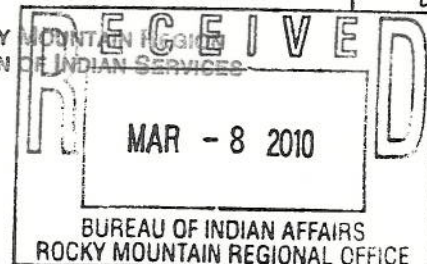
Expires: January 31, 2012

Estimated time per response: 10-50 hours

MAR 10 2010

Edward F. Parisian  
Regional Director  
BIA, Rocky Mountain Regional Office  
U.S. Department of Interior  
316 North 26th Street  
Billings, MT 59101

*EP* | *3-8-10*  
*Gordon* | *3/8*  
*Need to get*  
*this completed by*  
*due date.*



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

Dear Director Parisian:

The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act)<sup>1</sup> became law on July 23, 2008, requiring Internet Protocol (IP) enabled voice service providers to provide 911 and enhanced 911 (E911) services, and requiring various regulatory undertakings by the Federal Communications Commission.<sup>1</sup> Section 6(f)(2) of the NET 911 Act requires the Commission to report to Congress annually regarding the collection and expenditure of fees or charges established by the states or other jurisdictions in connection with 911/E911 services. The Commission must therefore obtain information "detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified."<sup>2</sup>

On January 26, 2009, the Commission received authorization from the Office of Management Budget to implement a data collection program for this purpose.<sup>3</sup> Pursuant to that authorization, the FCC's Public Safety and Homeland Security Bureau

<sup>1</sup> New and Emerging Technologies 911 Improvement Act of 2008, Pub. L. No. 110-283, 122 Stat. 2620 (2008) (NET 911 Act).

<sup>2</sup> *Id.* at §6(f)(2). Section 6(f)(1) of the NET 911 Act affirms the ability of "[a] State, political subdivision thereof, Indian tribe, or village or regional corporation serving a region established pursuant to the Alaska Native Claims Settlement Act, as amended ..." to collect fees or charges "[applicable] to commercial mobile services or IP-enabled voice services ... for the support or implementation of 9-1-1 or enhanced 9-1-1 services, provided that the fee or charge is obligated or expended only in support of 9-1-1 and enhanced 9-1-1 services, or enhancements of such services, as specified in the provision of State or local law adopting the fee or charge. For each class of subscribers to IP-enabled voice services, the fee or charge may not exceed the amount of any such fee or charge applicable to the same class of subscribers to telecommunications services." NET 911 Act at §6(f)(1).

<sup>3</sup> Letter from Kevin F. Neyland, Deputy Administrator, Office of Information and Regulatory Affairs, Office of Management and Budget, OMB Control Number 200812-3060-008 (Jan 26, 2009).



6(f)(2) of the NET 911 Act:

1. A statement as to whether or not your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism). ✓  
Tribe?
2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009. A statement describing how the funds collected are made available to localities, and whether your state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.
3. A statement identifying any entity in your State that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.
4. A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.
5. A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.
6. Any other comments you may wish to provide regarding the applicable funding mechanism for 911 and E911.

Consistent with Section 6(f) of the NET 911 Act, the Commission requests that you report the information identified in this Public Notice with respect to fees and charges collected in connection with the implementation and support of 911 or E911 services within your state, including any political subdivision thereof, Indian tribe and/or village and regional corporation serving any region established pursuant to the Alaska



Native Claims Settlement Act that otherwise lie within their state boundaries.<sup>4</sup> In addition, consistent with the definition of "State" set out in 47 U.S.C. 153(40), the Commission will collect this information from states as well as the District of Columbia, and the inhabited U.S. Territories and Possessions.

The information hereby collected will be reviewed by the Public Safety and Homeland Security Bureau. Pursuant to Section 6(f)(2) of the NET 911 Act, the Commission is required to file "within 1 year after the date of enactment of the [NET 911 Act], and annually thereafter" a report with the Congress "detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified."<sup>5</sup>

As described in the attached FCC Public Notice, information submitted pursuant to this information collection should be submitted in a NET 911 electronic drop box located at <https://esupport.fcc.gov/actonline>, and should be submitted no later than **March 23, 2010**. Filed information must include verification and signature by an official identified in the filing. The information filing should be submitted on an official (letterhead) document of the signatory's agency which is then uploaded to the electronic drop box by attaching an electronic copy of the document and hitting "send." Filers may also fax or mail a copy of the signed document to the Secretary of the FCC as specified in the FCC's Public Notice, DA 10-240, released on February 5, 2010, and should reference **PS Docket No. 09-14**.

Thank you for your cooperation with this important undertaking. Should you have any questions, please contact Mr. Thomas J. Beers of my staff at (202) 418-0952 or [tom.beers@fcc.gov](mailto:tom.beers@fcc.gov).

Sincerely,



James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau

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<sup>4</sup> See NET 911 Act, Section 6(f)(1).

<sup>5</sup> *Id.* Section 6(f)(2) specifically directs the Commission to file its reports with the Committee on Commerce, Science and Transportation of the Senate and the Committee on Energy and Commerce of the House of Representatives.





# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Fax-On-Demand 202 / 418-2830  
TTY 202 / 418-2555  
Internet: <http://www.fcc.gov>  
<ftp.fcc.gov>

**DA 10-240**  
**February 5, 2010**  
**OMB Control Number 3060-1122**

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

**OMB Control Number 3060-1122**

The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act) became law on July 23, 2008, requiring Internet Protocol (IP) enabled voice service providers to provide 911 and enhanced 911 (E911) services, and requiring various regulatory undertakings by the Federal Communications Commission.<sup>1</sup> Pursuant to Section 101 of the NET 911 Act, the Commission must collect information regarding any fees collected by the states or other jurisdictions in connection with 911/E911 services, specifically, information “detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified.”<sup>2</sup> Section 101 of the NET 911 Act further requires the Commission to file “within 1 year after the date of enactment of the [NET 911 Act], and annually thereafter” a report with the Congress “detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified.”<sup>3</sup>

On July 22, 2009, the Commission submitted to Congress its first annual “Report to Congress On

<sup>1</sup> New and Emerging Technologies 911 Improvement Act of 2008, Pub. L. No. 110-283, 122 Stat. 2620 (2008) (NET 911 Act).

<sup>2</sup> *Id.* at §101. Section 101(1) of the NET 911 Act affirms the ability of “[a] State, political subdivision thereof, Indian tribe, or village or regional corporation serving a region established pursuant to the Alaska Native Claims Settlement Act, as amended ...” to collect fees or charges “[applicable] to commercial mobile services or IP-enabled voice services ... for the support or implementation of 9-1-1 or enhanced 9-1-1 services, provided that the fee or charge is obligated or expended only in support of 9-1-1 and enhanced 9-1-1 services, or enhancements of such services, as specified in the provision of State or local law adopting the fee or charge. For each class of subscribers to IP-enabled voice services, the fee or charge may not exceed the amount of any such fee or charge applicable to the same class of subscribers to telecommunications services.” NET 911 Act at §101(2).

<sup>3</sup> *Id.* Section 6(f)(2) specifically directs the Commission to file its reports with the Committee on Commerce, Science and Transportation of the Senate and the Committee on Energy and Commerce of the House of Representatives.



State Collection and Distribution of 911 and Enhanced 911 Fees and Charges.”<sup>4</sup> Pursuant to OMB authorization,<sup>5</sup> the Public Safety and Homeland Security Bureau seeks the following specific information in order to prepare the next annual report and fulfill its continuing obligations under Section 101 of the NET 911 Act:

- A statement as to whether or not the state or other entity as defined by Section 6(f)(1) of the NET 911 Act has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).
- The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009.
- A statement describing how the funds collected are made available to localities, and whether the state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.
- A statement identifying any entity in the state that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.
- A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.
- A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.
- Any other comments the respondent may wish to provide regarding the applicable funding mechanism for 911 and E911.

Letters seeking the information described here will be mailed to the Office of the Governor of each state and territory, and Tribal Government of each Native American Reservation. Copies also will be sent to the Secretary of State, Public Utility Commission Chairman, and 911 Director of each state and

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<sup>4</sup> Federal Communications Commission, “Report to Congress on State Collection and Distribution of 911 and Enhanced 911 Fees and Charges” (July 22, 2009).

<sup>5</sup> On January 26, 2009, the Commission received authorization from the Office of Management Budget to implement a data collection program to implement the NET 911 Act requirements. Letter from Kevin F. Neyland, Deputy Administrator, Office of Information and Regulatory Affairs, Office of Management and Budget, OMB Control Number 200812-3060-008 (Jan 26, 2009).

equivalent offices in the territories and reservations.

Consistent with Section 101 of the NET 911 Act, the Commission requests that state officials report the information identified in this Public Notice with respect to fees and charges collected in connection with the implementation and support of 911 or E911 services within their state, including any political subdivision thereof, Indian tribe and/or village and regional corporation serving any region established pursuant to the Alaska Native Claims Settlement Act that otherwise lie within their state boundaries.<sup>6</sup> In addition, consistent with the definition of "State" set out in 47 U.S.C. 153(40), the Commission will collect this information from states as well as the District of Columbia, and the inhabited U.S. Territories and Possessions.

Information submitted pursuant to this information collection should be submitted in the NET 911 electronic drop box located at <https://esupport.fcc.gov/actonline>, and should be submitted no later than March 23, 2010. Filed information must include verification and signature by an official identified in the filing. The information filing should be submitted on an official (letterhead) document of the signatory's agency which is then uploaded to the electronic drop box by attaching an electronic copy of the document and hitting "send."

Filers may also fax or mail a copy of the signed document to the Commission's Secretary, and should reference OMB Control Number 3060-1122.

§ Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

§ Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although the Commission continues to experience delays in receiving U.S. Postal Service mail). All filings must be addressed to: Marlene H. Dortch, Office of the Secretary, Federal Communications Commission.

§ Effective December 28, 2009, all hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW, Washington, D.C. 20554. Parties must also serve one copy with the Commission's copy contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554, (202) 488-5300, or via e-mail to [fcc@bcpiweb.com](mailto:fcc@bcpiweb.com). The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. **PLEASE NOTE:** The Commission's former filing location at 236 Massachusetts Avenue, NE is permanently closed.

§ Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, M.D. 20743.

§ U.S. Postal Service first-class, Express, and Priority mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554.

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<sup>6</sup> See NET 911 Act, Section 6(f)(1).



§ Fax Filers: Filings may be faxed to (202) 418-2824.

§ People with Disabilities: To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (tty).

#### **FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT**

As required by the Paperwork Reduction act of 1995 (44 U.S.C. § 3507), the FCC is notifying the public that it received OMB approval on January 26, 2009, for the collection of information described in this Public Notice. Public reporting burden for this collection of information is estimated to be ten to fifty hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This collection of information is for the purpose of assisting the Commission in carrying out provisions of the NET 911 Act. This collection is mandatory under the New and Emerging Technologies 911 Improvement Act of 2008, Pub. L. No. 110-283, 122 Stat. 2620 (2008). Send comments regarding this burden estimate, or any other aspect of this collection of information, including suggestions for reducing the burden to Federal Communications Commission, AMD-PERF, Washington, DC 20554, Paperwork Reduction Project (3060-1122), or via the Internet to [PRA@fcc.gov](mailto:PRA@fcc.gov). **DO NOT SEND ELECTION LETTERS TO THIS ADDRESS.**

Under 5 CFR § 1320, an agency may not conduct or sponsor a collection of information unless it displays a currently valid OMB Control Number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the Paperwork Reduction Act (PRA) that does not display a currently valid OMB Control Number. **This collection has been assigned OMB Control Number 3060-1122 and its expiration date is January 31, 2012.**

**THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. 3507.**

-- FCC --



IN REPLY REFER TO:  
BRANCH OF SAFETY

## United States Department of the Interior

BUREAU OF INDIAN AFFAIRS  
Southern Plains Regional Office  
P. O. Box 368  
Anadarko, Oklahoma 73005



MAR 17 2010

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

RE: OMB Control Number 3060-1122

Dear Ms. Dortch:

We are in receipt of correspondence regarding the Initial Information Collection mandated by the New and Emerging Technologies 911 Improvement Act of 2008. The Act is requiring the Commission to report to Congress annually the collection and expenditure of fees or charges established by states or other jurisdictions in connection with 911/E911 services.

The Department of the Interior, Bureau of Indian Affairs, Southern Plains Region, after reviewing the information requested is hereby reporting this office has not implemented or has no plans to establish any type of mechanism for the installation of a 911/E911 service within this region. This regional office has neither the authority or the capability to provide and implement such services with it s jurisdictional area.

If you require further information regarding our negative report to this inquiry, you may call this office. The telephone number is 405-247-6673.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry Buene", is written over a horizontal line.

Acting

Regional Director



## United States Department of the Interior

BUREAU OF INDIAN AFFAIRS  
WESTERN REGIONAL OFFICE  
2600 North Central Avenue  
Phoenix, Arizona 85004



IN REPLY REFER TO:

Office of the Regional Director

APR 22 2010

Thomas J. Beers, Chief, Policy Division  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Dear Mr. Beers:

In response to your inquiry regarding the Initial Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008, this Region hereby reports a negative response. If you have any questions, please contact Debrah McBride, acting Regional Director, at (602) 379-6600.

Sincerely,

**ACTING** Regional Director





## OFFICE OF THE STATE CHIEF INFORMATION OFFICER

Teri Takai  
California Chief Information Officer

April 6, 2010

James Arden Barnett, Jr., Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Dear Chief Barnett:

RE: OMB Control Number 3060-1122

This is in response to the Federal Communications Commission "Public Notice OMB Control Number 3060-1122" dated February 5, 2010, regarding the New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act). California public officials take emergency services very seriously, and we wholeheartedly support efforts to enhance and modernize the delivery of these services to California citizens.

In accordance with Section 6(f)(2) of the NET 911 Act, I am pleased to provide the following answers to your request for status of the collection and distribution of 911/E911 fees in California.

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

The State of California has established a funding mechanism designated for the purpose of 911 implementation and ongoing system maintenance. California Revenue and Taxation Code Sections 41001 et seq., known as the Emergency Telephone Users Surcharge Act, provides the statutory authority and description of how funds are collected and distributed in support of 911.



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

At present, the 911 surcharge rate is set at one-half of one percent (0.5%) and is imposed on amounts paid by every person in the state based on intrastate telephone communication service. Fees collected for the annual period ending December 31, 2009, were \$101,450,093.46.

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

Funds collected are distributed to 911 Public Safety Answering Points (PSAPs) based on a five-year equipment replacement cycle. PSAPs can opt to replace sooner if they desire, based on a formula designed to measure 911 call answering effort and associated funding need. In accordance with existing 911 guidelines, funding includes all equipment and systems used within the 911 call taker work area. This equipment includes, but is not limited to, 911 call taker telephony computers, controllers, servers, cabling, and/or ancillary systems, services, and products associated with the delivery of a 911 call. California Revenue and Taxation Code Section 41136 et seq. provides the authority for such expenditures.

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

In accordance with California Revenue and Taxation Code Section 41137, "The Office of the State Chief Information Officer shall pay, from funds appropriated from the State Emergency Telephone Number Account (SETNA) by the Legislature, as provided in Section 41138, bills submitted by service suppliers or communications equipment companies for the installation and ongoing costs of the following communication services provided local agencies by service suppliers in connection with the "911" emergency telephone number system..."

The Public Safety Communications Division, Office of the State Chief Information Officer (PSCD/OCIO) is responsible for the authorization of expenditures from the State Emergency Telephone Number Account. With regard to oversight procedures, a periodic Fiscal and Operational Review (FOR) is conducted at each 911-funded call answering center to verify that funds have been appropriately expended for 911 approved equipment and services (California Government Code Sections 53115(e)). In addition to complying routinely with generally accepted accounting principles and procedures, PSCD/OCIO has been audited by the Bureau of State Audits. The California 911 Advisory Board also provides oversight with regard to 911 funding, policies, and standards, among other matters (California Government Code Sections 53115.1 and 53115.2).



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

All funds since the enactment of the NET 911 Act have been used exclusively for the purposes designated by the funding mechanism in support of E911 with the exception of funds appropriated by the California Department of Forestry and Fire Protection (CAL FIRE).

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

The CAL FIRE appropriated \$2,393,000 from the SETNA in fiscal year (FY) 2008-09 to purchase and install new hardware and Computer Aided Dispatch (CAD) software at CAL FIRE's Emergency Command Centers. In addition redundant hardware and a CAD system were purchased and installed at their Fire Academy, which is used for training. Ongoing vendor maintenance and CAD system support is accomplished through funds appropriated from the SETNA. Planned expenditures are \$3,341,000 in FY 2009-10 and \$2,995,000 in FY 2010-11. While CAL FIRE's use of the SETNA did not follow established procedures for 911 related expenditures, the equipment purchased is for use at emergency dispatch centers in response to 911 call activity.

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

Information contained in this response represents data gathered and available at the state government level. No representation is made as to whether local government entities have 911 ordinances or whether they collect and disburse local fees for 911 or related functions. Likewise, no representation is made here as to the appropriateness of any such fee administered by local government entities.

Since 1976 when the enabling legislation was enacted, enormous changes have occurred in California relative to 911 equipment functionality and service delivery. Technology advances have opened up opportunities, the likes of which were unimaginable 30 years ago (e.g., wireless, VoIP, telematics, video relay service, prepaid wireless services, etc.). Throughout this recent metamorphosis in the 911 industry, revenue models and funding mechanisms have remained relatively static. It is in everyone's best interest, not only at the state level, but at a regional and perhaps national level, to explore one or more alternative funding models that work in a virtual telecommunications environment; an environment where state borders no longer can be used exclusively as the test of whether service providers or users are subject to 911 fees imposed by a state or other political subdivision. The various national 911 industry organizations are well-suited to collaborate on such a comprehensive discussion.

April 6, 2010

Page 4

Thank you for the opportunity to respond to the FCC, OMB Control Number 3060-1122. If you require additional information, please feel free to contact Karen Wong, Deputy Director, Public Safety Communications Division, Office of the State Chief Information Officer at (916) 657-9482.

Sincerely,

A handwritten signature in dark ink, appearing to read "Teri Takai", followed by a horizontal line.

TERI TAKAI  
California State Chief Information Officer

**Colorado 9-1-1 Resource Center**

<b>COLORADO 911 SURCHARGE FEES AS OF:</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>E9-1-1 AUTHORITY</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>	<b>FEE</b>
(MOSTLY BY COUNTY)	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
ADAMS	0.35	0.35	0.35	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
ARAPAHOE	0.28	0.28	0.28	0.28	0.43	0.43	0.43	0.43	0.43	0.43	0.43	0.43
ARCHULETA	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
ASPEN / PITKIN	0.50	0.50	0.50	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
AURORA - CITY OF	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
BACA	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
BENT / KIOWA	0.35	0.50	0.50	0.50	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
BOULDER	0.70	0.70	0.70	0.70	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
CHAFFEE	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	1.00	1.00	1.00
CHEYENNE	0.70	0.00	0.00	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
CLEAR CREEK	0.00	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	1.25	1.25	1.25
CROWLEY	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
CUSTER	0.70	0.30	0.30	0.30	0.70	0.70	0.70	0.70	0.70	0.70	1.25	1.25
DELTA	0.30	0.45	0.45	0.45	0.30	0.60	0.60	0.60	0.60	0.60	0.60	0.60
DENVER	0.47	0.70	0.70	0.70	0.49	0.43	0.40	0.66	0.70	0.70	0.70	0.70
DOLORES (HAS NO AUTHORITY BOARD)	0.70	0.55	0.55	0.55	0.70	0.70	0.70	0.70	0.50	0.50	0.50	0.50
DOUGLAS	0.55	0.50	0.50	0.50	0.55	0.55	0.70	0.70	0.70	0.70	0.70	0.70
EAGLE	0.50	0.50	0.50	0.50	0.70	0.70	0.70	0.70	1.25	1.25	1.25	1.25
ELBERT	0.50	0.50	0.50	0.50	0.50	0.50	0.70	0.70	0.70	0.70	0.70	0.70
EL PASO / TELLER	0.50	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
FREMONT	0.70	1.00	1.00	1.00	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
GARFIELD	0.50	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
GILPIN	0.70	0.70	0.70	0.70	1.00	1.00	1.00	0.70	0.70	0.70	0.70	0.70
GRAND	0.50	0.70	0.70	0.70	0.70	0.70	1.00	1.00	1.00	1.00	1.50	1.50
GRAND JUNCTION	0.70	0.28	0.28	0.28	0.70	1.00	0.70	0.70	0.70	0.70	0.70	0.70
GUNNISON/HINSDALE	0.28	0.70	0.70	0.70	0.70	0.70	1.00	1.00	1.00	1.00	1.00	1.00
HUERFANO	0.00	0.70	0.70	0.70	0.43	0.45	0.45	0.45	0.70	0.70	0.70	0.70
JACKSON	0.70	0.60	0.60	0.60	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70
JEFFERSON	0.60	0.45	0.45	0.45	0.70	0.70	0.52	0.52	0.52	0.52	0.52	0.52
KIT CARSON	0.45	0.70	0.70	0.70	0.60	0.60	0.70	0.70	0.70	0.70	0.70	0.70
LAKE	0.70	0.70	0.70	0.70	0.45	0.45	0.60	0.60	0.60	0.70	0.70	0.70
LA PLATA	0.70	0.70	0.70	0.70	0.70	1.25	0.70	0.70	0.70	0.70	0.70	0.70
LARIMER	0.70	0.50	0.50	0.50	0.70	0.70	0.45	0.45	0.45	0.45	0.45	0.45
LAS ANIMAS	0.50	0.50	0.50	0.50	0.70	0.70	1.25	1.25	1.25	1.25	1.25	1.25



[illegible]



# Colorado 9-1-1 Resource Center

(866) 332-3082 ♦ fax: 970-744-2254 ♦ director@co9-1-1resourcecenter.org



## - BOARD -

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Daryl Branson, ENP  
Executive Director



March 23, 2010

**Purpose:** The purpose of this document is to provide information requested by the Federal Communications Commission (the FCC) as required by the NET 911 Act of 2008. The purpose of that request, per the letter, is to fulfill the Commission's obligations under section 6(f)(2) of the NET 911 Act.

**Preparation:** This report was prepared by the Colorado 9-1-1 Resource Center at the request of the Colorado Public Utilities Commission and the Governor's Office. Contact information for the Colorado 9-1-1 Resource Center is found in the letterhead of this document.

### Response:

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

Yes. Colorado has an established funding mechanism pursuant to C.R.S. 29-11 Part I which authorizes local governing bodies to impose a charge to support 911 services. Specifically the following statutory language allows for such charge:

C.R.S. 29-11-102 (1) (a) – In addition to any other posers for the protection of the public health, a governing body may incur any equipment, installation, and other directly related costs for the continued operation of an emergency telephone service as further described in section 29-11-2104, and may pay such costs by imposing an emergency telephone charge for such service in those portions of the governing body's jurisdiction for which emergency telephone service will be provided.

C.R.S. 29-11-102 (2) (a) – The governing body is hereby authorized, by ordinance in the case of cities and by resolution in the case of counties or special districts, to impose such charge in an amount not to exceed seventy cents per month per exchange access facility, per wireless communications access, and per interconnected voice-over-internet-protocol service in those portions of the governing body's jurisdiction for which emergency telephone service will be provided.

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

Amount of Surcharge:

# Colorado 9-1-1 Resource Center

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C.R.S. 29-11-102 authorizes by ordinance or resolution as applicable, cities, counties, or special districts to impose a surcharge of up to 70¢ per month on each of these services in those portions of the governing bodies jurisdiction in which emergency services are provided. If a governing body believes an amount greater than 70¢ is necessary, they are required to obtain approval from the Colorado Public Utilities Commission. A document detailing the surcharges currently imposed by each local 9-1-1 governing body is attached.

Amount Collected for Period Ending 12-31-2009:

The estimated total of surcharge funds collected by all local 9-1-1 Authorities is \$45,000,000. This estimate is derived from revenues reported by 9-1-1 Authorities for 2008 in their annual budgets as submitted to the Colorado Department of Local Affairs, Division of Local Government.

Fund Availability and Use Criteria:

Funds are collected by the telephone service provider, as outlined in C.R.S. 29-11-102 (7) and C.R.S. remitted directly to the appropriate local governing authority. Criteria for the expenditure of funds are defined in C.R.S. 29-11-104 (2a) (I) (A)-(E).

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

Authority to Approve Expenditure:

Local governing bodies retain the authority to approve the expenditures of 911 surcharge revenue as defined in C.R.S. 29-11-104 (2) (a) – (c).

Oversight Procedures:

- a. C.R.S. 29-11-104 (5) – states that, “Each governing body shall include as a part of the audit required by part 6 of article 1 of this title an audit on the use of the funds collected from the charges imposed pursuant to this article for compliance with paragraph (a) of subsection (2) of this section.”
  - b. All 9-1-1 Authorities are required to submit annual budgets to the Colorado Department of Local Affairs, Division of Local Government.
  - c. The budgets of all 9-1-1 governing bodies are public record and may be requested and reviewed by interested parties.
4. *A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.*

Local governing bodies retain the authority to approve the expenditures of 911 surcharge revenue as defined in C.R.S. 29-11-104 (2) (a) – (c). The Governor's office is not aware of



## Colorado 9-1-1 Resource Center

(866) 332-3082 ♦ fax: 970-744-2254 ♦ [director@co9-1-1resourcecenter.org](mailto:director@co9-1-1resourcecenter.org)

any funds that are being used for other than the purposes set forth within, and that have been used or set aside for other than the purposes set forth within.

5. *A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.*

See response to #4 above.

6. *Any other comments you may wish to provide regarding the applicable funding mechanism for 911 and E911.*
  - a. The cost of providing emergency telephone service is not perfectly scalable in that a per-line charge provides better funding for PSAPs in highly populated areas where the surcharge is assessed against a greater concentration of telephone lines. PSAPs in these areas receive a larger remittance from surcharges and also benefit from economies of scale in terms of equipment, facilities, personnel and training. PSAPs serving lower density areas tend to have higher surcharges to pay for the same basic services.
  - b. In certain situations, surcharge revenues have decreased due to individuals “cutting the cord” on their wireline connection and only using a wireless connection. This, coupled with the increased load of wireless calls by wireless users whose surcharge is tied to another jurisdiction, causes emergency expenses to remain or increase while revenues decrease.
  - c. While some prepaid cell phone service providers are remitting 9-1-1 surcharges, others are not. To clarify the applicability of current statute and to provide a dedicated mechanism for remittance of prepaid 9-1-1 surcharges, legislation is currently being considered by the Colorado General Assembly that would establish a point-of-sale collection point for 9-1-1 surcharges from the purchase of prepaid cell phone minutes. It is anticipated that the number of pre-paid wireless use of 911 will increase over the coming years causing further erosion of surcharge revenue without an associated reduction in 911 call load unless the current situation is rectified.
  - d. While VoIP providers are currently required by statute in Colorado to impose a surcharge and remit collected surcharge revenue to the local governing authority, it is difficult if not impossible to know which VoIP providers are currently providing service in Colorado. This make it very difficult to know to what degree VoIP service providers are complying with state statute and remitting surcharge funds.



**State of Connecticut**  
**DEPARTMENT OF PUBLIC SAFETY**



*DIVISION OF FIRE, EMERGENCY AND BUILDING SERVICES*

*Office of Statewide Emergency Telecommunications*

March 18, 2010

Marlene H Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: DA 10-240, NET 911 Act

In response to the request for information from the FCC to the State of Connecticut under the auspices of the NET 911 Act, we submit the following:

The State of Connecticut, under the provisions of Section 28-24 through 28-30 of the Connecticut General Statutes, has established an Enhanced 9-1-1 Telecommunications fund, sustained by surcharges on phone access lines solely for the purposes of implementation and support of E9-1-1 in the State of Connecticut.

For the calendar year ending December 31, 2009, the amount of surcharge collected was \$21,397,572.52. For the period January 1 through May 31, 2009, the surcharge rate was \$0.46 per line. The annual surcharge rate is adjusted annually each June to reflect the new fiscal year's budget. The rate established for the June 1, 2009 through December 31, 2009 period was \$0.47. The eligible uses for the E9-1-1 fund are established by state statutes under Section 28.

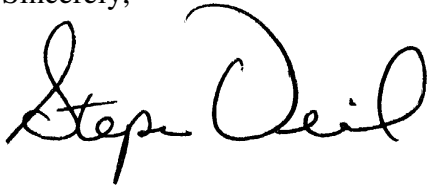
Funds collected for E9-1-1 are distributed under formulas established by regulation for regional Public Safety Answering Points (PSAPs), for PSAPs in cities with a population greater than 40,000, and for multi-town PSAPs. Additional funds are distributed to all PSAPs, regardless of size, on a per capita basis for telecommunicator training and for coordinated medical emergency dispatch.

The Department of Public Safety, Office of Statewide Emergency Telecommunications has statutory authority to administer the Enhanced 9-1-1 program for the state. A budget is submitted annually to the Connecticut Department of Utility Control for the purpose of establishing the next fiscal year's surcharge rate. That budget is developed in cooperation with the Connecticut Enhanced 9-1-1 Commission. Fiscal oversight is provided by the state auditors as well as the normal checks and balances of the department's fiscal unit, with overall responsibility residing with the Commissioner of Public Safety.

All funds collected and deposited into the state's Enhanced 9-1-1 Telecommunications fund are used exclusively for the purpose of providing enhanced 9-1-1 telecommunications services to the state's residents. Connecticut's 9-1-1 effort is a single program, provided and funded by the state, utilizing one system and one vendor statewide.

No funds were provided for any purpose other than the support of the statutorily-authorized E9-1-1 programs. If you require further information regarding the State of Connecticut Enhanced 9-1-1 Program, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Verbil". The signature is fluid and cursive, with the first name "Stephen" written in a larger, more prominent script than the last name "Verbil".

Stephen Verbil  
Emergency Telecommunications Manager  
*Office of Statewide Emergency Telecommunications*  
Connecticut Department of Public Safety



STATE OF DELAWARE  
ENHANCED 9-1-1 EMERGENCY SERVICES BOARD  
SAFETY & HOMELAND SECURITY BUILDING  
303 TRANSPORTATION CIRCLE  
DOVER, DELAWARE 19901

THE HONORABLE JACK A. MARKELL  
GOVERNOR OF DELAWARE

The Honorable Lewis D. Schiliro- Chairman  
The Honorable Jim Sills  
Tucker M. Kokjohn  
Arthur S. Lewis Jr.  
Michael F. Metcalf  
James E. Turner  
Michael H. Vincent

Phone: (302) 744-2682  
Fax: (302) 739-4874

Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Re: Initial Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008. **PS Docket No. 09-14**

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

**Delaware Code Title 16 Chapter 100 established the Enhanced 911 Emergency Service Board and their authority. Specifically Chapter 101 titled "Enhanced 911 Emergency Reporting System Fund" clearly establishes the funding mechanism and distribution of those funds to support the provisioning of E911 emergency reporting services.**

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

**Under Delaware Code Title 16 Chapter 101 Subsection 10103 defines the monthly surcharge fee of 60 cents across the board for any telecommunications device. Attached is an excel spreadsheet outlining what was collected through the year 2009. The left column, defined as "PASS THROUGH", is what is disbursed to the**

**counties and localities. Please keep in mind that they are guaranteed no less than \$ 2,259,727.83 per legislative mandate. Subsection 10104 defines the proper disbursements allowable from the Fund.**

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

**The Enhanced 911 Emergency Service Board has the authority to approve the expenditure of funds under Subsection 10005. This subsection defines the Board's makeup and authority. The Board employs a full-time administrator to oversee day-to-day operations. The governing statute requires the Board to perform an annual audit of the Fund by an independent auditor.**

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

**All funds that have been collected by the Enhanced 911 Emergency Service Board have been made available or used for the purposes permitted by Delaware Code Title 16 Chapter 101 Subsection 10104 with the exception as noted in the succeeding response # 5.**

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

**In April of 2009, Delaware's General Assembly enacted legislation transferring four (4) million dollars into the state's General Fund. The allocated funds were a surplus of collections generated from the wire line surcharge.**

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

**Delaware differs from other states in that Delaware funds 911 Local Exchange Carrier charges to all the Public Safety Answering Points statewide. This also includes the 100 % funding of all Customer Premise Equipment. We are currently in the planning stages of a statewide IP platform to link our nine (9) PSAP's together. At this time, the Board feels that adequate funding is available to enhance our capabilities.**

Sincerely,



Lewis D. Schiliro, Secretary

A:SURCHARGE

## Surcharge Revenue Calendar Year 2010

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
3/2/10	10,542.80	1,384.52	1,496.98	13,424.30
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
				-
<b>YTD TOTAL</b>	<b>10,542.80</b>	<b>1,384.52</b>	<b>1,496.98</b>	<b>13,424.30</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83

[illegible]

TOTAL	
DATE	RECEIPT
3/2/10	455,362.46
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
1/0/00	-
YTD	455,362.46



A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2009**

PASS THROUGH					DISCRETIONARY		TOTAL	
DATE	NCC	KC	SC	TOTAL	DATE	RECEIPT	DATE	RECEIPT
2/18/09	7,829.00	1,082.00	983.00	9,894.00	2/18/09	99,081.90	2/18/09	108,975.90
2/18/09	5,112.92	908.16	1,278.72	7,299.80	2/18/09	342,485.58	2/18/09	349,785.38
2/25/09	71,068.88	18,670.70	35,823.05	125,562.63	2/25/09	512,231.62	2/25/09	637,794.25
4/9/09	2,296.88	441.64	465.24	3,203.76	4/9/09	5,049.72	4/9/09	8,253.48
4/24/09	72,620.25	18,868.34	35,562.94	127,051.53	4/24/09	505,943.82	4/24/09	632,995.35
5/12/09	60,304.19	16,794.42	33,303.00	110,401.61	5/12/09	63,946.69	5/12/09	174,348.30
5/20/09	11,614.04	1,886.64	2,026.40	15,527.08	5/20/09	439,996.78	5/20/09	455,523.86
5/22/09	60,453.57	16,706.34	32,772.82	109,932.73	5/22/09	60,528.97	5/22/09	170,461.70
6/4/09	9,096.12	1,569.80	1,893.00	12,558.92	6/4/09	469,781.79	6/4/09	482,340.71
6/4/09	61567 1/6	16,718.94	32,627.02	110,913.13	6/4/09	69,972.37	6/4/09	180,885.50
6/12/09	14,378.79	2,391.56	2,604.22	19,374.57	6/12/09	440,876.82	6/12/09	460,251.39
6/19/09	59,327.88	16,506.54	32,354.88	108,189.30	6/19/09	62,162.75	6/19/09	170,352.05
8/6/09	11,817.60	1,890.79	2,097.19	15,805.58	8/6/09	477,334.44	8/6/09	493,140.02
10/21/09	60,834.12	16,476.70	32,262.39	109,573.21	10/21/09	60,963.17	10/21/09	170,536.38
11/25/09	13,710.47	2,510.31	2,271.19	18,491.97	11/25/09	447,176.78	11/25/09	465,668.75
11/25/09	60,640.13	16,380.51	32,164.87	109,185.51	11/25/09	75,615.62	11/25/09	184,801.13
11/25/09	11,059.99	1,496.65	1,569.57	14,126.21	11/25/09	446,353.57	11/25/09	460,479.78
12/15/09	59,526.05	16,095.47	31,628.83	107,250.35	12/15/09	65,399.40	12/15/09	172,649.75
12/16/09	11,821.78	1,467.08	1,486.08	14,774.94	12/16/09	445,913.01	12/16/09	460,687.95
12/21/09	58,714.89	15,886.74	31,238.18	105,839.81	12/21/09	68,878.29	12/21/09	174,718.10
12/22/09	11,072.24	2,171.48	1,480.96	14,724.68	12/22/09	453,895.54	12/22/09	468,620.22
12/23/09	56,341.00	15,442.00	30,673.00	102,456.00	12/23/09	184,314.21	12/23/09	286,770.21
12/29/09	11,146.91	1,488.37	1,506.50	14,141.78	12/29/09	448,317.60	12/29/09	462,459.38
1/29/10	54,606.00	14,682.00	29,536.00	98,824.00	1/29/10	59,231.97	1/29/10	158,055.97
<b>YTD TOTAL</b>	<b>856,960.87</b>	<b>218,533.18</b>	<b>409,609.05</b>	<b>1,485,103.10</b>	<b>YTD</b>	<b>6,305,452.41</b>	<b>YTD</b>	<b>7,790,555.51</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83				
Projected for 2009	856,960.87	218,533.18	409,609.05	1,485,103.10		-		-
<b>Surplus (Deficit)</b>	<b>(509,778.73)</b>	<b>(114,818.48)</b>	<b>(150,027.52)</b>	<b>(774,624.73)</b>				

A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2008**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
3/13/08	10,953.08	2,008.80	2,374.72	15,336.60
3/26/08	66,556.11	19,513.27	38,710.22	124,779.60
3/28/08	13,947.68	2,624.80	2,956.12	19,528.60
4/22/08	66,769.14	19,287.64	38,556.16	124,612.94
5/12/08	13,121.39	2,343.60	2,800.21	18,265.20
5/28/08	72,874.69	20,413.90	39,499.37	132,787.96
5/28/08	9,712.25	1,749.44	2,122.15	13,583.84
5/30/06	69,290.22	19,548.84	38,444.70	127,283.76
6/12/08	8,314.56	1,570.54	2,000.40	11,885.50
6/16/08	78581 5/7	21,737.30	40,941.67	141,260.69
6/17/08	65,019.81	18,533.17	37,063.79	120,616.77
8/15/08	11,698.62	2,348.08	2,630.92	16,677.62
9/23/08	70,363.17	19,390.11	38,211.64	127,964.92
10/21/08	5,587.97	2,058.54	1,195.86	8,842.37
11/19/08	64,173.11	18,165.34	36,566.67	118,905.12
11/25/08	11,463.00	2,040.20	2,304.00	15,807.20
11/30/08	62,823.37	17,725.29	36,056.83	116,605.49
12/10/08	10,795.16	1,869.40	2,232.99	14,897.55
12/11/08	60,315.81	19,862.28	35,544.13	115,722.22
12/29/08	11,149.00	1,883.00	2,029.00	15,061.00
1/7/09	74,066.98	19,448.26	37,268.94	130,784.18
12/31/08	61,771.18	17,161.79	34,331.37	113,264.34
				-
				-
<b>YTD TOTAL</b>	<b>919,348.02</b>	<b>251,283.59</b>	<b>473,841.86</b>	<b>1,644,473.47</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83
Projected for 2008	919,348.02	251,283.59	473,841.86	1,644,473.47

DISCRETIONARY	
DATE	RECEIPT
3/13/08	416,783.35
3/26/08	65,435.54
3/28/08	419,352.10
4/22/08	67,102.34
5/12/08	291,890.44
5/28/08	197,359.14
5/28/08	430,947.99
5/30/06	65,705.02
6/12/08	394,869.65
6/16/08	538,155.76
6/17/08	66,579.25
8/15/08	436,940.50
9/23/08	67,291.04
10/21/08	491,446.83
11/19/08	68,774.56
11/25/08	452,685.58
11/30/08	63,086.20
12/10/08	448,775.66
12/11/08	94,214.49
12/29/08	400,856.30
1/7/09	507,175.29
12/31/08	78,374.81
1/0/00	
<b>YTD</b>	<b>6,063,801.84</b>

TOTAL	
DATE	RECEIPT
3/13/08	432,119.95
3/26/08	190,215.14
3/28/08	438,880.70
4/22/08	191,715.28
5/12/08	310,155.64
5/28/08	330,147.10
5/28/08	444,531.83
5/30/06	192,988.78
6/12/08	406,755.15
6/16/08	679,416.45
6/17/08	187,196.02
8/15/08	453,618.12
9/23/08	195,255.96
10/21/08	500,289.20
11/19/08	187,679.68
11/25/08	468,492.78
11/30/08	179,691.69
12/10/08	463,673.21
12/11/08	209,936.71
12/29/08	415,917.30
1/7/09	637,959.47
12/31/08	191,639.15
1/0/00	-
	-
<b>YTD</b>	<b>7,708,275.31</b>

**Surplus (Deficit)            (447,391.58)    (82,068.07)    (85,794.71)    (615,254.36)**

NOTE

June 16 receipt was for the entire month of May. Most are for a two-week period only  
January 7, 3009 recepot was for the entire month of November.

A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2007**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
1/31/07	15,037.80	3,450.50	4,327.90	22,816.20
2/28/07	74,029.53	22,374.00	42,751.60	139,155.13
3/19/07	15,132.08	3,508.04	4,362.31	23,002.43
3/22/07	74,075.22	22,233.19	42,593.40	138,901.81
4/4/07	17,065.00	4,168.00	4,999.00	26,232.00
4/24/07	73,937.66	22,333.54	42,522.88	138,794.08
4/30/07	15,152.28	3,335.76	4,190.32	22,678.36
5/29/07	73,099.71	22,019.82	42,198.91	137,318.44
6/7/07	12,926.15	2,865.48	3,477.63	19,269.26
6/8/07	72249 2/3	21,713.88	41,817.27	135,780.80
6/15/07	17,000.80	3,784.81	4,723.04	25,508.65
6/15/07	71,628.23	21,510.53	41,607.18	134,745.94
7/31/07	15,810.91	3,450.61	4,248.28	23,509.80
9/7/07	70,576.08	21,114.36	41,213.18	132,903.62
10/26/07	15,186.60	2,990.60	3,742.60	21,919.80
10/26/07	73,537.99	21,689.73	41,786.17	137,013.89
10/26/07	12,008.20	2,293.20	3,202.00	17,503.40
10/29/07	73,683.73	21,355.99	41,412.40	136,452.12
12/4/07	71,482.05	20,765.69	40,676.60	132,924.34
12/5/07	12,315.09	2,338.40	3,163.80	17,817.29
12/6/07	11,817.40	2,174.40	2,912.40	16,904.20
12/14/07	70,988.90	20,560.40	40,264.80	131,814.10
12/21/07	12,696.96	2,416.08	3,212.60	18,325.64
12/15/07	70,747.69	20,439.20	39,958.96	131,145.85
-				
<b>YTD TOTAL</b>	<b>1,042,185.71</b>	<b>294,886.21</b>	<b>545,365.23</b>	<b>1,882,437.15</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83

Projected for 2007

DISCRETIONARY	
DATE	RECEIPT
1/31/07	373,747.28
2/28/07	69,249.34
3/19/07	385,476.82
3/22/07	69,745.27
4/4/07	387,130.82
4/24/07	69,377.22
4/30/07	384,732.02
5/29/07	69,171.74
6/7/07	388,387.39
6/8/07	68,716.17
6/15/07	398,132.60
6/15/07	69,632.94
7/31/07	385,905.71
9/7/07	68,015.40
10/26/07	410,693.80
10/26/07	68,907.02
10/26/07	399,886.83
10/29/07	68,668.66
12/4/07	69,793.52
12/5/07	418,797.40
12/6/07	411,630.11
12/14/07	67,920.83
12/21/07	415,605.75
12/15/07	67,065.67
-	
<b>YTD</b>	<b>5,586,390.31</b>

TOTAL	
DATE	RECEIPT
1/31/07	396,563.48
2/28/07	208,404.47
3/19/07	408,479.25
3/22/07	208,647.08
4/4/07	413,362.82
4/24/07	208,171.30
4/30/07	407,410.38
5/29/07	206,490.18
6/7/07	407,656.65
6/8/07	204,496.97
6/15/07	423,641.25
6/15/07	204,378.88
7/31/07	409,415.51
9/7/07	200,919.02
10/26/07	432,613.60
10/26/07	205,920.91
10/26/07	417,390.23
10/29/07	205,120.78
12/4/07	202,717.86
12/5/07	436,614.69
12/6/07	428,534.31
12/14/07	199,734.93
12/21/07	433,931.39
12/15/07	198,211.52
-	
<b>YTD</b>	<b>7,468,827.46</b>

**Surplus (Deficit)                    (324,553.89)    (38,465.45)    (14,271.34)    (377,290.68)**

A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2006**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
1/12/06	17,750.77	4,038.44	4,810.39	26,599.60
1/31/06	82,208.07	23,370.46	43,673.05	149,251.58
2/21/06	18,211.46	3,999.70	4,818.09	27,029.25
2/21/06	80,346.30	23,010.52	43,236.92	146,593.74
3/9/05	13,640.38	3,020.90	3,476.56	20,137.84
4/7/06	79,588.09	22,935.33	43,234.68	145,758.10
4/7/06	25,831.17	4,662.87	5,755.07	36,249.11
4/26/06	79,443.00	23,195.00	43,329.00	145,967.00
5/10/06	16,587.77	4,688.71	4,687.67	25,964.15
5/22/06	78,733.53	23,109.89	43,407.00	145,250.42
6/16/06	15,594.90	6,231.60	2,265.90	24,092.40
6/16/06	78,953.30	23,244.14	43,731.21	145,928.65
7/12/06	17,286.18	4,504.99	6,266.82	28,057.99
7/28/06	78,362.82	23,402.39	43,970.66	145,735.87
8/14/06	24,209.62	4,438.42	6,173.22	34,821.26
8/30/06	77,125.49	23,133.09	43,740.75	143,999.33
9/30/06	24,617.88	4,592.83	6,489.35	35,700.06
9/30/06	76,474.62	22,962.91	43,888.15	143,325.68
11/21/06	93,316.67	26,659.02	48,241.25	168,216.94
11/30/06	15,910.70	6,159.14	5,152.36	27,222.20
12/21/06	90,204.10	26,097.30	47,767.52	164,068.92
1/5/07	74,840.66	22,646.78	43,091.06	140,578.50
				-
				-
				-
<b>YTD TOTAL</b>	<b>1,159,237.48</b>	<b>330,104.43</b>	<b>581,206.68</b>	<b>2,070,548.59</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83

Projected for 2006

DISCRETIONARY	
DATE	RECEIPT
1/12/06	336,255.21
1/31/06	71,619.01
2/21/06	340,267.99
2/21/06	71,206.25
3/9/05	340,263.35
4/7/06	71,250.85
4/7/06	380,017.17
4/26/06	69,205.00
5/10/06	354,319.77
5/22/06	71,535.28
6/16/06	350,300.97
6/16/06	71,718.45
7/12/06	354,593.79
7/28/06	121,446.24
8/14/06	360,328.68
8/30/06	70,997.35
9/30/06	367,710.92
9/30/06	70,669.87
11/21/06	442,122.52
11/30/06	367,975.94
12/21/06	444,978.49
1/5/07	73,785.47
1/0/00	
1/0/00	
<b>YTD</b>	<b>5,202,568.57</b>

TOTAL	
DATE	RECEIPT
1/12/06	362,854.81
1/31/06	220,870.59
2/21/06	367,297.24
2/21/06	217,799.99
3/9/05	360,401.19
4/7/06	217,008.95
4/7/06	416,266.28
4/26/06	215,172.00
5/10/06	380,283.92
5/22/06	216,785.70
6/16/06	374,393.37
6/16/06	217,647.10
7/12/06	382,651.78
7/28/06	267,182.11
8/14/06	395,149.94
8/30/06	214,996.68
9/30/06	403,410.98
9/30/06	213,995.55
11/21/06	610,339.46
11/30/06	395,198.14
12/21/06	609,047.41
1/5/07	214,363.97
1/0/00	-
1/0/00	-
<b>YTD</b>	<b>7,273,117.16</b>

**Surplus (Deficit)                    (207,502.12)    (3,247.23)    21,570.11**

A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2005**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
1/19/05	20,948.10	5,023.74	6,082.52	32,054.36
1/28/05	86,823.43	23,555.42	43,902.58	154,281.43
2/10/05	20,261.60	4,760.76	5,902.02	30,924.38
2/16/05	86,369.20	23,520.72	43,827.98	153,717.90
3/10/05	18,568.67	4,360.03	5,356.73	28,285.43
3/29/05	85,956.53	23,634.87	43,966.00	153,557.40
4/6/05	20,713.10	5,206.75	6,105.10	32,024.95
5/4/05	86,138.31	23,760.99	44,026.35	153,925.65
5/27/05	21,152.82	4,664.21	5,762.63	31,579.66
6/6/05	85,716.38	23,702.93	44,123.48	153,542.79
6/6/05	19,588.80	4,510.61	5,509.19	29,608.60
6/14/05	85,324.04	23,646.34	44,190.49	153,160.87
7/28/05	19,962.51	4,590.66	5,401.91	29,955.08
7/28/05	85,245.44	23,725.28	44,610.57	153,581.29
8/18/05	13,729.28	3,338.10	3,853.83	20,921.21
8/19/05	83,603.28	23,220.92	44,155.14	150,979.34
9/13/05	18,406.46	4,305.35	5,108.34	27,820.15
9/27/05	83,107.39	23,314.24	44,288.08	150,709.71
10/13/05	19,292.01	4,343.09	5,244.49	28,879.59
10/31/05	83,553.26	23,597.67	44,398.55	151,549.48
11/21/05	18,708.56	4,225.56	5,414.88	28,349.00
11/21/05	83,042.57	23,288.36	44,148.72	150,479.65
12/22/05	16,856.00	3,847.30	4,972.60	25,675.90
1/12/06	83,135.60	23,522.35	43,985.96	150,643.91
-				
<b>YTD TOTAL</b>	<b>1,246,203.34</b>	<b>335,666.25</b>	<b>594,338.14</b>	<b>2,176,207.73</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83
Projected for 2005	1,246,203.34	335,666.25	594,338.14	

**Surplus (Deficit)                    (120,536.26)            2,314.59            34,701.57**

DISCRETIONARY	
DATE	RECEIPT
1/19/05	315,238.58
1/28/05	73,311.79
2/10/05	319,272.54
2/16/05	69,805.55
3/10/05	316,393.43
3/29/05	70,386.97
4/6/05	515,358.93
5/4/05	72,483.38
5/27/05	331,795.93
6/6/05	72,322.71
6/6/05	331,828.43
6/14/05	72,016.53
7/28/05	340,552.60
7/28/05	72,440.70
8/18/05	320,241.30
8/19/05	72,021.91
9/13/05	329,050.92
9/27/05	71,747.40
10/13/05	331,684.88
10/31/05	71,898.49
11/21/05	331,663.73
11/21/05	72,303.88
12/22/05	336,242.70
1/12/06	72,296.90
<b>YTD</b>	<b>4,982,360.18</b>

TOTAL	
DATE	RECEIPT
1/19/05	347,292.94
1/28/05	227,593.22
2/10/05	350,196.92
2/16/05	223,523.45
3/10/05	344,678.86
3/29/05	223,944.37
4/6/05	547,383.88
5/4/05	226,409.03
5/27/05	363,375.59
6/6/05	225,865.50
6/6/05	361,437.03
6/14/05	225,177.40
7/28/05	370,507.68
7/28/05	226,021.99
8/18/05	341,162.51
8/19/05	223,001.25
9/13/05	356,871.07
9/27/05	222,457.11
10/13/05	360,564.47
10/31/05	223,447.97
11/21/05	360,012.73
11/21/05	222,783.53
12/22/05	361,918.60
1/12/06	222,940.81
-	
<b>YTD</b>	<b>7,158,567.91</b>



A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2004**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
1/16/04	2,134.72	727.62	864.50	3,726.84
1/22/04	95,881.74	24,904.38	46,185.30	166,971.42
2/9/04	13,809.57	2,552.94	3,180.94	19,543.45
2/24/04	95,441.47	24,839.71	46,029.46	166,310.64
3/11/04	34,613.92	7,341.38	8,605.87	50,561.17
3/24/04	94,315.88	24,743.32	45,541.79	164,600.99
4/12/04	16,575.88	3,401.22	4,386.91	24,364.01
4/23/04	93,288.06	24,421.19	45,192.21	162,901.46
5/26/04	18,742.97	4,079.25	5,108.38	27,930.60
5/28/04	93,288.08	24,421.00	45,192.00	162,901.08
6/8/04	19,088.70	4,359.28	5,403.65	28,851.63
6/29/04	90,590.00	23,744.00	44,621.00	158,955.00
7/14/04	20,935.04	4,331.21	6,331.84	31,598.09
7/30/04	89,709.00	23,764.00	44,859.00	158,332.00
8/11/04	20,814.98	4,888.87	6,039.48	31,743.33
8/31/04	88,425.00	23,422.00	44,570.00	156,417.00
9/15/04	20,675.40	4,829.80	5,902.00	31,407.20
9/27/04	80,815.00	21,203.00	42,544.00	144,562.00
10/13/04	20,183.55	4,855.07	5,836.18	30,874.80
10/26/04	87,328.79	23,486.27	44,412.68	155,227.74
11/18/04	88,055.10	23,645.07	44,406.91	156,107.08
12/21/04	19,689.18	4,474.11	5,491.26	29,654.55
1/6/05	19,944.98	4,860.22	5,756.34	30,561.54
1/7/05	86,766.88	23,454.32	43,975.79	154,196.99
-				
<b>YTD TOTAL</b>	<b>1,311,113.89</b>	<b>336,749.23</b>	<b>600,437.49</b>	<b>2,248,300.61</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83

DISCRETIONARY	
DATE	RECEIPT
1/16/04	259,676.58
1/22/04	84,067.86
2/9/04	272,087.78
2/24/04	83,453.91
3/11/04	282,642.26
3/24/04	82,382.48
4/12/04	286,320.81
4/23/04	81,603.43
5/26/04	285,663.03
5/28/04	78,989.00
6/4/04	286,976.70
6/29/04	62,420.00
7/14/04	293,390.61
7/30/04	62,104.00
8/11/04	262,772.12
8/31/04	76,152.00
9/15/04	335,099.31
9/27/04	71,555.00
10/13/04	300,823.01
10/26/04	75,856.91
11/18/04	74,525.48
12/21/05	312,098.82
1/6/05	303,415.19
1/7/05	73,616.01
<b>YTD</b>	<b>4,387,692.30</b>

TOTAL	
DATE	RECEIPT
1/16/04	263,403.42
1/22/04	251,039.28
2/9/04	291,631.23
2/24/04	249,764.55
3/11/04	333,203.43
3/24/04	246,983.47
4/12/04	310,684.82
4/23/04	244,504.89
5/26/04	313,593.63
5/28/04	241,890.08
6/4/04	315,828.33
6/29/04	221,375.00
7/14/04	324,988.70
7/30/04	220,436.00
8/11/04	294,515.45
8/31/04	232,569.00
9/15/04	366,506.51
9/27/04	216,117.00
10/13/04	331,697.81
10/26/04	231,084.65
11/18/04	230,632.56
12/54/04	341,753.37
1/6/05	333,976.73
1/7/05	227,813.00
-	
<b>YTD</b>	<b>6,635,992.91</b>

**Surplus (Deficit)      (55,625.71)      3,397.57      40,800.92      (11,427.22)**

1/6 collection represents collections for the period 10/15/04 to 10/31/04

1/7 collection represents collection for the period 12/1/04 to 12/31/04

A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2003**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
1/8/03	6,860.65	1,689.11	1,607.80	10,157.56
1/16/03	104,880.57	26,182.16	47,761.64	178,824.37
2/5/03	8,110.58	1,158.59	1,694.27	10,963.44
2/25/03	104,969.50	26,377.16	47,797.35	179,144.01
3/6/03	9,348.90	1,379.70	1,933.88	12,662.48
3/17/03	104,044.50	26,228.17	47,662.36	177,935.03
3/31/03	8,729.52	1,365.99	1,811.29	11,906.80
4/21/03	103,260.67	26,090.84	47,477.55	176,829.06
5/12/03	2,238.18	560.00	896.00	3,694.18
5/27/03	102,449.70	25,899.74	47,309.92	175,659.36
6/5/03	15,683.00	2,441.02	3,153.68	21,277.70
6/17/03	101,629.06	25,839.91	47,338.86	174,807.83
7/23/03	10,407.24	2,174.04	2,544.16	15,125.44
7/28/03	100,878.22	25,755.85	47,649.60	174,283.67
9/8/03	11,332.41	2,081.77	2,654.26	16,068.44
9/8/03	99,787.76	25,555.02	47,678.34	173,021.12
9/8/03	11,261.99	2,261.00	2,871.59	16,394.58
9/15/03	99,096.64	25,445.78	47,602.39	172,144.81
10/10/03	17,814.50	3,217.00	3,504.00	24,535.50
10/28/03	98,353.14	25,353.52	47,236.10	170,942.76
11/25/03	12,757.50	2,292.00	2,994.00	18,043.50
11/26/03	98,211.35	25,377.75	47,121.54	170,710.64
12/18/03	97,028.61	25,127.36	46,624.33	168,780.30
12/18/03	12,899.50	2,304.20	2,973.20	18,176.90
-				
<b>YTD TOTAL</b>	<b>1,342,033.69</b>	<b>332,157.68</b>	<b>597,898.11</b>	<b>2,272,089.48</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83

DISCRETIONARY	
DATE	RECEIPT
1/8/03	234,755.84
1/16/03	90,243.62
2/5/03	245,439.56
2/25/03	90,748.24
3/6/03	260,987.70
3/17/03	89,583.63
3/31/03	248,632.26
4/21/03	89,082.43
5/12/03	323,849.42
5/27/03	88,951.77
6/5/03	282,692.15
6/17/03	88,501.36
7/23/03	256,495.52
7/28/03	86,634.35
9/8/03	238,300.41
9/8/03	85,940.74
9/8/03	283,382.72
9/15/03	85,719.95
10/10/03	162,420.44
10/28/03	85,565.72
11/25/03	263,250.70
11/26/03	85,591.33
12/18/03	84,388.62
12/18/03	361,500.65
<b>YTD</b>	<b>4,212,659.13</b>

TOTAL	
DATE	RECEIPT
1/8/03	244,913.40
1/16/03	269,067.99
2/5/03	256,403.00
2/25/03	269,892.25
3/6/03	273,650.18
3/17/03	267,518.66
3/31/03	260,539.06
4/21/03	265,911.49
5/12/03	327,543.60
5/27/03	264,611.13
6/5/03	303,969.85
6/17/03	263,309.19
7/23/03	271,620.96
7/28/03	260,918.02
9/8/03	254,368.85
9/8/03	258,961.86
9/8/03	299,777.30
9/15/03	257,864.76
10/10/03	186,955.94
10/28/03	256,508.48
11/25/03	281,294.20
11/26/03	256,301.97
12/15/03	253,168.92
12/18/03	379,677.55
-	
<b>YTD</b>	<b>6,484,748.61</b>

Projected for 2003      1,342,033.69    332,157.68    597,898.11

**Surplus (Deficit)            (24,705.91)    (1,193.98)    38,261.54**

A:SURCHARGE

**Surcharge Revenue  
Calendar Year 2002**

PASS THROUGH				
DATE	NCC	KC	SC	TOTAL
2/20/02	110,206.03	26,963.64	47,977.90	185,147.57
3/5/02	13.20	38.00	12.00	63.20
3/20/02	110,071.80	27,374.40	48,112.40	185,558.60
4/2/02	165.60	356.60	118.60	640.80
4/19/02	120,982.71	29,216.35	49,841.86	200,040.92
5/21/02	111,242.95	27,359.04	48,602.52	187,204.51
6/6/02	9,185.11	1,525.05	1,290.95	12,001.11
6/24/02	124,047.75	27,096.68	48,672.76	199,817.19
7/23/02	131,491.36	31,154.46	52,124.85	214,770.67
8/2/02	998.00	226.00	116.00	1,340.00
8/21/02	109,780.07	27,164.56	49,252.25	186,196.88
8/30/02	9,264.13	1,461.44	1,424.94	12,150.51
9/19/02	108,090.77	26,700.83	49,072.74	183,864.34
9/30/02	10,744.74	1,849.25	1,723.38	14,317.37
10/16/02	108,194.48	26,806.60	48,962.63	183,963.71
11/14/02	13,909.74	1,614.44	1,788.05	17,312.23
11/20/02	107,683.48	26,684.81	48,683.85	183,052.14
12/20/02	106,556.92	26,499.13	48,179.75	181,235.80
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				-
				-
				-
				-
				-
				-
<b>YTD TOTAL</b>	<b>1,292,628.84</b>	<b>310,091.28</b>	<b>545,957.43</b>	<b>2,148,677.55</b>
Calendar Year 2000	1,366,739.60	333,351.66	559,636.57	2,259,727.83

DISCRETIONARY	
DATE	RECEIPT
3/5/02	274,792.09
4/2/02	297,781.79
4/30/02	286,240.20
6/6/02	299,307.03
6/24/02	204,295.39
7/23/02	139,466.47
8/2/02	318,740.79
8/30/02	308,933.14
9/19/02	92,784.09
9/30/02	224,031.55
10/16/02	100,372.01
11/14/02	225,622.89
11/20/02	92,418.39
12/20/02	91,792.38
<b>YTD</b>	<b>2,956,578.21</b>

TOTAL	
DATE	RECEIPT
2/20/02	185,147.57
3/5/02	274,855.29
3/20/02	185,558.60
4/2/02	298,422.59
4/19/02	486,281.12
5/21/02	187,204.51
6/6/02	311,308.14
6/24/02	404,112.58
7/23/02	354,237.14
8/2/02	320,080.79
8/21/02	186,196.88
8/30/02	321,083.65
9/19/02	276,648.43
9/30/02	238,348.92
10/16/02	284,335.72
11/14/02	242,935.12
11/20/02	275,470.53
12/20/02	273,028.18
	-
	-
	-
	-
	-
	-
	-
<b>YTD</b>	<b>5,105,255.76</b>

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## GOVERNMENT OF THE DISTRICT OF COLUMBIA Office of Unified Communications



Janice Quintana  
Director

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, DC 20554

March 23, 2010

RE: INFORMATION COLLECTION MANDATED BY THE NEW AND EMERGING  
TECHNOLOGIES IMPROVEMENT ACT OF 2008, PS Docket No. 09-14


Ref: OMB Control Number 3060-1122

*Via fax (202-418-2824) and electronic filing*

Dear Ms. Dortch:

Enclosed please find a copy of filed comments of the District of Columbia Office of  
Unified Communications in the above-referenced proceeding.

Respectfully submitted,

  
Janice Quintana

Enclosure

2720 Martin Luther King, Jr. Avenue, SE - Washington, DC 20032 Office: (202) 730-0503 Fax: (202) 730-4054

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### Abbreviations:

HS: Host send  
HR: Host receive  
WS: Waiting send

PL: Polled local  
PR: Polled remote  
MS: Mailbox save

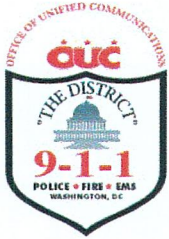
MP: Mailbox print  
CP: Completed  
FA: Fail

TU: Terminated by user  
TS: Terminated by system  
RP: Report

G3: Group 3  
EC: Error Correct

# GOVERNMENT OF THE DISTRICT OF COLUMBIA

## Office of Unified Communications



Janice Quintana  
Director

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, DC 20554

March 23, 2010

RE: *INFORMATION COLLECTION MANDATED BY THE NEW AND EMERGING  
TECHNOLOGIES IMPROVEMENT ACT OF 2008*, PS Docket No. 09-14


Ref: *OMB Control Number 3060-1122*

*Via fax (202-418-2824) and electronic filing*

Dear Ms. Dortch:

Enclosed please find a copy of filed comments of the District of Columbia Office of Unified Communications in the above-referenced proceeding.

Respectfully submitted,

  
\_\_\_\_\_  
Janice Quintana

Enclosure



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

In the Matter of	)	
	)	
Information Collection Mandated by	)	PS Docket No. 09-14
the New and Emerging Technologies Act	)	
of 2008	)	
	)	

Ref: OMB Control Number 3060-1122

**Responses of the District of Columbia  
Office of Unified Communications**

On February 05, 2010, the Federal Communications Commission ('FCC'; 'Commission') released Public Notice (DA 10-240) titled *INFORMATION COLLECTION MANDATED BY THE NEW AND EMERGING TECHNOLOGIES IMPROVEMENT ACT OF 2008*. Subsequently, in March, 2010 Mayor Adrian M. Fenty received a Public Safety and Homeland Security Bureau letter requesting information from the District of Columbia.

In its letter to Mayor Fenty, the Commission and the Public Safety and Homeland Security Bureau requested specific information, by numbered item, in order to fulfill the Commission's obligations under Section 6(f)(2) of the NET 911 Act. The Office of Unified Communications<sup>1</sup> (OUC) on behalf of the Mayor and District hereby submits the following response:

- A statement as to whether or not the state or other entity as defined by Section 6(f)(1) of the NET911 Act has established a funding mechanism designated for or imposed for the purposes of 9-1-1 or E9-1-1 support or implementation (including a citation to the legal authority for such mechanism).

Response: Yes, such a funding mechanism is within the District of Columbia "DC Emergency and Non-Emergency Number Telephone Calling Systems Fund" (aka 'the 911 Fund', created August 11, 2000 pursuant to the Emergency and Non-Emergency Telephone Calling Systems Fund Act of

---

<sup>1</sup> In Washington, D.C., the Office of Unified Communications is the District agency charged with the responsibility of 911 and Enhanced 911 (E911) oversight and call answering. The OUC became an independent agency in Fiscal Year 2005 and is responsible for the administration of the 911 Fund.



2000) and authority for the fund is defined in Title 34, Subchapter 5, Chapters 1801-1805 of the District of Columbia Code.

- The amount of the fees or charges imposed for the implementation and support of 9-1-1 and E9-1-1 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2008. A statement describing how the funds collected are made available to localities, and whether the state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

Response: The District of Columbia budget and 9-1-1 fee reconciliation is based on the fiscal year, ending on September 30, 2009. Therefore, OUC is reporting the FY 2009 numbers. In FY 09, the total fund/fee collection was \$12,714,347.00. The District established the Emergency and Non-Emergency Telephone Calling Systems Fund Act of 2000 containing the written criteria regarding the allowable uses of the collected fund.

- A statement identifying any entity in the state that has the authority to approve the expenditure of funds collected for 9-1-1 or E9-1-1 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 9-1-1 or E9-1-1.

Response: In the District, fund management is the responsibility of the Office of Unified Communications. Oversight of the OUC is by the Mayor and Council of the Government of the District of Columbia.

- A statement whether all the funds collected for 9-1-1 or E9-1-1 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 9-1-1 or E9-1-1.

Response: All funds collected are used for the purposes (implementation and support of 9-1-1/E9-1-1) designated by the funding mechanism.

- A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 9-1-1 or E9-1-1 implementation or support, including a statement identifying the unrelated purposes for

which the funds collected for 9-1-1 or E9-1-1 purposes were made available or used.

Response: None.

- Any other comments the respondent may wish to provide regarding the applicable funding.

Response: None, at this time.

Respectfully Submitted,

The District of Columbia Office of Unified Communications Public Safety  
Answering Point for Washington, D.C.



---

Janice Quintana  
Director

Government of the District of Columbia  
Office of Unified Communications  
2720 Martin Luther King Ave. S. E.  
Washington, D.C. 20032

March 23, 2010



Office of the Secretary  
4050 Esplanade Way  
Tallahassee, Florida 32399-0950  
Tel: 850.488.2786  
Fax: 850.922.6149  
www.dms.MyFlorida.com

Governor Charlie Crist

Secretary Linda H. South

March 17, 2010

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

Re: PS Docket No. 09-14

Dear Secretary Dortch:

Consistent with Section 6(f) of the NET 911 Act, the following information is being provided to the Secretary of the Federal Communications Commission (FCC) as specified in the FCC's Public Notice, DA 10-240.

The State of Florida has established a funding mechanism for the purposes of 911 or E911 support and implementation. The legislative intent is to provide funds to counties to pay certain costs associated with their 911 or E911 systems, to contract for E911 services, and to reimburse wireless telephone service providers for costs incurred to provide 911 or E911 services. E911 fees are collected as required by Florida Statute §365.172 (8) and disbursed as required by Florida Statute §365.173. Local government may not levy the fee or any additional fee on providers or subscribers for the provision of E911 service. The State E911 fee is not assessed on Indian tribal areas and to our knowledge they do not have a separate fee collected by the service providers.

E911 fees are collected as required by Florida Statutes §365.172 (8) and §365.173, which provides for segregation into two separate categories based on wireless and nonwireless service. The initial E911 fee and allocation percentages were set by the legislature as required by Florida Statute §365.173.

The Florida E911 Board adjusts the allocation percentages or reduces the amount of the fee, or both, if necessary to assure full cost recovery or prevent over recovery of costs incurred in the provision of E911 service, including costs incurred or projected to be incurred.

#### Wireless E911 Fee

The rate of the fee, currently 50 cents, is set by the E911 Board; it is capped and may not exceed 50 cents per month per each service identifier. The fee applies uniformly and is imposed throughout the state. Wireless providers collect the E911 fee from subscribers, retain a 1% administrative fee, and submit the remainder of collected fees to the E911 Board, which distributes the monies back to the counties through monthly disbursements and a rural county grant program and to wireless service providers in response to sworn invoices for E911 service.

The total amount of wireless E911 fee revenues collected in calendar year 2009 were \$75,932,488.

☐ Current Wireless 911 Fee Allocation Percentages:

- 67% distributed each month to counties for purposes of providing E911 service (payments are based on the number of wireless subscribers in each county)
- 30% available for distribution to wireless service providers in response to sworn invoices for the actual costs incurred in providing E911 service
- 2% used to provide extra assistance to rural counties for providing 911 or E911 service
- 1% of the funds is retained by the E911 Board for administrative and operational purposes

#### Nonwireless E911 Fee (Wireline & VoIP)

The rate of the fee, currently 50 cents, is set by the E911 Board; it is capped and may not exceed 50 cents per month per each service identifier. The fee applies uniformly and is imposed throughout the state, except for three counties that, before July 1, 2007, had adopted an ordinance or resolution establishing a fee less than 50 cents per month per access line. Nonwireless providers collect the E911 fee from customers, retain a 1% administrative fee, and submit the remainder of collected fees to the E911 Board, which distributes the monies back to the counties through monthly disbursements and a rural county grant program.

The total amount of nonwireless E911 fee revenues collected in calendar year 2009 were \$49,599,186.

☐ Current Nonwireless E911 Fee Allocation Percentages:

- 97% distributed each month to counties for purposes of providing E911 service (payments are based on the number of nonwireless subscribers in each county)
- 2% used to provide extra assistance to rural counties for providing 911 or E911 service
- 1% of the funds is retained by the E911 Board for administrative and operational purposes

E911 statutory criteria established in Florida Statute §365.173 specify the allowable uses of the collected E911 funds. In addition, the authorized county expenditures are detailed in Florida Statute §365.172(9).

The E911 Board was established to help implement a statewide E911 system for wireless and nonwireless voice communication users. The E911 Board's primary function is to administer, with oversight of the Department of Management Services, the funds derived from the monthly fee on each subscriber with a Florida billing address (place of primary use). The E911 Board makes disbursements from the E911 Trust Fund to county governments and wireless providers as required by Florida Statute §365.173. Oversight is provided at different levels throughout the process:

The E911 Board provides annual reports to the governor and the legislature on amounts collected and expended, the purposes for which expenditures have been made, and the status of E911 service in this state.

The Auditor General annually audits the fund to ensure that monies in the fund are being managed as required by the statutes. The Auditor General provides a report of the annual audit to the E911 Board.

Counties are required to establish a fund to be used exclusively for the receipt and expenditure of the revenues. The money collected and interest earned in the county's E911 fund is appropriated for the statutory E911 purposes by the county commissioners and incorporated into the annual county budget. The county E911 funds are included within the financial audit performed as required by Florida Statute 218.39. County E911 funds have been periodically audited by the Auditor General and the Department of Management Services Inspector General's Office.

All of the E911 fee revenues and funds collected for 911 or E911 purposes have been made available or used for the purposes designated in Florida Statutes §365.172 and §365.173.

At the State level, no E911 fee revenues and funds collected for 911 or E911 purposes have been used for any other purposes other than those designated in Florida Statutes §365.172 and §365.173. Actual county spending can only be attested to at the county level. One hundred percent state auditing and oversight of spending is not provided, however, Florida Statute §365.172(9)(c) prohibits county utilization of E911 funds for purposes other than E911 purposes.

Ms. Marlene H. Dortch

March 17, 2010

Page Four

Information on Florida's funding mechanism, E911 Board information, E911 Statute links and information on Florida E911 systems is available at <http://dms.myflorida.com> under the links for Telecommunication/Public Safety Bureau/Florida E911.

Sincerely,

A handwritten signature in black ink, appearing to read 'L. South', written in a cursive style.

Linda H. South  
Secretary



## STATE OF GEORGIA

### NET 9-1-1 ACT INFORMATION COLLECTION RESPONSE FOR MARCH 23, 2010

Prepared by Georgia Emergency Management Agency

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

Under Georgia Code 46-5-133 a local government providing or contracting for 9-1-1 or E9-1-1 service can impose a 9-1-1 fee on all landlines and all wireless connections except prepaid wireless. The landline fee cannot exceed \$1.50 per month per telephone service under Georgia Code 46-5-134(a)(1)(A). The wireless fee cannot exceed \$1.00 per month per wireless connection for Phase I wireless 9-1-1 under Georgia Code 46-5-134(2)(A) and \$1.50 per month per wireless connection for Phase II wireless 9-1-1 under Georgia Code 46-5-134(2)(B).

Under Georgia Code 46-5-134.2(a) the State of Georgia imposed a 9-1-1 fee on all prepaid wireless service. The prepaid wireless provider can choose one (1) of five (5) methods of calculating this fee which amounts to the equivalent of \$1.50 per the average monthly amount of prepaid wireless service actually provided to a telephone subscriber.

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

The landline and wireless 9-1-1 fees are collected by the local governments providing 9-1-1 or E9-1-1 service. Georgia Emergency Management Agency (GEMA) does not have figures on the amounts imposed or collected by the local governments.

Because of the way the prepaid 9-1-1 fee is imposed under Georgia Code 46-5-134.2(a), and not having accurate figures on the actual amount of prepaid service purchased in the State of Georgia, we cannot determine the amount of fees imposed. For the annual period ending December 31, 2009 \$8,537,319 was collected in prepaid 9-1-1 fees by the Department of Community Affairs (DCA). DCA deposited the funds into the general fund of the state treasury in compliance with State Code 45.12.4.

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

The landline and wireless 9-1-1 fees are remitted to the local governments by the service providers. Remittance of the landline fee is based on the

location of the telephone service. Remittance of the wireless fee is based on the jurisdiction of the billing address. Georgia Code 46-5-134(f) outlines the allowable uses of the landline and wireless fees.

Under Georgia Code 46-5-134.2(f)(1) the prepaid 9-1-1 funds are to be distributed by DCA through the Emergency 9-1-1 Assistance Fund. The funds will be distributed through a grant program. Georgia Code 46-5-134.2(f)(2)(A) provides that any governmental entity that operates or is in the process of implementing a 9-1-1 system is eligible to apply for a grant under the Emergency 9-1-1 Assistance Fund. These grant funds may be used for the purchase or upgrade of 9-1-1 equipment. 9-1-1 equipment is described in Georgia Code 46-5-134(f). DCA has promulgated written rules and regulations to provide for the grant application process and for the administration of the Emergency 9-1-1 Assistance Fund as required Georgia Code 45-5-124.2(g).

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

The local governments collecting the landline and wireless fees use the fees following the guidelines in 46-5-134(f). Under Georgia Code 46-5-134(M)(1) each local government collecting and expending landline and wireless 9-1-1 fees shall file an annual report of its collections and expenditures in conjunction with the annual audit required under Georgia Code Section 36-81-7. These reports are filed with the Department of Audits.

The Emergency 9-1-1 Assistance Fund is administered by the Department of Community Affairs with input from the Governor's 9-1-1 Advisory Committee. The Governor's 9-1-1 Advisory Committee was created under Code Section 46-5-123.

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

The landline and wireless 9-1-1 fees are collected and expended by the local governments providing 9-1-1 service. Accounting for the use of these fees is done by the local government through their annual report to the Department of Audits. Discrepancies, if any, in the use of these funds is addressed by the Department of Audits and corrected by the local government.

Under Georgia law all funds deposited in the general fund of the state treasury must be allocated for any uses other than general fund budget. In

state fiscal year 2010 no funds were allocated for the Emergency 9-1-1 Assistance Fund.

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

The landline and wireless 9-1-1 fees are collected and expended by the local governments providing 9-1-1 service. Accounting for the use of these fees is done by the local government through their annual report to the Department of Audits. Any discrepancies in the use of these funds is addressed by the Department of Audits and corrected by the local government.

In the annual period ending December 31, 2009 \$8,537,319 was collected in prepaid 9-1-1 fees. None of these funds were allocated for 9-1-1 or E9-1-1 use. These funds remained in the general fund of the state treasury.

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



LINDA LINGLE  
GOVERNOR



EXECUTIVE CHAMBERS  
HONOLULU

March 25, 2010

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

Dear Ms. Dortch:

This is in response to the letter from Mr. James Arden Barnett, Chief of the Public Safety and Homeland Security Bureau, dated February 10, 2010, requesting information to fulfill the Federal Communications Commission's ("Commission") obligations under Section 6(f)(2) of the New and Emerging Technologies 911 Improvement Act of 2008 ("NET 911 Act") to detail the status of the collection and distribution of fees or charges assessed for the purpose of providing 911 and enhanced 911 services.

The following responses address each of the inquiries made by the Public Safety and Homeland Security Bureau in turn and demonstrate the State of Hawaii's achievement in deploying enhanced 911 throughout the State:

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

By Act 159, Session Laws of Hawaii 2004, Hawaii established a monthly wireless enhanced 911 surcharge, which is imposed upon each commercial mobile radio service connection. At present, the current rate of the surcharge is \$0.66 per month for each commercial mobile radio service connection, except (a) connections billed to federal, state, and county government entities; and (b) prepaid connections. Act 159, codified at Chapter 138, Hawaii Revised Statutes ("HRS"), also provided for the establishment outside the state treasury of a special fund, to be known as the Wireless Enhanced 911 Fund ("Fund") that is administered by a Wireless Enhanced 911 Board (the "Board").



See the following link to find Chapter 138, HRS, for establishment of the surcharge and Fund: [http://capitol.hawaii.gov/hrscurrent/Vol03\\_Ch0121-0200D/HRS0138/](http://capitol.hawaii.gov/hrscurrent/Vol03_Ch0121-0200D/HRS0138/).

In addition, wireline carriers assess a monthly statewide 911 Emergency Service Surcharge of \$0.27 per telephone access line to pay for local enhanced 911 emergency services. HRS section 269-16.95 provides the public utility with the authority to recover the capital and operational costs for providing statewide enhanced 911 emergency services and requires the identification of the surcharge as a separate line item on customer's bills. HRS section 269-16.95 may be found at: [http://capitol.hawaii.gov/hrscurrent/vol05\\_Ch0261-319/HRS0269/HRS\\_0269-0016\\_0095.htm](http://capitol.hawaii.gov/hrscurrent/vol05_Ch0261-319/HRS0269/HRS_0269-0016_0095.htm).

The \$0.27 cent fee is based on a filing by Hawaiian Telcom the Incumbent Local Exchange Carrier (ILEC) and subsequent approval by the Hawaii Public Utilities Commission. Currently, Hawaiian Telcom collects and keeps the surcharge in accordance to the Law.

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

The wireless surcharge assessed has been established at \$0.66 per connection per month. In 2009, approximately \$8,178,764.44 was collected and remitted to the Wireless Enhanced 911 Fund.

The surcharge assessed by the ILEC is \$0.27 per telephone access line. Hawaiian Telcom reports that it collected approximately \$1.4 million during the year ending December 31, 2009 in 911 Emergency Service Surcharge assessments.

The amounts collected by the Wireless Enhanced 911 Board are used to reimburse public safety answering points ("PSAPs") solely for their:

"Reasonable costs to lease, purchase, or maintain all necessary equipment, including computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 911 service pursuant to the Federal Communications Commission order [issued in Docket No. 94-102 governing wireless enhanced 911 service]" HRS section 138-5(a)

The Board reimburses PSAPs for capital and operational expenses to provide wireless enhanced 911 services upon: (a) written request submitted to the Board, in the form prescribed by the Board; (b) review by the Board's technical and finance committees to ensure necessity and prudence of expenditure and adequacy of moneys in



the Fund; and (c) approval of a majority of the Board at a publicly noticed Board meeting.

The amounts collected by the ILEC are to be used for 911 and E911 services as set forth by the Hawaii Public Utilities Commission in its decision and order approving the surcharge amount. See Hawaii Public Utilities Commission Decision and Order No. 13950, filed on June 9, 1995 in Docket Nos. 7579, 7524, 7523, 7193, and 6404 (Consolidated).

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

As stated in answer to question number 2, above, the Board provides oversight for the reimbursements that are paid to the PSAPs for wireless enhanced 911 services. The Board must provide an annual written report to the Hawaii State Legislature detailing:

- A. The total aggregate surcharge collected by the State in the last fiscal year;
- B. The amount of disbursement from the Fund;
- C. The recipient of each disbursement and a description of the project for which the money was disbursed;
- D. The conditions, if any, placed by the Board on disbursements from the Fund;
- E. The planned expenditures from the Fund in the next fiscal year;
- F. The amount of any unexpected funds carried forward for the next fiscal year;
- G. A cost study to guide the legislature towards necessary adjustments to the Fund and the monthly surcharge; and
- H. A progress report of jurisdictional readiness for wireless E911 services, including public safety answering points, wireless providers, and wireline providers.

Additionally, the Hawaii State Legislature establishes the annual expenditure ceiling for the Board (\$9 million for FY09 and FY10) when it reviews the budget proposed by the State Department of Accounting and General Services, since it is administratively attached to the department.

The Hawaii Public Utilities Commission, as regulator of the ILEC, provides oversight for the public utility. Reviews of all rates and surcharges are conducted during rate cases initiated before the Hawaii Public Utilities Commission.



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

In calendar year 2009 the Board reimbursed Hawaii PSAPs approximately \$6,236,643.62 for various capital and operational expenses relating to enhanced 911 services in accordance with HRS 138-5. In addition, \$16,000, 000 was transferred from the Wireless Enhanced 911 Fund into the state General Fund in accordance with HRS 37-46.

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

\$16,000, 000 was transferred from the Wireless Enhanced 911 Fund into the state General Fund to support state general fund purposes.

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

There are a number of bills before the Hawaii State Legislature that could impact the Wireless Enhanced 911 Fund, as presently written. Particularly noteworthy is House Bill No. 1014, House Draft 3, carried over from the last legislative session, which provides for the following changes, among others, to Chapter 138, HRS:

- A. Broadens the applicability of the Enhanced 911 Surcharge to other telecommunications service providers by including "local landline telephones, cellular telephones, wireless communications, interconnected voice over internet protocol, or any other service or technology by which a caller can contact a 911 call center."
- B. Imposes the monthly surcharge on landline, voice over internet protocol, and any other communication service able to contact a 911 call center;
- C. Increases the authority of the Board to spend surcharge funds not just to reimburse costs of implementing wireless enhanced 911 services, but on funding operation of the enhanced 911 system generally.

The availability of this Fund and the mechanism of recovery for the PSAPs and wireless carriers to implement and sustain enhanced 911 services have moved the State of Hawaii from no enhanced wireless 911 service to full implementation of Phase II wireless enhanced 911 service in less than 3 years. Today, as technology advances in all aspects for the telecommunications industry, we must remain vigilant to keep pace with

our emergency response systems so that our residents and visitors have assurances that they will have access to the emergency services when needed.

Hawaii is always happy to oblige to requests from the Commission. Should the Commissions' Public Safety and Homeland Security Bureau need further assistance from our State, please do not hesitate to contact Russ Saito of the Department of Accounting and General Services at (808) 586-0400

Sincerely,

A handwritten signature in dark ink, appearing to read 'L. Lingle', is positioned above the printed name.

LINDA LINGLE  
Governor

cc: James Arden Barnett, Jr.  
Chief, Public Safety and Homeland Security Bureau  
Russ K. Saito, State Comptroller



**Idaho  
Emergency  
Communications  
Commission**

**Mayor Garret Nancolas — Chairman**  
Association of Idaho Cities  
621 Cleveland Blvd., Caldwell 83605  
455-3011, [gnancolas@ci.caldwell.id.us](mailto:gnancolas@ci.caldwell.id.us)

**Rep. Rich Wills — Vice Chairman**  
Box 602, Glens Ferry 83623  
484-0403, [wills550@aol.com](mailto:wills550@aol.com)

**Captain Bill Gardiner**  
Idaho State Police  
P.O. Box 700, Meridian 83680-0700  
884-7206, [bill.gardiner@isp.idaho.gov](mailto:bill.gardiner@isp.idaho.gov)

**Chief David Moore — Treasurer**  
Idaho Chiefs of Police Association  
501 N. Maple #410, Blackfoot 83221  
785-1235, [dmoore@co.bingham.id.us](mailto:dmoore@co.bingham.id.us)

**Joe Young, County Commissioner**  
Idaho Association of Counties  
265-1438, [jyoung@co.bonner.id.us](mailto:jyoung@co.bonner.id.us)

**Sheriff Chris Smith, Canyon County**  
Idaho Sheriffs Association  
1115 Albany Street, Caldwell 83605  
454-7515, [csmith@canyoncounty.org](mailto:csmith@canyoncounty.org)

**Chief Martin Knoelk**  
Idaho Fire Chiefs Association  
5800 Glenwood, Garden City 83714  
375-0906, [martink@nacfir.org](mailto:martink@nacfir.org)

**Teresa Baker**  
Idaho Prosecuting Attorneys Association  
200 W. Front Street, Suite 3191, Boise 83702  
287-7700, [teresab@adaweb.net](mailto:teresab@adaweb.net)

**Troy Hagen**  
Idaho EMS Association  
5870 Glenwood, Boise 83714  
287-2962, [thagen@adaweb.net](mailto:thagen@adaweb.net)

**Dia Gainor**  
Idaho State EMS Communications Center  
590 W. Washington St., Boise, 83702  
334-4000, [gainord@dhw.idaho.gov](mailto:gainord@dhw.idaho.gov)

**Col Bill Shawver**  
Director, Idaho Bureau of Homeland Security  
(Military Division)  
4040 W. Guard, #600, Boise 83705-5004  
422-3001, [bshawver@bhs.idaho.gov](mailto:bshawver@bhs.idaho.gov)

**Clint Berry**  
Qwest  
999 Main St., 8th Floor, Boise, 83702  
364-3977, [clint.berry@qwest.com](mailto:clint.berry@qwest.com)

**James Lemm**  
J & R Electronics, Inc.  
8144 Stone Haven Ave., Hayden, 83835  
699-5366, [jim@jrcda.com](mailto:jim@jrcda.com)

**Mitchell Toryanski, Lead Deputy Attorney General**  
Intergovernmental and Fiscal Law Division  
P.O. Box 83720, Boise 83720-0010  
334-4155, [mitch.toryanski@ag.idaho.gov](mailto:mitch.toryanski@ag.idaho.gov)



March 19, 2010

Mr. James Arden Bamett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Washington, D.C. 20554

Re: Annual Information Collection Mandated by the New and Emerging  
Technologies Improvement Act of 2008

Dear Chief Bamett:

In response to your letter addressed to Governor Otter, and the information requested in PS Docket No. DA 10-240, the Idaho Emergency Communications Commission (IECC) submits the following information.

Your correspondence requested:

1. A statement as to whether or not your State, or any political subdivision, Indian tribe, village or a regional corporation therein as defined by Section 6(f)(1) of the NET 9-1-1 Act, has established a funding mechanism designated for or imposed for the purposes of 9-1-1 or E9-1-1 support or implementation (including a citation to the legal authority for such mechanism).

Idaho Response:

In 1988 the Idaho Legislature passed the Emergency Communication Act, Title 31, Chapter 48 to authorize funding to support implementation of consolidated emergency communications systems through the governance of Idaho counties or by the creation of 9-1-1 service areas. All 9-1-1 fee collections are done at the county level with the exception of the five (5) cities that were providing 9-1-1 services prior to the enactment of the statute. These cities are given allocations by the counties in which they are located or collect fees directly from the providers.

Pursuant to Idaho Code 31-4803, a county must get voter approval to institute an emergency communications fee in an amount no greater than one dollar (\$1.00) per month per "telephone line". The Act has been amended in recent years to include assessing the fee on both wireless and Voice over Internet Protocol (VoIP) service and now uses the term "access line" to indicate that all technology that is able to provide dial tone to access 9-1-1 is mandated to collect the fee.

In 2008, the Idaho Legislature promulgated the implementation of an Enhanced Emergency Communications Grant Fee that was signed into law by the Governor and became Idaho Code §31-4819. This additional fee can be imposed by the boards of commissioners of Idaho counties in the amount of \$0.25 per month per access line to be contributed to the Enhanced Emergency Communications Grant Fund. The funds are distributed via a grant

process governed by the IECC. Thirty-five Idaho counties have begun assessing the enhanced fee. The total amount of funds collected for the Enhanced Emergency Communications Grant Fund is \$1,754,421.01 for the year ending December 31, 2009. \$1,600,868.15 of this fund has been awarded to twelve counties. Nine counties were awarded grants to move from Basic 9-1-1 to Enhanced 9-1-1, two counties were awarded grants to upgrade Enhanced 9-1-1 phone systems and two counties were awarded grants to purchase Enhanced 9-1-1 networks. The remaining \$153,552.90 will be grants to support rural counties recurring network monthly costs.

Your correspondence requested:

2. The amount of the fees or charges imposed for the implementation and support of 9-1-1 and E9-1-1 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009. A statement describing how the funds collected are made available to localities, and whether your state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

Idaho Response:

The total amount of fees collected by Idaho counties for the year ending December 31, 2009 was \$18,673,808.67. As of January 2009 all counties are collecting the emergency communications fee in the amount of \$1.00 per month per access line. The Enhanced Emergency Communications Grant Fund will be distributed via a grant process outlined in Idaho Administrative Code IDAPA 15.06.02) with the second distribution from the fund beginning in September 2010. As of today's date there are thirty-five (35) counties collecting the Enhanced Emergency Communications Grant Fee and the IECC is actively working to gain support and participation from the remaining nine counties.

All 9-1-1 funds are collected by the counties from the service providers. Section 31-4804(5) Idaho Code, governs the use of the fees collected for 9-1-1. The statute provides the fees shall be used only to pay for the lease, purchase or maintenance of emergency communications equipment for basic and enhanced consolidated emergency systems, including necessary computer hardware, software, database provisioning, training, salaries directly related to such systems, cost of establishing such systems, management, maintenance and operation of hardware and software applications and agreed-to reimbursement cost of telecommunications providers related to the operation of such systems. All other expenditures necessary to operate such systems and other normal and necessary safety or law enforcement functions including, but not limited to, those expenditures related to overhead, staffing, dispatching, administrative and other day to day operational expenditures, shall continue to be paid through the general funding of the respective governing boards as specified in Idaho Code §31-4804(5)

Your correspondence requested:

3. A statement identifying any entity in your State that has the authority to approve the expenditures of funds collected for 9-1-1 or E9-1-1 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 9-1-1 or E9-1-1.

Idaho Response:

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The authority to approve the expenditure of 9-1-1 funds in the State of Idaho is controlled at the county level by the boards of county commissioners or a joint powers board pursuant to Idaho Code §31-4809. The statute provides as follows:

“The county treasurer of each county or the administrator for a 9-1-1 service area in which an emergency communications system has been established pursuant to this chapter shall establish a fund to be designated the emergency communications fund in which all fees collected pursuant to this chapter shall be deposited and such fund shall be used exclusively for the purposes of this chapter. The moneys collected and the interest earned in this fund shall be appropriated by the county commissioners, or governing board, for expenses incurred by the emergency communications system as set forth in an annual budget prepared by the joint powers board, or in their absence, the county commissioners and incorporated into the annual county budget.”

The counties are mandated by statutes other than the Emergency Communications Act to perform annual audits on all county funds. The emergency communications funds or 9-1-1 funds are accounted for separately under an emergency communications fund but are included in the county audit process. A third party auditor conducts the annual audits for the counties at the county level. The counties are governed by a wide array of state statutes and administrative rules in the process and content of the audits.

Your correspondence requested:

4. A statement whether all the funds collected for 9-1-1 and E9-1-1 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 9-1-19-1-1 or E9-1-19-1-1.

Idaho Response:

The funds collected for 9-1-19-1-1 or E9-1-19-1-1 are used to finance the installation, maintenance, operation, enhancement and governance of consolidated emergency systems as well as enhanced consolidated emergency systems pursuant to Idaho Code section 4801(2)(b). These funds are collected, appropriated and used for consolidated emergency communications systems at the county level except for the five cities that also have 9-1-19-1-1 services.

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Your correspondence requested:

5. A statement identifying what amount of funds collected for 9-1-1 or E9-1-1 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise related to 9-1-1 or E9-1-1 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 9-1-1 or E9-1-1 purposes were made available or used.

Idaho Response:

All of the funds collected are mandated for use by counties in accordance with Idaho Code §31-4804(5). No audit-driven report has been received by the IECC indicative or conclusive of any misuse of funds and there is no knowledge of misuse.



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Your correspondence requested:

6. Any other comments you may wish to provide regarding the applicable funding mechanism for 9-1-1 or E9-1-1.

Idaho Response:

The state and counties in Idaho enjoy a form of shared governance of authority and control over 9-1-1 related funding. A political climate of local control and independence is prevalent in our citizens and units of local government, and there are drastic differences in the state geography, resource availability, and population density. Since the IECC was created in 2004, the Commission has worked with local government and their state associations to find solutions to bring E9-1-1 services to the rural areas throughout Idaho. We believe that the Enhanced Emergency Communication Grant Fund we can be successful in making sure that all of our citizens are able to access the vital public safety services through 9-1-1 regardless of where they choose to live, work and recreate in our state. We also realize that without new funding through the NET 9-1-1 Act or other mechanisms even more stress will be added to a local and state economy and funding system that is already stretched to its limits. Movement to Next Generation 9-1-1 will be difficult if not impossible in the absence of additional appropriations.

Thank you for the opportunity to provide you information about 9-1-1 and E9-1-1 funding in Idaho. If the IECC or I can be of further assistance to you, please do not hesitate to contact me.

Sincerely,

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Garret Nancolas, Chairman  
Idaho Emergency Communications Commission

Cc: Governor C.L. "Butch" Otter, State of Idaho

## STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

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## Office of General Counsel

## FACSIMILE COVER SHEET

March 23, 2010

To: Persons Responsible for Information Collection Mandated by the  
New and Emerging Technologies Improvement Act of 2008

Fax Number: 202 / 418-2824

From: Matthew L. Harvey, Supervisor, Trials Section  
Voice: 312 / 793-3243  
Fax: 312 / 793-1556  
e-mail: [mharvey@icc.illinois.gov](mailto:mharvey@icc.illinois.gov)

Subject: Information Collection Mandated by the New and Emerging  
Technologies Improvement Act of 2008

PS Docket No. 09-14; OMB Control Number 3060-1122

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Page 1 of 9

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Attached please find the Illinois Commerce Commission's response to the above  
referenced information collection.

Should you have questions or concerns, please do not hesitate to contact me. -MLH

160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601-3104  
Telephone [312] 793-2877 Fax [312] 793-1556 TDD ("V/TTY") [312] 814-5845

State of Illinois



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**ILLINOIS COMMERCE COMMISSION**

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March 23, 2010

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

VIA ELECTRONIC AND U.S. MAIL

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

Dear Secretary Dortch,

The Illinois Commerce Commission has been requested by Governor Pat Quinn to respond on behalf of the State to the FCC's information collection request pursuant to the New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act), Section 6(f)(2).

Attached please find a signed verification and the response to the survey as requested. If any additional information is needed please feel free to contact me at (217) 782-4911.

Sincerely,

A handwritten signature in cursive script that reads "Marci Schroll".

Marci Schroll  
9-1-1 Program Manager  
Illinois Commerce Commission

Cc: Governor Pat Quinn

527 East Capitol Avenue, Springfield, IL 62701

## State of Illinois

ILLINOIS COMMERCE COMMISSION

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State of Illinois  
March 23, 2010

FCC's Information Collection Mandated by the  
New and Emerging Technologies Improvement  
Act of 2008

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

The State of Illinois has enacted two separate statutes which establish different funding mechanisms for wireline and wireless 911/E911 service.

The Emergency Telephone System Act, 50 ILCS 750/1 et seq., (hereafter "ETSA") authorizes units of local government (counties or municipalities) to hold referenda to establish emergency telephone system boards (hereafter "ETSBs") and impose wireline surcharges to fund the creation of 911 systems. 50 ILCS 750/15.3. In the event a county or municipal referendum is passed and a surcharge imposed, the ETSB sets up its own 911 system, either alone or pursuant to an intergovernmental agreement with one or more other ETSBs. 50 ILCS 750/15.4. Each ETSB jurisdiction imposes and manages a separate wireline 9-1-1 surcharge for its system, the amount of which is set by the referendum described above. Id. Wireline surcharges in Illinois range from \$.30 to \$5.00. The appropriate surcharge is collected by wireline telecommunication carriers serving in an ETSB's jurisdiction, and is then remitted directly to the ETSB by the carrier. 50 ILCS 750/15.3(g). Carriers are allowed to keep 3% of surcharge funds collected to defray administrative costs. Id.

The Wireless Emergency Telephone Safety Act, 50 ILCS 751/1 et seq., (hereafter "WETSA") established a state funding mechanism and surcharge for wireless 911 / E911 service. State statute imposes a wireless surcharge of \$.73, which is collected from wireless subscribers by wireless carriers throughout the

527 East Capitol Avenue, Springfield, IL 62701



state, excluding the City of Chicago. 50 ILCS 751/17. Wireless carriers remit surcharges thus collected to the Illinois Commerce Commission (hereafter "ICC"), which disburses wireless surcharge funds to the appropriate ETSBs, based on zip codes of wireless subscribers' billing addresses. The statute requires that the \$.73 surcharge be divided between two special funds in the State Treasury. 50 ILCS 751/17(b). The Wireless Carrier Reimbursement Fund receives \$.1475 of each surcharge while the Wireless Service Emergency Fund receives \$.5825 of each surcharge. Id. Additionally up to \$.01 per surcharge can be used by the ICC to recover its administrative costs. Id.

The Wireless Carrier Reimbursement Fund was established to reimburse wireless carriers for any costs they have incurred (upon submission of sworn invoices) in complying with the applicable provisions of Federal Communication Commission's wireless 911/E911 service mandates. 50 ILCS 751/35. Additionally, \$.01 per surcharge can be disbursed to the carriers to cover their administrative costs. Id.

The Wireless Service Emergency Fund was established to make monthly grants to the appropriate ETSBs based on zip codes of wireless subscribers' billing addresses. 50 ILCS 751/25

The sole governmental entity not subject to this surcharge regime is the City of Chicago, which is authorized by state statute to enact a municipal ordinance that imposes upon wireless subscribers a surcharge of up to \$2.50 per month, to be collected by carriers and remitted directly to the City. 50 ILCS 751/45. The City of Chicago has adopted an ordinance imposing a surcharge in that full amount. Chicago Municipal Code Sec. 7-50-020(A).

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

**Wireline Surcharge:**

The ICC must authorize a municipality or county to operate as a 911 system in the State of Illinois. 50 ILCS 750/11. Additionally, the ICC has established certain technical standards and regulations that the individual 911 systems and telecommunication carriers must comply with. 50 ILCS 750/10; 83 Ill. Adm. Code 725. There are approximately 195 authorized 911 systems in the State of Illinois today that are run by the local governmental authorities/ETSBs. As stated above, 911 systems are generally funded by surcharges established and set by municipal or county referenda. The ETSB for each 911 jurisdiction is responsible for



managing and making all critical decisions for its system design, maintenance and daily operations. 50 ILCS 750/15.4. Additionally, the sole responsibility of authorizing 911 expenditures lies with the ETSB in each jurisdiction. Id.

Nothing in the ETSA grants the ICC authority to mandate, authorize or prohibit expenditures of surcharge funds by any ETSB. Furthermore, the ICC does not in the ordinary course receive information regarding wireline revenue, or budgetary information, from ETSBs.

However, the ETSA does specify what constitutes allowable expenditures of surcharge funds by 911 systems. These are described in Section 15.4(c) of ETSA, 50 ILCS 750/15.4(c), which, in general summary, limits uses of surcharge funds to: (1) the design of an emergency telephone system; (2) preparation of a Master Street Address Guide; (3) repayment of properly incurred advances; (4) charges for necessary equipment; nonrecurring charges to establish network connections; (5) payment for street signs necessary to system implementation; and (7) other necessary equipment and personnel specifically related to 911. The City of Chicago is authorized to use funds for anti-terrorism purposes or emergency preparedness. 50 ILCS 750/15.4(c)(8).

#### **Wireless Surcharge:**

As noted above, the State of Illinois requires all prepaid and postpaid wireless carriers to remit a surcharge of \$.73 per customer, per month. Wireless carriers pass this cost on to their customers through an explicit surcharge on customers' bills. 50 ILCS 751/17. As further noted above, the City of Chicago is exempt from this requirement and has its own program; it is permitted to collect a surcharge of \$2.50. For calendar year 2008, the state collected approximately \$67 million through this surcharge, exclusive of that assessed in the City of Chicago. Of this amount, \$52.1 million was deposited into the Wireless Services Emergency Fund and \$14.9 million was deposited to the Wireless Carrier Reimbursement Fund.

As further noted above, of the wireless surcharge collected, \$.1475 per subscriber payment goes to the Wireless Carrier Reimbursement Fund, from which wireless carriers are permitted to seek reimbursement for their 911 related expenses. Pursuant to statute, such funds can be used "to reimburse wireless carriers for all of their costs incurred in complying with the applicable provisions of Federal Communications Commission wireless enhanced 9-1-1 service mandates". 50 ILCS 751/35. As a general matter, in order to receive a reimbursement, the carriers are required to submit invoices to the Illinois Commerce Commission detailing their expenses and how they are related to providing 911 services.

The remaining \$.5825 of each surcharge is deposited into the Wireless Services Emergency Fund. These funds are distributed on a monthly basis to authorized governmental entities, typically ETSBs that provide wireless 911 services. The funds are to be used for "the design, implementation, operation, maintenance, or upgrade of wireless 9-1-1 or E9-1-1 emergency services and public safety answering points... [.]". 50 ILCS 751/20. The funds are disbursed to the proper

entities by subscriber zip code; each entity owns a zip code, or a portion of a zip code, and receives the funds generated from that area, 50 ILCS 751/25. Additionally up to 1 cent of the amount deposited into this fund can be used by the Illinois Commerce Commission to cover its administrative cost, see 50 ILCS 751/17 (b).

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

There are 195 authorized 9-1-1 systems in the State of Illinois. Each system is, as noted above, managed by an Emergency Telephone System Board which has the authority to approve the expenditures of wireline and wireless surcharge funds for 911 purposes only to the extent authorized by statute. County or municipal auditors appear charged with providing such financial oversight.

The ICC is responsible for disbursing funds out of the Wireless Services Emergency Fund, to the qualified ETSBs. However, each individual ETSB is responsible for ensuring those funds are used for their intended purposes.

As stated in its answer to question 2, the ICC engages in some level of oversight of 911 related expenses claimed by wireless carriers. In order to receive reimbursement the carriers must provide documentation detailing their expenses and explaining how it is related to providing wireless 911 services.

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

**Wireline Surcharge:**

As previously stated, the wireline surcharge in each jurisdiction is set by referendum and administered by municipal or county ETSBs. The ICC does not, in the ordinary course of business, have access to the financial records necessary to analyze such a request, nor to make any statement on behalf of any county or municipal ETSB charged with this responsibility.

**Wireless Surcharge:**

The ICC was not charged by statute with administration of the Wireless Services Emergency Fund or Wireless Carrier Reimbursement Fund prior to July 2004, and therefore is unable to address this question with respect to any collections or



disbursements made from either fund prior to that date. In November of 2004 the state made a \$253,000 "administrative chargeback" to the fund. Since that time legislation has been enacted that protects that fund from sweeps or transfers.

Funds have been diverted from the state's Wireless Carrier Reimbursement Fund to the General Revenue Fund, but this is primarily due to the accumulation of a large fund balance because wireless carriers either have not requested reimbursement for 911 related expenses, or are not incurring such expenses as would be reimbursable under the statute. At times, the fund balance has exceeded \$30 million (while total reimbursement the last 3 completed fiscal years combined has been \$33.6 million).

A new state statute took effect on January 1, 2008 which directs the ICC to review the Wireless Carrier Reimbursement Fund on an annual basis, 50 ILCS 751/35(e). Funds that have not been disbursed to wireless carriers within 2 years are transferred to the Wireless Services Emergency Fund for disbursement to ETSBs. The last transfer which occurred in August of 2009 resulted in an additional \$3.5 million becoming available for disbursement to the 911 centers. This annual transfer is geared towards ensuring unused "carrier" 911 funds go to ETSBs instead.

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

**Wireline Surcharge:**

As previously stated, the wireline surcharge funds are administered and expended by county or municipal ETSBs, but surcharge funds may only be used for purposes authorized by state law. Since the funds are controlled by county or municipal ETSBs, the ICC has no information regarding any local ETSB which has diverted these funds for uses other than those for which they were intended by law.


**Wireless Surcharge:**

In July of 2004 \$1.3 million was transferred from the Wireless Services Emergency Fund to the State's General Revenue Fund. In November of 2004 \$253,000 was taken from the fund for state administrative charges authorized by statute. Since that time there have been no transfers out of that state fund.

\$30.5 million will have been transferred from the Wireless Carrier Reimbursement Fund to the State's General Revenue Fund, including the \$253,000 administrative chargeback noted above, between July of 2003 and April of 2010. However as further noted above, this was because funds were unclaimed by wireless carriers,

**VERIFICATION**

I, Marci Schroll, first being duly sworn upon oath, depose and say that I am the 9-1-1 Program Manager, of the Illinois Commerce Commission and that I have read the above and foregoing survey by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

  
\_\_\_\_\_  
Marci Schroll  
9-1-1 Program Manager  
Illinois Commerce Commission

Subscribed and sworn to before me

This 23th day of March, 2010.

  
\_\_\_\_\_  
NOTARY PUBLIC, ILLINOIS





STATE OF INDIANA  
OFFICE OF THE TREASURER  
INDIANAPOLIS  
46204

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FEB 19 2010

FCC Mail Room

RICHARD E. MOURDOCK  
TREASURER OF STATE

February 17, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC. 20554-0005

RE: PS DOCKET NO. 09-14  
NET 911 Act Information Collection

Dear Ms. Dortch:

Enclosed please find 1 original and 4 copies of the information your agency requested in your letter to Indiana Governor Mitch Daniels. As the Indiana State Treasurer I also serve as Chairman of the Indiana Wireless 9-1-1 Board. Should you have any questions please feel free to contact Ken Lowden, the Executive Director of the Indiana Wireless Board at (317) 234-2507 or [Klowden@in911.net](mailto:Klowden@in911.net).

Sincerely,

Richard Mourdock  
Treasurer, State of Indiana

Cc:  
Governor Mitch Daniels  
Todd Rokita, Indiana Secretary of State  
Gerry Weaver, Chief Information Officer  
David Lott Hardy, Chairman Indiana Utility Regulatory Commission  
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FEB 19 2010

FCC Mail Room

**1.** The State of Indiana has established a mechanism to fund VOIP, 911 and E911 services. The authority to fund VOIP, 911 and E911 services for the landline side can be found in the Indiana code site IC 36-8-16-5:

Sec. 5. (a) Subject to the limitations provided in section 6 of this chapter, the fiscal body of a county may adopt an ordinance to impose a monthly enhanced emergency telephone system fee for each exchange access facility used in the county.

(b) If a county fiscal body decides to impose a countywide fee and establish a countywide enhanced emergency telephone system, the county shall allow all public emergency response agencies in the county to participate in the enhanced emergency telephone system. The fee must be sufficient to pay the cost of the installation and operation of the enhanced emergency telephone system for all participating agencies.

(c) If a county fiscal body does not impose a fee under subsection (a), the legislative body of a municipality in the county may petition the county fiscal body to adopt an ordinance to impose a fee. If the county fiscal body does not respond to the petition within ninety (90) days, the legislative body of the municipality may adopt an ordinance to impose a fee for each exchange access facility used in the municipality, subject to section 6 of this chapter. If a county, in response to a municipality's petition, decides to impose a countywide fee, installation of the system must begin within one hundred eighty (180) days of the adoption of the ordinance. If installation has not begun within that time period, the county's response is void and the municipality may adopt an ordinance to impose a fee.

(d) If a county fiscal body decides to impose a countywide fee after a municipality has imposed a fee, the municipality's fee ordinance is superseded by the county ordinance and is void. However, the fee imposed by the county must include funds sufficient to meet the outstanding obligations of the municipality for the enhanced 911 system.

The wireless side obtains the authority to fund 911 or E911 services from the Indiana code site IC 36-8-16.5-25.5 (b):

Sec. 25.5. (b) Except as provided in section 34 of this chapter, the board shall assess a monthly wireless emergency enhanced 911 fee on each CMRS subscriber that is a customer having a place of primary use in Indiana. A customer's place of primary use shall be determined in the manner provided by IC 6-8.1-15. *As added by P.L.60-2003, SEC.3.*

**2.** The State of Indiana has collected over \$26.9 Million in Wireless 911 fees in the 2008 calendar year. The landline fees are collected at the local level by each of the 92 Indiana counties. These figures are audited annually by the Indiana State Board of Accounts and the 2009 figures will not be available until late 2010. According to the Indiana State Board of Accounts audit the counties collected \$37,304,273 in landline fees in 2008. This landline revenue is down from the 2007 numbers by over \$7.8 million.

The State of Indiana has established a procedure for distributing wireless funds collected for 911 or E911 services under the Indiana Wireless Enhanced 911 Board. All 92 Indiana

counties receive two wireless distributions on a monthly basis to be used specifically for 911 or E911 purposes. The first distribution uses a formula based on the population figures from the latest United States Census to distribute funds received in proportionately to all 92 counties. The second distribution is made equally to all 92 counties based on the funds received in.

The State of Indiana has established strict guidelines regarding the use of these funds. The landline criteria for the use of these 911 funds are defined in Indiana Code 36-8-16-14:

Sec. 14. (a) The emergency telephone system fees shall be used only to pay for:

- (1) except as provided in subsection (c), the lease, purchase, or maintenance of enhanced emergency telephone equipment, including necessary computer hardware, software, and data base provisioning;
- (2) the rates associated with the service suppliers' enhanced emergency telephone system network services;
- (3) the personnel expenses of the emergency telephone system;
- (4) the lease, purchase, construction, or maintenance of voice and data communications equipment, communications infrastructure, or other information technology necessary to provide emergency response services under authority of the unit imposing the fee; and
- (5) an emergency telephone notification system under IC 36-8-21.

The rules of using these funds on the wireless side are clearly stated in Indiana Code 36-8-16.5-41:

Sec. 41. (a) A PSAP shall use its distribution made under section 39 of this chapter for the lease, purchase, or maintenance of wireless enhanced emergency telephone equipment, including:

- (1) necessary computer hardware, software, and data base equipment;
- (2) personnel expense and training;
- (3) the provision of wireless enhanced emergency service; or
- (4) educating consumers about the operations, limitations, role, and responsible use of enhanced 911 service.

**3.** There is a governing body that approves expenditures at the local level. By statute, the County Commissioner must approve all 911 and E911 expenditures. However, these 911 and E911 expenditures are audited annually by the Indiana State Board of Accounts. Indiana Code gives authority to the Indiana State Board of Accounts on the wireless side in section 36-8-16.5-41(d):

d) The state board of accounts annually shall audit the expenditures of wireless emergency enhanced 911 fees made during the immediately preceding calendar year by each PSAP that received distributions under section 39 of this chapter during the immediately preceding calendar year.

The Indiana State Board of Accounts authority on the landline side comes from Indiana Code 36-8-16-14-d:

(d) The state board of accounts annually shall audit the expenditures of emergency telephone system fees made during the immediately preceding calendar year by each unit that imposes a fee under section 5 of this chapter.

The Indiana Wireless E911 Board is further audited on a bi-annual basis by an outside auditing firm. The Indiana Code specifies this in 36-8-16.5-24:

Sec. 24. (a) The board shall select a third party to audit the fund every two (2) years to determine whether the fund is being managed in accordance with this chapter. The board shall pay for an audit by the third party auditor as an administrative cost of the board.

(b) Every two (2) years, the board shall review wireless 911 service in Indiana, including the collection, disbursement, and use of the wireless emergency enhanced 911 fee assessed under section 25.5 of this chapter. The purpose of the review is to ensure that the 911 fees:

(1) do not exceed the amount reasonably necessary to provide adequate and efficient wireless 911 service; and

(2) are used only for the purposes set forth in this chapter.

The board shall adopt a review conducted under this subsection.

*As added by P.L.98-1998, SEC.1. Amended by P.L.16-2002, SEC.7; P.L.146-2005, SEC.1.*

**4.** All funds that have been collected by the State of Indiana for VOIP, 911 and E911 purposes have been made available for the purposes statutorily designated. These funds are statutorily mandated to be placed in separate accounts for the wireless and the landline revenues. The funds are not supposed to be co-mingled. However, during their 2008 annual audit the Indiana State Board of Accounts found minor incidents of funds being used in a manner other than the intended designation. These infractions were neither fraudulent nor deliberate and very minimal in scope.

**5.** At no time did the State of Indiana make VOIP, 911 or E911 funds available for any other purpose than the maintenance, enhancement or furthering of 911 services in the State of Indiana. The funds have never been given to or “raided” by the legislature of the State of Indiana.

**6.** Like most states, Indiana is experiencing a serious reduction in landline 911 revenue because of the loss of landline subscriber reductions. We are also experiencing a loss of prepaid 911 revenue because some carriers feel our Indiana State Law does not apply to prepaid wireless providers. This 911 fee reduction is a serious concern to local PSAP operations in Indiana.



# STATE OF IOWA

CHESTER J. CULVER  
GOVERNOR

PATTY JUDGE  
LT. GOVERNOR

DEPARTMENT OF PUBLIC DEFENSE  
IOWA HOMELAND SECURITY AND  
EMERGENCY MANAGEMENT DIVISION  
DAVID L. MILLER, ADMINISTRATOR

March 18, 2010

Marlene H Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
Washington, D.C. 20554

Dear Ms. Dortch:

Please accept this letter as the State of Iowa response to your letter requesting information in regard to the collection and expenditure of fees or charges established by the states in connection with 911/E911 services.

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

*The State of Iowa E911 Program has an established funding mechanism for the purpose of E911 support or implementation under Code of Iowa, Chapter 34A.7 for wire line and under 34A.7A for wireless. Administrative Rules 605-Chapter 10 is the corresponding implementing rule for the E911 program.*

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

*Code of Iowa, Chapter 34A.7A(1)(a) – a monthly surcharge of up to sixty-five cents to be imposed on each wireless communications service number provided in the state. For the annual period ending December 31, 2009, the State of Iowa E911 Program collected \$16,466.263 in revenues from the wireless surcharge. Funds collected are made available to localities based on Code of Iowa, Chapter 34A.7A(2)(f)(2) – twenty-five percent of the total amount of surcharge generated per calendar quarter is*

*allocated based on call counts and the square miles of the service area for each county.*

*Wire line surcharge funds may be used for recurring and non-recurring costs under Code of Iowa, Chapter 34A.2 (e). Code of Iowa, Chapter 34A.7 addresses wire line surcharge, included in this mailing is the current map showing the wire line surcharge collected by each county. 34A.7 (5) describes the use of moneys in fund—priority and limitations on expenditures for wire line surcharge. Wire line surcharge is collected by the local exchange carriers and remitted to the county Joint E911 Service Board for implementation. For the annual period ending December 31, 2009, wire line revenues collected totaled \$14,992,268.*

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

*Code of Iowa Chapter 34A.2A – the administrator of the homeland security and emergency management division of the department of public defense shall appoint an E911 program manager to administer this chapter.*

*The program manager must submit a calendar quarter report of the revenues and expenses of the E911 Program to the fiscal services division of the legislative services agency. The government oversight committee reviews the priorities of distribution of funds at least every two years. An Annual Report is submitted to the legislative government oversight committee advising the general assembly which includes an accounting of the revenues and expenses of the E911 program. The E911 program is audited on an annual basis by the State Auditor's office.*

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

*The State of Iowa E911 program has used the wire line and wireless surcharge funds in accordance with Code of Iowa Chapter 34A for the purposes designated for surcharge collection and remittance for the implementation and support of the State of Iowa E911 services.*

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

*The State of Iowa E911 program has never used the wire line or wireless surcharge funds collected for any other purpose other than the ones designated by the funding mechanism designated in Code of Iowa, Chapter 34A.7 and 34A.7A.*



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

*No additional comments*

Please feel free to contact our office if additional information is need or if we can be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "David L. Miller". The signature is fluid and cursive, with the first name "David" being more prominent and the last name "Miller" following in a similar style.

David L Miller  
Administrator

March 22, 2010

Secretary of the FCC  
Washington, D.C. 20554

**RE: PS Docket No. 09-14**

Kansas data information:

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

**911**

**In an effort to support and implement the operation of an emergency telephone service, Kansas allows governing bodies to impose an emergency telephone tax for 911 service in those portions of the governing body's jurisdiction for which emergency telephone service has been contracted. K.S.A. § 12-5302.**

**E911**

**In an effort to support and implement wireless enhanced 911 systems throughout the state, Kansas established a wireless enhanced 911 grant fee, K.S.A. § 12-5324, and a wireless enhanced 911 local fee, K.S.A. § 12-5330.**

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

**911**

**The amount of 911 tax shall not exceed \$.75 per month per exchange access line or its equivalent. K.S.A. § 12-5302.**

**The 911 taxes are imposed by local governing bodies. The service suppliers collect the tax from the telephone service user. K.S.A. § 12-5302**

The funds collected from 911 tax are allowed to be spent solely to pay for any or all of the following: (1) The monthly recurring charges billed by the service supplier for the emergency telephone service; (2) initial installation, service establishment; nonrecurring start-up charges billed by the service supplier for the emergency telephone service; (3) charges for capital improvements and equipment or other physical enhancements to the emergency telephone system; or (4) the acquisition and installation of road signs designed to aid in the delivery of emergency service. K.S.A. § 12-5304.

**E911 funding: 50 cent fee on wireless subscriber account and one percent on retail price of prepaid wireless**

**Grant fee:** The wireless enhanced 911 grant fee is \$.25 per month per wireless subscriber account with primary place of use in Kansas. The wireless enhanced 911 grant fee for prepaid wireless service is an amount equal to one percent of the retail price of any prepaid wireless service sold in Kansas. K.S.A. § 12-5324. The amount of grant funds collected from these fees for calendar year 2009 is \$6,705,538.67.

It is the statutory duty of each wireless carrier to collect the wireless enhanced 911 grant fee from the wireless service user and remit such fee to the Secretary of Administration. K.S.A. § 12-5324. The Governor's Grants Program, as designee for Secretary of Administration, administers the wireless enhanced 911 grant program whereby eligible municipalities can apply for funds to be used for allowable expenses, K.S.A. § 12-5323.

Municipalities eligible to apply for grant funds are any county having a population of less than 75,000 or any city located within such a county; or (2) any two or more such counties or cities, K.S.A. § 12-5322. The wireless enhanced 911 grant funds are allowed to be used:

(1) To pay costs of administering the grant fund, including actual and necessary expenses incurred by members of the state advisory board while performing duties required by the wireless enhanced 911 act and costs of any audit performed, but the aggregate amount of all such costs shall not exceed five percent of the moneys credited to the fund; and

(2) to provide grants to eligible municipalities only for necessary and reasonable costs incurred or to be incurred by PSAPs (Public Safety Answering Point) for: (A) Implementation of wireless enhanced 911 service and VoIP 911 service; (B) purchase of equipment and upgrades and modification to equipment used solely to process the data elements of wireless enhanced 911 service and VoIP 911 service; and (C) maintenance and license fees for such equipment and training of personnel to operate such equipment, including costs of training PSAP personnel to provide effective service to all users of the emergency telephone system who have communications disabilities. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair,

furnish, or make improvements to buildings or similar facilities or for other capital outlay or equipment not expressly authorized by the Wireless Enhanced 911 Act. K.S.A. § 12-5323.

**Local fee:** The wireless enhanced 911 local fee is \$.25 per month per wireless subscriber with primary place of use in Kansas. K.S.A. § 12-5330.

It is the statutory duty of each wireless carrier to collect the wireless enhanced 911 local fee from the wireless service user and remit such fee along with the return (zip plus four data) to the local collection point administrator. Not later than 30 days after receipt of moneys from wireless carriers the local collection point administrator is required to distribute such moneys collected from the wireless enhanced 911 local fee to PSAPs based upon primary place of use information provided by wireless carriers. K.S.A. § 12-5331.

The wireless enhanced 911 local fee can be used only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (1) Implementation of wireless enhanced 911 service and VoIP enhanced 911 service; (2) purchase of equipment and upgrades and modification to equipment used solely to process the data elements of wireless enhanced 911 service and VoIP enhanced 911 service; and (3) maintenance and license fees for such equipment and training of personnel to operate such equipment, including costs of training PSAP personnel to provide effective service to all users of the emergency telephone system who have communications disabilities. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish, or make improvements to buildings or similar facilities or for other capital outlay or equipment not expressly authorized by the Wireless Enhanced 911 Act. K.S.A. § 12-5330.

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

### **911**

The Kansas Legislative Division of Post Audit conducted a performance audit, *Reviewing the 911 Emergency Phone Systems in Kansas, Part I: Identifying the Current Status of the Systems*, April 1999. An additional report was conducted in August 1999, *Reviewing the 911 Emergency Phone Systems in Kansas, Part II: Federal Mandates and Organizational Structure*.

The Division of Post Audit also conducted a limited scope review in 2006 and included a review as required by statute of landline emergency telephone service system in its 2008 review. K.S.A. § 12-5334.

### **E911**

**Grant fund:** The Governor's Grants Program, as the Secretary of Administration's designee, administers the enhanced wireless 911 grant program. The Kansas Wireless Enhanced 911 Advisory Board reviews all wireless enhanced 911 grant applications and makes grant funding decisions.

Kansas statute required the Kansas Legislative Division of Post Audit to conduct an audit of the wireless enhanced 911 service system in 2006 and 2008. K.S.A. § 12-5334.

The Governor's Grants Program, as the designee for the Secretary of Administration, provides an annual report concerning the progress toward implementation of federal phase II enhanced 911 requirements to the governor and the legislature. K.S.A. § 12-5329.

**Local fund:** The Local Collection Point Administrator administers the distribution of the local funds. Each PSAP shall submit to the secretary an annual report accounting for the money received by the PSAP from the wireless enhanced 911 local fee. K.S.A. § 12-5330. The Local Collection Point Administrator is required to have an audit of receipts and disbursements conducted yearly by a licensed municipal accountant or certified public accountant and to submit that report to the secretary. K.S.A. § 12-5331(i).

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

### **911**

The 911 funds are controlled locally and the use for the funds is defined by statute. It is presumed that local PSAPs are using the 911 funds in accordance with the statute.

### **E911**

All the wireless enhanced 911 grant fees collected and deposited into the state wireless enhanced 911 grant fund are made available to spend in accordance with the statutorily allowed costs.

All the wireless enhanced local fees collected and deposited with the Local Collection Point Administrator are made available to spend in accordance with the statutorily allowed costs.



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

### **911**

**The 911 funds are controlled locally and the use for the funds is defined by statute. Any unintended uses of the funds would need to be identified locally.**

### **E911**

**Funds made available for E911 purposes have not been used for any purposes other than those designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911.**

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

**Substitute for Senate Bill 48 is being reviewed by the 2010 Kansas Legislature. The bill proposes changing the funding mechanism for PSAPs by merging the landline and wireless fees. In addition the bill would create a 911 Coordinating and other functions that the state would oversee in regard to 911 services, including the implementation of NG 911.**

**Sincerely,**



**Juliene Maska  
Coordinator for E911  
Kansas Governor's Grants Program**



Steven L. Beshear  
Governor

OFFICE OF THE GOVERNOR  
KENTUCKY OFFICE OF HOMELAND SECURITY  
Office of the 911 Coordinator/  
CMRS Board

Joe Barrows  
Executive Director

125 Holmes Street  
Frankfort, Kentucky 40601  
502-564-3911 Fax 502-696-5295  
cmrsboard.ky.gov

March 23<sup>rd</sup>, 2010

(Ret.) Rear Admiral James Arden Barnett, Jr.  
Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

Re: (Response) Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008, PS Docket No. 09-14

Dear Chief Barnett,

In response to your correspondence dated 2/15/2010 to Governor Beshear in relation to the NET Act of 2008, the Governor's office has requested the Commercial Mobile Radio Service Emergency Telecommunications Board (CMRS Board) to reply, providing the requested information as outlined in your request.

Based on information available to the CMRS Board via our internal resources and additional information obtained from individual PSAPs and local jurisdictions, below are direct responses to the six (6) items requested to assist the Commission in fulfilling our obligations.

1) The Commonwealth of Kentucky has enacted two (2) pieces of legislation designated for the purpose of 911 support and implementation. Traditional 911, via landline telephones, is addressed in Kentucky Revised Statute (KRS) 65.760 adopted July 13<sup>th</sup>, 1984. This legislation grants any city, county or urban-county government the authority to establish E911. This statute grants the authority to levy a special tax, license or fee not in conflict with the Constitution and statutes of the Commonwealth.

CMRS 911 service, aka wireless 911, is addressed in KRS 65.7621-764 adopted July 15<sup>th</sup>, 1998. This legislation established the Commercial Mobile Radio Service Emergency Telecommunications Board (CMRS Board) of Kentucky and grants the Board the authority to collect and administer a CMRS service charge of seventy cents (\$.70) monthly per CMRS connection collection.

2) Landline fees imposed for the implementation and support of E911 are collected and administered by local city, county and urban-county governments. KRS 65.760 (3) states that all revenues from a tax or fee expressly levied to fund 911 emergency services shall be expended solely for the establishment, operation and maintenance of a 911 emergency communications system; this may include expenditures to train communications personnel and to inform the public of the availability and proper use of 911 service.

Landline fees collected in Kentucky are set, administered and collected by local government agencies and the current range of monthly fees range from fifty cents (\$.50) to four dollars and fifty cents (\$4.50), with a jurisdictional average of one dollar and seventy cents (\$1.70). Currently, the Commonwealth of Kentucky is working to compile statistical information related to the total dollars collected and expended via locally imposed 911 fees as imposed by KRS 65.760, but this task is daunting and time consuming. Legislation is currently on the table that, if successfully passed, will require 911 PSAPs across Kentucky to report such information to the CMRS Board within an annual recurring window.

Conversely, the CMRS Board collects a statewide 911 fee for wireless 911 implementation and closely monitors the collection and expenditures of these funds. The current fee is seventy cents (\$.70) on each CMRS connection as outlined in KRS 65.7635. KRS 65.7631 describes the specific methods for disbursement of funds received by the Board. Certified Public Safety Answering Points (PSAPs) and CMRS providers are eligible for funding while grant funds are also available for PSAPs that have not yet obtained certification status. The amount of wireless fees collected between January 1, 2009 and December 31<sup>st</sup>, 2009 was \$22,979,827.96.

202 Kentucky Administrative Regulation (KAR) Chapter 6 addresses wireless fund disbursements in more detail and 202 KAR 6:090 contains a list of permitted uses by PSAPs and 202 KAR 6:020 discusses cost recovery for CMRS providers.

3) The statutes that cover landline fee collection and CMRS collection specify how the funds are to be spent although the CMRS allowable expenses are much more specific.

Oversight of landline fees collected occurs locally. In addition, KRS 43.040-43.070 requires an annual audit of local expenditures by the Commonwealth's Auditor of Public Accounts to determine whether any unauthorized, illegal, irregular or unsafe handling of expenditure or revenue or other improper practice of financial administration has occurred and to assure that all proper items have been duly charged, taxed and reported.

In addition to the methods outlined above, KRS 65.7620 (9) requires the CMRS Board to submit annual reports to the Auditor of Public Accounts no later than sixty (60) days after the close of each fiscal year, which shall provide an accounting for all CMRS service charges deposited during the preceding fiscal year. If errors are discovered in the audit and any funds were not properly used, the CMRS provider or PSAP is required to refund or correct the error. Additionally, 202 KRS 6:050 (3) gives the CMRS Board the authority to review the certification of any PSAP if the Board becomes aware of changes or deficiencies and has the authority to decertify any PSAP not in compliance.

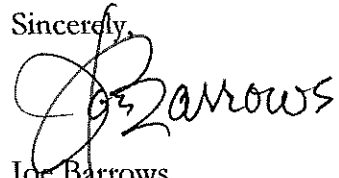
4) The CMRS Board has clear requirements for 911 expenditures and thus closely monitors the use of CMRS funds by all recipients. This monitoring includes financial audits of all certified PSAPs and CMRS carriers receiving CMRS 911 fees. If a PSAP or CMRS provider fails to follow the law, funds must be replaced, future funding will be suspended and criminal prosecution will be pursued.

5) This entity is not aware of any 911 funds collected in Kentucky and thus designated for 911 uses outside of the parameters outlined in current KAR and KRS.

6) None at this time.

If additional information or questions arise, please contact the CMRS Board directly at the contact points provided above.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Barrows". The signature is stylized with a large, looping initial "J" and "B".

Joe Barrows  
Executive Director



STATE OF MAINE  
PUBLIC UTILITIES COMMISSION  
18 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0018

ADMINISTRATIVE DIRECTOR  
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March 10, 2010

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

Ref: PS Docket No. 10-240 OMB Control Number 3060-1122

Dear Ms. Dortch,

Please find below the responses for the State of Maine in compliance with the NET 9-1-1.

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

The State of Maine imposes a surcharge at the state level for E9-1-1 support and implementation.

The law governing the collection of E9-1-1 Surcharge is MRSA Title 25 Chapter 352 Section 2927. E-9-1-1 funding.

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

An E9-1-1 surcharge of .37 per line/per month is levied on each residential and business telephone exchange line, including private branch exchange lines and Centrex lines, cellular or wireless telecommunications service customers (including prepaid wireless telephone service customers), interconnected voice over Internet protocol service customers and semipublic coin and public access lines. The surcharge may not be imposed on more than 25 lines or numbers per customer billing account, except that this limitation does not apply to prepaid wireless telephone services. Prior to July 1, 2009, the surcharge amount was .30 per line/per month.

For the annual period ending December 31, 2009, \$6,108,985 of surcharge was collected. MRSA Title 25 Chapter 352 outlines approved uses of the fund.



The Emergency Services Communication Bureau, a Division of the Public Utilities Commission, is charged with implementing and managing the statewide E9-1-1 system. E9-1-1 surcharge funds the implementation and maintenance of all system elements including network, database, PSAP equipment, as well as call taker training and other activities outlined in MRSA Title 25 Chapter 352. The 26 PSAPs are municipal, county or state operated. Personnel and related costs of these 26 centers, as well as the dispatch centers, are not funded by the E-9-1-1- surcharge. The system serves all political subdivisions within Maine including Indian Reservations.

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

The Emergency Services Communication Bureau within the Public Utilities Commission has the authority to approve the expenditures of funds collected for E9-1-1 purposes (MRSA Title 25 Chapter 352 Section 2926. The Bureau reports to the Maine Legislature's Joint Committee on Utilities and Energy annually on planned expenditures for the coming year and expenditures for the previous year (MRSA Title 25 Chapter 352 Section 2927).

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

For the year ending December 31, 2009, all E9-1-1 funds collected were made available or used for the purposes designated by the funding mechanism.

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

For the year ending December 31, 2009, there were no E9-1-1 funds made available or used for any other purposes designated by the funding mechanism during this time period.

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

Nothing specific at this time.

Sincerely,



Karen Geraghty  
Administrative Director



## Department of Public Safety and Correctional Services

### Emergency Number Systems Board

115 Sudbrook Lane – Suite 201, Pikesville, Maryland 21208-4199  
(410) 585-3015 • FAX (410) 764-4136 • [www.dpscs.state.md.us/ensb/](http://www.dpscs.state.md.us/ensb/)

#### STATE OF MARYLAND

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JUMARY WEST  
FISCAL COORDINATOR

HOWARD REDMAN  
TRAINING COORDINATOR

March 22, 2010

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

### FILED ELECTRONICALLY - MARCH 22, 2010

**Re: Letter from Admiral James Arden Barnett (Ret.), Chief - Public Safety and Homeland Security Bureau: Information Collection by The New and Emerging Technologies Improvement Act Of 2009 (PS Docket No. 09-14) (OMB Control Number 3060-1122)**

Dear Ms. Dortch:

Maryland is pleased to provide the following information in response to the Federal Communication Commission's letter (received March 4, 2010) to Governor Martin O'Malley regarding the New and Emerging Technologies Improvement Act Of 2008. For ease of review, the responses track the order and numbering established in the original correspondence.

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

**Response:** The Public Safety Article, Annotated Code of Maryland (Public Safety Article), Title 1 - Section 3 is the enabling legislation that established a 911 Trust Fund and the Emergency Number Systems Board (Board) with the Department of Public Safety and Correctional Services as the oversight agency. The referenced statute creates a funding mechanism and oversight Board to provide for the orderly installation, maintenance, and operation of 911 systems in Maryland. The legislation also permits Maryland counties and Baltimore City to offset local 911 operational costs. The Code of Maryland Regulations (COMAR) Title 12, Subtitle 11, Chapter 03 further codifies the activities of the Board and describes in detail its essential functions, responsibilities, and training standards.

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

**Response:** The Maryland Public Safety Article (§1-310 & §1-311) establishes two funding streams to support 911. The first is the State “911 Fee”, which is \$0.25 per subscriber per month. The second is the County “Additional Fee” in an amount determined by each county, through local ordinance, up to maximum of \$0.75 per bill per month. All Maryland counties and Baltimore City currently have local ordinances establishing the “Additional Fee” at \$0.75. Telephone companies, wireless carriers, and other 911 accessible service providers, collect and remit both portions of the 911 Surcharge to the State Comptroller, monthly, for deposit into the 911 Trust Fund. The total amount of 911 fees remitted to Maryland in calendar year 2009 is \$55,556,616.37.

Quarterly, the County “Additional Fee” portion is distributed to each county prorated in accordance with the level of fees collected in each jurisdiction (*Public Safety Article §1-309*). Annually, the Secretary of the Department of Public Safety and Correctional Services requests a budget appropriation from the 911 Trust Fund in an amount sufficient to carry out the purposes of the enabling legislation, pay administrative costs, and reimburse counties for the cost of enhancing their 911 system (*Public Safety Article §1-309*). Through this budget appropriation process, the State “911 Fee” is distributed from the 911 Trust Fund to the Maryland counties at the discretion of the Emergency Number Systems Board in response to county 911 enhancement requests.

Maryland has established written criteria identifying the allowable uses of funds collected. Money collected from the State “911 Fee” may be used to reimburse counties for the cost of enhancing Maryland’s 911 system through payment to a third party contractor (*Public Safety Article §1-308*). COMAR (12.11.03.12) further defines equipment qualifying for funding or reimbursement. Money distributed quarterly to the counties from the collection of the County “Additional Fee” may be spent on the installation, enhancement, maintenance, and operation of a county or multi-county 911 system. Maintenance and operation costs may include telephone company charges, equipment costs, equipment lease charges, repairs, utilities, personnel costs, and appropriate carryover costs from previous years (*Public Safety Article §1-312*).

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

**Response:** Maryland established the seventeen (17) member Emergency Number Systems Board (*Public Safety Article §1-305 & §1-306*) to work cooperatively with the counties to provide an effective and efficient Maryland 911 system through the administration of the 911 Trust Fund revenues. The Emergency Number Systems Board is the entity that has the authority to approve expenditures from the 911 Trust Fund.

The Emergency Number Systems Board provides for an annual audit of each county's expenditures for the maintenance and operation of the county's 911 system (*Public Safety Article §1-312*). The amount of the county "additional charges" may not exceed a level necessary to cover the total eligible maintenance and operation costs of the county (*Public Safety Article §1-311*). The 2009 audits have demonstrated that all counties are in compliance with this requirement.

The Maryland Legislative Auditor conducts fiscal/compliance audits of the 911 Trust Fund and of the appropriations and disbursements made for purposes of complying with Maryland statutes (*Public Safety Article §1-309*). All such audits have found the expenditures from the 911 Trust Fund to be compliant with established statutes.

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

**Response:** Maryland has expended or directed all funds collected in 2009 from both portions of the Maryland 911 Surcharge to be available for the purposes designated by the Public Safety Article to support or enhance Maryland's 911 system.

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

**Response:** No funds collected in 2009 for 911 or E911 purposes have been made available or used for any other purpose other than the one designated by the Public Safety Article or used for purposes unrelated to 911 or E911 implementation or support.

Should you have any questions, please do not hesitate to contact me at 410-585-3019.

Sincerely,

A handwritten signature in black ink, appearing to read "Gordon Deans". The signature is fluid and cursive, with the first name "Gordon" and last name "Deans" clearly distinguishable.

Gordon Deans, Executive Director  
Emergency Number Systems Board

cc: The Honorable Martin O'Malley – Governor of the State of Maryland  
John P. McDonough – Maryland Secretary of State  
Gary Maynard – Secretary, Maryland Department of Public Safety and Correctional Services  
Thomasina Hiers – Assistant Secretary/Chief of Staff, DPSCS  
Douglas R. M. Nazarian – Chairman, Maryland Public Service Commission  
Anthony Myers – Chairman, Maryland Emergency Number Systems Board





The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**  
1380 Bay Street, Building C ~ Taunton, MA 02780-1088  
Tel: 508-828-2911 ~ TTY: 508-828-4572 ~ Fax: 508-828-2585  
[www.mass.gov/e911](http://www.mass.gov/e911)



**DEVAL L. PATRICK**  
Governor

**TIMOTHY P. MURRAY**  
Lieutenant Governor

**MARY ELIZABETH HEFFERNAN**  
Secretary of Public Safety  
and Security

**FRANK POZNIAK**  
Executive Director

March 19, 2010

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

Re: PS Docket No. 09-14 OMB Control Number 3060-1122 Information Collection  
Mandated by the New and Emerging Technologies Improvement Act of 2008

Dear Ms. Dortch:

I am the General Counsel of the Massachusetts State 911 Department (Department), and on behalf of the Department I am submitting this information as requested in Public Notice OMB Control Number 3060-1122.

- **The Commonwealth of Massachusetts has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation.** Massachusetts General Laws (M.G.L.) Chapter 6A Section 18H(a), as amended by Section 8 of Chapter 223 of the Acts of 2008, imposes a surcharge on each subscriber or end user whose communication services are capable of accessing and utilizing an enhanced 911 system. M.G.L. Chapter 6A Section 18H(d), as amended by Section 8 of Chapter 223 of the Acts of 2008, states that "The surcharge revenues shall be expended for the administration and programs of the department including, but not limited to, salaries, enhanced 911 training programs, enhanced 911 public education programs, the creation of PSAP customer premise equipment for, and maintenance of, primary and regional PSAPs, the programs mandated by section 18B and sections 14A and 15E of chapter 166, and for the implementation and administration of enhanced 911 service in the commonwealth."
- **The current amount of the surcharge imposed is 75 cents per month per line on each subscriber or end user whose communication services are capable of accessing and utilizing an enhanced 911 system. The total amount remitted to the Department**

**pursuant to the assessed surcharges, for the annual period ending December 31, 2009 was \$69,694,702.** This 75 cent surcharge has been imposed on users of wireline, wireless, prepaid wireless, VoIP and IP-enabled services. The breakdown of surcharge funds remitted include wireline: \$27,420,665; wireless: \$41,421,927; pre-paid wireless: \$230,702; and VOIP: \$621,408.

- **Funds collected are made available to communities in Massachusetts for telco network, database and CPE; PSAP personnel; PSAP facilities; PSAP CAD and technology; dispatcher training; and PSAP supplies. These funds are made available to the communities by the Department directly purchasing, installing and maintaining enhanced 911 customer premise equipment used by communities at local and regional PSAPs and through the Department developing and administering grant programs to assist PSAPs and regional emergency communications centers in providing enhanced 911 service and fostering the development of regional PSAPs, regional secondary PSAPs and regional emergency communications centers.** M.G.L. Chapter 6A Section 18B (f), as amended by Section 8 of Chapter 223 of the Acts of 2008, states that “The department shall disburse funds from the Enhanced 911 Fund for prudently-incurred expenses associated with: the lease, purchase, upgrade or modification of primary and regional PSAP customer premise equipment and the maintenance of such equipment; network development, operation and maintenance; database development, operation, and maintenance; training of 911 telecommunicators regarding the receipt and use of enhanced 911 service information; education of consumers regarding the operation, limitation, role and responsible use of enhanced 911 service; grants associated with enhanced 911 service as set forth in subsection (i) and any other grant approved by the department associated with providing enhanced 911 service in the commonwealth; the recurring and nonrecurring costs of communication services providers in providing enhanced 911 service in the commonwealth to the extent required by federal or Massachusetts law or regulation or federal or Massachusetts agency decision or order; and other expenses incurred by the state 911 department in administering and operating the enhanced 911 system in the commonwealth.” The Department has established written guidelines for all grants administered under the authority of M.G.L. Chapter 6A Section 18B (i), as amended by Section 8 of Chapter 223 of the Acts of 2008, which allow communities to apply directly to the Department to receive grant funding for 911 related activities specified in that section. These guidelines may be found on the Department’s website at [www.mass.gov/e911](http://www.mass.gov/e911).
- **The Massachusetts State 911 Department and the Massachusetts State 911 Commission (Commission) and the Department of Telecommunications and Cable are the entities that have the authority to approve the expenditure of funds collected for 911 or E911 purposes within Massachusetts.** As referenced above, M.G.L. Chapter 6A Section 18B (f), as amended by Section 8 of Chapter 223 of the Acts of 2008, explicitly authorizes the Department to disburse funds from the Enhanced 911 Fund for specific E911 purposes (described above). M.G.L. chapter 6A Section 18B (b) as amended by Section 8 of Chapter 223 reserves specific approval authority of grant distribution formulas and major contracts for the Commission which is made up of eight

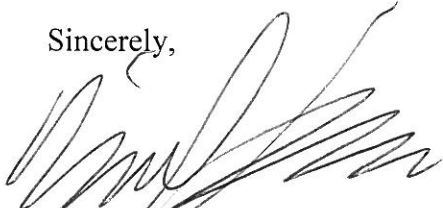
state public safety and disability agency heads and 11 members appointed by the Governor representing various 911 related constituencies. Section 18B(b) states in relevant part: “The commission shall review and approve by a majority vote of those members present all formulas, percentages, guidelines or other mechanisms used to distribute the grants described in section 18B, and all major contracts that the department proposes to enter into for enhanced 911 services.” Additionally, Section 18 B grants the Department of Telecommunications and Cable certain approval authority over expenditures of 911 related funds by the Department.

- **All funds collected for E911 purposes have been made available or used for the implementation or support of 911 or E911.** The enabling language for the Enhanced 911 Fund explicitly requires E911 surcharge funds and any additional E911 related funds collected in Massachusetts to be used only for E911 support and implementation purposes. M.G.L. Chapter 10 Section 35 JJ(a), as added by Section 13 of Chapter 223 of the Acts of 2008, states: “There is hereby established and set up on the books of the commonwealth a separate fund to be known as the Enhanced 911 Fund. There shall be credited to such fund all revenues received by the commonwealth from: surcharges imposed under section 18H of chapter 6A; appropriations; gifts, grants, contributions and bequests of funds from any department, agency or subdivision of federal, state or municipal government, and any individual foundation, corporation, association or public authority; revenue derived from the investment of amounts credited to the fund; and any federal funds made available for emergency telecommunication services. The fund shall be used solely for the purposes described in sections 18A to 18J, inclusive, of said chapter 6A.”
- **No funds collected for 911 or E911 purposes have been made available or used for any purposes other than ones designated by the statutory funding mechanism or used for any purposes otherwise unrelated to 911 or E911 implementation or support in the Commonwealth of Massachusetts.**
- **Other Comments:** The Department appreciates this opportunity to comment and wishes to inform the Public Safety and Homeland Security Bureau that we most strongly support the NET 911 Act’s requirements that fees or charges collected for support or implementation of 911 or enhanced 911 services be obligated or expended only in support of 911 and enhanced 911 services or enhancements of such services, as specified in the provision of State or local law adopting the fee or charge. The Department strongly urges the Federal Communications Commission and Congress to continue to maintain such requirement. Guaranteeing that 911 related funds collected by states or other applicable political subdivisions be solely and exclusively dedicated to 911 support and enhancement is crucial to ensure adequate 911 services are available to all citizens and such a requirement is becoming even more critical with today’s climate of a declining economy that is impacting the ability of state and local governments to provide services along with the simultaneous rapid changes and evolution of technology used by wireless telecommunications and IP based devices that consumers are more frequently using to attempt to contact 911 in their time of need.

If you have any questions regarding this filing, please contact me at 508-821-7202 or [Michael.kass@state.ma.us](mailto:Michael.kass@state.ma.us).

Thank you very much.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Kass', written in a cursive style.

Michael Kass  
General Counsel

cc: John Grossman, Undersecretary for Forensic Sciences and Technology,  
Massachusetts Executive Office of Public Safety and Security  
Frank Pozniak, Executive Director, Massachusetts State 911 Department  
Michael Isenberg, Director, Competition Division, Massachusetts Department of  
Telecommunications and Cable



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH  
PUBLIC SERVICE COMMISSION

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COMMISSIONER

Orjiakor N. Isiogu  
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Greg R. White  
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STANLEY "SKIP" PRUSS  
DIRECTOR

March 23, 2010

Mr. James Arden Barnett, Jr., Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: New and Emerging Technologies Improvement Act of 2008

Dear Mr. Barnett:

Please accept the joint filing of the Michigan Public Service Commission (MPSC) and the Michigan State Police (MSP) as response to the Federal Communications Commission's request, dated February 5, 2010, in regard to the NET911 Act.

The Michigan Emergency 9-1-1 Services Enabling Act provides for funding of 9-1-1 services in Michigan. Two funding mechanisms, a State of Michigan 9-1-1 charge and individual county 9-1-1 surcharges, are currently being collected by all communications providers serving Michigan customers on all devices. In addition, carriers collect technical surcharges to cover their costs for providing access to 9-1-1 dispatch centers.

If you need further information regarding the State of Michigan's 9-1-1 funding system, please do not hesitate to contact either of us at (517) 241-6200 for the Michigan Public Service Commission, Telecommunications Division, or (517) 336-2666 for the Michigan State Police, State 9-1-1 Office.

Sincerely yours,

Robin P. Ancona, Director  
Telecommunications Division

Harriet Miller-Brown  
State 9-1-1 Administrator

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March 22, 2010

**1. A statement as to whether or not your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(2) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).**

**ANSWER:** The Michigan Emergency 9-1-1 Services Enabling Act (Act 32 of 1986, as amended) provides funding in the following ways:

- Michigan's state 9-1-1 charge is currently \$0.19 per communications device per month. The level of funding is determined by the Michigan Public Service Commission, in consultation with the Michigan State 9-1-1 Committee. Sec. 401(a)
- Each of the 83 Michigan counties has the opportunity to assess a county-wide surcharge on all communications devices billed to an address in their county. Sixty-seven (67) counties requested surcharge approval by the Michigan Public Service Commission in January 2008. With passage of PA 379 in December 2008, counties also have the opportunity to request additional funds from their citizens to support county 9-1-1 services. Sec. 401(b)
- Prepaid wireless communications devices are mandated to remit a combination of the state 9-1-1 surcharge and a weighted average of the cumulative county surcharges, collected from their customers, to the Michigan Department of Treasury. Two remittance equations are defined in the statute. Sec. 401(c)
- Communications providers are able to recover their costs through a 9-1-1 technical charge on customer bills. Sec. 401(d)

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

- The total amount collected through a county-based 9-1-1 surcharge by sixty-seven (67) Michigan counties is \$65,881,869.64.
- The total amount collected by the Michigan Department of Treasury, for 9-1-1 purposes during 2009, is \$27,118,262.60.

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



**ANSWER:**

- Each Michigan county receives an 82.5% share of the total Michigan state 9-1-1 charge and the prepaid device 9-1-1 charge, remitted based on Section 401(a) and 401(b). Sec. 408(4)(a).
- Communications providers remit county 9-1-1 surcharge monies directly to Michigan counties. (Link: <http://www.dleg.state.mi.us/mpsc/comm/911index/911charges.pdf>) Sec. 401(b)(6)
- The Michigan 9-1-1 Committee developed a list of Allowable Wireless and Wireline 9-1-1 Surcharge Expenditures. In accordance with PA 379 of 2008, any changes made to the document language must be transmitted to the Michigan Legislature. Sec. 401(b)(14) (link: [http://www.michigan.gov/documents/ListingofAllowable\\_14259\\_7.pdf](http://www.michigan.gov/documents/ListingofAllowable_14259_7.pdf))

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

**ANSWER:**

- Currently, the Michigan 9-1-1 Committee's list of Allowable Wireless and Wireline 9-1-1 Surcharge Expenditures is being used by counties to determine allowable expenses. (link: [http://www.michigan.gov/documents/ListingofAllowable\\_14259\\_7.pdf](http://www.michigan.gov/documents/ListingofAllowable_14259_7.pdf)) In accordance with PA 379 of 2008, any changes made to the document language must be transmitted to the Michigan Legislature. Sec. 401(b)(14)
- The Michigan Public Service Commission, in consultation with the Michigan 9-1-1 Committee, may promulgate rules for uniform procedures, policies, and standards for the receipt and expenditure of 9-1-1 funds. Sec. 413(1)(c)
- The Michigan Department of Treasury is under the audit powers of the Michigan Auditor General.
- Each Michigan County is required to have an annual audit by an independent auditor, and must have the audit available for public inspection. Sec. 406(3)
- Each wireline carrier may collect a technical fee for costs related to providing 9-1-1 per Sec. 401d and is subject to an annual accounting under Sec. 412a.

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

**ANSWER:**

- Michigan's Emergency 9-1-1 Services Enabling Act allows also for:

- \$500,000 to the Michigan State Police to study the feasibility of an IP-based 9-1-1 system for the State of Michigan. The study was completed in December 2009. Sec. 408(5)
- 7.75% of the Michigan 9-1-1 charges collected is available for to reimburse local exchange carriers for costs related to wireless emergency services. Sec. 408(4)(b)
- 1.88% of the Michigan 9-1-1 charges collected for the Michigan State Police to operate a regional dispatch center. Sec. 408(4)(d)
- 1.87% of the Michigan 9-1-1 charges collected for the Michigan State Police to administer the 9-1-1 Act and maintain the office of the state 9-1-1 coordinator. Sec. 408(4)(d)
- 6% of the Michigan 9-1-1 charges go directly to the PSAPs for training funds for PSAP personnel. Sec. 408(4)(c).

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

**ANSWER:**

- During 2009, the Michigan Public Service Commission and the Michigan State Police did not authorize any instances where funds collected for 911 or E911 purposes were allowed to be used for purposes unrelated to 911 or E911.

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

**ANSWER:**

- We have no further comments.

**MINNESOTA DEPARTMENT OF PUBLIC SAFETY**

Alcohol  
and Gambling  
Enforcement

Bureau of  
Criminal  
Apprehension

Driver  
and Vehicle  
Services

Emergency  
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Homeland  
Security and  
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Management

Minnesota  
State Patrol

Office of  
Communications

Office of  
Justice Programs

Office of  
Traffic Safety

State Fire  
Marshal

## Emergency Communication Networks

445 Minnesota Street • Suite 137 • Saint Paul, Minnesota 55101-5137

Phone: 651.201.7550 • Fax: 651.296.2665 • TTY: 651.282.6555

www.ecn.state.mn.us

# FAX Cover Sheet

Date: 03/23/2010

From: Jackie Mines, 911 Program Manager State of Minnesota

Phone: 651-201-7550

To: Office of Secretary, FCC

Fax: 202-418-2824

Subject: OMB Control Number 3060-1122

Pages sent (including this page): 5

Comments:

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March 23, 2010

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Room TW-A325  
Washington, D.C. 20554

RE: Initial Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008

Dear Ms. Dortch:

Please accept this report as the state of Minnesota's response to the Initial Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008. Responses to the requested information are set forth below.

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

Response: Minnesota has established a funding mechanism to support the implementation and operations of 911 and E911 services throughout the state under Minn. Stat. §403.11, Subdivision 1. A monthly 911 fee was imposed on all wired line telecommunication carriers for each telephone line, or the trunked equivalent, capable of accessing the 911 network in 1994. In 1997, the fee was extended to wireless telecommunication carriers and in 2004, the statute was amended to clarify its application to packet-based telecommunication service providers.

The Minnesota Statewide 911 Program is operated by the Department of Public Safety. The program collects the monthly 911 fee from telephone companies, provides technical assistance to the cities, counties and tribal entities in the implementation, operation, and maintenance of local 911 systems, establishes 911 system standards, pays the recurring network costs and disburses funds collected under Minn. Stat. §403.11, Subd. 1 in accordance with Minn. Stat. Chapter 403.

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

Response: Minn. Stat. § 403.11, Subdivision 1(c) provides for a 911 fee of not less than eight cents nor more than 75 cents through June 30, 2010 for each customer access line or other basic access service. The Commissioner of Public Safety is authorized to establish the 911 fee within the statutory limits with the approval of the Commissioner of Finance. The current 911 fee of 75 cents per access line (wired and wireless) was first established in June of 2004. The total amount collected in calendar year 2009 is \$51,269,514. Minn. Stat. §403.11, Subd. 1(b) requires collected fees to be deposited and maintained in the 911 emergency telecommunication service account, which is a special revenue account from which all authorized expenditures are made and year end balances are carried forward from year to year.

911 emergency telecommunication service account funds are made available to localities as follows:

- Minn. Stat. §403.025, Subd. 7 requires the Statewide 911 Program to contract for and provide the 911 telecommunication network elements (telephone line, 911 routing and 911 selective routing services) for counties and other governmental agencies operating Public Safety Answering Points (PSAP) within Minnesota and Minn. Stat. §403.11, Subd. 3 provides for the payment of those costs.
- Minn. Stat. §403.025, Subd. 7 also requires the Statewide 911 Program to contract for 911 routing and network elements with wireless carriers and for the payment of those costs under Minn. Stat. §403.11, Subd. 3.
- Minn. Stat. §403.113, Subd. 2 requires a portion of the available funds to be distributed directly to state, local and tribal PSAP's. Minn. Stat. §403.113, Subd. 3 defines the purposes funds distributed to state, local and tribal PSAP's may be used.
- Minn. Stat. §403.11, 403.113 and 403.30 provide for the use of funds by the Statewide 911 Program from the 911 emergency telecommunication service account to provide resources for localities, as follows:
  - Costs of ongoing maintenance and related improvements for trunking and central office switching equipment for 911 emergency telecommunication services;
  - Costs to operate the Division of Emergency Communication Networks;
  - Grants to provide assistance to counties for the improvement of local emergency telecommunication services;
  - To implement, operate, maintain, enhance and expand enhanced 911 services; and
  - To pay debt services upon revenue bonds authorized under Minn. Stat. §403.32 and 403.275 to provide the backbone for the statewide public safety radio communication system.

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

Response: All 911 fee revenues are deposited and maintained in the 911 emergency telecommunications service account. This account is a special revenue account where funds are carried over from year to year as provided in Minn. Stat. §403.11, Subd. 1(b). The Statewide 911 Program is administered by the Commissioner of Public Safety, who has authority to expend funds from the 911 emergency telecommunications service account as provided in Minn. Stat. Chapter 403. Minn. Stat. § 403.06, Subd. 1a requires the Commissioner of Public Safety to prepare a biennial budget for maintaining the 911 system, report details of expenditures for maintaining the 911 system, 911 fees collected and balance of any funds remaining in the 911 emergency telecommunications service account. Expenditures from the 911 emergency telecommunication service account are subject to periodic audit by the Minnesota Legislative Auditor's Office.

With respect to funds allocated directly to local units of government, under Minn. Stat. §403.113, Subd. 2, funds must be expended in accordance with Minn. Stat. §403.113, Subd. 3 and the local units of government are required to audit the use of those funds annually and to submit a copy of the audit to the Statewide 911 Program.

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

Response: All funds collected for 911 or E911 purposes have been made available and used for purposes designated by Minn. Stat. Chapter 403. The total expenses for Minnesota's 2009 fiscal year (July 1, 2008 through June 30, 2009) were \$50,921,343.

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

Response: None of the 911 funds collected for 911 or E911 purposes have been used for any purposes other than the purposes designated by Minn. Stat. Chapter 403.

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

Response: The state of Minnesota is preparing to modernize Minnesota's 911 infrastructure by replacing the ageing analog 911 infrastructure with a digital platform that will improve interoperability and allow for county dispatch centers to transfer 911 calls, maps, photos, caller



location information and other pertinent data statewide. The NG911 project is scheduled to begin in FY 2010-2011 and take approximately three to four years to complete.

We hope you find this report informative. Access to the Minnesota Statutes governing 911 can be found at [www.911.state.mn.us/911\\_links.asp](http://www.911.state.mn.us/911_links.asp). Should you have any questions or require additional information, please feel free to contact the 911 Program Manager, Jackie Mines at (651) 201-7550 or [Jackie.Mines@state.mn.us](mailto:Jackie.Mines@state.mn.us).

Sincerely,



Scott Wiggins, Director  
Emergency Communication Networks  
Department of Public Safety

**JEREMIAH W. (JAY) NIXON**  
Governor

**JOHN M. BRITT**  
Director



Truman Building, Room 870  
Mailing Address: P.O. Box 749  
Jefferson City, MO 65102-0749  
Telephone: 573-751-4905  
FAX: 573-751-5399  
Internet Address:  
<http://www.dps.mo.gov>

STATE OF MISSOURI  
**DEPARTMENT OF PUBLIC SAFETY**  
**OFFICE OF THE DIRECTOR**

March 12, 2010

James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and  
Homeland Security Bureau  
Federal Communications Commission

Dear Chief Barnett:

In response to your correspondence to Governor Nixon concerning the collection of information required by the New and Emerging Technologies 911 Improvement Act of 2008, the state of Missouri offers the following responses:

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

**Response:** The state of Missouri has established a state funding mechanism for 911 or E911. However, the measure authorized by statute has not been implemented because it has failed to obtain sufficient votes at election. The state of Missouri has been authorized to establish a wireless funding mechanism under § 190.420-440 RSMo. Copies of the pertinent statutes are enclosed, for your information.

Missouri statutes permit local jurisdictions to establish funding through one of two methods. Of the 114 counties in the state, 97 have passed a local funding mechanism. Fifty-two of the ninety-seven counties have established funding authorized by § 190.305, RSMo, which states in part:

*The governing body is hereby authorized to levy the tax in an amount not to exceed fifteen percent of the tariff local service rate, as defined in section 190.300, or seventy-five cents per access line per month, whichever is greater, except as provided in sections 190.325 to 190.329, in those portions of the governing body's jurisdiction for which emergency telephone service has been contracted.*

The remaining forty-two counties have established a funding mechanism authorized by § 190.335, RSMo, which states in part:

*In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax ..... The sales tax*

*may be imposed at a rate not to exceed one percent on the receipts from the sale at retail of all tangible personal property or taxable services at retail within any county adopting such tax.....*

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

**Response:** The state of Missouri does not collect funds for the implementation and support of 911 or E911 services. All funds are imposed and collected by the local political subdivision. The state has established criteria regarding the allowable uses of the funds by local authorities. Section 190.305, RSMo, states in part:

*The tax shall be utilized to pay for the operation of emergency telephone service and the operational costs associated with the answering and dispatching of emergency calls as deemed appropriate by the governing body.*

The funds allowed by Section 190.335, RSMo, are:

*....for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.....*

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

**Response:** There is no State entity that has the direct authority to approve expenditures or provide oversight. The local political subdivision has three different methodologies available that provide approval of expenditures and establish oversight procedures. The statutes provide for governance.

Section 190.309, RSMo, is established for those jurisdictions that are funded by Section 190.305, RSMo, and states in part:

1. Any county may establish an "Emergency Telephone Service 911 Board", referred to in this section as the "board". The powers and duties of the board may be defined by order or ordinance of the county.
2. Members of the board shall be appointed by the governing body of the county, and shall be known as the board of directors of the emergency service telephone 911 board. The



*governing body shall appoint eleven persons to the board. Such powers shall include, but not be limited to:*

*Receiving moneys from any emergency telephone service tax levy authorized by the governing body of the county pursuant to section 190.305, and authorizing disbursements from such moneys collected:*

Sections 190.329 and 190.337, RSMo, are established for those jurisdictions that are funded by §190.335, RSMo:

1. *....the initial board shall consist of seven members appointed without regard for political party who shall be selected from and shall represent the fire protection districts, ambulance districts, sheriff's department, municipalities, any other emergency services and the general public. This initial board shall serve until its successor board is duly elected and installed in office. The commission shall ensure geographic representation of the county by appointing no more than four members from any one commission district of the county.*
2. *Beginning in 1992, three members shall be elected from each commission district and one member shall be elected at large, with such at-large member to be a voting member and chairman of the board. Of those first elected, four members from commission districts shall be elected for terms of two years and two members from commission districts and the member at large shall be elected for terms of four years. In 1994, and thereafter, all terms of office shall be for four years, except as provided in subsection 3 of this section. Any vacancy on the board shall be filled in the same manner as the initial appointment was made. Four members shall constitute a quorum.*
3. *Upon approval by the county commission for the election of board members to be held on general municipal election day, pursuant to subsection 2 of section 190.327, the terms of those board members then holding office shall be reduced by seven months. After a board member's term has been reduced, all following terms for that position shall be for four years.*

*190.337. 1. The sales tax established by a county according to the provisions of section 190.335 shall be permanent and revenues from it shall be disbursed only for the purposes for which it was collected.*

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

**Response:** The State Auditor conducts bi-annual general audits which include 911 and E911 of the local subdivisions. To our knowledge, there have been no findings that funds were used for any purposes other than for implementation or support of 911 or E911.

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

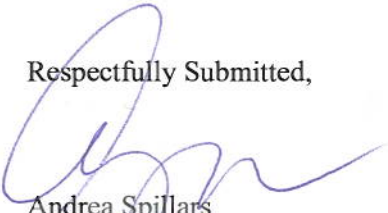
**Response:** The state of Missouri has not identified any instance where funds collected for 911 or E911 purposes were made available or used for any purpose other than the ones designated by the funding mechanism.

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

**Response:** None

Thank you for your interest in Missouri's efforts to fund and maintain 911 or E911.

Respectfully Submitted,



Andrea Spillars  
Deputy Director  
Missouri Department of Public Safety

Enclosures

(3) Advise the office of administration regarding implementation of Federal Communications Commission order 94-102; and

(4) Provide any requested mediation service to a political subdivision which is involved in a jurisdictional dispute regarding the providing of wireless 911 services. The board shall not supersede decision-making authority of any political subdivision in regard to 911 services.

4. The director of the department of public safety shall provide and coordinate staff and equipment services to the board to facilitate the board's duties.

(L. 1998 S.B. 743)

Effective 7-2-98

### **Fund established.**

190.420. 1. There is hereby established in the state treasury a fund to be known as the "Wireless Service Provider Enhanced 911 Service Fund". All fees collected pursuant to sections 190.400 to 190.440 by wireless service providers shall be remitted to the director of the department of revenue. The director shall remit such payments to the state treasurer.

2. The state treasurer shall deposit such payments into the wireless service provider enhanced 911 service fund. Moneys in the fund shall be used for the purpose of reimbursing expenditures actually incurred in the implementation and operation of the wireless service provider enhanced 911 system.

3. Any unexpended balance in the fund shall be exempt from the provisions of section 33.080, RSMo, relating to the transfer of unexpended balances to the general revenue fund, and shall remain in the fund. Any interest earned on the moneys in the fund shall be deposited into the fund.

(L. 1998 S.B. 743)

Effective 7-2-98

### **Fee for wireless service--rules--office of administration, powers.**

190.430. 1. The commissioner of the office of administration is authorized to establish a fee, if approved by the voters pursuant to section 190.440, not to exceed fifty cents per wireless telephone number per month to be collected by wireless service providers from wireless service customers.

2. The office of administration shall promulgate rules and regulations to administer the provisions of sections 190.400 to 190.440. Any rule or portion of a rule, as that term is defined in section 536.010, RSMo, that is promulgated pursuant to the authority delegated in sections 190.400 to 190.440 shall become effective only if it has been promulgated pursuant to the provisions of chapter 536, RSMo. All rulemaking authority delegated prior to July 2, 1998, is of no force and effect and repealed; however, nothing in this section shall be interpreted to repeal or affect the validity of any rule filed or adopted prior to July 2, 1998, if it fully complied with the provisions of chapter 536, RSMo. This section and chapter 536, RSMo, are nonseverable and if any of the powers vested with the general assembly



pursuant to chapter 536, RSMo, to review, to delay the effective date or to disapprove and annul a rule are subsequently held unconstitutional, then the grant of rulemaking authority and any rule proposed or adopted after July 2, 1998, shall be invalid and void.

3. The office of administration is authorized to administer the fund and to distribute the moneys in the wireless service provider enhanced 911 service fund for approved expenditures as follows:

(1) For the reimbursement of actual expenditures for implementation of wireless enhanced 911 service by wireless service providers in implementing Federal Communications Commission order 94-102; and

(2) To subsidize and assist the public safety answering points based on a formula established by the office of administration, which may include, but is not limited to the following:

(a) The volume of wireless 911 calls received by each public safety answering point;

(b) The population of the public safety answering point jurisdiction;

(c) The number of wireless telephones in a public safety answering point jurisdiction by zip code; and

(d) Any other criteria found to be valid by the office of administration provided that of the total amount of the funds used to subsidize and assist the public safety answering points, at least ten percent of said funds shall be distributed equally among all said public safety answering points providing said services under said section;

(3) For the reimbursement of actual expenditures for equipment for implementation of wireless enhanced 911 service by public safety answering points to the extent that funds are available, provided that ten percent of funds distributed to public safety answering points shall be distributed in equal amounts to each public safety answering point participating in enhanced 911 service;

(4) Notwithstanding any other provision of the law, no proprietary information submitted pursuant to this section shall be subject to subpoena or otherwise released to any person other than to the submitting wireless service provider, without the express permission of said wireless service provider. General information collected pursuant to this section shall only be released or published in aggregate amounts which do not identify or allow identification of numbers of subscribers or revenues attributable to an individual wireless service provider.

4. Wireless service providers are entitled to retain one percent of the surcharge money they collect for administrative costs associated with billing and collection of the surcharge.

5. No more than five percent of the moneys in the fund, subject to appropriation by the general assembly, shall be retained by the office of administration for reimbursement of the costs of overseeing the fund and for the actual and necessary expenses of the board.

6. The office of administration shall review the distribution formula once every year and may adjust the amount of the fee within the limits of this section, as determined necessary.

7. The provisions of sections 190.307 and 190.308 shall be applicable to programs and services authorized by sections 190.400 to 190.440.

8. Notwithstanding any other provision of the law, in no event shall any wireless service provider, its

officers, employees, assigns or agents, be liable for any form of civil damages or criminal liability which directly or indirectly result from, or is caused by, an act or omission in the development, design, installation, operation, maintenance, performance or provision of 911 service or other emergency wireless two- and three-digit wireless numbers, unless said acts or omissions constitute gross negligence, recklessness or intentional misconduct. Nor shall any wireless service provider, its officers, employees, assigns, or agents be liable for any form of civil damages or criminal liability which directly or indirectly result from, or is caused by, the release of subscriber information to any governmental entity as required under the provisions of this act\* unless the release constitutes gross negligence, recklessness or intentional misconduct.

(L. 1998 S.B. 743)

Effective 7-2-98

\*"This act" (S.B. 743, 1998) contained numerous sections. Consult Disposition of Sections table for a definitive listing.

### **Ballot measure for fee.**

190.440. 1. The office of administration shall not be authorized to establish a fee pursuant to the authority granted in section 190.430 unless a ballot measure is submitted and approved by the voters of this state. The ballot measure shall be submitted by the secretary of state for approval or rejection at the general election held and conducted on the Tuesday immediately following the first Monday in November, 1998, or at a special election to be called by the governor on the ballot measure. If the measure is rejected at such general or special election, the measure may be resubmitted at each subsequent general election, or may be resubmitted at any subsequent special election called by the governor on the ballot measure, until such measure is approved.

2. The ballot of the submission shall contain, but is not limited to, the following language:

Shall the Missouri Office of Administration be authorized to establish a fee of up to fifty cents per month to be charged every wireless telephone number for the purpose of funding wireless enhanced 911 service?

[ ] YES [ ] NO

If you are in favor of the question, place an "X" in the box opposite "Yes". If you are opposed to the question, place an\* "X" in the box opposite "No".

3. If a majority of the votes cast on the ballot measure by the qualified voters voting thereon are in favor of such measure, then the office of administration shall be authorized to establish a fee pursuant to section 190.430, and the fee shall be effective on January 1, 1999, or the first day of the month occurring at least thirty days after the approval of the ballot measure. If a majority of the votes cast on the ballot measure by the qualified voters voting thereon are opposed to the measure, then the office of administration shall have no power to establish the fee unless and until the measure is approved.

(L. 1998 S.B. 743)

Effective 7-2-98

\*Word "and" appears in original rolls.



# *Missouri Revised Statutes*

## **Chapter 190 Emergency Services Section 190.305**

August 28, 2009

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### **Emergency telephone service may be provided--tax levy authorized--governing body of Christian and Scott counties may contract for services--time limitation on tax--rate--collection.**

190.305. 1. In addition to its other powers for the protection of the public health, a governing body may provide for the operation of an emergency telephone service and may pay for it by levying an emergency telephone tax for such service in those portions of the governing body's jurisdiction for which emergency telephone service has been contracted. The governing body may do such other acts as are expedient for the protection and preservation of the public health and are necessary for the operation of the emergency telephone system. The governing body is hereby authorized to levy the tax in an amount not to exceed fifteen percent of the tariff local service rate, as defined in section 190.300, or seventy-five cents per access line per month, whichever is greater, except as provided in sections 190.325 to 190.329, in those portions of the governing body's jurisdiction for which emergency telephone service has been contracted. In any county of the third classification with a population of at least thirty-two thousand but not greater than forty thousand that borders a county of the first classification, a governing body of a third or fourth class city may, with the consent of the county commission, contract for service with a public agency to provide services within the public agency's jurisdiction when such city is located wholly within the jurisdiction of the public agency. Consent shall be demonstrated by the county commission authorizing an election within the public agency's jurisdiction pursuant to section 190.320. Any contract between governing bodies and public agencies in existence on August 28, 1996, that meets such criteria prior to August 28, 1996, shall be recognized if the county commission authorized the election for emergency telephone service and a vote was held as provided in section 190.320. The governing body shall provide for a board pursuant to sections 190.327 and 190.328. The board of any county of the first classification with more than one hundred four thousand six hundred but fewer than one hundred four thousand seven hundred inhabitants shall provide services to a city located in more than one county only after making an agreement or contracting with the city for such services, provided that any agreement or contract in effect, as of January 1, 2006, shall continue until such time as a successor agreement or contract is entered into by the board and city and such agreement or contract is to provide services for a period of three or more years.

2. The tax shall be utilized to pay for the operation of emergency telephone service and the operational costs associated with the answering and dispatching of emergency calls as deemed appropriate by the governing body, and may be levied at any time subsequent to execution of a contract with the provider of such service at the discretion of the governing body, but collection of such tax shall not begin prior to twenty-seven months before operation of the emergency telephone service and dispatch center.

3. Such tax shall be levied only upon the tariff rate. No tax shall be imposed upon more than one hundred exchange access facilities or their equivalent per person per location.

4. Every billed service user is liable for the tax until it has been paid to the service supplier.
5. The duty to collect the tax from a service user shall commence at such time as specified by the governing body in accordance with the provisions of sections 190.300 to 190.320. The tax required to be collected by the service supplier shall be added to and may be stated separately in the billings to the service user.
6. Nothing in this section imposes any obligation upon a service supplier to take any legal action to enforce the collection of the tax imposed by this section. The service supplier shall provide the governing body with a list of amounts uncollected along with the names and addresses of the service users refusing to pay the tax imposed by this section, if any.
7. The tax imposed by this section shall be collected insofar as practicable at the same time as, and along with, the charges for the tariff rate in accordance with the regular billing practice of the service supplier. The tariff rates determined by or stated on the billing of the service supplier are presumed to be correct if such charges were made in accordance with the service supplier's business practices. The presumption may be rebutted by evidence which establishes that an incorrect tariff rate was charged.

(L. 1981 H.B. 437 § 2, A.L. 1986 H.B. 1268, A.L. 1990 H.B. 951, A.L. 1993 H.B. 910 merged with S.B. 157 & 29, A.L. 1994 S.B. 700, A.L. 1996 H.B. 1097, A.L. 1997 H.B. 249, A.L. 2007 S.B. 22)

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[Missouri General Assembly](#)



# *Missouri Revised Statutes*

## **Chapter 190 Emergency Services Section 190.335**

August 28, 2009

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**Central dispatch for emergency services, alternative funding by county sales tax, procedure, ballot form, rate of tax--collection, limitations--adoption of alternate tax, telephone tax to expire, when--board appointment and election, qualification, terms--continuation of board in Greene County--board appointment in Christian County.**

190.335. 1. In lieu of the tax levy authorized under section 190.305 for emergency telephone services, the county commission of any county may impose a county sales tax for the provision of central dispatching of fire protection, including law enforcement agencies, emergency ambulance service or any other emergency services, including emergency telephone services, which shall be collectively referred to herein as "emergency services", and which may also include the purchase and maintenance of communications and emergency equipment, including the operational costs associated therein, in accordance with the provisions of this section.

2. Such county commission may, by a majority vote of its members, submit to the voters of the county, at a public election, a proposal to authorize the county commission to impose a tax under the provisions of this section. If the residents of the county present a petition signed by a number of residents equal to ten percent of those in the county who voted in the most recent gubernatorial election, then the commission shall submit such a proposal to the voters of the county.

3. The ballot of submission shall be in substantially the following form:

Shall the county of ..... (insert name of county) impose a county sales tax of ..... (insert rate of percent) percent for the purpose of providing central dispatching of fire protection, emergency ambulance service, including emergency telephone services, and other emergency services?

â ã YES â ã NO

If a majority of the votes cast on the proposal by the qualified voters voting thereon are in favor of the proposal, then the ordinance shall be in effect as provided herein. If a majority of the votes cast by the qualified voters voting are opposed to the proposal, then the county commission shall have no power to impose the tax authorized by this section unless and until the county commission shall again have submitted another proposal to authorize the county commission to impose the tax under the provisions of this section, and such proposal is approved by a majority of the qualified voters voting thereon.

4. The sales tax may be imposed at a rate not to exceed one percent on the receipts from the sale at retail of all tangible personal property or taxable services at retail within any county adopting such tax, if such property and services are subject to taxation by the state of Missouri under the provisions of sections 144.010 to 144.525, RSMo. The sales tax shall not be collected prior to thirty-six months before



operation of the central dispatching of emergency services.

5. Except as modified in this section, all provisions of sections 32.085 and 32.087, RSMo, shall apply to the tax imposed under this section.

6. Any tax imposed pursuant to section 190.305 shall terminate at the end of the tax year in which the tax imposed pursuant to this section for emergency services is certified by the board to be fully operational. Any revenues collected from the tax authorized under section 190.305 shall be credited for the purposes for which they were intended.

7. At least once each calendar year, the governing body shall establish a tax rate, not to exceed the amount authorized, that together with any surplus revenues carried forward will produce sufficient revenues to fund the expenditures authorized by this act. Amounts collected in excess of that necessary within a given year shall be carried forward to subsequent years. The governing body shall make its determination of such tax rate each year no later than September first and shall fix the new rate which shall be collected as provided in this act. Immediately upon making its determination and fixing the rate, the governing body shall publish in its minutes the new rate, and it shall notify every retailer by mail of the new rate.

8. Immediately upon the affirmative vote of voters of such a county on the ballot proposal to establish a county sales tax pursuant to the provisions of this section, the county commission shall appoint the initial members of a board to administer the funds and oversee the provision of emergency services in the county. Beginning with the general election in 1994, all board members shall be elected according to this section and other applicable laws of this state. At the time of the appointment of the initial members of the board, the commission shall relinquish and no longer exercise the duties prescribed in this chapter with regard to the provision of emergency services and such duties shall be exercised by the board.

9. The initial board shall consist of seven members appointed without regard to political affiliation, who shall be selected from, and who shall represent, the fire protection districts, ambulance districts, sheriff's department, municipalities, any other emergency services and the general public. This initial board shall serve until its successor board is duly elected and installed in office. The commission shall ensure geographic representation of the county by appointing no more than four members from each district of the county commission.

10. Beginning in 1994, three members shall be elected from each district of the county commission and one member shall be elected at large, such member to be the chairman of the board. Of those first elected, four members from districts of the county commission shall be elected for terms of two years and two members from districts of the county commission and the member at large shall be elected for terms of four years. In 1996, and thereafter, all terms of office shall be four years.

11. Notwithstanding the provisions of subsections 8 to 10 of this section to the contrary, in any county of the first classification with more than two hundred forty thousand three hundred but fewer than two hundred forty thousand four hundred inhabitants, any emergency telephone service 911 board appointed by the county under section 190.309 which is in existence on the date the voters approve a sales tax under this section shall continue to exist and shall have the powers set forth under section 190.339.

12. (1) Notwithstanding the provisions of subsections 8 to 10 of this section to the contrary, in any county of the second classification with more than fifty-four thousand two hundred but fewer than fifty-four thousand three hundred inhabitants that has approved a sales tax under this section, the county commission shall appoint the members of the board to administer the funds and oversee the provision of



emergency services in the county.

(2) The board shall consist of seven members appointed without regard to political affiliation. Each member shall be one of the following:

- (a) The head of any of the county's fire protection districts, or a designee;
- (b) The head of any of the county's ambulance districts, or a designee;
- (c) The county sheriff, or a designee;
- (d) The head of any of the police departments in the county, or a designee; and
- (e) The head of any of the county's emergency management organizations, or a designee.

(3) Upon the appointment of the board under this subsection, the board shall have the power provided in section 190.339 and shall exercise all powers and duties exercised by the county commission under this chapter, and the commission shall relinquish all powers and duties relating to the provision of emergency services under this chapter to the board.

(L. 1993 S.B. 157 & 29 § 1, A.L. 1996 H.B. 1460, A.L. 2005 H.B. 58, A.L. 2008 S.B. 1039)

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Missouri General Assembly

# *Missouri Revised Statutes*

## **Chapter 190 Emergency Services Section 190.309**

August 28, 2009

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### **Emergency telephone board, powers and duties--members of the board, appointment, terms--personnel--officers--rules--removal of members--vacancies--nepotism prohibited.**

190.309. 1. Any county may establish an "Emergency Telephone Service 911 Board", referred to in this section as the "board". The powers and duties of the board may be defined by order or ordinance of the county. Such powers shall include, but not be limited to:

- (1) Planning a 911 system;
- (2) Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems;
- (3) Receiving moneys from any emergency telephone service tax levy authorized by the governing body of the county pursuant to section 190.305, and authorizing disbursements from such moneys collected;
- (4) Hiring any staff necessary for the implementation or upgrade of the system.

2. Members of the board shall be appointed by the governing body of the county, and shall be known as the board of directors of the emergency service telephone 911 board. The governing body shall appoint eleven persons to the board. At least six of such members shall represent public safety agencies. At least nine of the board members shall be residents of the county described in subsection 1 of this section or a county adjoining such county. All board members shall be appointed to serve for a term of three years, except that of the first board appointed, five members shall be appointed for one-year terms, three members for two-year terms and three members for three-year terms. Board members may be reappointed. The members of the board shall not receive compensation for their services, but may be reimbursed for their actual and necessary expenses.

3. The administrative control and management of the county emergency telephone 911 service shall rest solely with the board, and the board shall employ all necessary personnel, fix their compensation, and provide suitable quarters and equipment for the operation of the facility from funds made available for this purpose. Employees of the board shall be eligible for membership in the Missouri local government employees' retirement system pursuant to sections 70.600 to 70.755, RSMo.

4. The board may contract to provide services relating in whole or in part to emergency telephone 911 service and for such purpose may expend the tax funds or other funds.

5. The board shall elect a chairman, vice chairman, treasurer, and such other officers as it deems



necessary for its membership. Before taking office, the treasurer shall furnish a surety bond, in an amount to be determined and in a form to be approved by the board, for the faithful performance of the treasurer's duties and faithful accounting of all moneys that may come into the treasurer's hands. The treasurer shall enter into the surety bond with a surety company authorized to do business in Missouri, and the cost of such bond shall be paid by the board.

6. The board shall set rules for establishment and operation of the emergency 911 system, and shall do all other things necessary to carry out the purposes of sections 190.300 to 190.320.

7. The board may contract with any not-for-profit corporation including any corporation which is incorporated for the purpose of implementing the provisions of sections 190.300 to 190.320.

8. The board may accept any gift of property or money for the use and benefit of the emergency telephone 911 service in the county, and the board is authorized to sell or exchange any such property which the board believes would be to the benefit of the service so long as the proceeds are used exclusively for emergency telephone services. The board shall have exclusive control of all gifts, property or money the board may accept; of all interest or other proceeds which may accrue from the investment of such gifts or money or from the sale of such property; of all tax revenues collected by the county on behalf of the emergency telephone 911 services; and of all other funds granted, appropriated, or loaned to the board by the federal government, the state, or its political subdivisions so long as these resources are used solely to benefit the emergency telephone service in the county.

9. Any board member may, following notice and an opportunity to be heard, be removed from office by a majority vote of the other members of the board for any of the following grounds:

- (1) Failure to attend five consecutive meetings, without good cause;
- (2) Conduct prejudicial to the good order and efficient operation of the emergency telephone service; or
- (3) Neglect of duty.

10. The chairman of the board shall preside at such removal hearing, unless the chairman is the person sought to be removed, in which case the hearing shall be presided over by another member elected by the majority vote of the other board members. All interested parties may present testimony and arguments at such hearing, and the witnesses shall be sworn by oath or affirmation before testifying. Any interested party may, at his or her own expense, record the proceedings.

11. Vacancies on the board occasioned by removals, resignations or otherwise shall be reported by the board chairman to the governing body of the county and shall be filled in like manner as original appointments; except that, if the vacancy occurs during an unexpired term, the appointment shall be for only the unexpired portion of that term.

12. Individual board members shall not be eligible for employment by the board within twelve months of termination of service as a member of the board.

13. No person shall be employed by the board who is related within the fourth degree of\* consanguinity or affinity to any member of the board.

(L. 1995 H.B. 452, et al., A.L. 1996 H.B. 766, A.L. 1997 H.B. 816)

\*Word "of" does not appear in original rolls.

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Missouri General Assembly

# *Missouri Revised Statutes*

## **Chapter 190** **Emergency Services** **Section 190.329**

August 28, 2009

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### **Election of board, exceptions, when--terms.**

190.329. 1. Except in areas from which voters and the commission have approved the provision of central dispatching for emergency services by a public agency for an area containing third or fourth class cities located in counties of the third classification with a population of at least thirty-two thousand but no greater than forty thousand that border a county of the first classification but do not border the Mississippi River, the initial board shall consist of seven members appointed without regard for political party who shall be selected from and shall represent the fire protection districts, ambulance districts, sheriff's department, municipalities, any other emergency services and the general public. This initial board shall serve until its successor board is duly elected and installed in office. The commission shall ensure geographic representation of the county by appointing no more than four members from any one commission district of the county.

2. Beginning in 1992, three members shall be elected from each commission district and one member shall be elected at large, with such at-large member to be a voting member and chairman of the board. Of those first elected, four members from commission districts shall be elected for terms of two years and two members from commission districts and the member at large shall be elected for terms of four years. In 1994, and thereafter, all terms of office shall be for four years, except as provided in subsection 3 of this section. Any vacancy on the board shall be filled in the same manner as the initial appointment was made. Four members shall constitute a quorum.

3. Upon approval by the county commission for the election of board members to be held on general municipal election day, pursuant to subsection 2 of section 190.327, the terms of those board members then holding office shall be reduced by seven months. After a board member's term has been reduced, all following terms for that position shall be for four years.

(L. 1990 H.B. 951 § 1 subsecs. 3, 4, A.L. 1995 H.B. 452, et al., A.L. 1996 S.B. 532, A.L. 1997 H.B. 249)

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Missouri General Assembly



# *Missouri Revised Statutes*

## **Chapter 190 Emergency Services Section 190.337**

August 28, 2009

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### **Revenue, purpose for which shall be used--procedure to terminate tax, ballot form-- reestablishing emergency service using telephone tax, procedure.**

190.337. 1. The sales tax established by a county according to the provisions of section 190.335 shall be permanent and revenues from it shall be disbursed only for the purposes for which it was collected. Upon receipt of a petition signed by a number of voters in the county equal to ten percent of the number of voters in the county who voted in the most recent gubernatorial election requesting the submission of the question of continuation or termination, the county commission in any county which has adopted the sales tax as a means of paying for emergency services in lieu of financing such services through taxes as provided in section 190.305, shall submit to the voters of the county the question to continue or to terminate the sales tax.

2. The question shall be submitted in the following form:

Shall the county of ..... (insert name of county) continue to impose a county sales tax of ..... (insert rate of percent) percent for the purpose of providing central dispatching of fire protection, emergency ambulance, or emergency telephone, services?

â ã YES â ã NO

3. If a majority of those voting on the question vote "YES" for continuation, the sales tax shall be continued unless and until terminated by a vote of the qualified voters voting thereon; if a majority of those voting on the question vote "NO" for the termination of the sales tax, the county commission shall declare the sales tax terminated effective the first day of the second calendar quarter following notification to the director of revenue that the tax has been repealed and shall discharge any board appointed pursuant to section 190.335. Any order adopted by the board shall be void and of no effect from and after the termination of the sales tax.

4. If the majority of the voters vote "NO" pursuant to subsection 3 of this section, the emergency services shall be deemed to have been terminated. Such emergency services may be reestablished in the county pursuant to the provisions of section 190.305.

(L. 1993 S.B. 157 & 29 § 2)

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[Missouri General Assembly](#)

OFFICE OF THE GOVERNOR  
STATE OF MONTANA

BRIAN SCHWEITZER  
GOVERNOR



JOHN BOHLINGER  
LT. GOVERNOR

March 22, 2010

Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S. W.  
Washington, D.C. 20554

Re: OMB Control Number 3060-1122 - Information Collection Mandated by the New and Emerging Technologies Improvement Act of 2008

Dear Sir or Madam:

Pursuant to the FCC Public Notice DA 10-240 dated February 5, 2010 the State of Montana is filing the following information.

**FCC Request #1**

A statement as to whether or not your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET911 Act, has established a funding mechanism designated for or imposed for the purposes of 9-1-1 or E9-1-1 support or implementation (including a citation to the legal authority for such mechanism).

**Response**

*The Montana legislature delegated to the Department of Administration (DOA), an executive branch agency, responsibility to assist in the development of a 9-1-1 emergency telephone system. The legislature levied a surcharge fee on all telephone lines to fund the implementation, operation, and maintenance of the system. The 9-1-1 Program, which is a part of DOA's Public Safety Services Bureau, is responsible for oversight of 9-1-1 activities.*

*Cite: Montana Code Annotated Title 10, Chapter 4, Parts 1 and 2 (MCA 10-4-102; MCA 10-4-201) [http://data.opi.state.mt.us/bills/mca\\_toc/10\\_4.htm](http://data.opi.state.mt.us/bills/mca_toc/10_4.htm)*

**FCC Request #2**

The amount of the fees or charges imposed for the implementation and support of 9-1-1 and E9-1-1 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009. A statement describing how the funds collected are made available to localities, and whether your state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

**Response**

*\$1.00 is collected for 9-1-1 services. The surcharge is based on \$.25 for basic 9-1-1, \$.25 for Enhanced 9-1-1 and \$.50 for wireless 9-1-1. The monthly surcharge is imposed on telephone exchange access services, wireless telephone service, or other 9-1-1 accessible services.*

FCC  
Page two  
March 22, 2010

*The total amount collected for the calendar year ending December 31, 2009 was \$13,172,462.14.*

*DOA makes quarterly distributions of the entire basic and enhanced 9-1-1 accounts on a per capita basis. Distribution of the wireless 9-1-1 account provides for a 'small county sunset' provision that divides such that 84% is distributed to all counties on a per capita basis. The remaining 16% is divided evenly to counties with 1% or less of the population. This provision will sunset in 2011. After the provision has sunset the entire wireless account will be distributed based on per capita basis.*

*"9-1-1 Funding Guidelines" and "Carrier Cost Recovery Guidelines" establish the criteria for the expenditures of the 9-1-1 fees. The Department of Administration, in conjunction with the State 9-1-1 Advisory Board adopted administrative rules to implement these guidelines.*

*Cite: Montana Code Annotated Title 10, Chapter 4, Parts 2 and 3 (MCA 10-4-201; 10-4-302; 10-4-311; 10-4-313) [http://data.opi.state.mt.us/bills/mca\\_toc/10\\_4.htm](http://data.opi.state.mt.us/bills/mca_toc/10_4.htm)*

### **FCC Request #3**

A statement identifying any entity in your State that has the authority to approve the expenditure of funds collected for 9-1-1 or E9-1-1 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 9-1-1 or E9-1-1.

### **Response**

*DOA has authority to monitor implementation of approved basic, enhanced and wireless 9-1-1 system plans for compliance and use of funding. Local PSAPs are responsible for implementing, operating, maintaining, and improving 9-1-1 operations locally. "9-1-1 Funding Guidelines" and "Carrier Cost Recovery Guidelines" establish the criteria for the expenditures of the 9-1-1 fees.*

*The Guidelines are on the 9-1-1 Program web page at <http://pssb.mt.gov/911programs.mcp.x>.*

*Cite: Montana Code Annotated Title 10, Chapter 4, Parts 1 and 3 (MCA 10-4-102; 10-4-114; 10-4-303) [http://data.opi.state.mt.us/bills/mca\\_toc/10\\_4.htm](http://data.opi.state.mt.us/bills/mca_toc/10_4.htm)*

### **FCC Request #4**

A statement whether all the funds collected for 9-1-1 or E9-1-1 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for implementation or support of 9-1-1 or E9-1-1.

### **Response**

*All fees are deposited in four separate special revenue accounts. Legislation passed in the 2009 legislative session clarifies existing statute and ensures that all 9-1-1 fees are deposited in*

FCC  
Page three  
March 22, 2010

*9-1-1 special revenue accounts to be distributed to the local 9-1-1 jurisdictions and fund the State 9-1-1 Program Office.*

*Cite: Montana Code Annotated Title 10, Chapter 4, Part 3 (MCA 10-4-301)  
[http://data.opi.state.mt.us/bills/mca\\_toc/10\\_4.htm](http://data.opi.state.mt.us/bills/mca_toc/10_4.htm)*

#### **FCC Request #5**

A statement identifying what amount of funds collected for 9-1-1 or E9-1-1 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 9-1-1 or E9-1-1 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 9-1-1 or E9-1-1 purposes were made available or used.

#### **Response**

*The State of Montana has not used funds collected for 9-1-1 or E9-1-1 for unrelated to the implementation, support or operation of 9-1-1 programs.*

#### **FCC Request #6**

Any other comments the respondent may wish to provide regarding the applicable funding mechanism for 9-1-1 and E9-1-1.

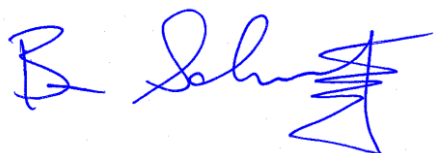
#### **Response**

*Montana took proactive steps to clarify existing statute to ensure all 9-1-1 funds were used solely for 9-1-1 purposes. Effective July 1, 2009 the Legislature passed a bill that created a special revenue fund for the administrative costs and reduced 9-1-1 funds for the program's administrative costs. Any remaining administrative funding is required to be distributed to the 9-1-1 jurisdictions at the end of each fiscal year. Over the history of the program the State of Montana never diverted any 9-1-1 fees or used fees for purposes other than identified in the governing statutes.*

*Chairman Genachowski accepted my recommendation to appoint Ms. Becky Berger to the FCC Communications Security, Reliability and Interoperability Council (CSRIC).*

Ms. Berger is my designated 9-1-1 Representative. If you need additional information please contact her at (406) 444-1966.

Sincerely,



BRIAN SCHWEITZER  
Governor

# Nebraska Public Service Commission

**COMMISSIONERS:**

ANNE C. BOYLE  
ROD JOHNSON  
FRANK E. LANDIS  
TIM SCHRAM  
GERALD L. VAP



300 The Atrium, 1200 N Street, Lincoln, NE 68508  
Post Office Box 94927, Lincoln, NE 68509-4927  
Website: [www.psc.state.ne.us](http://www.psc.state.ne.us)  
Phone: (402) 471-3101  
Fax: (402) 471-0254

**NEBRASKA CONSUMER HOTLINE:**  
1-800-526-0017

**EXECUTIVE DIRECTOR:**

MICHAEL G. HYBL

March 22, 2010

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

RE: PC Docket No. 09-14

**\*\*SUBMITTED VIA ELECTRONIC DROP BOX\*\***

Dear Ms. Dortch:

Please find attached information provided by the Nebraska Public Service Commission in response to the information request in PS Docket No. 09-14.

Should you have any questions, please advise.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gerald L. Vap".  
Gerald L. Vap  
Chairman



THE UNIVERSITY OF CHICAGO



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

In the Matter of the Information )  
Collection Mandated by the New and )  
Emerging Technologies Improvement ) PS Docket No. 09-14  
Act of 2008 )  
)  
)

**COMMENTS OF THE NEBRASKA PUBLIC SERVICE COMMISSION**

Nebraska Public Service Commission  
1200 N Street; 300 The Atrium Building  
Lincoln, Nebraska 68508  
(402) 471-3101

March 22, 2010



The following information is provided in response to the public notice issued on or about February 6, 2009 in PS Docket No. 09-14.

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

The funding and implementation of landline enhanced 911 services is the province of local governing bodies pursuant to the Emergency Telephone Communications Systems Act, Neb. Rev. Stat. §§ 86-420 to 86-441.01 (2008 Cum. Supp.). The funding and implementation of wireless enhanced 911 service is within the jurisdiction of the Nebraska Public Service Commission pursuant to the Enhanced Wireless 911 Services Act, Neb. Rev. Stat. §§ 86-442 to 86-470 (Cum. Supp. 2008).

#### Landline Enhanced 911 Service

Local governing bodies are permitted to impose a service surcharge of up to \$1.00 on each landline telephone number or functional equivalent within the governing body's 911 service area, with the exception of Douglas County which shall not exceed \$.50.<sup>1</sup> Funds generated by these surcharges shall be used "only for the purchase, installation, maintenance, and operation of telecommunications equipment and telecommunications-related services required for the provision of 911 service."<sup>2</sup>

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<sup>1</sup> Neb. Rev. Stat. § 86-435(1) and (2).

<sup>2</sup> Neb. Rev. Stat. § 86-435(5).





## Wireless Enhanced 911 Service

Wireless carriers providing service within Nebraska are required to collect and remit to the Nebraska Public Service Commission (Commission) a surcharge up to \$.70 on all active telephone numbers or functional equivalents every month from users of wireless service.<sup>3</sup> A lower cap of \$.50 is set for any users of wireless service whose primary place of use is Douglas County.<sup>4</sup> Additionally, special provisions are in place to address users of prepaid wireless service and prepaid wireless carriers.<sup>5</sup> Currently, the wireless surcharge is set at \$.50.<sup>6</sup>

The use of the funds is limited to the purposes set forth in Neb. Rev. Stat. § 86-465(2). On February 23, 2010, the Commission adopted a permanent funding mechanism to distribute funds pursuant to LB 1222 [2006]. A copy of the Commission's order is attached hereto as Appendix A.<sup>7</sup>

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

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<sup>3</sup> Neb. Rev. Stat. § 86-457(1).

<sup>4</sup> Neb. Rev. Stat. § 86-457(2).

<sup>5</sup> Neb. Rev. Stat. § 86-457(5) and *In the Matter of the Commission, on its own motion, to establish surcharges assessed on users of prepaid wireless service and, methods for the collection and remittance of surcharges from carriers offering prepaid wireless services*, Docket No. 911-031.

<sup>6</sup> *The Commission, on its own motion, seeking to determine the surcharge for the Enhanced Wireless 911 Fund*, Docket No. 911-002, Order Setting Surcharge (Nov. 24, 2009).

<sup>7</sup> *In the Matter of the Nebraska Public Service Commission, on its own motion, to establish implement provisions of LB 1222 [2006] and to establish a permanent funding mechanism for wireless enhanced 911 service*, Docket No. 911-019/PI-118, Final Order Adopting Model and Application Process (Feb. 23, 2010).



During 2009, \$5,507,239.80 was remitted to the Enhanced Wireless 911 Fund through the imposition of the \$.50 wireless 911 surcharge. The Commission receives annual reports regarding the amount of landline surcharges collected and remitted by local exchange carriers to local governing bodies. Those annual reports are not due to the Commission until April 30<sup>th</sup> of each year. Therefore, the Commission only has data for 2008. During the 2008 calendar year, \$6,284,559.15 was remitted to local governing bodies in Nebraska through the landline 911 surcharge.

The permissible purposes for each of the funds are set forth in the previously mentioned statutory sections outlined above. The landline funds are remitted directly to the local governing parties and therefore no distribution mechanism is necessary, unless a particular governing body has an interlocal agreement with another governing body for the provision of 911 services which requires any kind of payment. In that case, the sharing of costs would be governed by the terms of the individual interlocal agreement. The Commission receives funding requests from Public Safety Answering Points (PSAPs) and wireless carriers that are reviewed by the Advisory Board and Commission staff. The Commission votes to approve or deny any funding requests. Payments are made to vendors and local exchange carriers on behalf of PSAPs for equipment, software and services necessary for the provision of enhanced wireless 911. Payments are also made directly to wireless carriers for costs incurred for the provision of enhanced wireless 911 services.

With the implementation of the new permanent funding mechanism in July 2010, the Commission will allocate certain amounts of funding to PSAPs and wireless service providers to be paid on a monthly basis. PSAPs and wireless service providers will



subsequently provide documentation to demonstrate that all funds are used for eligible wireless 911 expenses. Wireless service providers will also have access to a grant program that will assist with capital expenses related to the provision of enhanced wireless 911 service, not including the construction of towers. These applications will be reviewed by the Commission and Advisory Board. Additionally, PSAPs will continue to submit funding requests related to equipment and software purchases and upgrades to ensure that it meets certain requirements.

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

As previously stated, the Nebraska Public Service Commission has the authority to expend funds collected through the enhanced wireless 911 surcharge. The Commission is subject to review by the State Auditor's office. Local governing bodies, i.e. counties and municipalities, have the authority to expend funds collected through their individual landline 911 surcharges.

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

Because the Commission does not have oversight over the collection and use of landline 911 surcharges collected by local governing bodies, we cannot comment regarding the expenditure of their funds. With respect to the Enhanced Wireless 911 Fund, during 2009 \$6,043,913.75 was paid to or on behalf of wireless carriers and PSAPs for the provision of enhanced wireless 911 services and an additional





\$273,889.35 was used to cover the expenses of administering the Fund. Such administrative expenses are specifically authorized by state statute.

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

Because the Commission does not have oversight over the collection and use of landline 911 surcharges collected by local governing bodies, we cannot comment regarding the use or expenditure of their funds. With respect to the Enhanced Wireless 911 Fund, during 2009 all funds collected were expended for appropriate purposes pursuant to the Enhanced Wireless 911 Services Act. However, in December 2009, the Nebraska Legislature transferred approximately \$3.4 million in interest from the Fund to address state budget shortfalls.

Respectfully Submitted,

The Nebraska Public Service Commission

By: 

Gerald L. Vap  
Chairman  
300 The Atrium Building  
1200 N Street  
Lincoln, NE 68508  
(402) 471-3101



SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

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BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska ) Application No. 911-019/PI-118  
Public Service Commission, on )  
its own motion, to implement )  
provisions of LB 1222 [2006] and ) FINAL ORDER ADOPTING MODEL  
to establish a permanent funding ) AND APPLICATION PROCESS  
mechanism for wireless enhanced )  
911 service. ) Entered: February 23, 2010

BY THE COMMISSION:

The Nebraska Public Service Commission (Commission) opened the above-captioned docket, on its own motion, to implement provisions of LB 1222 [2006] and to establish a permanent funding mechanism for wireless enhanced 911 service.

LB 1222 requires that the Commission:

Establish a mechanism for determining the level of funding available to each public safety answering point and wireless service providers for costs determined to be eligible by the commission...

Neb. Rev. Stat. § 86-465(1)(e) (2008).

On July 7, 2009, the Commission released for comment a proposed permanent funding mechanism. Comments on the proposed mechanism were filed by: City of Fremont, Nebraska Association of County Officials (NACO), GeoComm, Nebraska Wireless 911 Advisory Board (Advisory Board), N.E. Colorado Cellular, Inc. dba Viaero Wireless (Viaero), Lincoln-Lancaster County Emergency Communications, and Hall County-Grand Island 911 Mgmt.

On September 22, 2009, in order to implement the funding mechanism, the Commission entered a second order releasing for comment a proposed timeline and application process for the approval and distribution of funding and the verification of the use of the funding. Comments were received regarding both proposals. Comments on the proposed application process were filed by: NACO, Boone County Sheriff's Department, Viaero, and Custer County.

An initial hearing was held on October 7, 2009, during which time, staff provided testimony outlining some changes that it intended to propose to the model and process based upon comments received to date. Staff considered the comments received and the testimony during the initial hearing in addition to the impact of the legislature's decision to transfer approximately \$3.4 million

## SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

Application No. 911-019/PI-118

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in interest from the Fund to address state budget shortfalls. As a result, on December 15, 2009, the Commission entered order releasing for comment an amended model and application process. Comments regarding the December 15, 2009 proposal were received from multiple PSAPs, NACO, APCO, Viaero and Sprint/Nextel.

Hearing on the amended proposal was held on February 1, 2010. Tyler Frost, staff economist for the Commission, testified regarding adjustments made to the permanent funding mechanism and responded to comments regarding variables used in the construction of the model. Sue Vanicek, Director of the Nebraska Telecommunications Infrastructure and Public Safety Department (NTIPS), testified regarding the amended model and process and responded to filed comments. Finally, Kara Thielen, 911 Coordinator for Viaero, also testified.

### FINDINGS AND CONCLUSIONS

Funds will be distributed to PSAPs and wireless service providers on a monthly basis. Payments to local exchange carriers on behalf of PSAPs will be made on a quarterly basis in arrears based upon quarterly reports filed by wireless service providers. Details will be discussed more fully below.

#### **I. The Wireless 911 Support Allocation Model (911-SAM)**

Based upon the written comments and testimony received, the Commission finds that the 911-SAM as proposed in the December 15, 2009 order is hereby adopted as the permanent funding mechanism for wireless enhanced 911 service effective July 1, 2010 with a funding year of July 1<sup>st</sup> through June 30<sup>th</sup> pursuant to the requirement set forth in § 86-465(1)(e). The 911-SAM forecasts the future status of the Enhanced Wireless 911 Fund (Fund) and assists in the allocation of annual support amounts to eligible Public Safety Answering Points (PSAPs) and Wireless Service Providers (WSPs).

The 911-SAM includes summaries of the Fund status forecast and Fund support amount allocated to eligible PSAPs and WSPs for the current funding year.

The 911-SAM calculates Fund support amounts for each year forecasted based on the existing balance, reserve levels, pre-existing payment commitments, Fund administration costs, LEC costs paid on behalf of the PSAPs by the Commission, and surcharge remittance levels. Fund support amounts are allocated utilizing cost proxies.



## SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

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The 911-SAM derives cost proxy amounts, representing the costs incurred for the provision of wireless enhanced 911 service, for three cost categories; PSAP, Geographic Information Systems (GIS), and wireless service provider (WSP). Cost proxy amounts are determined as functions of independent variables and predefined cost inputs. More specifically, PSAP and GIS cost proxy amounts are calculated as functions of population and the WSP cost proxy amount is determined as a function of cellular towers. NACO had commented in response to the December 15, 2009 that other variables other than population should be used. However, the Commission has used the most accurate data available. Should the Commission determine, pursuant to observed implementation, changes are needed, the 911-SAM provides for the flexibility needed and gives the Commission the ability to address issues, such as these, in a dynamic environment.

Cost category proxy amounts are calculated at a PSAP or county level and aggregated to a statewide level. Statewide cost category proxy amounts are further aggregated to determine a total proxy amount. The 911-SAM then calculates each cost category's allocation of the Fund support amount, calculated as the cost category's statewide cost proxy amount, relative to the total proxy amount.

The 911-SAM further utilizes cost proxy results, at a PSAP or county level, to allocate cost category support amounts to each eligible PSAP and WSP. Eligible PSAP support amounts include PSAP and GIS. Fund support amounts allocated to eligible PSAPs and WSPs are summarized for the current funding year.

The 911-SAM reflects a fiscal year from July 1 to June 30. Additionally, the LEC cost category will be paid directly by the Commission on a statewide basis rather than being allocated to individual PSAPs. It is therefore treated in the same manner as other amounts previously identified and included in the calculation of annual Fund support amounts. A discussion of the LEC proposal is set forth more fully herein. The 911-SAM includes an interest calculation and a cap on the WSP Grant Program. Furthermore, amounts attributable to LEC costs have been separated from other PSAP costs. Finally, the PSAP Equipment Program releases funds directly to the PSAPs.

Attached hereto and incorporated herein by this reference as Appendix A, is the E911 Fund Forecast. Also attached hereto and incorporated herein by this reference as Appendix B, is the Summary of E911 Funding Support, which summarizes the allocation of funding support to each cost category. However, amounts

allocated to individual WSPs are not listed at this time. The WSP grant funding available is a function of the number of WSPs requesting funding, further potentially a function of recent changes in the wireless industry. Due to recent changes in the wireless industry including Verizon's acquisition of Alltel Wireless and Pinpoint's decision to exit the market, the Commission will not announce the individual WSP allocation amounts and WSP grant funding available until May 1, 2010 after all requests for WSP funding are submitted. Amounts reflected in Appendix A related to grant funds may also change based upon the requests received. Finally, attached hereto as Appendix C, and incorporated herein by this reference, is a spreadsheet which summarizes the payment to each PSAP after all pre-existing commitments are paid.

#### **A. PSAP Funding**

As mentioned above, the LEC costs have been removed as a cost category and will be paid directly by the Commission on a statewide basis rather than through an allocation to individual PSAPs. Payments for intertandem trunking and the GIS repository will not be allocated to any PSAP but will instead be paid directly by the Commission. Therefore, the remaining PSAP funding will relate to the PSAP and GIS cost categories. PSAPs may retain up to seventy-five percent (75%) of the amount allocated to that PSAP for the future purchase of equipment and software. A more detailed description of the equipment program is included herein.

Additionally, the Commission will continue to pay amounts for intertandem trunking, GIS data development, equipment costs which represent a first request for funding for that PSAP, and equipment and software maintenance contracts approved prior to the implementation of the 911-SAM. These amounts would be paid directly to the appropriate vendor on behalf of the PSAP. Any previously approved amounts being paid on behalf of a PSAP would be deducted from their PSAP allocation. This arrangement would continue until the expiration of any existing contracts. At that time, each PSAP would be responsible for making payments to vendors on their own and the amounts previously deducted by the Commission in order to make the payments would then be paid directly to the PSAP.

After the above listed adjustments are made, any funds remaining from the allocation would be paid to the PSAP in equal installments on a monthly basis commencing July, 2010 after receipt of the required application materials.

## SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

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The Commission will continue to provide funding for no more than one PSAP per county consistent with Neb. Rev. Stat. § 86-465(1)(e). However, under certain circumstances in which costs are shared, payments may be made to multiple PSAPs in one county so long as expenses are not duplicated between the PSAPs. For example, Norfolk PD is the designated PSAP for Madison County; but Madison County funded GIS development. Therefore, the Commission has provided funding to Madison County strictly for the maintenance of the GIS data. If an inter-local agreement exists between multiple governing bodies which necessitates the payment of funding to more than one governing body, the governing bodies are required to submit that information along with their applications so that the proper payments can be made.

PSAPs receiving funding will be required to attest annually and provide supporting documentation demonstrating that funds received were utilized for permissible purposes under the Act, Commission orders, and Commission guidelines and rules and regulations. Additionally, PSAPs will have to certify that they meet certain eligibility requirements and follow application processes and procedures established by the Commission in this order. Failure to comply may result in suspension or termination of funding.

### 1. Prerequisites for PSAP Funding

The Commission believes that certain minimum prerequisites should be established for PSAPs in order to ensure a complete and reliable statewide enhanced wireless 911 system. PSAPs will be responsible for meeting the following prerequisites:

- PSAPs must establish a separate account in which to maintain all funds received from the Enhanced Wireless 911 Fund. All account information must be provided to the Commission at the time the original funding application is made as outlined herein on the ACH form provided by the Commission.
- All PSAPs must be connected to the selective router; must make arrangements for the maintenance of the software and equipment necessary for the provision of enhanced wireless 911 service; and must have made arrangements or retained trained personnel to ensure that all GIS data is current and accurate.
- Furthermore, all PSAPs receiving funding shall provide their GIS data to the statewide GIS repository and

provide periodic updates according to policies to be established by the Commission. If a PSAP does not yet have a username and password for the repository, it shall make application to the Commission on or before the time it submits its application for funding. The Commission will, at a future date, investigate the option of a statewide contract for the maintenance of GIS data.

- Also, the Commission will no longer pre-approve equipment and software vendors. PSAPs are required to ensure that the equipment is appropriate for the provision of enhanced 911 service. All PSAPs will be required to certify that they have complied with all applicable state and local bidding requirements for the purchase of goods and services. All requests for equipment funding will continue to be reviewed by the Enhanced Wireless 911 Advisory Board.

A checklist of the PSAP prerequisites to funding is attached hereto as Appendix D. This appendix is intended only to assist in the application process. To the extent any differences between Appendix D and the terms of the order exist, the order controls.

## 2. Eligible PSAP Costs

Neb. Rev. Stat. § 86-465(2) sets forth general costs that may be eligible for funding as prescribed by the Commission.

The Commission finds that the following shall be eligible costs for PSAP funding. The Commission is aware that funds provided will not provide full cost recovery for all elements listed.

- The purchase and installation of equipment and software necessary for the provision of wireless E911 based upon the Commission's wireline/wireless ratio unless the PSAP can produce call volumes demonstrating a higher volume of wireless calls. Such items shall not include any equipment or software used primarily for the provision of landline 911 service.
- Costs of upgrades to equipment and software necessary for the provision of wireless E911, including CPE equipment and relevant software.
- Maintenance costs for eligible equipment and software.
- Maintenance costs related to GIS data.

- Telecommunications services required for the provision of enhanced wireless 911 service including trunking and connection to the selective router. A dedicated wireless 911 trunk is eligible for funding. However, shared facilities are subject to the Commission's wireline/wireless ratio unless the PSAP can demonstrate a higher volume of wireless calls.
- Training related to the provision of Enhanced Wireless 911 service not to exceed 5% of the funds allocated to the PSAP.

The December 15, 2009 order previously proposed that no funding be permitted for costs related to the following: Computer Aided Dispatch; Logging and Recall Recorder Equipment; Community Notification Systems; Time Synchronization; Radio Equipment; and PBX. Based upon comments received, the Commission will allow funding to be used for Computer Aided Dispatch; Logging, Recall Recorder Equipment, and any other equipment or software used for the provision of enhanced wireless 911 service subject to the wireless/wireline factor or the appropriate call volumes demonstrated by the PSAP consistent with the equipment and software program outlined below. PSAPs must show that the equipment or software is for the provision of enhanced wireless 911 service and not simply for more general emergency response services.

Also, the Commission is aware of the importance of ongoing training as the complexity of providing enhanced 911 services increases. Therefore, based upon comments received from the PSAPs and related entities, the Commission will permit up to 5% of the funds allocated to the PSAP to be used for training purposes. PSAPs must demonstrate that the training was for the provision of enhanced wireless 911 service. The funds are not intended to simply supplement personnel or administrative costs but must be used for training for the provision of enhanced wireless 911 services.

### 3. Equipment and Software Program

As stated previously, the Commission will permit PSAPs to set aside up to seventy-five percent (75%) of each PSAPs' available funding allocation for equipment and maintenance on an annual basis to be used for future equipment and software purchases and upgrades. This percentage is based upon per occurrence historical data of equipment and software purchases and the costs of maintenance. PSAPs may set aside these funds for no more than ten (10) years. The funds cannot be held by the PSAP for more than 2 years after the ten year period expires or the funds must be paid



back to the fund. An accounting of the funds shall be provided at the time the PSAP verifies use of its allocation at each year end.

PSAPs may utilize these funds solely for upgrades and replacements of PSAP equipment and software. Retained funds can be used for up to fifty-five percent (55%) of the cost of the equipment and software based upon the wireless/wireline allocation previously adopted by the Commission. This allocation factor may be amended by the Commission as needed. If the PSAP can demonstrate that a greater percentage of its call volume is attributable to wireless 911 it can be funded up to the proven call volume percentage. PSAPs must provide a detail of wireless and wireline 911 call volumes for each month of the previous 12 month period.

Prior to expending these funds, PSAPs must submit an application to the Commission for approval and a determination of the allocation factor if the PSAP wishes to use the funds to pay for more than amounts determined utilizing the established wireless/wireline allocation factor. Applications related to equipment purchases may be submitted to the Commission throughout the funding year, but will only be reviewed by the Enhanced Wireless 911 Advisory Board on a quarterly basis. Hearings regarding the applications may be held by the Commission.

All applications must contain the following information:

- The detailed technical specifications, number of call taking positions, individual pieces of equipment and software, any installation costs, and costs of the equipment and software being purchased.
- A certification that the equipment and software meets applicable NENA standards and is IP capable.
- PSAPs must also provide information regarding any other 911 and/or public safety related funds received from other sources (e.g. any stimulus money, other grant funds, etc.) during the twelve (12) months preceding the application.
- PSAPs must provide wireless and wireline 911 call volumes for each month of the previous 12 month period to the date of the application.
- PSAPs must provide the current level of its landline 911 service surcharge.
- PSAPs must also certify that they have complied with all applicable state and local bidding requirements.

PSAPs are not required to wait to apply for funding until they have saved sufficient funds from their monthly allocation to

cover the cost of the equipment and software. To the extent that there is an insufficient balance in the PSAP's equipment and software fund, after an accounting is received of the funds the PSAP has available, the Commission will pay the appropriate percentage of the cost of the equipment and software and a deduction will be made from the future annual allocation to the PSAP until the expense is reimbursed to the Fund. At that point, the PSAP will again begin receiving its full allocation. Any funding requests representing a second request for equipment and software funding received prior to the establishment of the funding mechanism will be treated in this same manner. The amount of funding will be deducted over five (5) years in equal installments. Should the amount attributable to wireless be in excess of that PSAP's equipment and maintenance allocation over five years, the Commission will adjust the amount to be deducted.

#### **4. Funding for LEC Costs**

Currently, the Commission receives invoices for PSAPs from each of the three LECs for wireless 911 charges. The manner by which LECs are compensated for telecommunications services provided to PSAPs is dependent upon data filed with the Commission in quarterly reports. The Commission finds that it would be more efficient for the Commission to continue to pay LEC costs directly, on behalf of PSAPs, on a statewide basis.

LECs will be compensated on a per wireless subscriber rate and paid based upon the number of wireless subscribers reported to the Commission in wireless quarterly reports. Each LEC shall file a tariff outlining a per subscriber rate no later than **October 15, 2010** based upon the costs of providing the service. Total recoverable costs should not exceed total amounts currently billed under contracts. However, the rate established should take into account any Phase II costs and nonrecurring costs incurred for the implementation of enhanced wireless 911 service of future towers that the LEC expects to recover. Until such time as the tariff is filed, the Commission will continue to pay invoices on behalf of PSAPs as previously approved.

#### **B. Wireless Service Provider Funding**

The WSP funding amounts calculated by the 911-SAM will be paid directly to the carriers on a monthly basis commencing July, 2010 after receipt of all required application materials. WSPs receiving funding are required to attest annually and provide supporting documentation demonstrating that funds received were utilized for permissible purposes under the Act, Commission

orders, and Commission guidelines and rules and regulations. Additionally, WSPs are required to certify that they meet certain eligibility requirements and follow application processes and procedures established by the Commission. Failure to comply with all requirements, including the timely submission of accurate quarterly reports and remittances of surcharges, may result in suspension of funding.

### **1. Prerequisites for WSP Funding**

In order to be eligible to receive funding, the Commission believes that certain minimum prerequisites to funding should be established for WSPs in order to ensure a complete and reliable statewide enhanced wireless 911 system. WSPs must satisfy the following prerequisites to funding:

- WSPs must certify compliance with federally established testing and accuracy standards as set forth in 47 CFR Sec. 20.18(h).
- Prior to receiving funding, WSPs shall report and account for any additional funding that may support 911 services including, but not limited to, federal or state universal service funds, federal or state grant funds and revenues generated through surcharges imposed by the carrier or costs billed to consumers for location-based services.
- WSPs must timely file accurate quarterly reports; remittances; and remittance worksheets. Failure to do so may result in a suspension or termination of funding.

### **2. Eligible WSP Costs**

With respect to WSPs, the Act states that eligible costs may include, but not be limited to, the costs for new equipment used for providing enhanced wireless 911 service, costs to lease another vendor's equipment or services to provide enhanced wireless 911 service, costs to create or maintain any database or database elements used solely for enhanced wireless 911 service, and other costs of establishing enhanced wireless 911 service.<sup>1</sup> However, costs for equipment or services used in the WSP's main infrastructure resulting in revenue are not eligible for funding.<sup>2</sup>

<sup>1</sup> Neb. Rev. Stat. Sec. 86-465(2)(a).

<sup>2</sup> Neb. Rev. Stat. Sec. 86-465(2)(a).

The distinction between whether a particular cost of providing enhanced wireless 911 service is a Phase I or Phase II related expense is no longer pertinent to whether a particular cost is an eligible expense.

The Commission finds that the eligible costs for WSP funding include database management and upgrade costs necessary to provide enhanced 911 service and costs for transportation and facilities to carry wireless E911 calls to the selective router. The recurring monthly funding received by wireless carriers is not intended to cover capital costs. Furthermore it is not intended to be used to fund the construction of towers. Additionally, no administration, personnel or training costs will be considered eligible expenses at this time.

Any capital expenses directly related to the provision of enhanced 911 service, including new equipment and software and upgrades will be addressed in connection with the WSP grant program set forth in more detail herein.

A checklist of the WSP prerequisites to funding and application is attached hereto as Appendix E. This appendix is intended only to assist in the application process. To the extent any differences between Appendix E and the terms of the order exist, the order controls.

### **3. WSP Grant Program**

To date, several WSPs have chosen not to seek funding. Funding not paid to individual WSPs, will be set aside and made available to WSPs via the WSP Grant Program. The WSP Grant program funding would be available to all wireless service providers, eligible to receive funding, for recovery of other potentially eligible costs incurred in the provision of wireless enhanced 911 service. Such costs may include capital expenses or other one-time costs incurred for the provision of enhanced wireless 911 service but not covered by the recurring funding received on a monthly basis. These funds shall not be used for the construction of towers, administrative costs or personnel costs. This grant fund is not intended to reimburse carriers for expenses incurred prior to this order but is instead related to future projects and costs.

The level of grant funding available will be announced by the Commission on or before May 1<sup>st</sup> each year. Carriers seeking grant funding shall submit an application on or before **October 15<sup>th</sup>** for the following funding year. The Grant application shall include:

- A detailed budget and supporting documentation.
- Information regarding vendors to be used including copies of all contracts and disclosures of any affiliations between the vendor and the WSP.
- A statement regarding 911 and/or public safety related funds received from other sources including but not limited to any stimulus money, other state or federal grant funds, 911 or public safety funds from other states used to support costs of providing 911 service.
- A certification that the money requested is to support costs that are solely to support the Nebraska 911 system and information to support any allocation of costs between different states.

All grant applications are subject to Commission approval, subsequent to review by the Enhanced Wireless 911 Advisory Board and hearing before the Commission. No more than twenty-five percent (25%) of the total support amount allocated to WSPs may be spent on grant funding. Any amounts in excess of the 25% will be returned to the total funds available for both PSAPs and WSPs and reallocated for the following funding year. Viaero raised objections to the imposition of the 25% cap. However, such cap is necessary to ensure that no single carrier receives a level of funding that may unduly subsidize its operation to the competitive disadvantage of other carriers.

All grant funds will be paid after completion of project based on invoices paid by the WSP.

Funds not awarded in one year will be rolled into available funds for distribution to PSAPs and WSPs the following funding year.

A checklist for completion of the grant application is attached hereto as Appendix F. This appendix is intended only to assist in the application process. To the extent any differences between Appendix F and the terms of the order exist, the order controls.

## II. GENERAL PROCESS

### A. Requests for General Funding

All WSPs and Public Safety Answering Points (PSAPs) must file an initial application for funding no later than **April 15, 2010**. Failing to submit an application by the deadline would result in a loss of funding for the 2010-2011 funding year. The Commission



will issue a notice of available funding to each wireless service provider on or before **May 1, 2010**. After this initial year, each WSP and PSAP will be responsible for verifying and updating the information on file with Commission and will not be required to submit an entirely new application. Verification and updates to the information on file will be due no later than April 15th of each year.

### **1. WSP Applications**

WSPs seeking funding would have to identify the eligible costs for which funding would be used during the funding year. Additionally, WSPs are responsible for the accuracy of the quarterly reports on which all payments would be based. Should an error be found in the process of an audit or under other circumstances, a carrier would be required to refund any overpayments made based upon an inaccurate report. However, if it was determined that the number of towers was underreported, a carrier is not entitled to back payment of any additional funds that would have been received had the tower been properly reported.

A WSP's failure to timely file quarterly reports or otherwise fail to comply with Commission orders, rules and regulations or any other statutory requirements, could result in a delay, suspension, termination or refund of funds. WSPs would also be required to submit updated ACH Enrollment and contact information for funding and quarterly reports or verification that information currently on file with the Commission is accurate.

### **2. PSAP Applications**

PSAPs seeking funding must provide information regarding their current equipment and software version including all specifications and number of call-taker positions; dates of installations and a description and the date of any equipment or software upgrades occurring within the previous twelve (12) months; a copy of any maintenance contracts for equipment and software currently in place. The PSAP would also have to verify the current status of the PSAP for both enhanced wireline and wireless 911 services and all areas for which it provides service; the current level of the landline 911 surcharge. Also, the application would include a report of wireless and wireline 911 call volumes for each month for the previous twelve (12) month period.

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Included with this order is spreadsheet showing the 2010-2011 allocation for PSAPs. PSAPs would also identify the eligible costs for which funding will be used including what percentage the PSAP intended to set aside for the future purchase of equipment and software. If funds are not used appropriately, future funding may be affected. Additionally, funding may fluctuate from year to year based upon the availability of funds. Also, updated ACH enrollment forms, copies of interlocal agreements for 911 service and updated contact information would be required.

### **B. Annual Verification**

Each year, both WSPs and PSAPs shall submit all invoices and other supporting documentation to the Commission to demonstrate that all funds for the previous funding year were used for eligible costs. This submission by PSAPs must also include an accounting of the funds set aside for future equipment and software purchases. Additionally, the verification would serve as the application for continued funding. All verifications are due no later than **October 15<sup>th</sup>**, following the close of the previous funding year. If the Commission determines that any funds were not used appropriately, funding for the following funding year would be adjusted to recoup any necessary funds. All WSPs and PSAPs are subject to audit.

A list of application deadlines is attached hereto as Appendix G to assist in the application process. To the extent any differences exist between Appendix G and the order, the order controls.

### **III. Workshop**

The Commission further finds that in order to assist in the completion of applications and answer any questions regarding implementation, a workshop should be scheduled for **March 17, 2010 at 1:00 p.m. CST** at the Commission Hearing Room, 300 The Atrium, 1200 N Street, Lincoln and via video conference at the following locations:

**Lincoln:** Nebraska Public Service Commission, 300 The Atrium, 1200 N Street

**Omaha:** Nebraska State Office Building, Room 207, 1313 Farnam on the Mall

**Grand Island:** Grand Island Public Library, 211 North Washington Street

**Kearney:** Kearney Public Library, 2020 1st Avenue.

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McCook: McMillen Hall, Room 208, 1205 East 3<sup>rd</sup> Street.

Norfolk: Northeast Community College, MacLay Building, Room 122,  
801 East Benjamin Avenue.

Scottsbluff: Panhandle Research & Extension Center, High Plains Room,  
4502 Avenue I.

Valentine: Cherry County Extension Office, 132 South Hall Street.

O R D E R

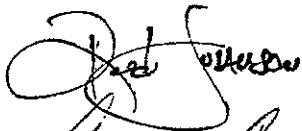
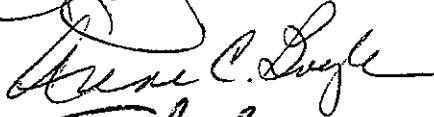

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the permanent funding mechanism and process outlined herein, is adopted.

IT IS FURTHER ORDERED that in order to assist in the completion of applications and answer any questions regarding implementation, a workshop is scheduled for **March 17, 2010 at 1:00 p.m. CST** at the Commission Hearing Room, 300 The Atrium, 1200 N Street, Lincoln and via video conference at the locations set forth herein.

MADE AND ENTERED at Lincoln, Nebraska, this 23rd day of February, 2010.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman



ATTEST:

  
Executive Director

//s// Frank E. Landis  
//s// Gerald L. Vap

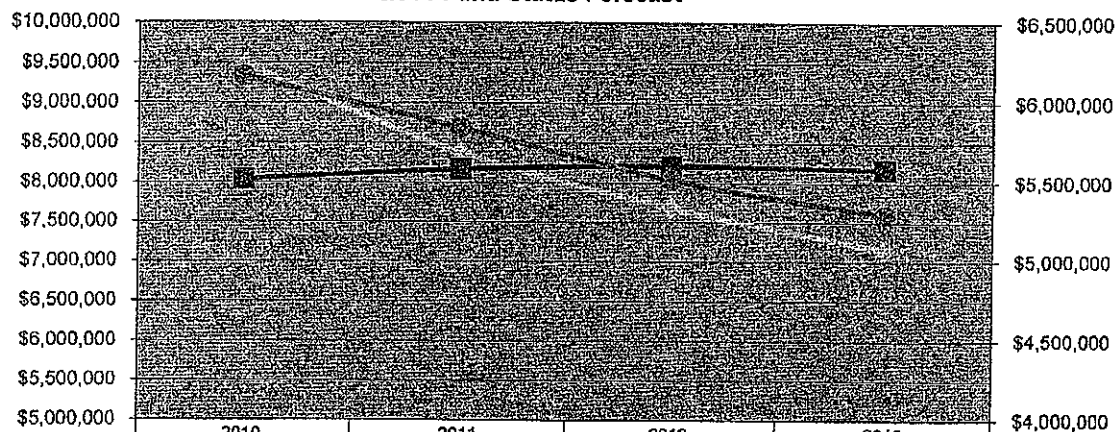
# SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

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# Appendix A

		<u>2010</u>		<u>2011</u>		<u>2012</u>		<u>2013</u>
Balance	\$	13,596,000	\$	9,477,873	\$	8,377,020	\$	7,683,954
Reserve	\$	9,477,873	\$	8,201,393	\$	7,525,609	\$	7,000,000
Pre Existing	\$	3,000,000	\$	500,000	\$	350,000	\$	275,000
NPSC	\$	450,830	\$	461,530	\$	472,486	\$	483,706
LEC	\$	2,542,283	\$	2,638,980	\$	2,724,407	\$	2,800,335
Remittance	\$	8,039,164	\$	8,169,347	\$	8,212,982	\$	8,170,071
Support Available	\$	6,164,178	\$	5,845,316	\$	5,517,499	\$	5,294,983
Support Allocated								
PSAP	\$	2,330,234	\$	2,141,086	\$	1,961,890	\$	1,830,421
GIS	\$	975,600	\$	901,846	\$	831,448	\$	780,567
WSP								
WSP	\$	2,392,958	\$	2,360,526	\$	2,307,657	\$	2,284,824
Grants	\$	465,385	\$	441,858	\$	416,504	\$	399,171
Grant Cap	\$	-	\$	-	\$	-	\$	-
Interest Accrued	\$	-	\$	175,627	\$	158,344	\$	146,435
EOY Balance	\$	9,477,873	\$	8,377,020	\$	7,683,954	\$	7,146,435

**E911 Fund Status Forecast**



	2010	2011	2012	2013
EOY Balance	\$9,477,873	\$8,377,020	\$7,683,954	\$7,146,435
Remittance	\$8,039,164	\$8,169,347	\$8,212,982	\$8,170,071
Support Available	\$6,164,178	\$5,845,316	\$5,517,499	\$5,294,983

EOY Balance      Remittance      Support Available





## Appendix B

2010 PSAP E911 Funding  
Support

PSAP Names	PSAP			GIS			Total		
	\$	2,330,234	100.00%	\$	975,600	100.00%	\$	3,305,835	100.00%
Alliance PD	\$	27,890	1.20%	\$	5,917	0.61%	\$	33,807	1.02%
Antelope County Sheriff's Office	\$	24,679	1.06%	\$	3,507	0.36%	\$	28,185	0.85%
Beatrice Communications Center/Gage County	\$	36,730	1.58%	\$	12,740	1.31%	\$	49,470	1.50%
Boone County	\$	23,880	1.02%	\$	2,913	0.30%	\$	26,792	0.81%
Brown County (Basic 911)	\$	22,260	0.96%	\$	1,715	0.18%	\$	23,975	0.73%
Buffalo County 911	\$	51,320	2.20%	\$	24,686	2.53%	\$	76,005	2.30%
Burt County 911	\$	25,187	1.08%	\$	3,886	0.40%	\$	29,074	0.88%
Butler County	\$	26,242	1.13%	\$	4,676	0.48%	\$	30,918	0.94%
Cass County Sheriff's Dept.	\$	39,436	1.69%	\$	14,887	1.53%	\$	54,323	1.64%
Cedar County Sheriff 911	\$	26,195	1.12%	\$	4,641	0.48%	\$	30,835	0.93%
Chase County	\$	22,667	0.97%	\$	2,015	0.21%	\$	24,682	0.75%
Cherry County (Basic 911)	\$	24,331	1.04%	\$	3,248	0.33%	\$	27,579	0.83%
Cheyenne County Emergency Communications Center	\$	27,283	1.17%	\$	5,459	0.56%	\$	32,741	0.99%
Clay County	\$	24,748	1.06%	\$	3,558	0.36%	\$	28,306	0.86%
Colfax County 911	\$	27,280	1.17%	\$	5,457	0.56%	\$	32,737	0.99%
Columbus PD	\$	41,658	1.79%	\$	16,672	1.71%	\$	58,330	1.76%
Crete PD	\$	-	0.00%	\$	-	0.00%	\$	-	0.00%
Cuming County 911	\$	26,610	1.14%	\$	4,952	0.51%	\$	31,563	0.95%
Custer County 911	\$	27,790	1.19%	\$	5,841	0.60%	\$	33,631	1.02%
Dakota County/South Sioux City Law Enforcement Center	\$	35,169	1.51%	\$	11,514	1.18%	\$	46,683	1.41%
Dawes County	\$	26,838	1.15%	\$	5,124	0.53%	\$	31,962	0.97%
Dawson County Sheriff	\$	39,275	1.69%	\$	14,758	1.51%	\$	54,034	1.63%
Dixon County	\$	24,414	1.05%	\$	3,310	0.34%	\$	27,724	0.84%
Dodge County Sheriff	\$	-	0.00%	\$	-	0.00%	\$	-	0.00%
Douglas County 911 LEC	\$	96,843	4.16%	\$	274,421	28.13%	\$	371,264	11.23%
Dundy County	\$	21,420	0.92%	\$	1,096	0.11%	\$	22,516	0.68%
Fillmore County	\$	24,413	1.05%	\$	3,309	0.34%	\$	27,721	0.84%
Franklin County	\$	22,319	0.96%	\$	1,758	0.18%	\$	24,077	0.73%
Fremont PD 911	\$	45,027	1.93%	\$	19,419	1.99%	\$	64,446	1.95%
Frontier County 911	\$	21,941	0.94%	\$	1,479	0.15%	\$	23,421	0.71%
Furnas County Sheriff 911	\$	23,423	1.01%	\$	2,574	0.26%	\$	25,997	0.79%
Garden County	\$	21,315	0.91%	\$	1,019	0.10%	\$	22,334	0.68%
Hall County 911	\$	58,013	2.49%	\$	30,503	3.13%	\$	88,515	2.68%
Hamilton County	\$	27,045	1.16%	\$	5,279	0.54%	\$	32,324	0.98%
Harlan / Phelps Counties/City of Holdrege	\$	28,988	1.24%	\$	6,749	0.69%	\$	35,737	1.08%
Hastings Police Department	\$	43,490	1.87%	\$	18,160	1.86%	\$	61,649	1.86%
Hitchcock County 911	\$	22,740	0.98%	\$	2,069	0.21%	\$	24,809	0.75%
Holt/Boyd County	\$	28,615	1.23%	\$	6,466	0.66%	\$	35,081	1.05%
Howard County 911	\$	24,959	1.07%	\$	3,716	0.38%	\$	28,675	0.87%
Jefferson County	\$	25,433	1.09%	\$	4,070	0.42%	\$	29,503	0.89%
Johnson County	\$	25,201	1.08%	\$	3,897	0.40%	\$	29,097	0.88%
Keamey County 911	\$	24,985	1.07%	\$	3,736	0.38%	\$	28,721	0.87%
Keith County 911	\$	29,253	1.26%	\$	6,950	0.71%	\$	36,203	1.10%
Keya Paha	\$	20,530	0.88%	\$	443	0.05%	\$	20,974	0.63%
Kimball County	\$	22,490	0.97%	\$	1,884	0.19%	\$	24,373	0.74%
Knox County	\$	26,052	1.12%	\$	4,533	0.46%	\$	30,585	0.93%
Lincoln 911	\$	136,192	5.84%	\$	150,713	15.45%	\$	286,905	8.68%
Lincoln County 911/North Platte PD	\$	45,139	1.94%	\$	19,511	2.00%	\$	64,649	1.96%
Madison County Sheriff's Department	\$	-	0.00%	\$	-	0.00%	\$	-	0.00%
McCook Police Department	\$	27,764	1.19%	\$	5,822	0.60%	\$	33,586	1.02%
Merrick County	\$	25,511	1.09%	\$	4,128	0.42%	\$	29,640	0.90%
Mid Rivers 911	\$	22,489	0.97%	\$	1,883	0.19%	\$	24,372	0.74%
Morrill County (Basic 911)	\$	23,632	1.01%	\$	2,729	0.28%	\$	26,361	0.80%
Nance County	\$	22,414	0.96%	\$	1,828	0.19%	\$	24,242	0.73%
Nemaha County	\$	24,847	1.07%	\$	3,632	0.37%	\$	28,479	0.86%
Norfolk PD	\$	48,369	2.08%	\$	22,193	2.27%	\$	70,562	2.13%
Nuckolls County	\$	23,132	0.99%	\$	2,359	0.24%	\$	25,491	0.77%
Otoe County	\$	31,189	1.34%	\$	8,430	0.86%	\$	39,618	1.20%
Perkins County	\$	22,058	0.95%	\$	1,565	0.16%	\$	23,623	0.71%
Pierce County	\$	25,434	1.09%	\$	4,070	0.42%	\$	29,504	0.89%
Polk County	\$	23,789	1.02%	\$	2,845	0.29%	\$	26,634	0.81%
Region 26	\$	29,652	1.27%	\$	7,255	0.74%	\$	36,907	1.12%
Richardson County	\$	26,025	1.12%	\$	4,513	0.46%	\$	30,538	0.92%
Rock Co. Sheriff's Dept.	\$	20,938	0.90%	\$	742	0.08%	\$	21,681	0.66%
Sarpy County 911	\$	107,054	4.59%	\$	84,113	8.62%	\$	191,167	5.78%
Saunders County	\$	35,012	1.50%	\$	11,391	1.17%	\$	46,402	1.40%
Scottsbluff County Communication	\$	46,019	1.97%	\$	20,237	2.07%	\$	66,257	2.00%
Seward County	\$	32,171	1.38%	\$	9,185	0.94%	\$	41,356	1.25%
Sheridan County	\$	23,927	1.03%	\$	2,948	0.30%	\$	26,875	0.81%
Thayer County	\$	23,507	1.01%	\$	2,636	0.27%	\$	26,143	0.79%
Thurston County	\$	25,217	1.08%	\$	3,909	0.40%	\$	29,126	0.88%
Washington County 911	\$	35,022	1.50%	\$	11,399	1.17%	\$	46,421	1.40%
Wayne PD	\$	26,580	1.14%	\$	4,930	0.51%	\$	31,510	0.95%
Wilbur Sheriff's Office	\$	30,453	1.31%	\$	7,866	0.81%	\$	38,319	1.16%
York County Sheriff	\$	30,320	1.30%	\$	7,765	0.80%	\$	38,085	1.15%
York Police Department	\$	-	0.00%	\$	-	0.00%	\$	-	0.00%



**Appendix C**

PSAP Names	PSAP Support as Proposed by 911-SAM	Hardware Maintenance Previously Approved for 2010-2011	Mapping Software Maintenance Previously Approved for 2010-2011	Annual PSAP Allocation Less Pre-Existing Commitments to be Paid PSAP	Annual GIS Allocation	Total Annual Allocation	Monthly Total Allocation
Alliance PD	\$27,889.89	\$5,469.90	\$7,888.35	\$14,531.64	\$5,917.03	\$20,448.66	\$1,704.06
Antelope County Sheriff's Office	\$24,678.52		\$2,888.00	\$21,790.52	\$3,506.84	\$25,297.36	\$2,108.11
Beatrice Communications Center/Gage County	\$36,730.32		\$3,846.00	\$32,884.32	\$12,739.62	\$45,623.94	\$3,802.00
Boone County	\$23,879.67		\$3,032.00	\$20,847.67	\$2,912.62	\$23,760.29	\$1,980.02
Brown County (Basic 911)	\$22,260.47	\$9,399.00	\$2,750.00	\$10,111.47	\$1,714.50	\$11,825.97	\$985.50
Buffalo County 911	\$51,319.58			\$51,319.58	\$24,685.86	\$76,005.44	\$6,333.79
Burt County 911	\$25,187.24		\$2,750.00	\$22,437.24	\$3,886.35	\$26,323.60	\$2,193.63
Butler County	\$26,242.04			\$26,242.04	\$4,675.97	\$30,918.01	\$2,576.50
Cass County Sheriff's Dept.	\$39,436.06			\$39,436.06	\$14,886.77	\$54,322.83	\$4,526.90
Cedar County Sheriff 911	\$26,194.82			\$26,194.82	\$4,640.54	\$30,835.36	\$2,569.61
Chase County	\$22,667.06	\$4,402.79	\$8,225.67	\$10,038.60	\$2,014.57	\$12,053.17	\$1,004.43
Cherry County (Basic 911)	\$24,331.04	\$9,399.00	\$2,750.00	\$12,182.04	\$3,248.11	\$15,430.15	\$1,285.85
Cheyenne County Emergency Communications Center	\$27,282.63	\$5,604.92	\$10,840.68	\$10,837.05	\$5,458.61	\$16,295.66	\$1,357.97
Clay County	\$24,747.66	\$1,122.22		\$23,625.44	\$3,558.37	\$27,183.82	\$2,265.32
Colfax County 911	\$27,280.50		\$2,888.00	\$24,392.50	\$5,457.00	\$29,849.50	\$2,487.46
Columbus PD	\$41,658.00			\$41,658.00	\$16,672.13	\$58,330.13	\$4,860.84
Crete PD	\$0.00			\$0.00		\$0.00	\$0.00
Cuming County 911	\$26,610.16			\$26,610.16	\$4,952.42	\$31,562.58	\$2,630.21
Custer County 911	\$27,789.74			\$27,789.74	\$5,841.34	\$33,631.08	\$2,802.59
Dakota County/South Sioux City Law Enforcement Center	\$35,168.93		\$3,942.00	\$31,226.93	\$11,513.59	\$42,740.52	\$3,561.71
Dawes County	\$26,837.87	\$4,402.78	\$8,225.67	\$14,209.42	\$4,670.60	\$18,880.03	\$1,573.34
Dawson County Sheriff	\$39,275.42	\$6,976.60	\$9,482.75	\$22,816.07	\$14,758.00	\$37,574.07	\$3,131.17
Dixon County	\$24,413.99			\$24,413.99	\$3,309.84	\$27,723.83	\$2,310.32
Dodge County Sheriff	\$0.00			\$0.00		\$0.00	\$0.00
Douglas County 911 LEC	\$96,843.23			\$96,843.23	\$274,421.08	\$371,264.31	\$30,938.69
Dundy County	\$21,420.29	\$3,717.00	\$1,444.00	\$16,259.29	\$1,096.12	\$17,355.41	\$1,446.28
Fillmore County*	\$24,412.55	\$6,404.40		\$18,008.15	\$3,308.77	\$21,316.92	\$1,776.41
Franklin County	\$22,319.43		\$1,375.00	\$20,944.43	\$1,757.98	\$22,702.41	\$1,891.87
Fremont PD 911	\$45,027.00			\$45,027.00	\$19,418.88	\$64,445.88	\$5,370.49
Frontier County 911	\$21,941.38			\$21,941.38	\$1,479.39	\$23,420.77	\$1,951.73
Furnas County Sheriff 911	\$23,423.07		\$1,444.00	\$21,979.07	\$2,573.90	\$24,552.97	\$2,046.08
Garden County	\$21,315.05	\$1,200.00	\$2,750.00	\$17,365.05	\$1,018.83	\$18,383.88	\$1,531.99
Hall County 911	\$58,012.90		\$4,620.00	\$53,392.90	\$30,502.50	\$83,895.40	\$6,991.28
Hamilton County	\$27,044.68		\$2,888.00	\$24,156.68	\$5,279.32	\$29,436.00	\$2,453.00
Harlan / Phelps Counties/City of Holdrege	\$28,987.78		\$3,250.00	\$25,737.78	\$6,749.00	\$32,486.78	\$2,707.23
Hastings Police Department	\$43,489.85			\$43,489.85	\$18,159.58	\$61,649.42	\$5,137.45
Hitchcock County 911	\$22,740.45	\$6,381.00	\$2,750.00	\$13,609.45	\$2,068.00	\$15,677.45	\$1,306.45
Holl/Boyd County	\$28,615.11		\$2,888.00	\$25,727.11	\$6,466.00	\$32,193.11	\$2,682.76
Howard County 911	\$24,959.28	\$4,402.78	\$8,225.67	\$12,330.83	\$3,716.19	\$16,047.03	\$1,337.25
Jefferson County	\$25,432.92		\$4,125.00	\$21,307.92	\$4,069.93	\$25,377.85	\$2,114.82





## Appendix C

PSAP Names	PSAP Support as Proposed by 911-SAM	Hardware Maintenance Previously Approved for 2010-2011	Mapping Software Maintenance Previously Approved for 2010-2011	Annual PSAP Allocation Less Pre-Existing Commitments to be Paid PSAP	Annual GIS Allocation	Total Annual Allocation	Monthly Total Allocation
Johnson County (Includes Pawnee)	\$25,200.90			\$25,200.90	\$3,897.00	\$29,097.90	\$2,424.82
Kearney County 911	\$24,985.18		\$2,888.00	\$22,097.18	\$3,735.52	\$25,832.70	\$2,152.72
Keith County 911	\$29,252.57	\$6,766.79	\$10,840.66	\$11,645.12	\$6,951.00	\$18,596.12	\$1,549.68
Keya Paha	\$20,530.14	\$9,399.00	\$2,750.00	\$8,381.14	\$443.39	\$8,824.53	\$735.38
Kimball County	\$22,489.68		\$1,738.56	\$20,751.12	\$1,883.59	\$22,634.71	\$1,886.23
Knox County	\$26,051.67		\$2,750.00	\$23,301.67	\$4,533.18	\$27,834.85	\$2,319.57
Lincoln 911	\$136,192.01	\$10,324.67		\$125,867.34	\$150,712.67	\$276,580.01	\$23,048.33
Lincoln County 911/North Platte PD	\$45,138.55		\$4,620.00	\$40,518.55	\$19,510.67	\$60,029.22	\$5,002.44
Madison County Sheriff's Department	\$0.00			\$0.00	\$18,680.80	\$18,680.80	\$1,556.73
McCook Police Department	\$27,764.16		\$2,888.00	\$24,876.16	\$5,822.01	\$30,698.18	\$2,558.18
Merrick County	\$25,511.16		\$1,444.00	\$24,067.16	\$4,128.45	\$28,195.61	\$2,349.63
Mid Rivers 911	\$22,488.95	\$4,206.50	\$2,750.00	\$15,532.45	\$1,883.06	\$17,415.51	\$1,451.29
Morrill County (Basic 911)	\$23,632.31	\$1,200.00	\$2,750.00	\$19,682.31	\$2,729.04	\$22,411.34	\$1,867.61
Nance County	\$22,414.03		\$2,750.00	\$19,664.03	\$1,827.77	\$21,491.79	\$1,790.98
Nemaha County	\$24,847.02			\$24,847.02	\$3,632.45	\$28,479.47	\$2,373.29
Norfolk PD	\$48,368.77			\$48,368.77		\$48,368.77	\$4,030.73
Nuckolls County*	\$23,132.43	\$6,404.40		\$16,728.03	\$2,358.65	\$19,086.68	\$1,590.56
Otoe County	\$31,188.75			\$31,188.75	\$8,429.74	\$39,618.49	\$3,301.54
Perkins County	\$22,058.00	\$4,402.79	\$6,580.54	\$11,074.67	\$1,565.00	\$12,639.67	\$1,053.31
Pierce County	\$25,433.64	\$7,422.00	\$2,750.00	\$15,261.64	\$4,070.00	\$19,331.64	\$1,610.97
Polk County	\$23,788.57		\$2,888.00	\$20,900.57	\$2,844.98	\$23,745.55	\$1,978.80
Region 26	\$29,652.33		\$4,125.00	\$25,527.33	\$7,255.00	\$32,782.33	\$2,731.86
Richardson County	\$26,025.18			\$26,025.18	\$4,513.32	\$30,538.50	\$2,544.87
Rock Co. Sheriff's Dept.	\$20,938.30	\$9,399.00	\$2,750.00	\$8,789.30	\$742.38	\$9,531.68	\$794.31
Sarpy County 911	\$107,064.20	\$12,272.88	\$16,264.32	\$78,517.00	\$84,112.71	\$162,629.71	\$13,552.48
Saunders County	\$35,011.72			\$35,011.72	\$11,390.66	\$46,402.39	\$3,866.87
Scottsbluff County Communication	\$46,019.46	\$13,416.72	\$3,754.00	\$28,848.74	\$20,891.00	\$49,539.74	\$4,128.31
Seward County*	\$32,170.51	\$12,870.00		\$19,300.51	\$9,185.00	\$28,485.51	\$2,373.79
Sheridan County	\$23,927.38		\$2,750.00	\$21,177.38	\$2,948.05	\$24,125.42	\$2,010.45
Thayer County	\$23,507.08			\$23,507.08	\$2,636.17	\$26,143.25	\$2,178.60
Thurston County	\$25,217.43	\$1,727.33		\$23,490.10	\$3,908.90	\$27,399.00	\$2,283.25
Washington County 911	\$35,022.02		\$4,620.00	\$30,402.02	\$11,398.72	\$41,800.74	\$3,483.40
Wayne PD	\$26,580.16		\$2,750.00	\$23,830.16	\$4,929.87	\$28,760.03	\$2,396.67
Wilbur Sheriff's Office	\$30,453.14	\$1,200.00	\$2,819.00	\$26,434.14	\$7,866.11	\$34,300.25	\$2,858.35
York County Sheriff	\$30,320.46			\$30,320.46	\$7,764.65	\$38,085.12	\$3,173.76
York Police Department	\$0.00			\$0.00		\$0.00	\$0.00
Stanton (GIS Only)					\$3,512.21	\$3,512.21	\$292.68

\*Amount includes hardware and mapping software maintenance



**PSAP Funding Checklist****Funding Prerequisites:**

Establish a separate account for Wireless E911 Fund monies \_\_\_\_\_  
File ACH Enrollment form with new account information with the \_\_\_\_\_  
Commission. \_\_\_\_\_  
Is PSAP Connected to Selective Router? \_\_\_\_\_  
Have arrangements been made for maintenance of hardware? \_\_\_\_\_  
Have arrangements been made for maintenance of software? \_\_\_\_\_  
Have arrangements been made for maintenance of GIS data? \_\_\_\_\_  
Is current GIS data uploaded on the GIS Respository? \_\_\_\_\_

**The following items should be addressed in the PSAP Application:**

Specifications of current equipment - including the type and model \_\_\_\_\_  
of equipment, number of call taker positions, version of software, \_\_\_\_\_  
is equipment IP compatible \_\_\_\_\_  
Type of mapping software \_\_\_\_\_  
Date of installation of equipment \_\_\_\_\_  
Date of installation of mapping software \_\_\_\_\_  
Has equipment or mapping software been upgraded in the last twelve \_\_\_\_\_  
(12) months? \_\_\_\_\_  
Does equipment and software meet NENA standards? \_\_\_\_\_  
Copy of maintenance contract for hardware. \_\_\_\_\_  
Copy of maintenance contract for software. \_\_\_\_\_  
PSAP level of implementation for landline 911 of jurisdiction \_\_\_\_\_  
served. \_\_\_\_\_  
PSAP level of implementation for wireless 911 of jurisdiction \_\_\_\_\_  
served. \_\_\_\_\_  
Current level of landline 911 surcharge \_\_\_\_\_  
Other funding sources available to PSAP (e.g. any stimulus money, \_\_\_\_\_  
other grant funds) \_\_\_\_\_  
Report of call volumes for 12 months demonstrating \_\_\_\_\_  
wireline/wireless call ratios. \_\_\_\_\_  
  
Specify eligible costs PSAP intends to use Wireless E911 to cover. \_\_\_\_\_  
Specify if an amount of funding will be set aside for future \_\_\_\_\_  
equipment purchases. If so, specify percentage of allocation that \_\_\_\_\_  
will be set aside. \_\_\_\_\_



WSP Funding Checklist

The following things should be addressed in the WSP Application:

Does WSP comply with federally established testing and accuracy standards as set forth in 47 CFR Sec 20.18(h)?

\_\_\_\_\_

Does WSP receive additional funding from other sources to support 911 services, including but not limited to, federal or state universal service funds, revenues generated through surcharges imposed by the carrier, costs billed to consumers for location-based services?

\_\_\_\_\_

Is the WSP in compliance with Commission rules regarding submission of quarterly reports?

\_\_\_\_\_

Is the WSP in compliance with Commission rules regarding submission of surcharge remittances?

\_\_\_\_\_

Is the WSP in compliance with Commission rules regarding submission of remittance worksheets?

\_\_\_\_\_

Specify eligible costs WSP intends to recover with allocation.





Appendix F

WSP Grant Funding Checklist

The following things should be addressed in the WSP Application:

Detailed budget of project

Supporting documentation for project costs

Information regarding vendors utilized for project

Copies of contracts with vendors

Disclosures of any affiliations between vendor and WSP

Statement regarding 911 and/or public safety related funds received from other sources including but not limited to any stimulus money, other grant funds, 911 or public safety funds from other states used to support costs of providing 911 service.

Certification that funds requested for this project will support only the Nebraska 911 system



Appendix G  
Deadlines for Application Process

Deadline	Event
March 17, 2010	Workshops to assist in application and implementation
April 15, 2010	Applications for Funding Due to Commission from all PSAPs and WSP
May 1, 2010	Commission will Announce Final Funding amounts for all WSPs and Amount Available for Grant Program
July 1, 2010	Start of First Funding Year - Monthly Payments will be made to all PSAPs and WSPs beginning during the month of July
October 15, 2010	All LECs file tariff rate per subscriber for provision of enhanced wireless 911 services
October 15, 2010	WSPs submit grant applications for funding during funding year commencing July 1, 2011
April 15, 2011	Verification and Updated Application Information filed by PSAPs and WSPs for the Funding Year Commencing July1, 2011
May 1, 2010	Commission will Announce Final Funding amounts for all PSAPs, WSPs and Amount Available for Grant Program
July 1, 2011	Second Funding Year Commences
October 15, 2011	All documentation and support for money received and spent for 2010-11 funding year by PSAPs and WSP due to Commission
May 1, 2012	Commission will Announce Final Funding amounts for all PSAPs, WSPs and Amount Available for Grant Program including any adjustments that must be made based upon verification of use of 2010-11 funds







**LAS VEGAS METROPOLITAN  
POLICE DEPARTMENT**

DOUGLAS C. GILLESPIE, Sheriff

*Partners with the Community*

March 15, 2010

Federal Communications Commission  
Attn: Marlene H. Dortch - Office of the Secretary  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Dear Ms. Dortch:

Las Vegas Metropolitan Police Department was forwarded a copy of the letter addressed to Nevada Governor Jim Gibbons that requests responses on the status of 911 services as a result of the NET 911 Act of 2008. On behalf of the 911 system utilized by our agency in Clark County, Nevada, please see the below responses to the six questions posed.

- 1) Nevada Revised Statute 244A.765-777 was established in 1985 to acquire, operate, and maintain a 911 system.
- 2) The above citation allows Nevada Counties to impose a property tax of  $\frac{1}{2}$  of \$.01 of assessed valuation for the property in the jurisdiction. That has been imposed and collected by the Clark County Treasurer since the legislation was enacted. In the calendar year 2009, the total collected by LVMPD was \$2,652,366.00.
- 3) The Board of any County has the authority to create a taxing district for the establishment and support of 911. Said Boards are responsible for reviewing the annual budgets for establishment and operation of 911 system and determine whether to continue the tax levy at the current level.
- 4) All the funds received by LVMPD have been used for purposes established in the funding mechanism.
- 5) No funds were used for any other purpose than those established in the funding mechanism.
- 6) N/A

If you should have any further questions or concerns in reference to our responses, please do not hesitate to contact my office. I may be reached at (702) 828-5538.

Sincerely,

Lt. Tom Roberts, Director  
LVMPD Office of Intergovernmental Services

TR/nd





## BOARD OF COMMISSIONERS

1594 Esmeralda Avenue, Room 101, Minden, Nevada 89423

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COUNTY MANAGER  
775-782-9821

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March 16, 2010

Federal Communications Commission  
445 12<sup>th</sup> Street S.W.  
Washington DC 20554

Re: Response to New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act). PS Docket No. 09-14

To Whom It May Concern:

This statement is a response to the FCC by Douglas County, Nevada, a local government entity.

Douglas County, NV established a surcharge through the adoption of County Ordinance 2007-1212 (attached) in accordance with Nevada Revised Statutes (NRS) 244A.7641 through NRS 244A.7647 inclusive.

The fee structure includes:

- A \$0.25 charge per month, per land line to the local exchange.
- A \$0.25 charge per month, per cellular/mobile telephone number.
- A \$2.50 charge per month on trunk lines.

The total amount of fees collected as of December 31, 2009 is \$237,283.70. Expenditures began as of October 7<sup>th</sup>, 2009 at approximately \$9,600.00 per month.

The 911 surcharge funds are collected by Douglas County, a local government entity. Telecommunications providers send monthly checks to the Douglas County 911 Emergency Services Department. All funds are deposited in a 911 surcharge account for the sole purpose of maintaining and replacing 911 equipment.

The Douglas County, NV 911 Surcharge Advisory Committee is a local advisory committee established by County Ordinance 2007-1212 to develop and oversee a five year master plan and make recommendations to the Douglas County Board of County Commissioners on the expenditure of 911 surcharge funds.

The 911 surcharge funds are used for the sole purpose of replacement and maintenance of the E911 system.

If you have questions or require additional information, we would work to respond in a timely fashion.

Mailing Address: P.O. Box 218, Minden, NV 89423



"Dedicated to Excellence  
In Public Service"

**Cory Casazza**  
Chief Information  
Management Officer

**Craig Harrison**  
Communications &  
Security

**Carrie Howard**  
Enterprise  
Infrastructure

**Thomas Lo**  
Geographic  
Information Systems

**Laura Schmidt**  
Customer &  
Enterprise Solutions

**Kraig Smith**  
Software Solutions  
& Services

Washoe County  
1001 East Ninth Street  
PO Box 11130  
Reno, NV 89520.0027

775.328.2350  
Fax 775.328.2356

# TECHNOLOGY SERVICES

March 18, 2010

Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: Initial Information Collection Mandated by the New and Emerging  
Technologies Improvement Act of 2008 – Washoe County, Nevada, as requested  
by Governor Jim Gibbons

Washoe County Statements, as requested:

Washoe County established a funding mechanism designated for and imposed for  
the purposes of E911 support and implementation.

- NRS 244A.7641 - NRS 244A.777 Surcharge for Enhancement or  
Improvement of Telephone System Used for Reporting Emergency  
(copy attached)
- Washoe County code 65.400-65.460 (copy attached)

On January 15, 2008 the Washoe County Board of Commissioners, authorized by  
NRS 244A.7643 and WCC 65.450, raised the Enhanced 911 surcharge rate  
effective May 1, 2008 to the following:

- a. 25 cents per month for each access line to the local exchange
- b. 25 cents per month per telephone number assigned to a customer by a  
supplier of mobile phone service
- c. Each trunk line to the local exchange of a telecommunications provider,  
must equal 10 times the amount of the surcharge imposed for each  
access line to the local exchange of a telecommunications provider, set  
at \$2.50
- d. A telecommunications provider or supplier which collects the surcharge  
imposed pursuant to NRS 244A.7643 is entitled to retain an amount of  
the surcharge collected which is equal to the cost to collect the surcharge

The telecommunications provider or supplier shall remit the surcharge it collects to  
Washoe County Technology Services to be deposited by the County Treasurer no  
later than the 15th day of the month after the month it receives payment of the  
surcharge from its customers.

For calendar year 2009, January 1, 2009 through December 31, 2009, Washoe  
County collected a total E911 surcharge remittance amount of \$1,863,101.

The State of Nevada has established written criteria regarding the allowable uses of  
the collected funds:

- **NRS 244A.7641 - NRS 244A.777** Surcharge for Enhancement or Improvement of Telephone System Used for Reporting Emergency (copy attached).

Washoe County has the authority to approve the expenditure of funds collected for E911 purposes and oversight procedures were established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism as described below:

**NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.**

1. If a surcharge is imposed pursuant to NRS 244A.7643 in a county whose population is 100,000 or more but less than 400,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must consist of not less than five members who:

- (a) Are residents of the county;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) Are not elected public officers.

2. If a surcharge is imposed pursuant to NRS 244A.7643 in a county whose population is less than 100,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance or improve the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

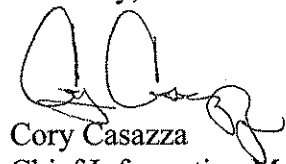
- (1) Are residents of the county;
- (2) Possess knowledge concerning telephone systems for reporting emergencies; and
- (3) Are not elected public officers; and

(b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, "incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

In addition, Washoe County provides legal counsel to each E911 Advisory Board meeting that advises stakeholders whether the proposed use of money from the fund complies with the intent of **NRS 244A.7641 - NRS 244A.777** and Washoe County code 65.400-65.460. Expenditures are overseen by Washoe County Commissioners, Audit Division, Comptroller, Finance, Manager, Purchasing, Technology Services and the public (during publically attended and announced meetings).

All funds collected for E911 purposes are made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of E911. NO funds collected for E911 were, or are now used, for any other purpose than intended in **NRS 244A.7641 - NRS 244A.777**.

Sincerely,



Cory Casazza  
Chief Information Management Officer



## **SURCHARGE FOR ENHANCEMENT OR IMPROVEMENT OF TELEPHONE SYSTEM USED FOR REPORTING EMERGENCY**

**NRS 244A.7641 Definitions.** As used in NRS 244A.7641 to 244A.7647, inclusive, unless the context otherwise requires:

1. "Mobile telephone service" means cellular or other service to a telephone installed in a vehicle or which is otherwise portable.

2. "Place of primary use" has the meaning ascribed to it in 4 U.S.C. § 124(8), as that section existed on August 1, 2002.

3. "Supplier" means a person authorized by the Federal Communications Commission to provide mobile telephone service.

4. "Telephone system" means a system for transmitting information between or among points specified by the user that does not change the form or content of the information regardless of the technology, facilities or equipment used. A telephone system may include, without limitation:

(a) Wireless or Internet technology, facilities or equipment; and

(b) Technology, facilities or equipment used for transmitting information from an emergency responder to the user or from the user to an emergency responder.

(Added to NRS by 1995, 1056; A 1999, 1686, 2715; 2001, 621, 622, 1642, 2124; 2003, 69; 2009, 639)

### **NRS 244A.7643 Surcharge: Imposition; master plan required in certain counties; amount; collection; penalties for delinquent payment.**

1. Except as otherwise provided in this section, the board of county commissioners in a county whose population is 100,000 or more but less than 400,000 may by ordinance, for the enhancement of the telephone system for reporting an emergency in the county, impose a surcharge on:

(a) Each access line or trunk line of each customer to the local exchange of any telecommunications provider providing those lines in the county; and

(b) The mobile telephone service provided to each customer of that service whose place of primary use is in the county.

2. Except as otherwise provided in this section, the board of county commissioners in a county whose population is less than 100,000 may by ordinance, for the enhancement or improvement of the telephone system for reporting an emergency in the county, impose a surcharge on:

(a) Each access line or trunk line of each customer to the local exchange of any telecommunications provider providing those lines in the county; and

(b) The mobile telephone service provided to each customer of that service whose place of primary use is in the county.

3. A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement or improvement, as applicable, of the telephone system for reporting emergencies in the county. The master plan must include an estimate of the cost of the enhancement or improvement, as applicable, of the telephone system and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.

4. The surcharge imposed by a board of county commissioners pursuant to this section:

(a) For each access line to the local exchange of a telecommunications provider, must not exceed 25 cents each month;

(b) For each trunk line to the local exchange of a telecommunications provider, must equal 10 times the amount of the surcharge imposed for each access line to the local exchange of a telecommunications provider pursuant to paragraph (a); and

(c) For each telephone number assigned to a customer by a supplier of mobile telephone service, must equal the amount of the surcharge imposed for each access line to the local exchange of a telecommunications provider pursuant to paragraph (a).

5. A telecommunications provider which provides access lines or trunk lines in a county which imposes a surcharge pursuant to this section or a supplier which provides mobile telephone service to a customer in such a county shall collect the surcharge from its customers each month. Except as otherwise provided in NRS 244A.7647, the telecommunications provider or supplier shall remit the surcharge it



collects to the treasurer of the county in which the surcharge is imposed not later than the 15th day of the month after the month it receives payment of the surcharge from its customers.

6. An ordinance adopted pursuant to subsection 1 or 2 may include a schedule of penalties for the delinquent payment of amounts due from telecommunications providers or suppliers pursuant to this section. Such a schedule:

- (a) Must provide for a grace period of not less than 90 days after the date on which the telecommunications provider or supplier must otherwise remit the surcharge to the county treasurer; and
- (b) Must not provide for a penalty that exceeds 5 percent of the cumulative amount of surcharges owed by a telecommunications provider or a supplier.

7. As used in this section, "trunk line" means a line which provides a channel between a switchboard owned by a customer of a telecommunications provider and the local exchange of the telecommunications provider.

(Added to NRS by 1995, 1056; A 1997, 2212; 1999, 1686; 2001, 621, 1643, 2124; 2003, 152, 153; 2007, 559; 2009, 640)

**NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.**

1. If a surcharge is imposed pursuant to NRS 244A.7643 in a county whose population is 100,000 or more but less than 400,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must consist of not less than five members who:

- (a) Are residents of the county;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) Are not elected public officers.

2. If a surcharge is imposed pursuant to NRS 244A.7643 in a county whose population is less than 100,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance or improve the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

- (a) Consist of not less than five members who:
  - (1) Are residents of the county;
  - (2) Possess knowledge concerning telephone systems for reporting emergencies; and
  - (3) Are not elected public officers; and

- (b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, "incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

3. If a surcharge is imposed in a county pursuant to NRS 244A.7643, the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to NRS 244A.7643. The money in the fund must be used only:

- (a) In a county whose population is 40,000 or more but less than 400,000, to enhance the telephone system for reporting an emergency, including only:

- (1) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

- (2) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

- (3) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

- (4) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

- (b) In a county whose population is less than 40,000, to improve the telephone system for reporting an emergency in the county.

4. If the balance in the fund created in a county whose population is 40,000 or more but less than 400,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge

imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

5. If the balance in the fund created in a county whose population is less than 40,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$500,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$500,000.

(Added to NRS by 1995, 1056; A 1999, 1686; 2001, 621, 2125; 2007, 561; 2009, 641)

**NRS 244A.7646 Dispute of amount of surcharge or designation of place of primary use by customer of supplier of mobile telephone service: Notice by customer; review by supplier; refund, credit or explanation.**

1. If a customer of a supplier of mobile telephone service believes that the amount of a surcharge imposed pursuant to NRS 244A.7643 or the designation of a place of primary use is incorrect, the customer may notify the supplier of mobile telephone service in writing of the alleged error. The notice must include:

- (a) The street address for the place of primary use of the customer;
- (b) The account number and name shown on the billing statement of the account for which the customer alleges the error;
- (c) A description of the alleged error; and
- (d) Any other information which the supplier of mobile telephone service may reasonably require to investigate the alleged error.

2. Within 60 days after receiving a notice sent pursuant to subsection 1, the supplier of mobile telephone service shall review the records that the supplier of mobile telephone service uses to determine the place of primary use of its customers.

3. If the review indicates:

(a) That the alleged error exists, the supplier of mobile telephone service shall correct the error and refund or credit the customer for the amount which was erroneously collected for the applicable period, not to exceed the 24 months immediately preceding the date on which the customer notified the supplier of mobile telephone service of the alleged error.

(b) That no error exists, the supplier of mobile service shall provide a written explanation to the customer who alleged the error.

4. A customer may not bring a cause of action against a supplier of mobile telephone service for surcharges incorrectly imposed pursuant to NRS 244A.7643 unless the customer first complies with this section.

(Added to NRS by 2001, 1642)

**NRS 244A.7647 Recovering cost of collecting surcharge.** A telecommunications provider or supplier which collects the surcharge imposed pursuant to NRS 244A.7643 is entitled to retain an amount of the surcharge collected which is equal to the cost to collect the surcharge.

(Added to NRS by 1995, 1057; A 1999, 1686; 2001, 621; 2007, 562)

## **TAXING DISTRICT TO PROVIDE TELEPHONE NUMBER FOR USE IN EMERGENCY**

**NRS 244A.765 Definitions.** As used in NRS 244A.765 to 244A.777, inclusive, unless the context otherwise requires:

1. "Board" means the board of county commissioners.
2. "District" means a taxing district created to establish a system to provide a telephone number to be used in an emergency.
3. "System" means the system to provide a telephone number to be used in an emergency.

(Added to NRS by 1985, 953; A 1989, 266)

**NRS 244A.767 Creation of taxing district in county whose population is 400,000 or more; boundaries of district; delegation of operation of system to metropolitan police department.**

1. The board in any county whose population is 400,000 or more, shall, by ordinance, create a taxing district to establish a system to provide a telephone number to be used in an emergency if the question for the funding of the system has been approved by the voters of that county.

2. The boundary of the district:

- (a) Must be defined in the ordinance;
  - (b) May not include any part of an incorporated city unless the governing body of the city petitions the board for inclusion in the district; and
  - (c) May include only the area served by the system.
3. The board may delegate the operation of the system to a metropolitan police department, if one has been established in the county.
- (Added to NRS by 1985, 953; A 1989, 1906)

**NRS 244A.768 Creation of taxing district in county whose population is less than 400,000; boundaries of district; delegation of operation of system to metropolitan police department.**

1. The board in any county whose population is less than 400,000 may submit to the voters of that county the question of whether a taxing district to establish a system to provide a telephone number to be used in an emergency should be created within the county. If the question is approved, the board, by ordinance, must create such a district.
2. The boundary of a district created pursuant to subsection 1:
- (a) Must be defined in the ordinance;
  - (b) May not include any part of an incorporated city unless the governing body of the city petitions the board for inclusion in the district; and
  - (c) May include only the area served by the system.
3. The board may delegate the operation of the system to a metropolitan police department, if one has been established in the county.
- (Added to NRS by 1989, 265; A 1989, 1936)

**NRS 244A.769 Features of system.** The system may include:

- 1. The automatic tracing of the telephone number and location from which a telephone call is made and the transmission of that number or location to the answering location of the system; and
  - 2. Any other feature which enables the system to operate more efficiently and effectively.
- (Added to NRS by 1985, 953)

**NRS 244A.771 System to use 911 as primary telephone number; secondary number.** The system shall use 911 as the primary emergency telephone number. The board or the metropolitan police department, if the operation of the system has been delegated to it, may establish a second telephone number to be used in an emergency in any political subdivision participating in the system.

(Added to NRS by 1985, 953)

**NRS 244A.773 Tax levy: Approval of voters; exemption from limitation.** The board shall, upon the approval of the voters of the county pursuant to NRS 244A.767 and 244A.768, levy and collect, from year to year, a tax ad valorem on all taxable property in the district. The district is exempt from the limitation imposed by NRS 354.59811.

(Added to NRS by 1985, 954; A 1989, 266, 2081, 2086)

**NRS 244A.775 Determination of rate of tax levy.**

- 1. The board shall determine annually the amount of money necessary to pay the costs of acquiring, operating and maintaining the system and shall fix a rate, not greater than one-half cent per \$100 of assessed valuation unless a different rate is established pursuant to subsection 3, which, when levied upon every dollar of assessed valuation of taxable property in the district, will raise that amount.
- 2. If the operation of the system has been delegated to the metropolitan police department, it shall submit to the board before May 1 of each year a budget for the operation of the system for the following fiscal year. The board shall consider the budget of the department in making its determination of the amount of money necessary to be raised by taxation.
- 3. The maximum rate provided by subsection 1 for the levy of the tax may be increased if the board so proposes to the registered voters of the district, specifying the proposed rate, and the proposal is approved by a majority of the voters voting on the question at a primary or general election or a special election called for that purpose.
- 4. A special election may be held only if the board determines, by a unanimous vote, that an emergency exists. The determination made by the board is conclusive unless it is shown that the board acted with fraud or a gross abuse of discretion. An action to challenge the determination made by the board

must be commenced within 15 days after the board's determination is final. As used in this subsection, "emergency" means any unexpected occurrence or combination of occurrences which requires immediate action by the board to prevent or mitigate a substantial financial loss to the district or county or to enable the board to provide an essential service to the residents of the county.

5. The board shall levy and collect the tax upon the assessed valuation of all taxable property in the district, in the same manner, at the same time and in addition to other taxes levied by the board.

(Added to NRS by 1985, 954; A 1989, 266; 1993, 1038; 2007, 16)

**NRS 244A.777 Collection of taxes; tax constitutes lien.**

1. Any officer charged with the duty of collecting taxes shall collect the taxes levied pursuant to NRS 244A.775 at the same time and in the same manner, and with like interest and penalties, as other taxes are collected. When the tax is collected, the officer shall pay it monthly to the county treasurer to the credit of:

(a) The district; or

(b) The metropolitan police department if the operation of the system has been delegated to it.

2. The tax levied pursuant to NRS 244A.765 to 244A.777, inclusive, with any interest or penalties, and the cost of collecting the unpaid tax, penalty or interest, are a lien on the property until they are paid. The lien must be executed, and has the same priority, as a lien for general taxes.

(Added to NRS by 1985, 954)



identification specified by the division.

[§14, Ord. No. 706; Renumbered and amended by Ord. No. 733]

### 911 Telephone Enhancement

#### 65.400. Purpose and authority.

1. The 1995 Nevada Legislature enacted Senate Bill 473 which authorizes a telephone line surcharge to be imposed in certain counties for the enhancement of existing 911 telephone service (hereinafter "Act"). The Act required that any county imposing the surcharge create an advisory committee to develop a plan for 911 enhancements and recommend expenditures of money collected for said purpose.

2. The county of Washoe desires to implement the provisions of the Act to assure that the 911 emergency response system within the county is capable of providing the most efficient service available.

[§2, Ord. No. 941]

65.410. Creation of advisory committee. A 911 Emergency Response Advisory Committee is hereby created, pursuant to the provisions of Senate Bill 473 of the Sixty-Eighth Session of the Nevada Legislature, to develop a plan for the enhancement of the county 911 emergency response system and to recommend to the Washoe County commission the expenditures of money collected through the telephone line surcharge imposed in section 65.450.

[§3, Ord. No. 941]

#### 65.420 Definitions.

1. "Board" means the board of county commissioners.

2. "Telephone company" means a company providing local telephone service to customers within the boundaries of Washoe County, including but not limited to cellular or other service to a telephone installed in a vehicle or otherwise portable.

[§4, Ord. No. 941]

#### 65.430 Membership; qualifications of members; terms; removal; rotating chairmanship.

1. Membership. The membership of the committee shall be as follows:

- (a) Two members appointed by the city of Reno;
- (b) Two members appointed by the city of Sparks;
- (c) Two members appointed by the county of Washoe; and
- (d) One member appointed by the members appointed pursuant to 1(a), (b) and (c).

2. Qualifications. A member appointed to the committee must:

- (a) Be a resident of and a qualified elector in Washoe County;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) May not be an elected public officer.

3. Term. The term of appointment shall be for 4 years except that for the terms commencing January 1, 1996, each of the appointing entities shall appoint one member for a 2-year term



and the committee shall initially be appointed for a 1-year term.

4. Removal. A member may be removed for cause by the appointing body in accordance with procedures established by the appointing body.

5. Chairmanship. A chairman shall be selected from among the members at the first meeting in January of each year and must rotate each year among the appointees from the city of Sparks, city of Reno and Washoe County.

[§5, Ord. No. 941]

65.440 Rules; records; quorum.

1. Rules. The committee shall adopt rules for the conduct of business.

2. Records. The committee shall keep a record of its business, which record shall be a public record. Complete records of actions of the committee shall be kept on file in the department of the county manager.

3. Quorum. A quorum consists of a majority of the members and action may be taken upon an affirmative vote of a majority of a quorum.

[§6, Ord. No. 941]

65.450 Telephone line surcharge; duties of telephone companies; special revenue fund; commencement date; implementation.

1. Surcharge. There is hereby imposed a fee upon access lines or trunk lines of customers receiving telephone service within Washoe County as follows:

(a) Twenty-five cents per month for each customer access line to the local exchange;

(b) Two dollars and fifty cents per month for each customer trunk line to the local exchange;

(c) Twenty-five cents per month per telephone number assigned a customer by a supplier of mobile telephone service.

2. Commencement date. The surcharge imposed pursuant to subsection 1 above shall be imposed and collected by a telephone company commencing with the first full monthly billing cycle on or after January 1, 1996.

3. Setting the surcharge amount by resolution. The surcharge imposed pursuant to subsection 1 may be changed by the board of county commissioners by the adoption of a resolution in accordance with this section. The amount of the surcharge set by such resolution shall:

(a) Not exceed twenty-five cents per month for each customer access line to the local exchange;

(b) For each customer trunk line to the local exchange, an amount per month not to exceed, but which must be equal to, 10 times the amount of the surcharge imposed for each access line to the local exchange as set forth in 3(a) above;

(c) Not exceed twenty-five cents per month per telephone number assigned a customer by a supplier of mobile telephone service.

4. Commencement date of change in surcharge set by resolution. The resolution adopted by the board pursuant to subsection 3

hereof shall set the actual amount of surcharge to be imposed and collected. The amounts so established by resolution shall take effect on the first billing period of the telephone company following the effective date of the resolution.

5. Deposit. All money collected by a telephone company pursuant to this section shall be deposited into a special revenue fund and shall be expended solely for purposes of 911 emergency telephone enhancements and improvements.

6. Retention. A telephone company may retain an amount of the collected surcharge equal to the cost to collect the surcharge.

7. Implementation. The county manager shall adopt procedures necessary to effectuate the provisions of this section, including but not limited to a schedule for transfer of the surcharge by telephone companies to the county and review of costs for collection.

**Note:** This subsection 5 became effective on December 1, 1995. Sections 65.400 to and including 65.460, except as otherwise provided, became effective on January 1, 1996.

[§§7 and 8, Ord. No. 941; A Ord. No. 1109]

65.455 Remittance of funds; schedule of penalties.

1. Except for such amount of the surcharge as a telephone company is entitled to retain to equal the cost of collection of the surcharge pursuant to NRS 244A.6737, a telephone company shall remit the surcharge it collects to the treasurer of the county not later than the 15th day of the month after the month it received payment of the surcharge from its customers.

2. A surcharge imposed and collected by a telephone company pursuant to WCC 65.450 shall be considered subject to penalty for purposes of this subsection if not remitted to the county treasurer within ninety (90) days from the date established for remittance to the county.

3. A penalty in the amount of 5% of the amount determined to be delinquent shall be assessed and made payable with the next quarterly remittance.

[§1, Ord. No. 990; A Ord. No. 1109]

65.460 Effective date: Sunset.

1. Subsection 5 of section 65.450 shall be effective upon publication as provided in NRS 244.100. All other provisions of sections 65.400 to 65.460, inclusive, shall be effective on January 1, 1996.

2. Section 65.450 shall expire by limitation on December 31, 2001.

[§8, Ord. No. 941; A Ord. No. 1107]





# State of New Hampshire

Department of Safety  
Division of Emergency Services and Communications  
Bureau of Emergency Communications  
James H. Hayes Safety Building  
33 Hazen Drive, Room 105  
Concord, New Hampshire 03305



John J. Barthelmes  
Commissioner, Department of Safety

Bruce G. Cheney, ENP  
Director, Division of Emergency Services

Earl M. Sweeney  
Assistant Commissioner, Department of Safety

Peter A. DeNutte, ENP  
Assistant Director, Bureau of Emergency Communications

## Enhanced 9-1-1

### Commission Members:

Chairman  
Chief Douglas M. Aiken  
NH Association of Fire Chiefs

Vice Chairman  
Captain George Valliere  
NH Police Officer

Secretary  
William Wood  
NH Division of Fire Standards  
and Training & EMS

Kathryn Bailey  
NH Public Utilities Commission

Marc Violette  
NH Telephone Association

Kevin M. Shea  
FairPoint Communications

David Caron  
NH Municipal Association

Vacant  
NH Sheriff's Association

Vacant  
NH Department of Safety

Richard Bernard  
Public Member

Lieutenant Brett Scholbe  
NH Firefighter

James Valiquet  
NH Association of Police Chiefs

Commissioner Linda M. Hodgdon  
Department of Administrative Services

Paul Szoc  
NH Federation of Mutual Aids

Vacant  
NH Disabled Community

Robert D. Girard  
Representative Wireless Telephone Providers

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

Re: Information Collection Mandated By the NET 911 Act

Dear Chief Barnett,

My name is Bruce Cheney and I am the Director of the New Hampshire Division of Emergency Services, Bureau of Emergency Communications (NHBECE). The NHBECE provides all of the E-911 services for New Hampshire on a statewide basis. I am pleased to be able to provide the answers and information regarding the E-911 surcharge that you have requested per Section 6(f)(2) of the NET 911 Act.

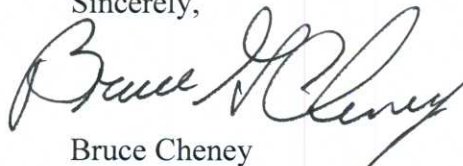
1. The State of New Hampshire has established a statewide E911 funding mechanism. NH Revised Statute Annotated 106:H-9 established an Enhanced 911 Surcharge on all residential and business telephone lines, as well as every customer of an entity that provides "commercial mobile radio service" (cell phones).
2. The New Hampshire E-911 surcharge for the period ending on December 31<sup>st</sup>, 2009 is \$0.64 per phone line per month. Of the amount collected, \$0.07 is designated specifically for the reimbursement of telecommunications companies for the technology required to establish Phase II Wireless Location, otherwise referred to as "cost recovery". The remaining \$0.57 is collected and used exclusively for the operation of the statewide E-911 system. The statewide E-911 system includes providing hardware and software required for CAD, mapping and operations at the local dispatch centers across the state. The criteria for allowable uses of the surcharge are specified in Revised Statute Annotated 106:H-9, "The moneys in the account shall not be used for any purpose other than the development and operation of enhanced 911 services."
3. The New Hampshire Division of Emergency Services, Bureau of Emergency Communications (NHBECE) was established by Revised Statute Annotated 106:H-1 for the purpose of establishing a coordinated statewide Enhanced 911 system. Per 106:H-6:VII, the NHBECE has the authority to "submit a budget for each biennium,

which shall include financial responsibility for and the costs of all programs offered or contracted by the division of emergency services and communications, and all revenues and expenditures of the dedicated fund established in Revised Statute Annotated 106-H:9.” As noted above, Revised Statute Annotated 106:H-9 specifies that the “moneys in the account shall not be used for any purpose other than the development and operation of enhanced 911 services, in accordance with the terms of this chapter.”

4. All of the funds collected via Revised Statute Annotated 106:H-9 have been used for the purposes designated by the funding mechanism.
5. No funds have been used or made available for any other purposes outside of the purposes specified by the funding mechanism.
6. The NHBEC has no other comments.

If you have any questions about the information that I have provided, please feel free to contact me at (603) 271-6911 or [bcheney@e911.ng.gov](mailto:bcheney@e911.ng.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce Cheney". The signature is fluid and cursive, with the first name "Bruce" and last name "Cheney" clearly distinguishable.

Bruce Cheney

Director, New Hampshire Bureau of Emergency Communications





## State of New Jersey

Office of Information Technology

P.O. Box 212

Trenton, New Jersey 08625-0212

CHRIS CHRISTIE

Governor

KIM GUADAGNO

Lt. Governor

ADEL W. EBEID

Chief Technology Officer

March 19, 2010

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

**RE: PS Docket No. 09-14, Initial Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008**

Dear Ms. Dortch:

The following information is being submitted for the State of New Jersey as required by the NET 911 Act, outlined in correspondence received from Mr. James Arden Barnett, Jr., Chief, Public Safety and Homeland Security Bureau, and FCC Public Notice DA 10-240, dated February 2, 2010. This information outlines the status of collections and expenditures of the fees established in connection with E911 services for calendar year 2009. Chief Barnett's letter requests specific information to the following six items:

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

**Response:**

On June 29, 2004 the Governor of New Jersey signed into law Assembly Bill A3112, creating the 9-1-1 System and Emergency Response Fee, amending the 9-1-1 Statute N.J.S.A 52:17C. The law also created a special account, known as the "9-1-1 System and Emergency Response Trust Fund Account" in the Department of the Treasury within the General Fund. The 9-1-1 System and Emergency Response Fee placed a monthly assessment of \$.90 on each wireline, wireless and VoIP telephone in the state (with some limited exemptions).



**Pertinent citation to the legal authority:**

**N.J.S.A. 52:17C-19. 9-1-1 System and Emergency Response Trust Fund Account**

a. There is established in the Department of the Treasury within the General Fund a special account to be known as the “9-1-1 System and Emergency Response Trust Fund Account.”

b. Funds credited to the “9-1-1 System and Emergency Response Trust Fund Account” shall be annually appropriated for the purposes of paying:

- 1) eligible costs pursuant to the provisions of sections 13 and 14 of P.L.1989, c. 3 (C.52:17C-13 and 52:17C-14);
- 2) the costs of funding the State's capital equipment (including debt service), facilities and operating expenses that arise from emergency response;
- 3) the cost of emergency response training, including any related costs or expenses of the Office of Emergency Management in the Division of State Police in the Department of Law and Public Safety;
- 4) the cost of operating the Office of Emergency Telecommunications Services created pursuant to section 3 of P.L.1989, c. 3 (C.52:17C-3);
- 5) the cost of operating the 9-1-1 Commission created pursuant to section 2 of P.L.1989, c. 3 (C.52:17C-2);
- 6) any costs associated with implementing any requirement of the Federal Communications Commission concerning 9-1-1 service that is not otherwise allocated to a carrier and not eligible for reimbursement under law or regulation;
- 7) any costs associated with planning, designing or implementing an automatic location identification technology that is not otherwise allocated to a wireless carrier and not eligible for reimbursement under law or regulation; and
- 8) any costs associated with planning, designing or acquiring replacement equipment or systems (including debt service) related to the enhanced 9-1-1 network as defined by subsection e. of section 1 of P.L.1989, c. 3 (C.52:17C-1).

**N.J.S.A. 52:17C-20. Itemized billing for emergency response fee**

A mobile telecommunications company and a telephone exchange company collecting the fee imposed pursuant to section 2 of P.L.2004, c. 48 (C.52:17C-18) shall itemize and separately identify the fee set forth on each periodic bill received by the customer as the “9-1-1 System and Emergency Response Assessment,” which identification may be abbreviated as “911System/Emerg.Resp.Fee.” Provided however, that a mobile telecommunications company or telephone exchange company may commence the separately identified itemization of the periodic charge on a periodic bill issued to a customer not later than October 1, 2004, but only if the customer's first periodic bill issued on and after that date includes the separately identified itemization for the periodic bills issued for the customer during the months of July, August and September of 2004, if any, and the fee imposed for the bills for those months is also set forth separately for collection thereon from the customers.

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

**Response:**

The 9-1-1 System and Emergency Response Fee places a monthly assessment of \$.90 on each wireline, wireless and VoIP telephone in the state. The total amount collected in calendar year 2009 was \$128.9 million.

Through the budgeting process, the Office of the State Treasurer, the Office of Management and Budget (OMB), and the State Legislature determine how to allocate the revenue generated by the 9-1-1 System & Emergency Response Fee. In the current State fiscal year (FY2010), the State originally anticipated that revenue from the 9-1-1 System & Emergency Response Fee would generate \$137 million. Of that amount there was no funding made available to county and local PSAPs.

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

**Response:**

Through the budgeting process, the Office of the State Treasurer, OMB, and the State Legislature determine how to allocate the revenue generated by the 9-1-1 System & Emergency Response Fee.

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

**Response:**

As allowed by the enabling legislation, funds have been made available or used for the purposes designated by the funding mechanism. Approximately 10% of the fees collected support the State's cost of the Statewide 911 Emergency Telephone System (\$12M) and the operating budget of the Office of Emergency Telecommunications Services (\$1M). Beyond the amounts provided to E9-1-1 programs, the remaining funds (\$124M) are used to support emergency response activities, including Homeland Security, consistent with the fee's enabling legislation.

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

**Response:**

The funds collected from the 9-1-1 System and Emergency Response Fee are deposited in the 9-1-1 System and Emergency Response Trust Fund Account and applied to offset the costs of the programs outlined below.



**911 SYSTEM AND EMERGENCY RESPONSE FEE**

(thousands of dollars)

The estimated revenue from the mobile telecommunications service and telephone exchange service fee in fiscal 2010 totals \$137 million. In accordance with the enabling legislation (P.L. 2004, c.48), these funds will be deposited into the 911 System and Emergency Response Trust Fund account, and applied to offset a portion of the cost of related programs listed below:

Department of Health and Senior Services

Disease Surveillance . . . . . 3,250  
Bioterrorism Response . . . . . 4,000

Interdepartmental

State Police Emergency Operations Center . . . . . 1,554  
State Police Multipurpose Bldg and Troop C Headquarters . . . . . 8,267

Department of Law and Public Safety

Office of Homeland Security and Preparedness – Operating . . . . . 491  
Homeland Security and Preparedness . . . . . 5,750  
State Police CAD System . . . . . 600  
State Police Central Monitoring Station . . . . . 654  
Urban Search and Rescue . . . . . 1,000  
Emergency Operations Center, Operating . . . . . 2,857  
Vehicle Purchases . . . . . 4,637  
Rural Section Policing . . . . . 53,398  
State Police – Remaining Operating Budget . . . . . 226,994

Department of Military and Veterans' Affairs

Military Services – National Guard and Support Services . . . . . 6,677

Department of Treasury

Office of Emergency Telecommunications Service (OETS) . . . . . 1,000  
Statewide 911 Emergency Telephone System . . . . . 11,967

***Total, State Appropriations . . . . . 333,096***

Should you need additional assistance or have any follow-up questions, please don't hesitate to contact me at (609) 984-4082.

Sincerely,



Adel W. Ebeid  
Chief Technology Officer, Chair,  
Public Safety Communications Commission

c: Richard Bagger , Chief of Staff  
Andrew P. Sidamon-Eristoff, State Treasurer  
Craig Reiner, OETS Director



**STATE OF NEW MEXICO**  
**DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**LOCAL GOVERNMENT DIVISION**  
Bataan Memorial Building, Ste 201 • Santa Fe, New Mexico 87501  
Phone: (505) 827-4950 • FAX (505) 827-4948  
[www.nmdfa.state.nm.us](http://www.nmdfa.state.nm.us)

**BILL RICHARDSON**  
GOVERNOR

**KATHERINE B. MILLER**  
CABINET SECRETARY

**ROBERT M. APODACA**  
DIRECTOR

February 19, 2010

David Furth, Acting Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, D.C. 20554

Re: Response to the 2010 Request for Information Mandated by the New and Emerging  
Technologies Improvement Act of 2008

Dear Mr. Furth:

Here are New Mexico's responses to the questions in your 2010 letter to Governor Richardson.

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

Response:

New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) provides a funding mechanism designated to support local governments' and wireless carriers' costs of providing 911 service throughout the state.

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

Response:

New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) mandates a 51¢ surcharge per month on each subscriber's landline telephone and a 51¢ surcharge per month on each subscriber's cellular telephone.

The total amount collected for the annual period ending December 31, 2009 was \$12,073,923.31. The surcharge is collected in accordance with the Tax Administration Act and deposited into the enhanced 911 fund administered by the Local Government Division, Department of Finance and Administration. Payments from the fund through grants are made to or on behalf of local governing entities or their fiscal agents for the costs of providing enhanced 911 service.

New Mexico has established written criteria, Rule 10.6.2 NMAC, Enhanced 911 Requirements, detailing the allowable uses of the fund.

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

Response:

New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) identifies the Local Government Division, Department of Finance and Administration, as the state entity with the authority to administer the fund and the power to adopt rules to carry out the provisions of the Enhanced 911 Act.

Any payment from the fund is reviewed for compliance with the Act and the Rule and approved for payment by state E-911 program managers, the state E-911 Director and the Department of Finance's CIO. Prior approval from the Board of Finance is required for equipment or system purchases. Local Public Safety Answering Points submit their requests along with detailed price quotes to the state program managers who reviews all requests and recommend, if appropriate, approval to the E-911 program director and Local Government Division's director. Requests are then presented to the Board of Finance for final approval.

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

Response:

All the funds collected through New Mexico's Enhanced 911 Act (Section 63-9D-1 et. seq. NMSA 1978) are made available and used to implement and support E-911 service.



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

Response:

No funding is used for purposes other than E-911.

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

Response:

No comment.

I verify that the above information is accurate and correct. If you have questions concerning these responses, please contact Joyce Johnson at (505) 827-4179 or [Joyce.Johnson@state.nm.us](mailto:Joyce.Johnson@state.nm.us).

Sincerely,

A handwritten signature in blue ink that reads "Robert M. Apodaca". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Robert M. Apodaca, Director  
Local Government Division  
Department of Finance and Administration



Received & Inspected

APR 26 2010

FCC Mail Room



STATE OF NEW YORK  
DEPARTMENT OF STATE

ONE COMMERCE PLAZA  
99 WASHINGTON AVENUE  
ALBANY, NY 12231-0001

LORRAINE A. CORTÉS-VAZQUEZ  
SECRETARY OF STATE

DAVID A. PATERSON  
GOVERNOR

April 21, 2010

Mr. James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief

Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

RE: Initial Information Collection Mandated By the New and Emerging  
Technologies Improvement Act of 2008; Response Due No Later Than March 23,  
2010

Dear Mr. Barnett:

In response to your letter to Governor Paterson, the Division of the Budget has  
compiled the following information:

1. New York State has three funding mechanisms designated or imposed for the purposes  
of 911 or E911 support or implementation:

(a). The first mechanism is established at the State level via NYS Tax Law section 186-f.  
This section of law authorizes a "public safety communications surcharge" (PSCS) and  
establishes the value, collection, deposit and distribution thereof. This surcharge is  
applied to all wireless communication devices (except those used by NYS and any of its  
agencies, instrumentalities and political subdivisions) utilized by customers whose place  
of primary use is in the State of New York. Each wireless communications service  
supplier providing service in NYS is statutorily responsible for the collection of the  
PSCS and is also charged with depositing revenue derived from the same with the State  
Comptroller, who distributes such revenues to the General Fund as well as the State  
Wireless Telephone Emergency Account Fund, established pursuant to Section 970Q of  
the State Finance Law.

(b). The second and third funding mechanisms are established at the local level through Article 6 of the NYS County Law. Article 6, sections 303 and 308a - 308v authorize NYS counties and the City of New York to establish two separate 911/E911 surcharges: one which applies to land lines and one which applies to wireless communication devices. Revenues derived from these surcharges fund the costs associated with obtaining, operating, and maintaining the telecommunication equipment and telephone services needed to provide an E911 system. Service suppliers act as the collection agent for participating localities and remit funds collected from the surcharge to the same on a monthly basis. Article 6 of the County Law does not require localities to impose either surcharge.

2. NYS Law authorizes the imposition of a Public Safety Communications Surcharge and two local 911/E911 surcharges.

(a). The State PSCS is currently set in statute at \$1.20 (Tax Law Section 186-f). In addition to the design, construction and operation of a statewide wireless network that will provide interoperable communications solutions to first responders, the revenue generated from this surcharge funds other public safety initiatives. Section 186-f of the Tax Law specifies that not less than *ten million dollars annually* must be disbursed in support of the Local Enhanced Wireless 911 program and that monies are to be allocated each year to pay the cost of debt service for bonds and notes issued to finance expedited deployment of local public safety answering points, both pursuant to Article 6-a of the County Law.

(b). County Law provides that NYS counties may impose two surcharges:

(i) Section 303 authorizes a surcharge of up to thirty-five cents per access line per month on the customers of every service supplier (i.e., a telephone company that provides local exchange access service within a 911 service area) operating within a participating county. NYC is authorized to impose a surcharge of up to one dollar for this purpose. The imposition of this surcharge is at local option.

(ii) Sections 308-a through 308-v authorize NYS counties and NYC to impose a surcharge of up to thirty cents per access line per month on each wireless communications device through which service is provided to a customer whose place of primary use is within the county. The imposition of this surcharge is at local option.

According to statistics kept by the NYS Office of the State Comptroller, county revenues received through the imposition of these surcharges totaled \$25.3 million for 2008. E911/911 surcharge revenues generated by New York City during this same period totaled \$60.4 million.

3. There are two basic processes or structures articulated in NYS statute regarding review and approval of surcharge funds collected for 911 or E911 purposes:



(a). Regarding the expenditure of the annual \$10 million PSCS allocation that funds the Local Enhanced Wireless 911 program, the NYS Department of State (DOS), in consultation with the NYS 911 Board (established pursuant to Article 6-A of the County Law), reviews municipal expenditures related to E-911 service initiatives and authorizes reimbursement of the same. The local enhanced wireless 911 reimbursement initiative administered by DOS and the Board is an annual reimbursement fund available to the designated county dispatch centers who receive wireless 911 calls. Reimbursement is intended to offset some operational costs related to Wireless 911. For the past several years, the E911 Board has administered a \$100 million dollar grant designated for county dispatch centers to upgrade their 911 facilities and equipment. The administration of this grant provided financial assistance to these centers to receive and dispatch wireless 911 calls at Phase II level of service. Almost all funding from the \$100 million grant is now expended and all designated county dispatch centers now provide Phase II service levels. Sections 325-333 of Article 6-A of the County Law contain provisions for the establishment of the Board and its powers and duties.

(b). Regarding the expenditure of funds collected from the imposition of the local E-911 surcharge as authorized by Article 6 of the County Law, the expenditure and control of such funds are the responsibility of the local governing authority.

(i) In the case of a county's or NYC's expenditure of funds generated through the imposition of the thirty-five cent (counties) or one dollar (NYC) monthly land line surcharge, the following statutory language applies: "All surcharge monies remitted to the municipality by a service supplier and all other monies dedicated to the payment of system costs from whatever source derived or received by the municipality shall be expended only upon authorization of the board and only for payment of system costs as permitted by this article. The municipality shall separately account for and keep adequate books and records of the amount and source of all such revenues and of the amount and object or purpose of all expenditures thereof."

(ii) In the case of a county's expenditure of funds generated through the imposition of the thirty cent surcharge on wireless communication devices, the following standard statutory language typically applies: "All surcharge monies remitted to the county of \_\_\_\_\_ by a wireless communications service supplier shall be expended only upon authorization of the local county legislative body and only for payment of eligible wireless 911 service costs as defined in subdivision sixteen of section three hundred twenty-five of this chapter. The county of \_\_\_\_\_ shall separately account for and keep adequate books and records of the amount and source of all such monies and of the amount and object or purpose of all expenditures thereof."

(iii) The expenditure and control of such funds by NYC, generated through the imposition of the thirty cent surcharge on wireless communication devices, is governed by the following language: "All surcharge monies remitted to the city by a wireless communications service supplier shall be expended only upon authorization of the board and only for payment of system costs or other costs associated with the design,

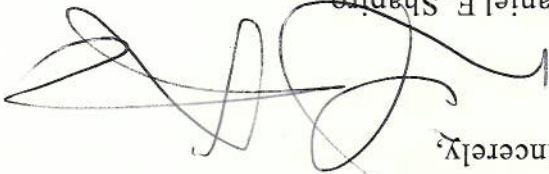
construction, operation, maintenance, and administration of public safety communications networks serving such city. The city shall separately account for and keep adequate books and records of the amount and source of all such monies and of the amount and object or purpose of all expenditures thereof."

4. To the best of our knowledge, with only two statutorily-authorized exceptions, all State funds collected to date for 911 or E-911 purposes have been made available or used for the purposes designated by the aforementioned State funding mechanisms. With respect to local funds generated through E-911 surcharges, we do not currently possess enough information to validate that all such funds have made available and used for their designated purposes, although we assume such is the case.

5. In State Fiscal Years 2009-10 and 2010-11, \$10 million and \$2.5 million, respectively, were transferred from the balance of the Local Wireless account to provide relief for the state's General Fund, which was facing a substantial deficit. The transfer of these funds was authorized by statute and did not affect the ability of the State, through the auspices of the Department of State and the NYS E-911 Board, to reimburse municipalities for approved E-911 expenditures.

If you have any questions or need further clarification about New York State's E-911 System, please contact me at 518-486-9846.

Sincerely,



Daniel E. Shapiro

First Deputy Secretary of State

DES/wyb





# North Carolina 911 Board

George Bakolia, Chair

Joseph K. Durham, Vice Chair

March 18, 2010

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

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

Dear Ms. Dortch,

James A. Barnett, Rear Admiral (Ret), Chief, Public Safety and Homeland Security Bureau addressed a letter to Governor Beverly Perdue in regard to information collection under Section 6(f)(2) of the NET 911 Act. On behalf of Governor Perdue and the State of North Carolina, the North Carolina 911 Board provides the following information in regards to Section 6(f)(2) of the NET 911 Act:

1. The State of North Carolina established a funding mechanism for the support and implementation of 911 and E911 in Session Law 2007-383, codified as N.C.G.S. §62A, Article 3. Administration is governed by the N.C. 911 Board. The statutes expressly incorporate the FCC Order (94-102, 1 December 1997) and subsequent modifications.
2. A fee not to exceed \$.70/month is imposed on each voice communications service connection (includes wireline, wireless and VoIP providers) that can access the 911 system. N.C.G.S. §62A-43 A moratorium on collection of such fees from or by prepaid CMRS providers extends through December 2010. The 911 Board received \$ 87,367,015 for the 2009 calendar year. Voice communication providers collect fees from their subscribers and remit the fees, less 1% for their administrative costs, to the 911 Board. N.C.G.S. §62A-43(c)

[www.nc911.nc.gov](http://www.nc911.nc.gov)

P.O. Box 17209 • Raleigh, North Carolina 27619-7209  
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The 911 Board may allocate up to 1% of the fees received from the Voice communication providers for the administrative expenses of the Board. N.C.G.S. §62A-44(b)

The 911 Board establishes a percentage of the fees received for CMRS provider cost recovery of deploying E911. As of December 31, 2009, the percentage was set at .5%. N.C.G.S. §62A-44(b)(1)

The 911 Board establishes a percentage of the fees received for distribution to Primary PSAPs. As of December 31, 2009 the percentage designation was set at 99.5%. In addition to the percentage designation from CMRS providers, all fees collected by all other voice communication providers are designated for distribution to Primary PSAPs. N.C.G.S. §62A-44(b)(2)

Funds are distributed monthly to all Primary PSAPs based on their reported Fiscal Year 2007 revenues. Funds received in excess of the “base” amount may be distributed to Primary PSAPs on a per capita basis. N.C.G.S. §62A-46(a)

The State limits uses of 911 fees collected and distributed to CMRS Providers for their cost recovery and Primary PSAPs. Only the actual costs incurred for the compliance with the requirements of enhanced 911 service are reimbursable. N.C.G.S. §62A-45(a)

Primary PSAPs may use 911 Funds for the lease, purchase, or maintenance of emergency telephone equipment, including necessary computer hardware, software, and database provisioning, addressing, nonrecurring costs of establishing a 911 system and training for 911 personnel. N.C.G.S. §62A-46(c)

3. The North Carolina 911 Board has been designated as the entity to receive 911 fees collected, distribute and provide oversight on all 911 fees. The 911 Board established an “Eligible Expenditure List” to aid Primary PSAPs receiving 911 funds, and makes available 911 Board staff to assist PSAPs with any questions. As of 31 December 2009, there are 129 Primary PSAPs in North Carolina. The 911 Board conducts an annual Revenue/Expenditure Report on each Primary PSAP to ensure compliance with the use of all 911 fees. N.C.G.S. §62A-42(a)(5)

Each CMRS Provider seeking cost recovery is required to submit a plan detailing technical and operational aspects of its system together with cost projections. Providers must deliver sworn invoices in compliance with their plans and allowable expenditures. Funds are released to CMRS providers upon staff approval. N.C.G.S. §62A-45(a)



4. For the reporting period of calendar year 2009, all funds received by the 911 Board for 911 or E911 have been made available and used for the authorized purposes of implementing or supporting of 911 or E911.

On behalf of the State of North Carolina, thank you for the opportunity to respond and offer no additional comments regarding 911 funding at this time.

I verify under penalty of perjury that the foregoing is true and correct. Executed on March 18, 2010.

---

George Bakolia



# ND Department of Emergency Services

PO Box 5511

Tel: (701) 328-8100

Email: [nddes@nd.gov](mailto:nddes@nd.gov)

Bismarck, ND 58506-5511

Fax: (701) 328-8181

Website: [www.nd.gov/des](http://www.nd.gov/des)*"Ensuring a safe and secure homeland for all North Dakotans"*

March 18, 2010

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

Dear Secretary Dortch:

The following information provides specific responses requested by the Federal Communication Commission's Public Safety and Homeland Security Bureau. The responses fulfill the State of North Dakota's obligation to provide the Federal Communication Commission the initial information mandated by the New and Emerging Technologies Improvement Act of 2008.

1. Chapter 57-40.6 of the North Dakota Century Code authorizes counties or cities to impose a fee (to be collected by all telecommunication companies) on a per communication device per month basis. The local governing board passes a resolution placing the question of the imposition of this fee on the ballot; upon approval of the electorate, it goes into effect. The fee must be equal on all telecommunication services. The statutory limit on the fee was raised from \$1.00 to \$1.50 per device per month, effective August 1, 2009; Thus far, no jurisdiction has raised its fee beyond \$1.00.
2. During Calendar Year 2009, the fee imposed throughout the State was \$1.00 per device per month. For the annual period ending December 31, 2009, the total collected by all jurisdictions was \$8,369,366. The funds are remitted directly to the local jurisdictions by the telecommunication companies. The legislation authorizing the imposition of this fee also regulates the use of the fee revenue. Specifically, 57-40.6-05 states the revenue must be used *"solely for implementing, maintaining, or operating the emergency services communication system."* Additionally, 57-40.6-10 requires that jurisdictions receiving this fee revenue maintain it in a separate fund and *"ensure that fee proceeds collected under this chapter are expended in accordance with guidelines developed pursuant to section 57-40.6-12 and implement an accounting system sufficient to meet the requirements of section 57-40.6-05."* The statutory body created by section 12 has promulgated expenditure guidelines that detail what is and is not allowable under the statutory limitation.

John Hoeven  
Governor

Major General David Sprynczynatyk  
Director - Department of Emergency Services

Greg M. Wilz  
Director - Division of Homeland Security

Mike Lynk  
Director - Division of State Radio

3. As noted in number 2 above, the state legislature has created a statutory body, the Emergency Services Communications Coordinating Committee, charged with implementing and maintaining expenditure guidelines that detail what is and is not allowable under the broader statutory limitation. Each jurisdiction is mandated by 57-40.6-12 to submit a report to the statutory body that indicates revenues and expenditures related to this fee. The Committee then crosswalks the reports against the guidelines and compiles the information for presentation to the legislature.
4. The reports received and compiled by the Emergency Services Communications Coordinating Committee since the implementation of the guidelines in January 2008 have indicated all funds generated by this fee have been expended for purposes allowed under the statute and guidelines.
5. No funds generated by the fee authorized by 57-40.6 have been used or made available for purposes other than those allowed by statute and the expenditure guidelines.
6. None

If questions arise, please contact me at (701) 328-8150 or [mlynk@nd.gov](mailto:mlynk@nd.gov).

Sincerely,



Mike Lynk, Director  
Division of State Radio  
Department of Emergency Services



# Public Utilities Commission

**Ted Strickland**, Governor  
**Alan R. Schriber**, Chairman

## Commissioners

Ronda Hartman Fergus  
Valerie A. Lemmie  
Paul A. Centolella  
Cheryl Roberto

March 2, 2010

James Arden Barnett, Jr.  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Mr. Barnett,

The Federal Communication Commission, in accordance with the New and Emerging Technologies 911 Improvement Act of 2008, has requested specific information related to the 9-1-1 funding mechanisms in Ohio. The Ohio 9-1-1 Service Program, housed within the Public Utilities Commission of Ohio (PUCO), respectfully submits the attached responses to the questions provided. Please contact me at 614-644-8950 with any clarifying questions which may arise.

Sincerely,

A handwritten signature in black ink, consisting of a stylized 'S' followed by a large, sweeping 'M'.

Shawn S. Smith, CGFM  
Ohio 9-1-1 Coordinator,  
Ohio 9-1-1 Service Program

Encl.

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

### **Wireline E9-1-1 Funding**

Funding for wireline enhanced 9-1-1 (E9-1-1) is organized under Section 4931.47 of the Ohio Revised Code (ORC). This statute defines a bill and keep system for wireline 9-1-1. Currently in Ohio, each incumbent local exchange carrier directly charges their individual subscribers a tariffed fee to cover the recurring 9-1-1 costs unique to that carrier for the maintenance and operation of the company's portion of the wireline telephone network. Nonrecurring costs are directly recovered under ORC 5733.55 through a tax credit. As a result, local 9-1-1 public safety answering points are not billed for base wireline 9-1-1 services. The tariffed rates range from a low of \$.12 to a high of \$.25 per month.

A wireline service provider may only begin charging this tariffed fee in a specific county upon PUCO approval. Generally, the county must have passed a countywide 9-1-1 plan and be positioned to begin taking wireline E9-1-1 calls.

### **Wireless E9-1-1 Funding**

Sections 4931.61 through 4931.651 of the ORC prescribe the funding mechanism for wireless E9-1-1. Each month a \$.28 surcharge is imposed upon each wireless phone number belonging to a subscriber with an Ohio billing address. Prepaid providers are permitted three options under ORC 4931.61 to calculate the amount due. Wireless service providers remit the collected surcharges to the Ohio 9-1-1 Service Program, housed within the PUCO, on a monthly basis.

The wireless service providers and PUCO are each permitted to retain up to 2% of the collected funds. The remaining 96% is distributed monthly to each of the 88 counties in Ohio. County disbursements are calculated based upon a ratio of the number of wireless numbers with billing addresses in the individual county over the total number of wireless numbers with billing addresses in the state. Each county is guaranteed a minimum of \$90,000 per year.

Upon receipt, individual county treasurers internally allocate the funds in accordance with that county's unique countywide 9-1-1 plan. Funds may only be utilized by the local governmental entities for the implementation and maintenance of wireless E9-1-1.

The Ohio wireless 9-1-1 surcharge is set to expire December 31, 2012.

### **Other Local Funding Options**

Sections 4931.51 through 4931.54, 5705.19, and 5739.026 of the ORC provide various options for counties to obtain general local funding for their E9-1-1 system. These options include charges on improved realty, monthly telephone bill charge, monthly telephone access line charge, property tax, and local sales tax.



2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2008.

The amounts of 9-1-1 fees in Ohio vary as follows:

- Tariffed charges appearing on wireline subscribers' monthly bills to cover the individual incumbent local exchange carrier's wireline E9-1-1 costs range between \$.12 and \$.25 per month.
- The wireless E9-1-1 surcharge is currently statutorily set at \$.28 per billed wireless phone number belonging to a subscriber with an Ohio billing address. Legislative action lowered this surcharge from \$.32 as of January 1, 2009.
- Incumbent wireline service providers incur incremental costs over and above wireline 9-1-1 to carry wireless 9-1-1 traffic and associated information. As such, each incumbent local exchange carrier which acts as a 9-1-1 host in Ohio has received PUCO approval to recover a tariffed charge for these costs. The charges and billing methodology found within these tariffs are unique to the individual carrier. Ohio law also permits governmental entities and carriers to enter into unique negotiated arrangements outside of these tariffs. A summary of the charges may be found in the table below.

<b>Company</b>	<b>Nonrecurring Charge</b>	<b>Recurring Charge</b>	<b>Billing Unit Defined</b>
AT&T	\$119.32 per billing unit	\$7.90 per billing unit	1 Billing Unit= 1000 population
Sprint	\$3,500 per PSAP	\$250 per PSAP	1 Billing Unit= 1 PSAP
Verizon	N/A	\$36.66 per billing unit	1 Billing Unit= 1000 Call Units
CBT	\$92.01 per billing unit	\$16.05 per billing unit (maintenance)	1 Billing Unit = 100 Call Blocks
New Knoxville	Negotiated contract with Auglaize County	Negotiated contract with Auglaize County	N/A
Windstream Ohio	\$100.50 per billing unit (Phase I) \$107.00 per billing unit (Phase II)	\$10.75 per billing unit for Phase I, \$1.05 per billing unit for Phase II	1 Billing Unit= 1000 population
Windstream Western Reserve	\$100.50 per billing unit (Phase I) \$107.00 per billing unit (Phase II)	\$10.75 per billing unit for Phase I, \$1.05 per billing unit for Phase II	1 Billing Unit= 1000 population

- Under ORC 4931.51, county voters may approve a charge on improved realty to cover the costs of establishing, equipping, and furnishing one or more public safety answering points within the county.
- ORC Sections 4931.52 and 4931.53 permit county voters to approve a county fee to be placed on local wireline telephone bills. The monthly charge may not exceed \$.50. Under ORC 4931.54, a telephone company which collects this charge on behalf of the county may retain 3 percent of the charge it collects as compensation for the costs of such collection. The collected funds are remitted to the county on a quarterly basis.

- Section 5705.19 of the ORC permits county electors to approve a tax in excess of the 10 mill limitation to fund the establishment of a 9-1-1 system.
- A county sales tax, not exceeding one half of one percent, is permitted to be used for 9-1-1 under Section 5739.026 of the ORC. If the county is utilizing all of the sales tax solely to fund 9-1-1, the tax may not be levied for more than five years.

A total of \$28,164,049.54 in wireless surcharge fees were remitted to the Ohio 9-1-1 Service Program by wireless service providers in calendar year 2009. The Ohio 9-1-1 Service program does not hold regulatory or audit authority over local 9-1-1 or taxing jurisdictions and cannot speak as to the total funds collected at this level.

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

November 1 of each year the Ohio 9-1-1 Service Program collects, directly from each wireless service provider, the number of wireless phone numbers tied to billing addresses in each county. This data is tabulated for each county. A percentage is calculated for each individual county based upon the total number of wireless numbers within that county, divided by the total amount of wireless numbers in the state. This same percentage is utilized through the rest of the calendar year.

Each month the wireless remittances received are multiplied by the individual county allocation percentages to determine the amount due to each county that month. Once certified by the Ohio 9-1-1 Coordinator, the funds are distributed to the individual county treasurers. Under ORC 4931.64 (D) the county treasurer then internally allocates the funds as defined by that county's 9-1-1 plan.

Section 4931.65 of the ORC dictates the purposes for which the wireless funds may be expended at the local level. On March 21, 2007, under case number 05-1114-TP-EMG, the PUCO issued guidance regarding appropriate expenditures for which the wireless funds could be utilized. This entry may be obtained at:

<http://dis.puc.state.oh.us/TiffToPdf/A1001001A07C21B43448J57876.pdf>

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

Neither the Ohio 9-1-1 Service Program nor the PUCO hold regulatory or audit authority over how local entities utilize 9-1-1 funding. Decisions regarding the use of 9-1-1 funding are made at the local level. The Auditor of State may enter into an audit engagement to determine the appropriate use of these funds and the Ohio attorney general may bring suit against a telephone

company service provider or a local subdivision to enforce compliance with the Ohio 9-1-1 service program.

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

Neither the Ohio 9-1-1 Service Program nor the PUCO hold regulatory or audit authority over how local entities utilize 9-1-1 funding. Decisions regarding the use of 9-1-1 funding are made at the local level. The Auditor of State may enter into an audit engagement to determine the appropriate use of these funds and the Ohio attorney general may bring suit against a telephone company service provider or a local subdivision to enforce compliance with the Ohio 9-1-1 service program.

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

Neither the Ohio 9-1-1 Service Program nor the PUCO hold regulatory or audit authority over how local entities utilize 9-1-1 funding. Decisions regarding the use of 9-1-1 funding are made at the local level. The Auditor of State may enter into an audit engagement to determine the appropriate use of these funds and the Ohio attorney general may bring suit against a telephone company service provider or a local subdivision to enforce compliance with the Ohio 9-1-1 service program.

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

None.



March 11, 2010

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

Dear Secretary Dortch:

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

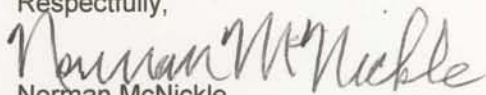
The duty of answering the questions posed by the NET 911 Act has recently fallen to this volunteer board. When the Board was formed, there was funding made available to study the current level of 911 services in the state. All services provided throughout the state are performed by local jurisdictions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

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

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

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

Respectfully,

  
Norman McNickle  
Chief of Police



# STATE OF OKLAHOMA

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







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

**Volume 1**

*prepared for*

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

November 29, 2007

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## 1. EXECUTIVE SUMMARY

Today, Oklahomans are not afforded access to life-saving *Enhanced* 9-1-1 (E9-1-1) services throughout the entire state, and legislative action is required to address the critical need to upgrade *basic* 9-1-1 systems to E9-1-1. According to survey findings regarding wireline 9-1-1 services, 17 of Oklahoma's 77 counties do not have any E9-1-1 service at all; 14 counties have E9-1-1 wireline service in some cities but not countywide; and 46 have the advanced Enhanced 9-1-1 wireline service for the entire county.

According to survey findings regarding the deployment of Enhanced wireless 9-1-1 services, 55 counties have not yet deployed the most precise wireless E9-1-1 services that are available today and that provide life-saving information. Furthermore, both urban and rural demographic segments of Oklahoma should have and receive the same consideration when deploying emergency communication E9-1-1 services. To ignore these life-saving services not only directly affects Oklahomans, but also affects first responders in their ability to provide efficient emergency response.

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

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

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



### Wireline E9-1-1

As indicated above, Oklahoma has 17 counties with no wireline Enhanced 9-1-1 (E9-1-1) services.

“Enhanced” refers to the ability to have 9-1-1 calls routed to the proper Public Safety Answering Point (PSAP) along with the Automatic Number Identification (ANI) and the Automatic Location Information (ALI). This information is vital in an emergency call situation when a PSAP needs to either call the caller back due to call disconnection or have the ability to identify the caller’s location when the individual, such as a lost child or victim of violence, does not know his or her address or is unable to communicate.

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

### Wireless E9-1-1

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

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

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

### **Summary**

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

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

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

**Terms used in the Executive Summary and Introduction:**

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

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

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

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

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

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

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

## 2. INTRODUCTION

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

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

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

In the un-served and under-served areas, conditions as described above have been shown to delay or block the delivery of help to citizens in need. Without the ease of access to E9-1-1 and the deployment of efficient life-saving information technology, a call for assistance can be delayed, directly increasing emergency response times and potentially resulting in the loss of lives and property. Oklahomans living in areas not covered by E9-1-1 services, where call takers do not have the additional life-saving data available, are more likely to suffer such losses.

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

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

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

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

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

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

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

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

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



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

### ***3. RECOMMENDATIONS MADE IN THIS REPORT***

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

#### ***3.1 E9-1-1 Legislation and Policy Recommendations***

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

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

#### ***3.2 E9-1-1 Funding Recommendations***

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

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

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

### 3.3 E9-1-1 Technical Recommendations

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

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

### 3.4 Proposed E9-1-1 Strategic Plan Principles

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

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

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

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

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

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

### 3.4.1 Potential Impediments to Achieving This Plan

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

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

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

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

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

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

### 3.4.2 Rural Wireless Service Providers and E9-1-1

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

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

### 3.4.3 Oklahoma Locations With Weak or No Wireless Service

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



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

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

### ***3.5 Recommendations for Implementing Regional PSAPs***

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

#### **3.5.1 Criteria for Determining Proposed Regional PSAPs in Oklahoma**

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

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

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

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

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

##### **3.5.1.2 Existing E9-1-1 PSAPs within the COG**

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

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

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

#### 3.5.1.4 Radio Interoperability for Consolidated Dispatch

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

- 1) If the newly proposed regional PSAP has radio interoperability with its agencies (or intends to implement a solution for radio interoperability), there is an opportunity to consolidate the dispatch function with the call taker function in the designated regional PSAP. The advantage to this configuration is that all E9-1-1 capabilities would be available to both the call taker and the dispatch functions. In addition, personnel would be able to perform both functions, if that is the PSAP's mode of operation.
- 2) If the newly proposed region does not have radio interoperability with its agencies, the dispatch function would remain located at the existing dispatch point for the agency. In this configuration, 9-1-1 calls would be answered at the regional PSAP. The dispatch-able 9-1-1 calls, along with the ANI/ALI information and notes, would then be transferred to the remote dispatch center or secondary PSAP.

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

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

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

The mission of the South West Oklahoma Regional 9-1-1 Association is to establish all phases of 9-1-1 services to the six counties in which we serve. Our goal is to assist the counties, and their cities and towns, in acquiring the monies, equipment, technology and training needed to implement an Enhanced 9-1-1 telephone system which can accommodate the different phases associated with landline, wireless and IP telecommunications....

Each county appointed five members from its community, ranging from commissioners to business owners, to represent their perspective counties on the [Southwest Oklahoma Regional 9-1-1 Association's Board of Directors](#). The Board of Directors determines policy for the Association. With each county working together sharing resources and ideas, a more efficient and unified 9-1-1 system can be established.

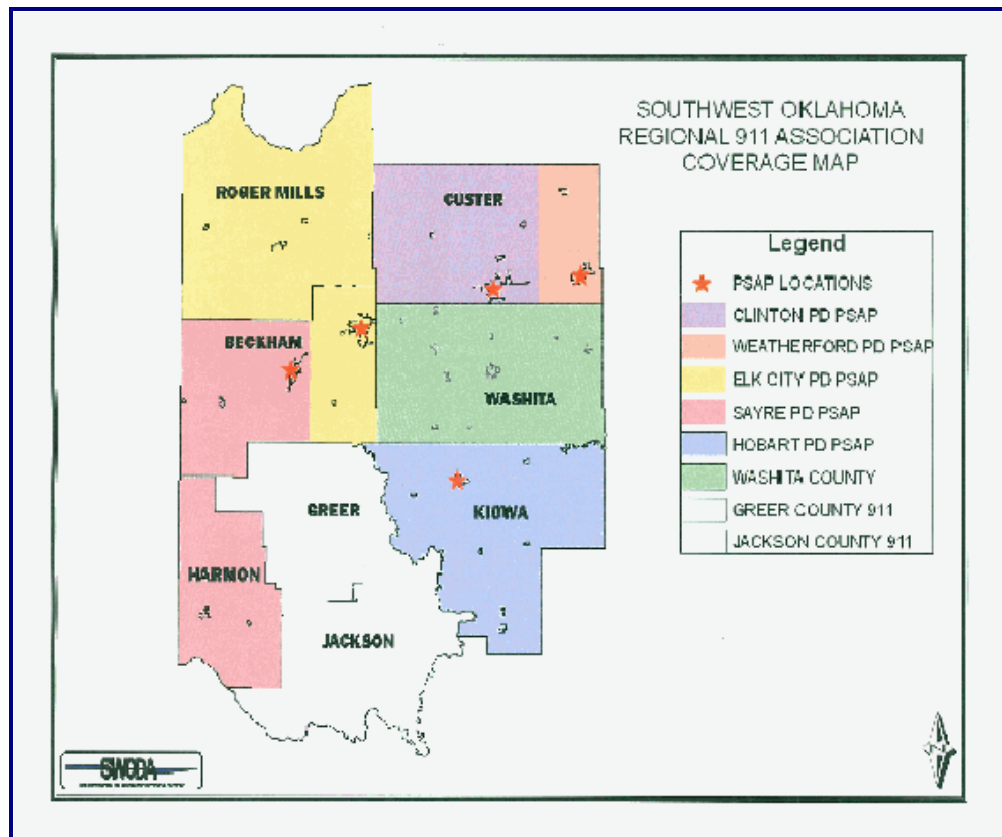


Figure 1: The Southwest Oklahoma Regional 9-1-1 Association

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

#### Landline

Resolution 2006-09-21

#### SOUTHWEST OKLAHOMA REGIONAL 911 ASSOCIATION

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

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

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

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

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

### Wireless

Users of cellular telephones in [Beckham](#), [Custer](#), Greer, [Harmon](#), Jackson, [Kiowa](#), [Roger Mills](#) and [Washita](#) Counties should be assessed a nine-one-one emergency wireless telephone fee not to exceed the maximum amount required by law (currently 50 cents per month per wireless connection) for wireless connection; providing for the assessment and levying of such a fee subject to the approval of the voters of said counties.

Each county held an election regarding above mentioned resolution and all counties voted in favor of the fee.

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

### 3.5.3 Proposed Regional PSAPs

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

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



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

Table 1: Proposed Regional Alignment of Jurisdictions

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

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

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

Table 2: Counties with No Proposed Changes

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

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

Table 3: Counties with Proposed Expansion

## 3.5.4 Regional PSAPs Map

## Proposed Oklahoma E9-1-1 Regions

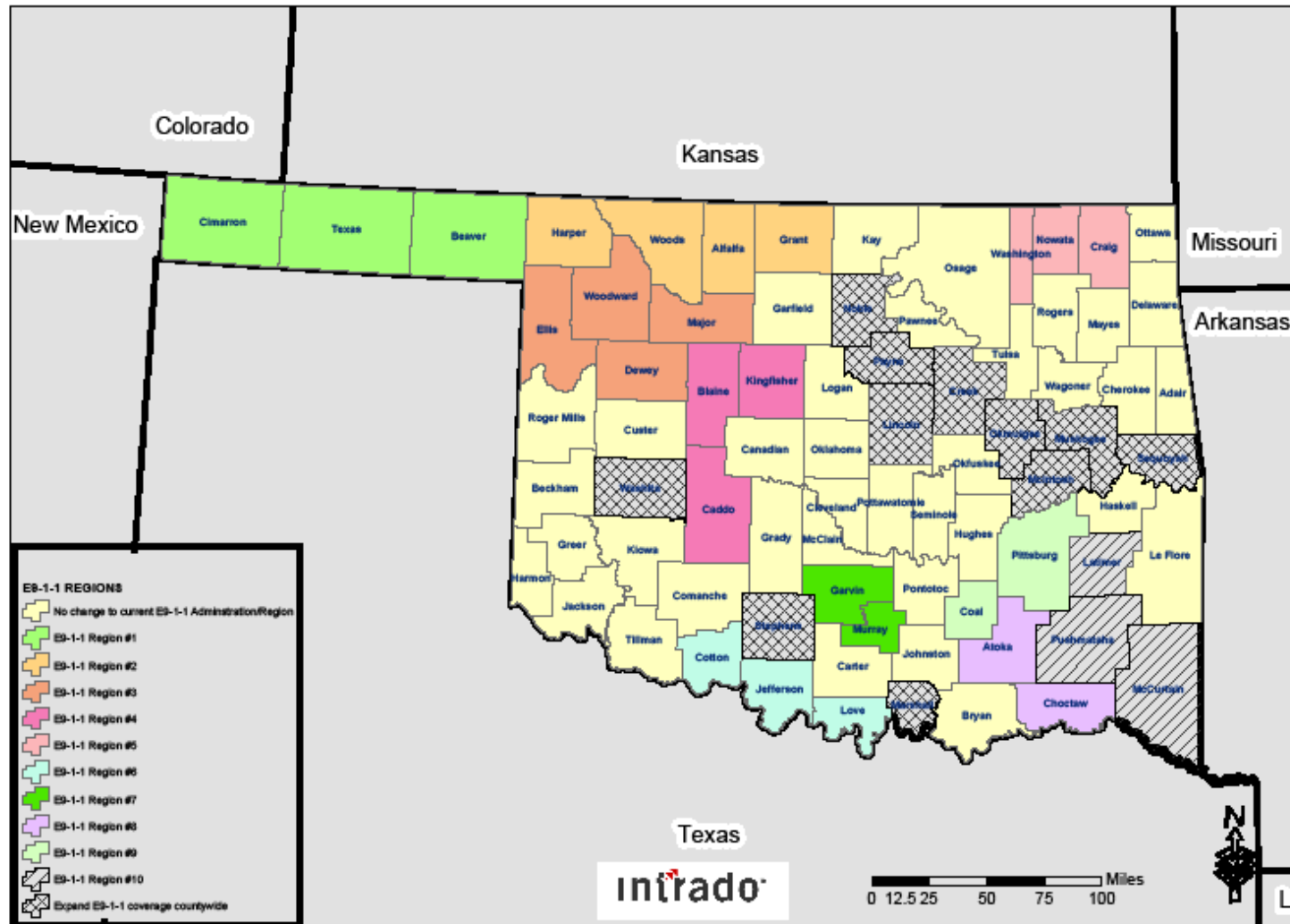


Figure 2: Proposed E9-1-1 Regional PSAPs Map

### 3.5.5 Oklahoma E9-1-1 Implementation/Upgrade Summary

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

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



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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

#### 3.5.6.1 PSAP Regionalization Tasks

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

- d. Cross train all call-takers and dispatchers on new standard operating procedures and training materials
  - e. Conduct full assessment for all supervisory positions and promote accordingly
  - f. Letter of intent to all new and existing employees who plan to transition
  - g. Development and standardization of standard operating procedures
  - h. Development of standardization of all training materials and program
  - i. Development and standardization for all field units to the dispatching protocols
  - j. Conduct training for all field personnel
14. Testing of all Equipment
- a. Establish connectivity and test for radios, phones, logging recorder, Information Systems, etc.
  - b. Begin integration of all CAD/RMS information into new CAD/RMS systems
  - c. Complete mapping integration
  - d. Delivery and installation of console and office furniture
  - e. Begin “staggered” cutover: smallest agency first; the largest agency last

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

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

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

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

## ***4. OTHER E9-1-1 ISSUES AND RECOMMENDATIONS***

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

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

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

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

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

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

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

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

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

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

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

One of the most over-looked areas where E9-1-1 is not generally available is MLTS, including PBX systems. Many people who work for large organizations that have their phone systems set up on PBX systems do not have E9-1-1 capability. The federal government is no exception, and many federal agencies do not have E9-1-1 available to their employees.

As recently as 2003 the FCC examined establishing a federal requirement concerning E9-1-1 for MLTS, but declined to implement the requirement, which left the issue to the states. A prime reason for the refusal to act was a concern that such a federal requirement was cost prohibitive to many businesses. Unfortunately, to date only a handful of states have taken action, and many of the state laws are limited at best. Just as lives were lost due to a lack of E9-1-1 for VoIP services—prompting the FCC to act—lives have been lost due to a lack of E9-1-1 for MLTS, and the FCC should reconsider promulgating E9-1-1 requirements for MLTS as well. This is particularly true today given the advancement of technology that has made MLTS E9-1-1 solutions increasingly affordable.

First, Congress and the federal government should lead by example, and every federal agency should ensure that E9-1-1 is available in every federal office. The General Services Administration (GSA) should consider requiring all federal agencies to provide E9-1-1 in their facilities. Second, Congress should work with public safety, industry, and the federal government (including the FCC and the ICO<sup>1</sup>) to advance MLTS E9-1-1 solutions and regulations where necessary and appropriate. (National Emergency Number Association, 2007)

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

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

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

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

[http://www.nena.org/media/files/MLTS\\_ModLeg\\_Nov2000.pdf](http://www.nena.org/media/files/MLTS_ModLeg_Nov2000.pdf)

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



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

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

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

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

Table 5: Oklahoma Highway Patrol Field Troop Communication Centers

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

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

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

##### 4.4.1 Radio Interoperability

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

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

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

In addition to improving response for daily emergencies, such a model would also improve homeland security by providing a nationally coordinated emergency response system. The needs of the new system of emergency communications include:

- Improved natural disaster management, including the prevention of and response to potential terrorist actions.
- Full support of new communications and information technology for emergency services.
- Reduce the danger of viruses capable of generating automated 9-1-1 calls and overwhelming the network.
- Use and enhance increasingly available sources of information that are only readily available with a flexible, wide access, high bandwidth network.
- Improved accessibility and increased compatibility to ensure all Americans have access to the emergency response system, including those with disabilities.

As “local” emergency services Internet Protocol (IP) networks supporting NG 9-1-1 applications become interconnected to each other as well as federal functions/networks such as homeland security, the overall benefit to emergency communications becomes a reality. An opportunity enabled by this capability is to “leapfrog” wireless and other services to full E9-1-1/NG 9-1-1 in areas where the traditional network does not exist, at lower cost. For example, IP mesh networks can supply transport where no phone and/or traditional 9-1-1 access exists (e.g., remote rural areas and Indian tribal lands). (National Emergency Number Association, 2005)

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

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

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

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

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

#### 4.4.4 Next Generation 9-1-1 Benefits

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

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

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

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

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

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

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

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

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

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



Figure 3: Oklahoma OneNet Network

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

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

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

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

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

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

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

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

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



Program	Description	Total Funding for FY 1994 – 2004
	rural fire departments. Approximately 80 fire departments received grants this fiscal year.	
Operational Funding for Rural-fire Coordinators (substate planning districts)	Rural-fire coordinators in 11 substate-planning districts assist rural fire departments. Coordinators: <ul style="list-style-type: none"> <li>• provide technical assistance;</li> <li>• place the federal excess property;</li> <li>• ensure audit compliance;</li> <li>• evaluate grant applications;</li> <li>• monitor progress of grant projects;</li> <li>• assist with training and testing equipment; and</li> <li>• administer the hydrant program.</li> </ul>	\$7,721,000
Federal Excess Equipment Program	The forestry division secures federal excess property from military bases in a 20-state area for the state's wildfire firefighters and the rural fire departments. The United States Department of Agriculture (USDA) Forest Service loans the used equipment to rural fire departments. The forestry division funds 100% of the FY-2005 Executive Budget administration and operational costs of the program.	\$69,004,316
Equipment Funding for Local Fire Departments	Since FY-1990, Forestry Services purchases items in bulk for resale, at cost, to local fire departments. This revolving fund was created with \$100,000 in FY-1990.	\$1,380,000
Total		\$118,645,982.00

Table 6: The Rural Fire Defense Fund

## 5. OKLAHOMA E9-1-1 POLICY ASSESSMENT

### 5.1 Current E9-1-1 Funding Legislation Summary

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

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

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

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

The sub-state planning districts are:

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

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

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

### 5.1.1 Prepaid Wireless Fee Remittance

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

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

Every billed service user shall be liable for any emergency wireless telephone fee imposed pursuant to this section until it has been paid to the wireless service provider. As of the effective date of this section, each prepaid wireless service provider shall remit the emergency wireless telephone fee for its prepaid wireless customers in accordance with either of the following methods:

1. For each active prepaid wireless customer whose account balance is equal to or greater than the amount of the fee, the provider shall deduct and remit the fee; and
2. If it is not technically feasible for the prepaid wireless service provider to deduct the emergency wireless telephone fee from an active account, the prepaid wireless service provider shall pay the fee for each active prepaid account and seek reimbursement using whatever means are available to the provider.

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

## 5.2 Other Potential Funding Mechanisms

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

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

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

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

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

The text of the entire act can be found at:

[http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=110\\_cong\\_bills&docid=f:h1enr.txt.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=110_cong_bills&docid=f:h1enr.txt.pdf)

### 5.2.2 Public Safety Foundation of America

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

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

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

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

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

## 6. CURRENT OKLAHOMA E9-1-1 SURCHARGES

### 6.1 Current Oklahoma E9-1-1 Wireline Surcharges

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

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

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

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



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

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

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

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

Table 7: Oklahoma E9-1-1 Wireline Surcharges

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

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

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



## 6.2 Current Oklahoma E9-1-1 Wireless Surcharges

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

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



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

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

Table 9: Oklahoma E9-1-1 Wireless Surcharges

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

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

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

## 6.2.2 Oklahoma Wireless E9-1-1 Surcharges Map

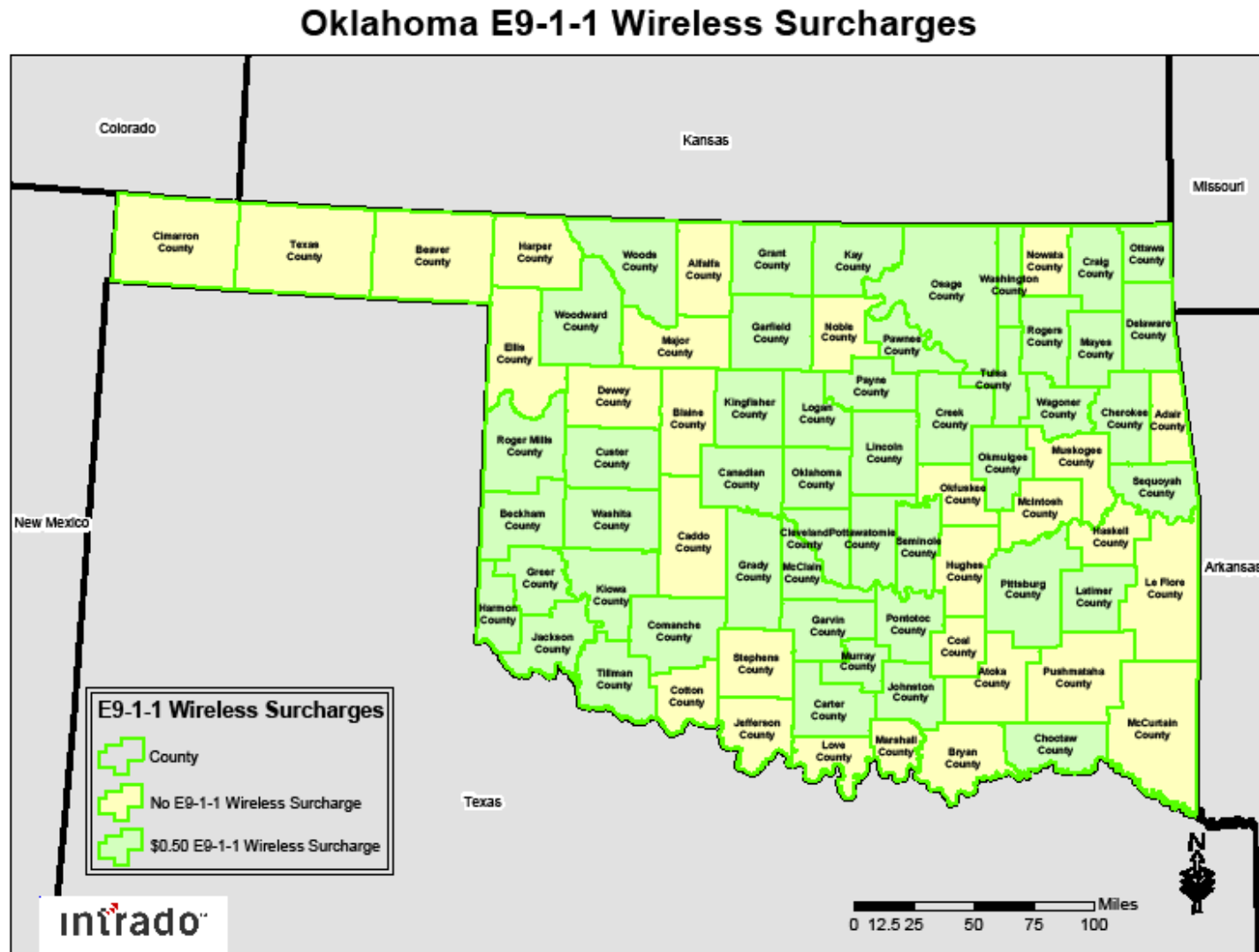


Figure 5: E9-1-1 Wireless Surcharges Map

### 6.3 Current Oklahoma E9-1-1 VoIP Surcharges

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

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

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

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

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

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



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

Table 11: Oklahoma E9-1-1 VoIP Surcharges

### 6.3.1 Oklahoma VoIP E9-1-1 Surcharges Map

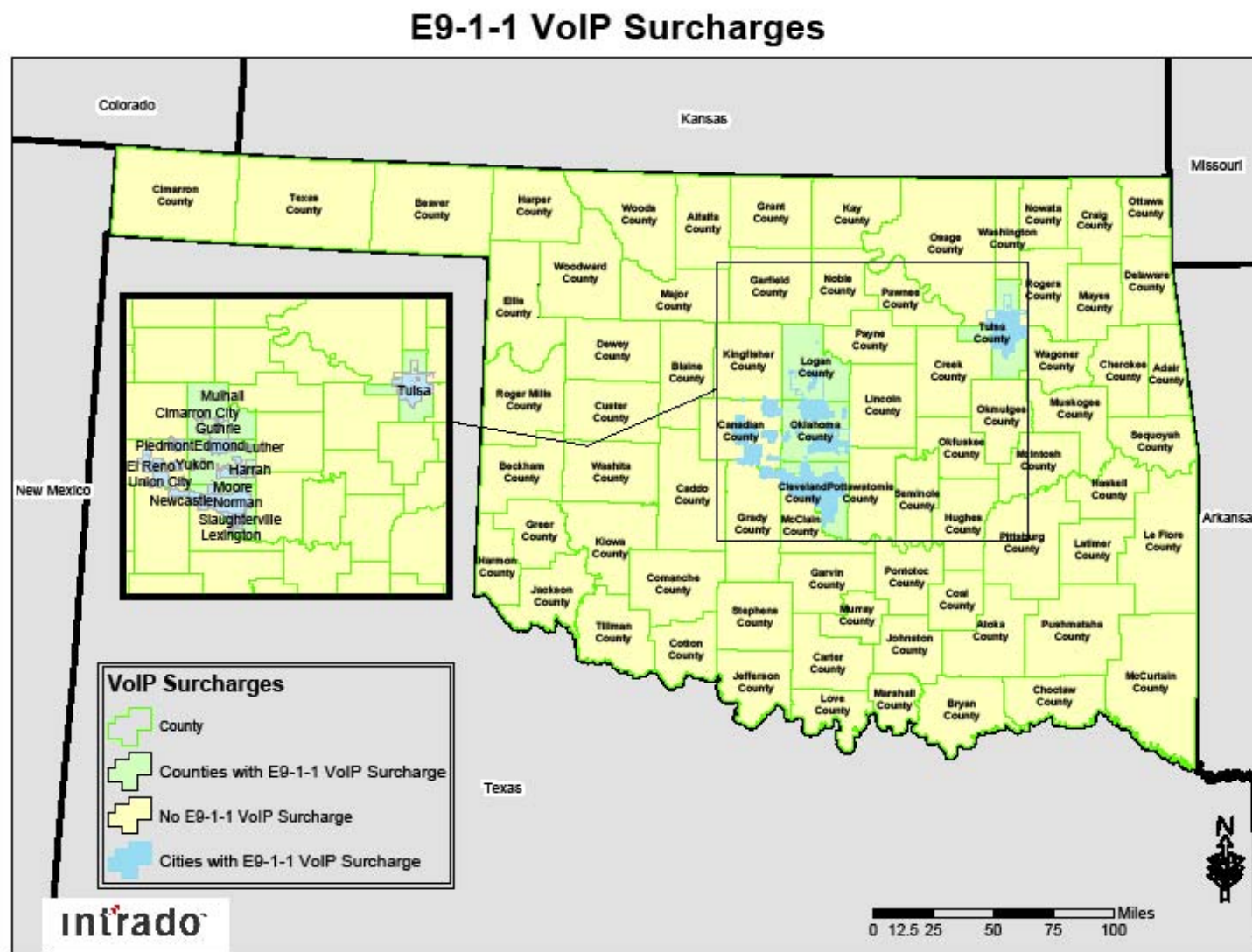


Figure 6: VoIP E9-1-1 Surcharges Map

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

### 6.4.1 E9-1-1 Surcharges Nationally

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

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

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

Table 12: State E9-1-1 Surcharges Summary

\* HRC – Home Rule Cities

\* ECD – Emergency Communications District

\* USF – Universal Service Fund/Fee

## 6.4.2 Wireline E9-1-1 Surcharges Nationally

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

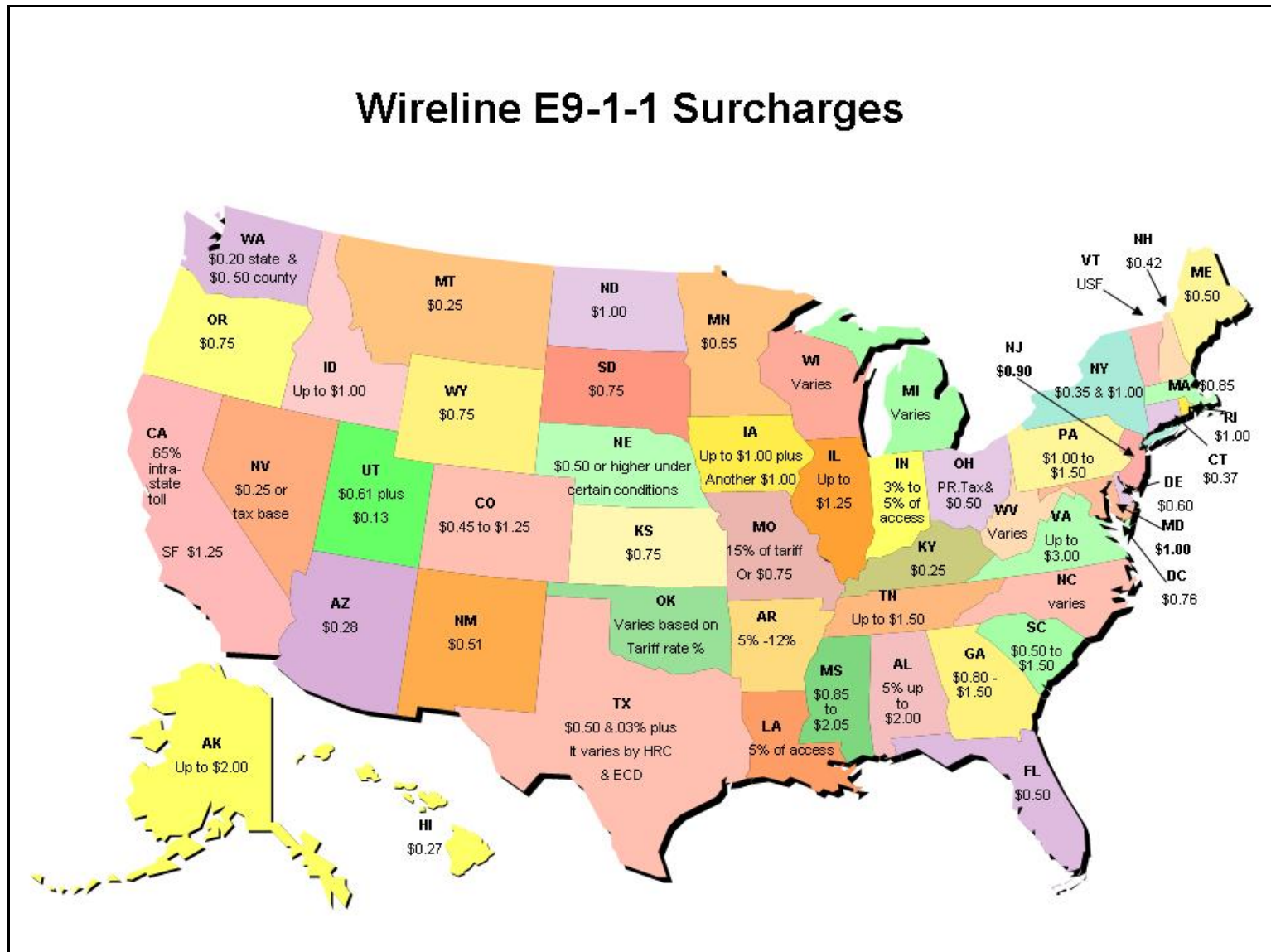


Figure 7: Wireline E9-1-1 Surcharges

### 6.4.3 Wireless E9-1-1 Surcharges Nationally

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

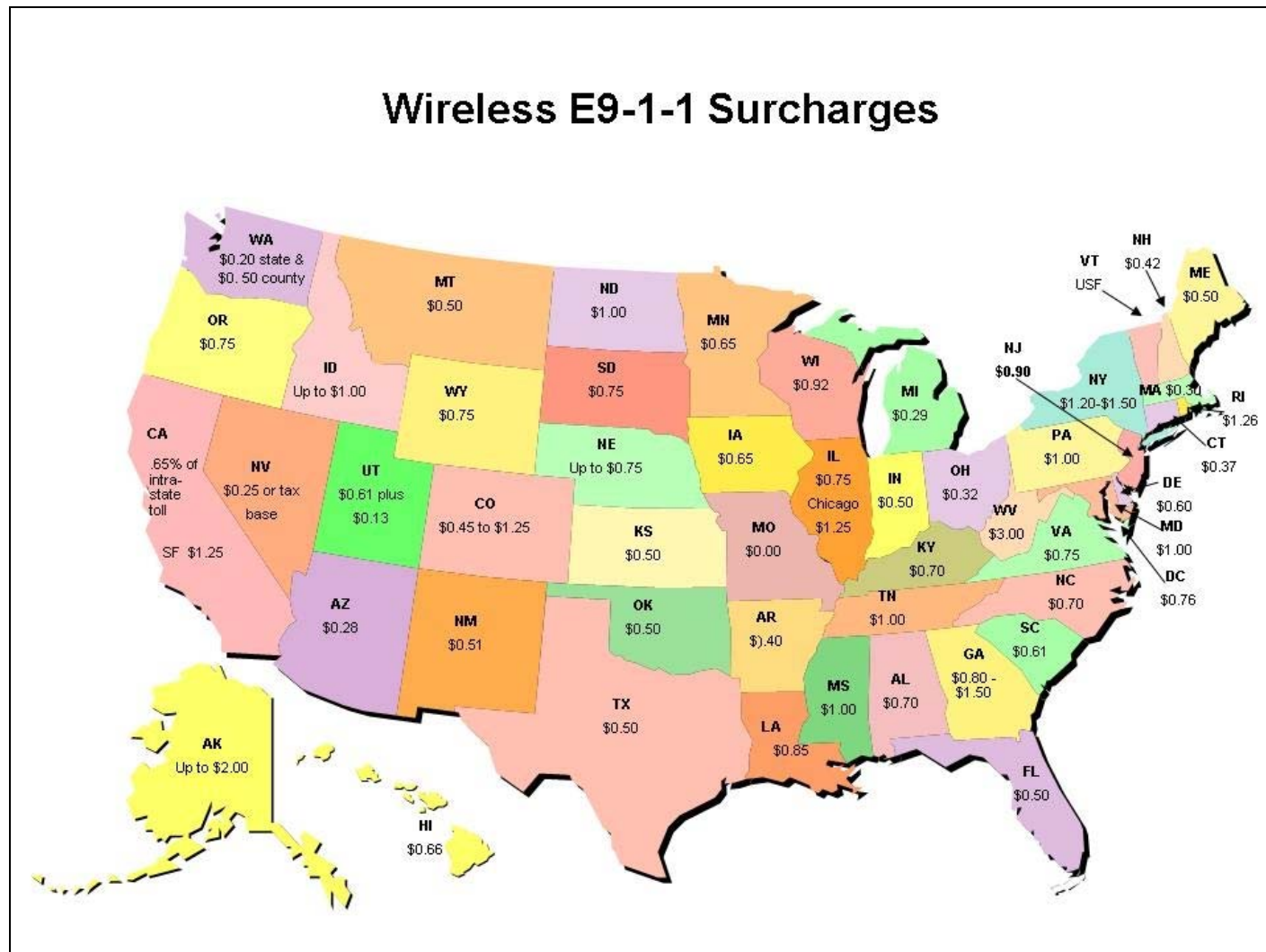


Figure 8: Wireless E9-1-1 Surcharges



#### 6.4.4 VoIP E9-1-1 Surcharges Nationally

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

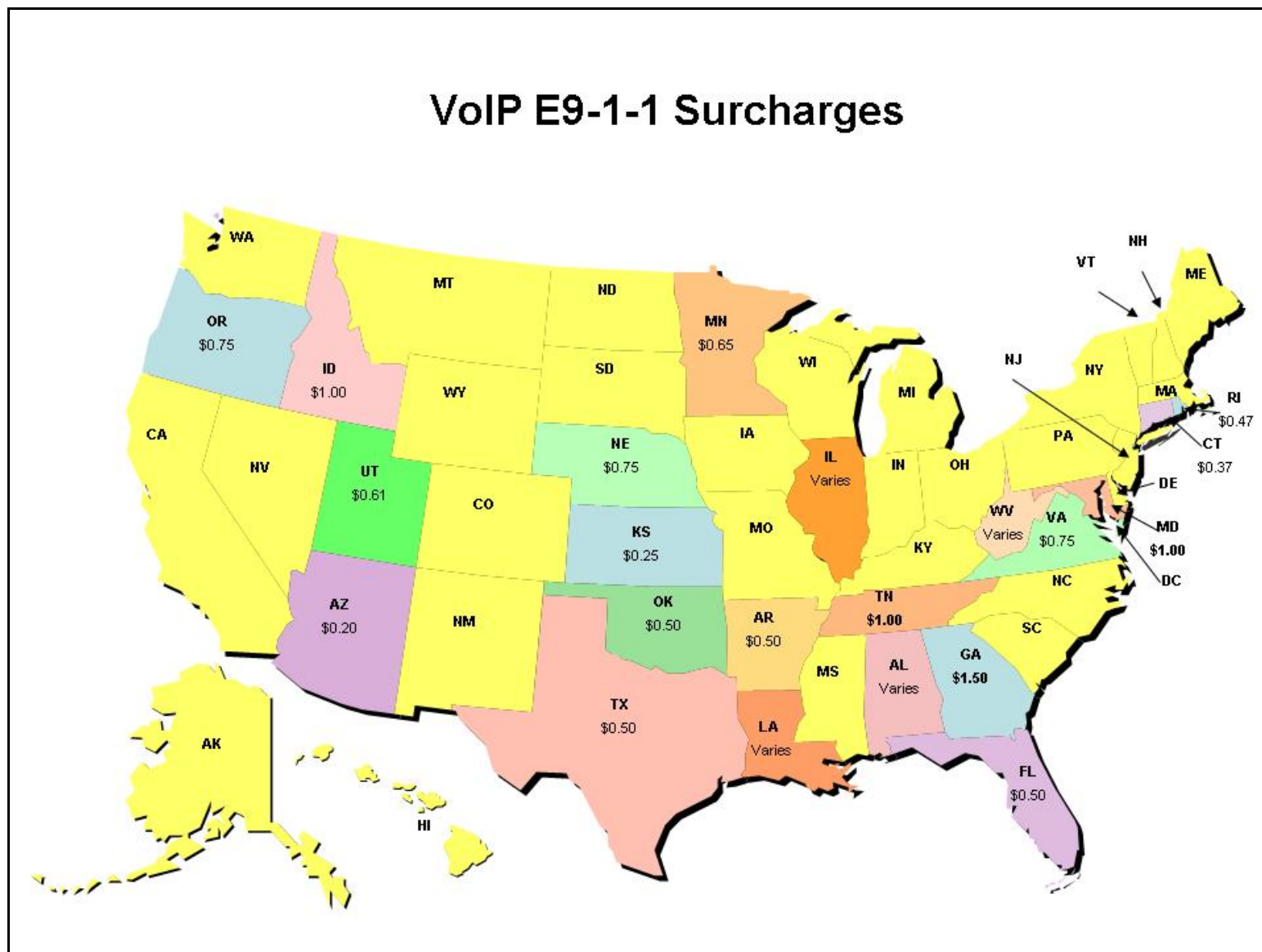


Figure 9: VoIP E9-1-1 Surcharges

### 6.5 States That Have E9-1-1 Administrators

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

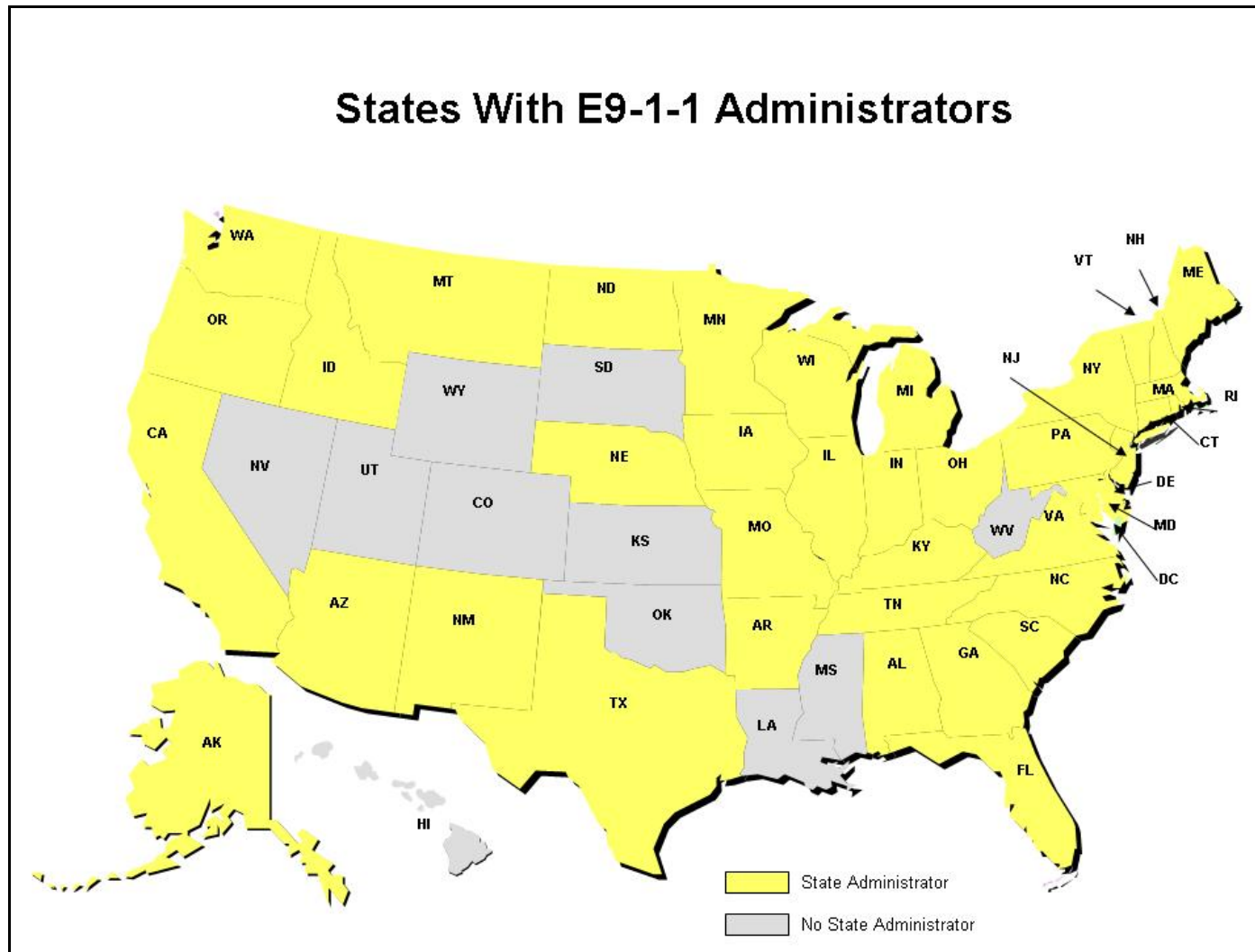


Figure 10: States with E9-1-1 Administrators



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

**Volume 2**

*prepared for*

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

November 29, 2007

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## 7. E9-1-1 WIRELINE DEPLOYMENT STATUS

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

### 7.1 Oklahoma Wireline E9-1-1 Level of Service

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

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

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

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

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

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

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.

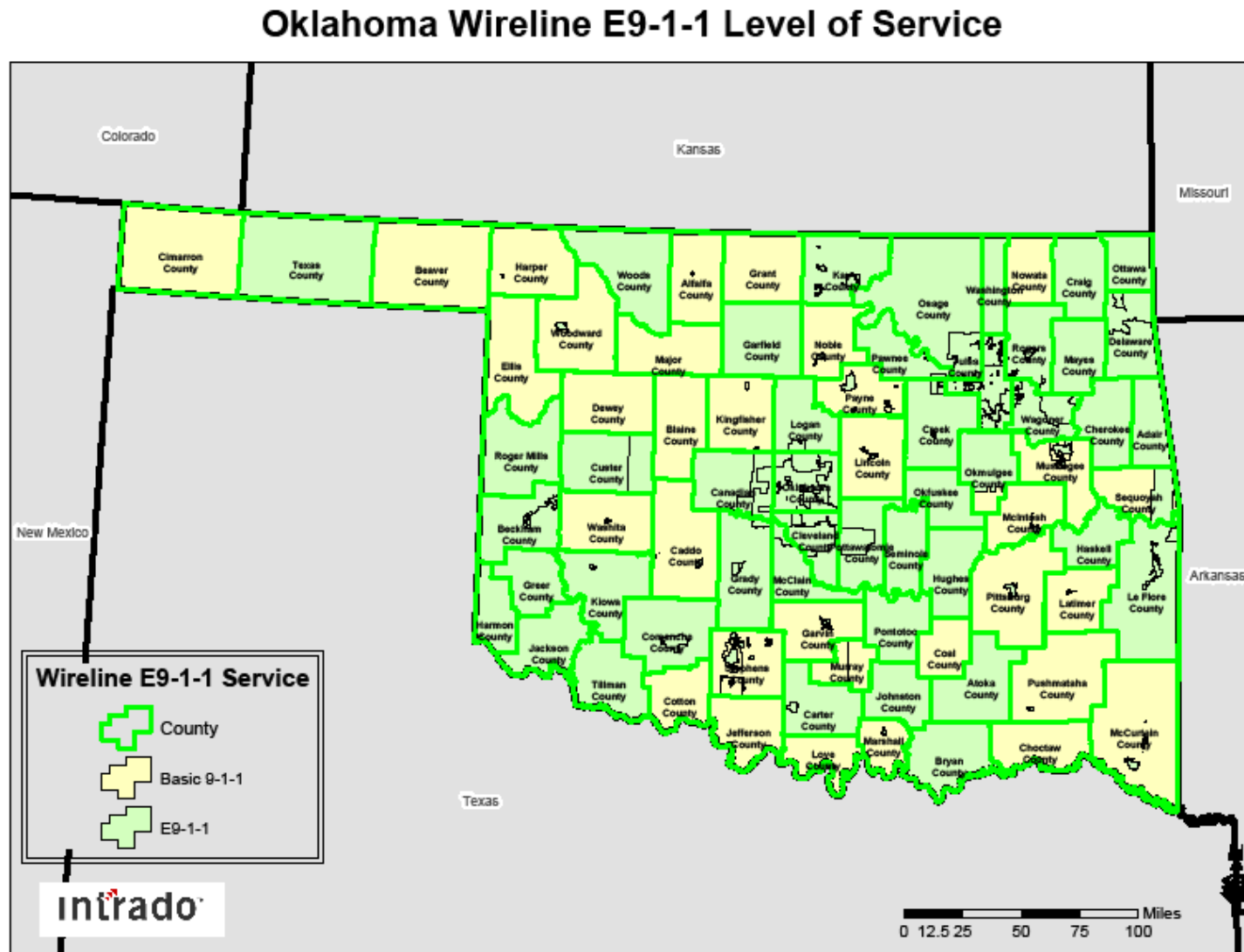


Figure 1: Oklahoma Wireline E9-1-1 Level of Service

### 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.

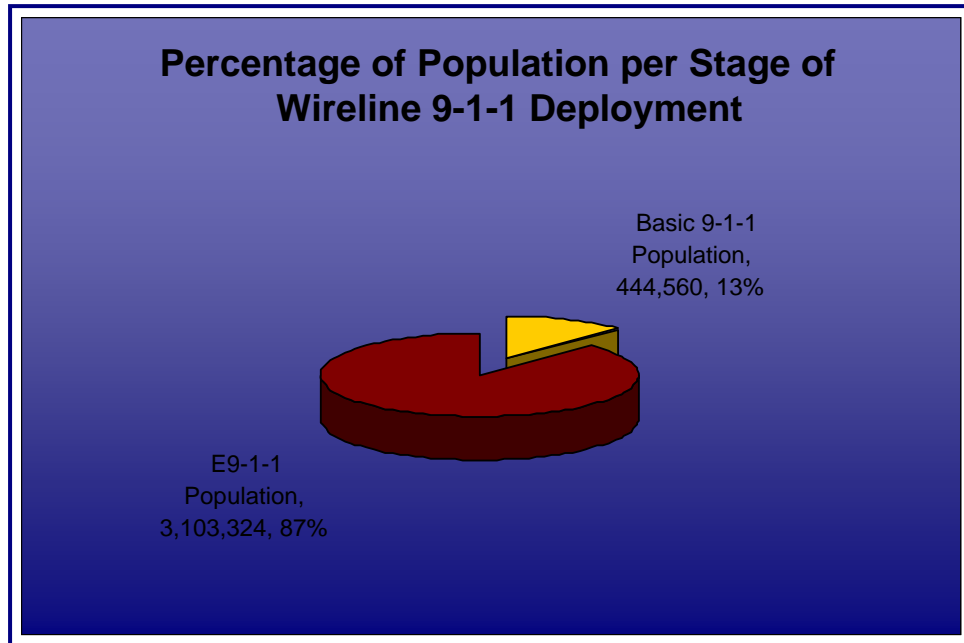


Figure 2: Percentage of Oklahoma Population Covered by Each Level of Wireline 9-1-1 Service

#### 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

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

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

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

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

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



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

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
Pittsburg	Pittsburg Sheriff's Office	No	N/A	N/A	N/A	N/A	N/A	N/A	N/R	N/R
	McAlester Police Department	No	PEI MAARS	1997	2	2	0	N/R	Yes	Integrated
Pontotoc	Pontotoc County Ada 9-1-1 Ok	Yes	PEI Vesta EX	4	3	4	2	Yes	Yes	Integrated
Pottawatomie	Pottawatomie County E9-1-1	Yes	911 Inc	5	2	2	0	N/R	Yes	Integrated
	Shawnee Police Department	No	PEI MAARS	N/R	N/R	N/R	N/R	N/R	N/R	N/R
Pushmataha	Antlers Police Department	No	PEI MAARS	8	2	N/R	0	N/R	No	No
Roger Mills	<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

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CPE and TDD/TTY Deployment										
County	Agency	Mapped ALI	9-1-1 Equipment	CPE Age In Years	Number of Positions	Number of Trunks	Number of Wireless Trunks	Re-Bid Capability	Equipped With TDD/TTY?	Is the TDD/TTY Equipment Integrated With Call Taking?
	Jenks Police Department	No	TCI	N/R	2	2	N/R	N/R	Yes	911 console screen
	Glenpool Police Department	No	TCI	8 (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

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

Table 3: Summary of Population Covered by TDD/TTY

## 7.4.2 Percentage of Oklahoma Population Covered by TDD/TTY

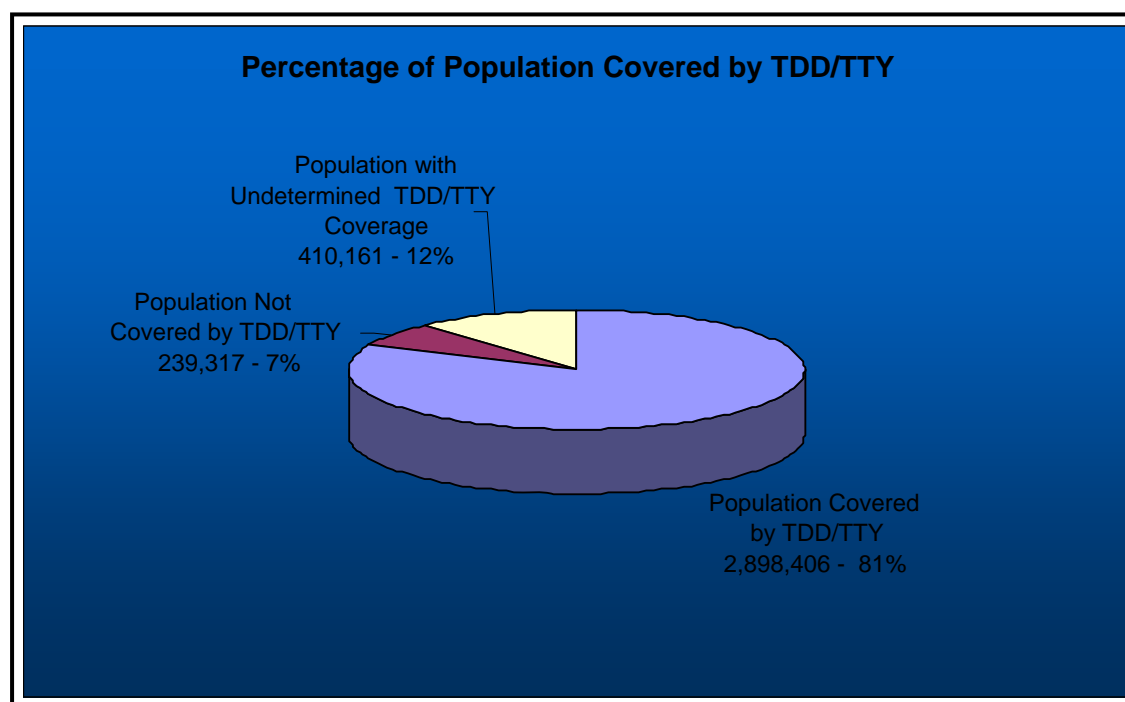


Figure 3: Percentage of Population Covered by TDD/TTY

## 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



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

## 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

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

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

# 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?
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

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

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

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

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

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

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



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

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%

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

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

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

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

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

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



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

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

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

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

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

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

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

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
	Muldrow Police Department	N/R	N/R	N/R	N/R
Stephens	Stephens County Communications Center	N/R	N/R	N/R	N/R
	Duncan City Police Department	N/R	N/R	N/R	N/R
Texas	Guymon Police Department	Health information if customer has provided	Yes	Only in case of PSAP evacuation - calls can be routed to police supervisor cell phones	Severe weather, wildfires, hazardous materials, train derailments, tornados, airplane crashes, bomb threats,

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

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

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

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

Table 7: Preparedness and Contingency Planning



## 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

## 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?
Cimarron	Cimarron County Sheriff's Office	Yes	5	0	certified dispatchers school by Oklahoma OLETS training	Yes
Cleveland	Cleveland County Sheriff's Office	Yes	N/R	N/R	N/R	N/R
	Norman Police Department	Yes	N/R	N/R	N/R	N/R
	Moore Emergency Operations Center	Yes	13	0	400 hrs	Yes
	Noble Police Department	Yes	N/R	N/R	N/R	N/R
Coal	Coal County Sheriff's Department	Yes	N/R	N/R	Approx 1 week all duties	Yes
Comanche	Comanche County E 9-1-1	Yes	10	4	4 weeks	Yes
	Lawton Police Department	N/R	25 Lawton - 7 federal Fort Sill	0	N/R	N/R
Cotton	Cotton County Sheriff's Office	N/R	N/R	N/R	N/R	N/R
Craig	Vinita Police Department	Yes	5	1	2 months	Yes
Creek	Sapulpa Police Department	Yes	9	0	4 hrs in service (suggests 16 hrs)	Yes
	Mannford Police Department	Yes	3	3	2 - 3 weeks on job	Yes
	Bristow Police Department	N/R	5	0	2 weeks	Yes
Custer	City of Clinton Police Department	Yes	7	0	N/R	Yes
	Weatherford Police Department	Yes	9	0	2 weeks on job, CPR	Yes
Delaware	Delaware County Sheriff's Office	Yes	11	2	60 hours	Yes
	Grove Police Department	N/R	N/R	N/R	N/R	N/R

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

## 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?
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

## 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?
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

## 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?
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



## 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?
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

## 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?
					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

# 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?
					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

# 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?
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

# 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
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



# 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
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

# 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
						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

# 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
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

# 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
						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

# 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
	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

# 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
						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



# 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
						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

# 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
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

# 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
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.

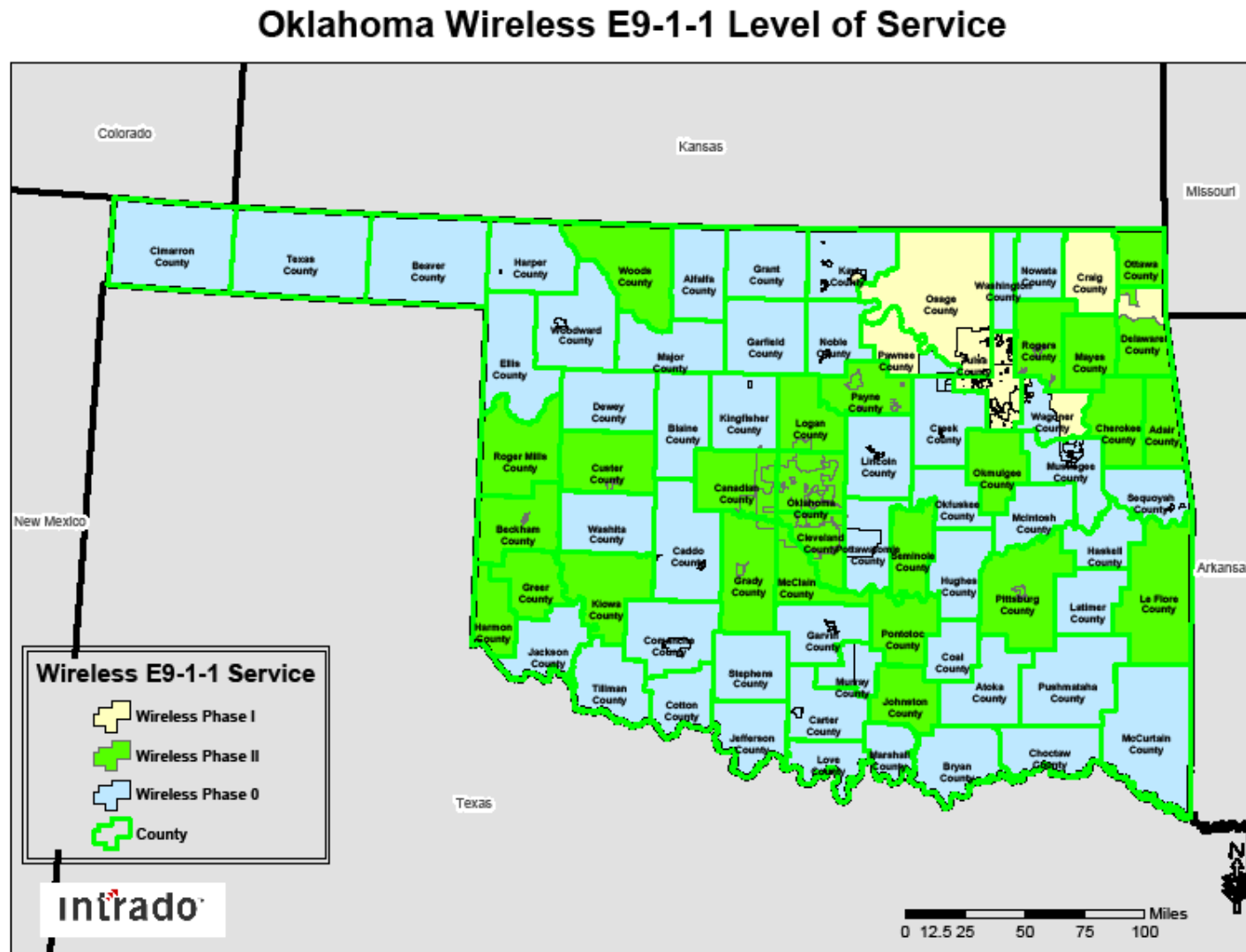


Figure 4: Oklahoma Wireless E9-1-1 Service by Location



### 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.

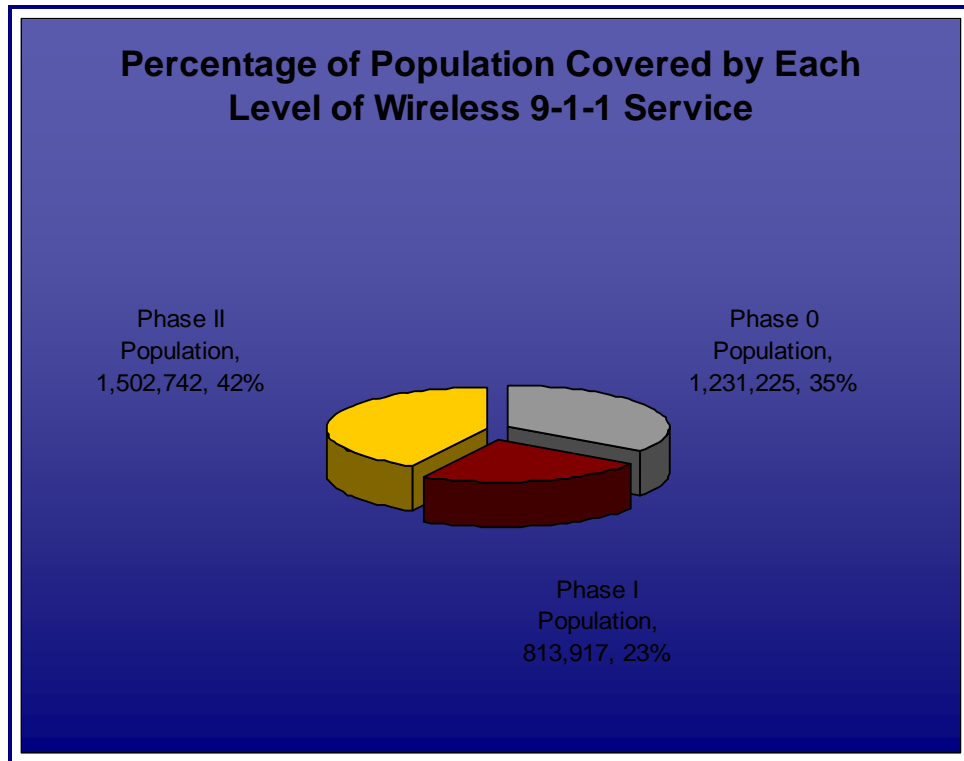


Figure 5: Percentage of Population Covered by Each Level of Wireless 9-1-1 Service

## 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

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

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

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

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

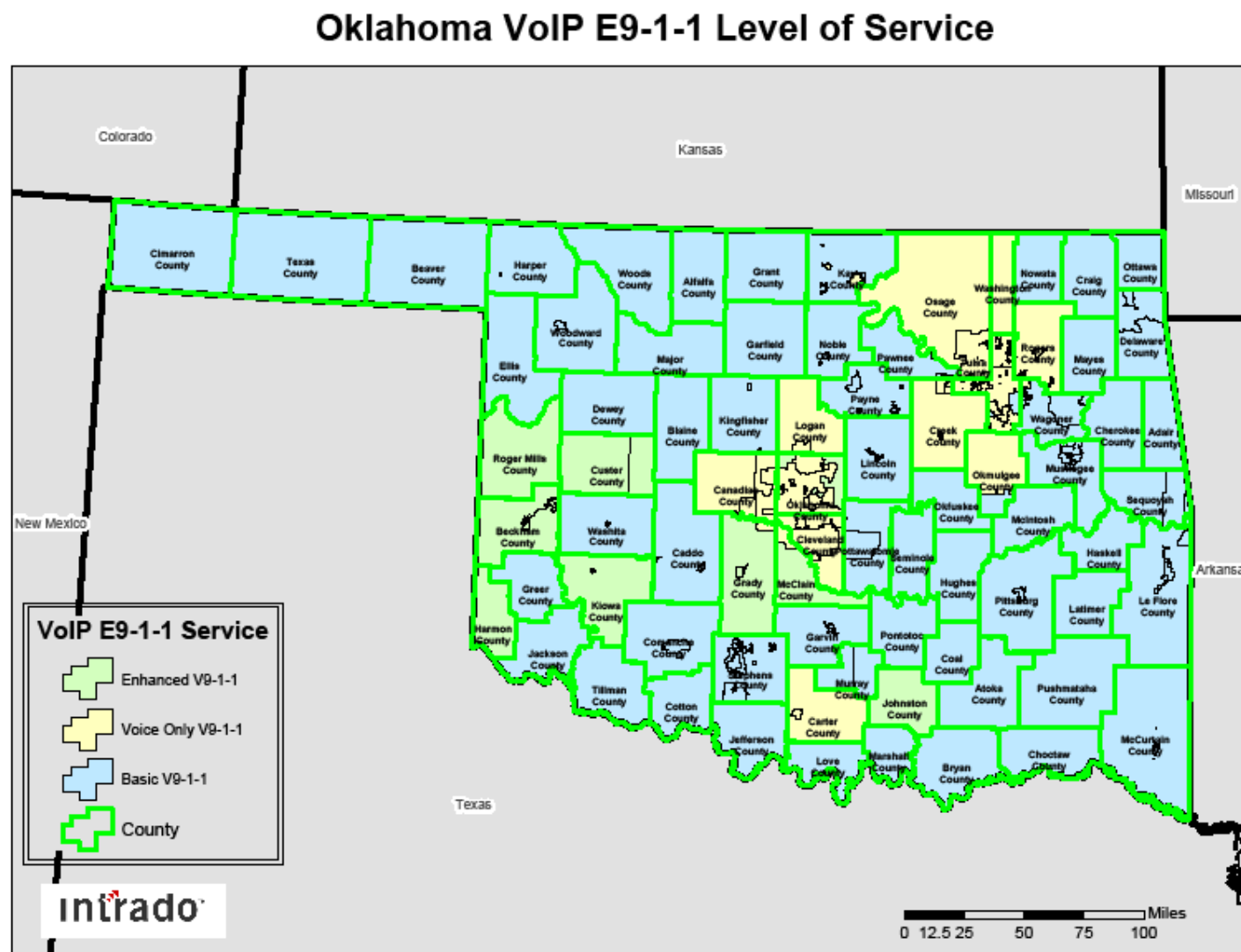


Figure 6 : Oklahoma VoIP E9-1-1 Service by Location



## 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

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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

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

Table 13: County by Telecommunication Service Provider



### 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.
Intellege 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

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

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

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

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	



## E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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	--	--

## E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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	--	--

## E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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	--	--	--	--

## E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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	--	--

## E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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	--	--

# E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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)	--



## E9-1-1 ASSESSMENT AND STRATEGIC PLAN FOR THE STATE OF 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?
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
<b>OKLAHOMA</b>	<b>3,547,884</b>	<b>1,342,293</b>	<b>\$35,634</b>	<b>291,610</b>	<b>68,667</b>	<b>51.67</b>
Adair	21,988	7,471	\$27,313	1,372	575.67	38.20
Alfalfa	5,725	2,199	\$31,562	522	866.65	6.61
Atoka	14,456	4,964	\$26,638	1,064	978.29	14.78
Beaver	5,379	2,245	\$38,021	595	1814.36	2.96
Beckham	18,880	7,356	\$31,561	2,016	901.83	20.94
Blaine	12,859	4,159	\$29,394	975	928.43	13.85
Bryan	37,815	14,422	\$28,618	2,986	908.8	41.61
Caddo	30,229	10,957	\$28,972	2,091	1278.33	23.65
Canadian	98,701	31,484	\$50,062	8,043	899.71	109.70
Carter	47,125	17,992	\$30,750	4,327	823.79	57.21
Cherokee	44,671	16,175	\$28,019	2,946	751.04	59.48
Choctaw	15,297	6,220	\$24,406	1,223	773.93	19.77
Cimarron	2,833	1,257	\$27,311	322	1835.04	1.54
Cleveland	224,898	79,186	\$45,799	18,711	536.11	419.50
Coal	5,743	2,373	\$24,474	408	518.22	11.08
Comanche	112,429	39,808	\$34,645	6,038	1069.35	105.14
Cotton	6,589	2,614	\$29,156	445	636.64	10.35
Craig	15,078	5,620	\$32,520	1,381	761.03	19.81
Creek	68,708	25,289	\$35,288	5,379	955.53	71.91
Custer	25,208	10,136	\$30,422	2,451	986.51	25.55
Delaware	39,146	14,838	\$29,686	2,818	740.65	52.85
Dewey	4,568	1,962	\$31,531	580	1000.13	4.57
Ellis	3,963	1,769	\$31,014	437	1229.14	3.22
Garfield	56,958	23,175	\$34,356	5,323	1058.39	53.82
Garvin	27,228	10,865	\$30,645	2,785	807.49	33.72

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

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

Table 18: Oklahoma County Census Data

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



## 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
<b>Total Oklahoma Subscribers</b>	<b>3,547,884</b>	<b>1.9339</b>	<b>1,834,571</b>	<b>1.5319</b>	<b>2,316,000</b>
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
Mayes County	39,471	2.0000	19,736	1.6000	24,669
Murray County	12,880	2.0000	6,440	1.6000	8,050
Muskogee County	70,607	2.0000	35,304	1.6000	44,129
Noble County	11,211	2.0000	5,606	1.6000	7,007



# 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](http://www.fcc.gov/wcb/stats).

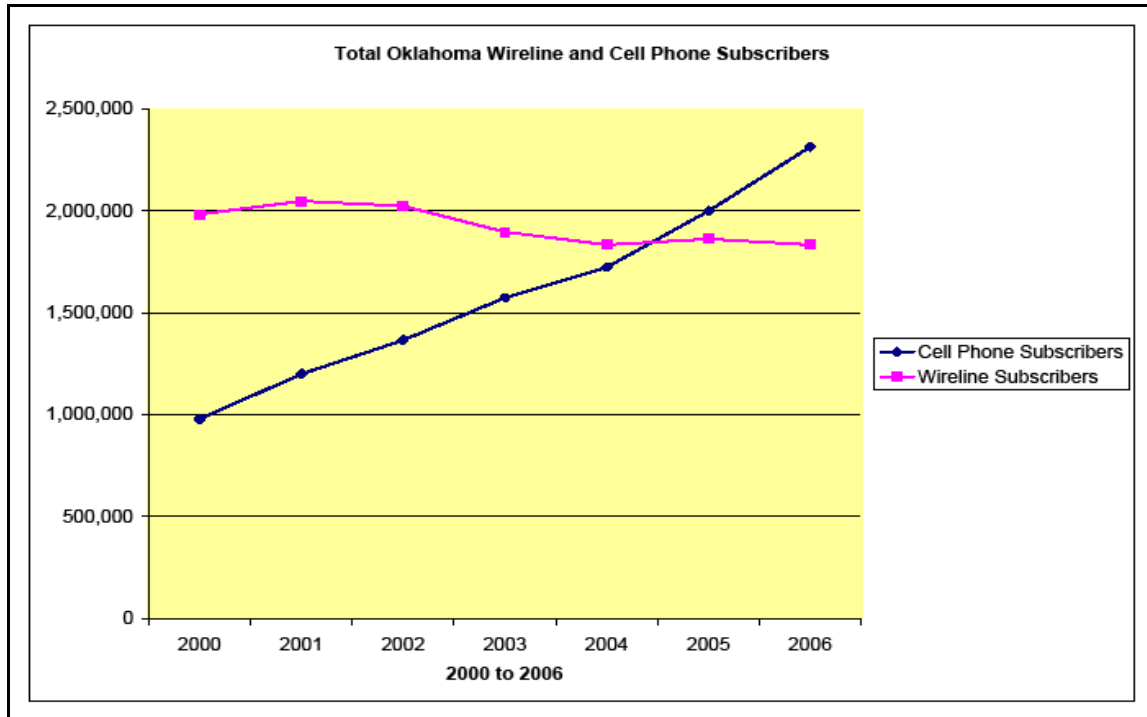


Figure 8: Oklahoma Wireline and Cell Phone Subscriber Trends

### ***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.

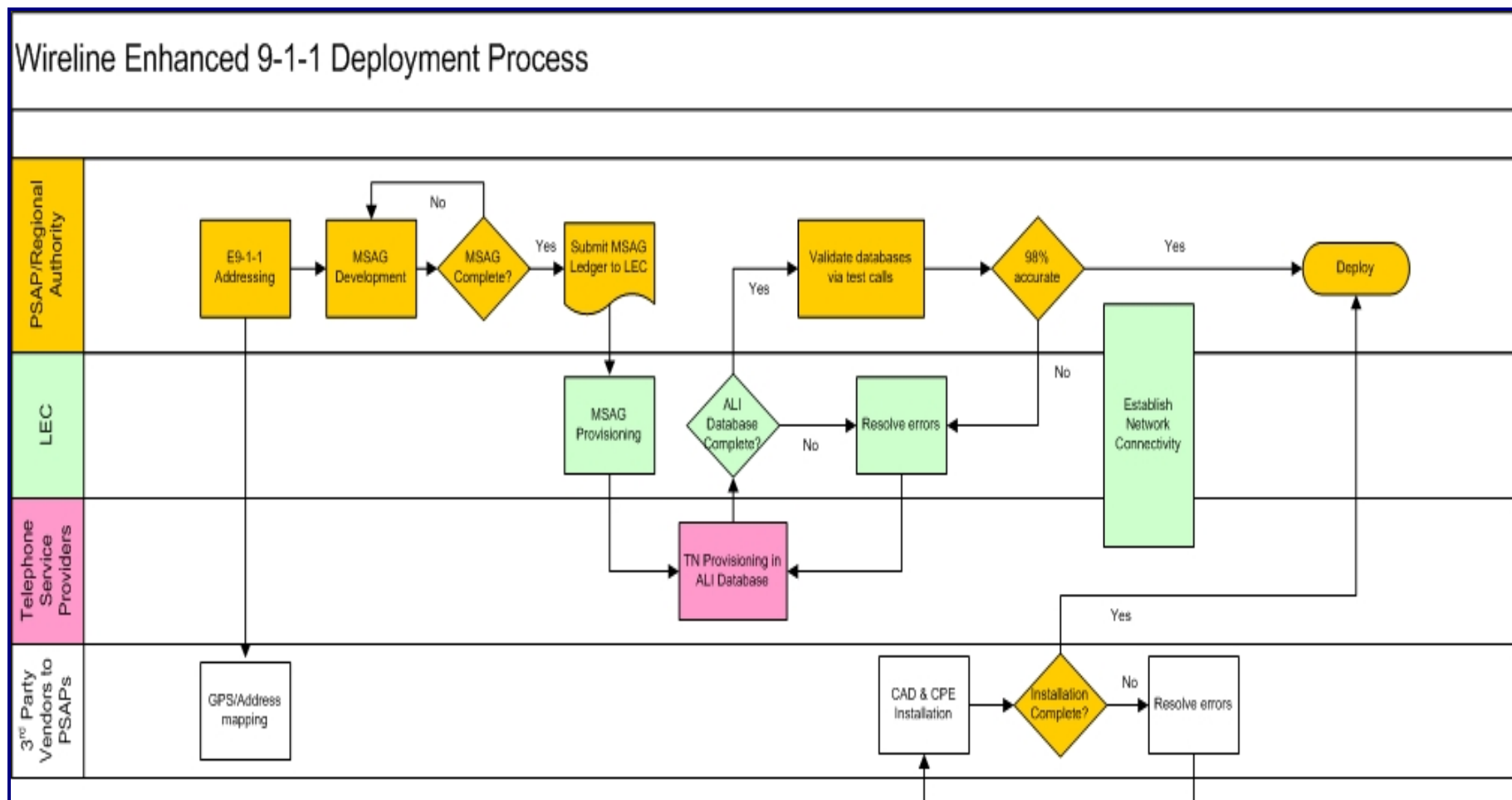


Figure 9: Wireline E9-1-1 Deployment Process

### 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.

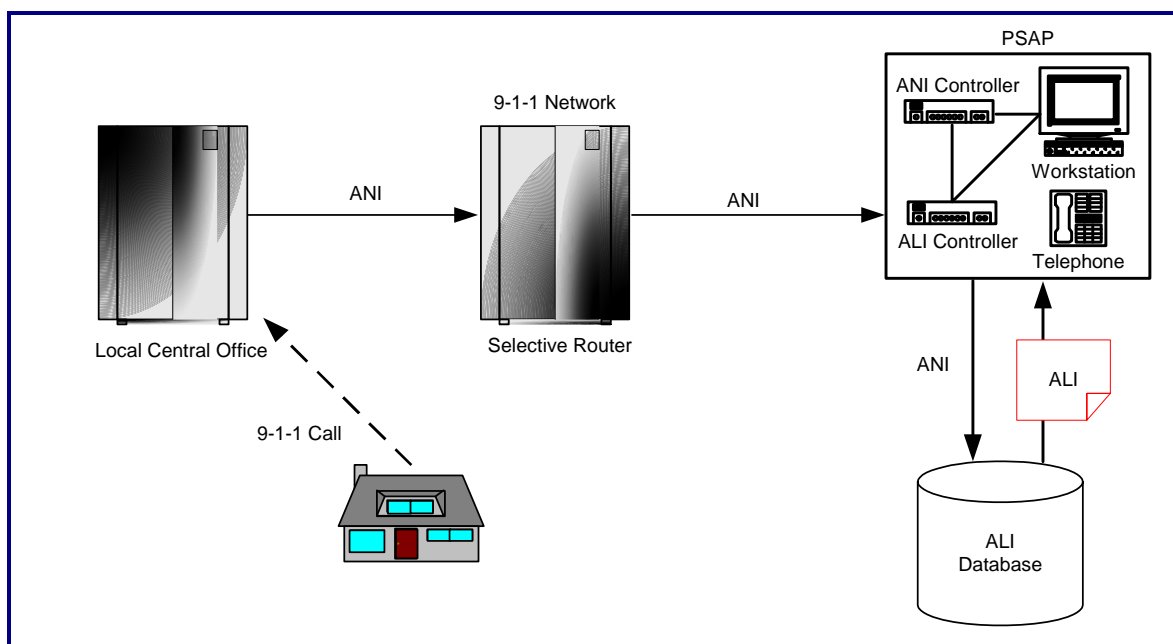


Figure 10: Wireline E9-1-1 Network Configuration

### 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 assistance<sup>1</sup> 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).

<sup>1</sup> Emergency Services Communication Bureau. (2000). *Maine Enhanced 9-1-1 Addressing Guidebook for Local Governments*. 3<sup>rd</sup> 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.”<sup>2</sup>

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.

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<sup>2</sup> 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](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."<sup>3</sup> 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.

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<sup>3</sup> 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).

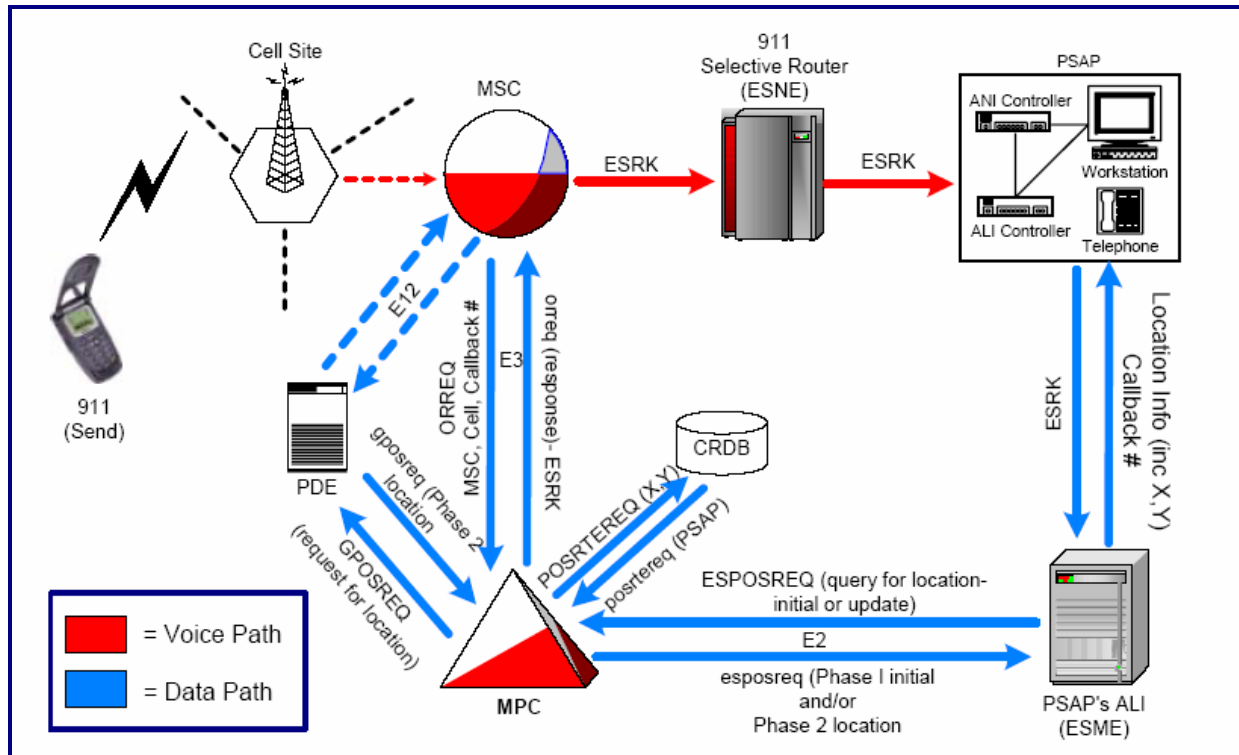


Figure 11: ANSI Phase II NCAS Wireless E9-1-1 Network Configuration



### 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.

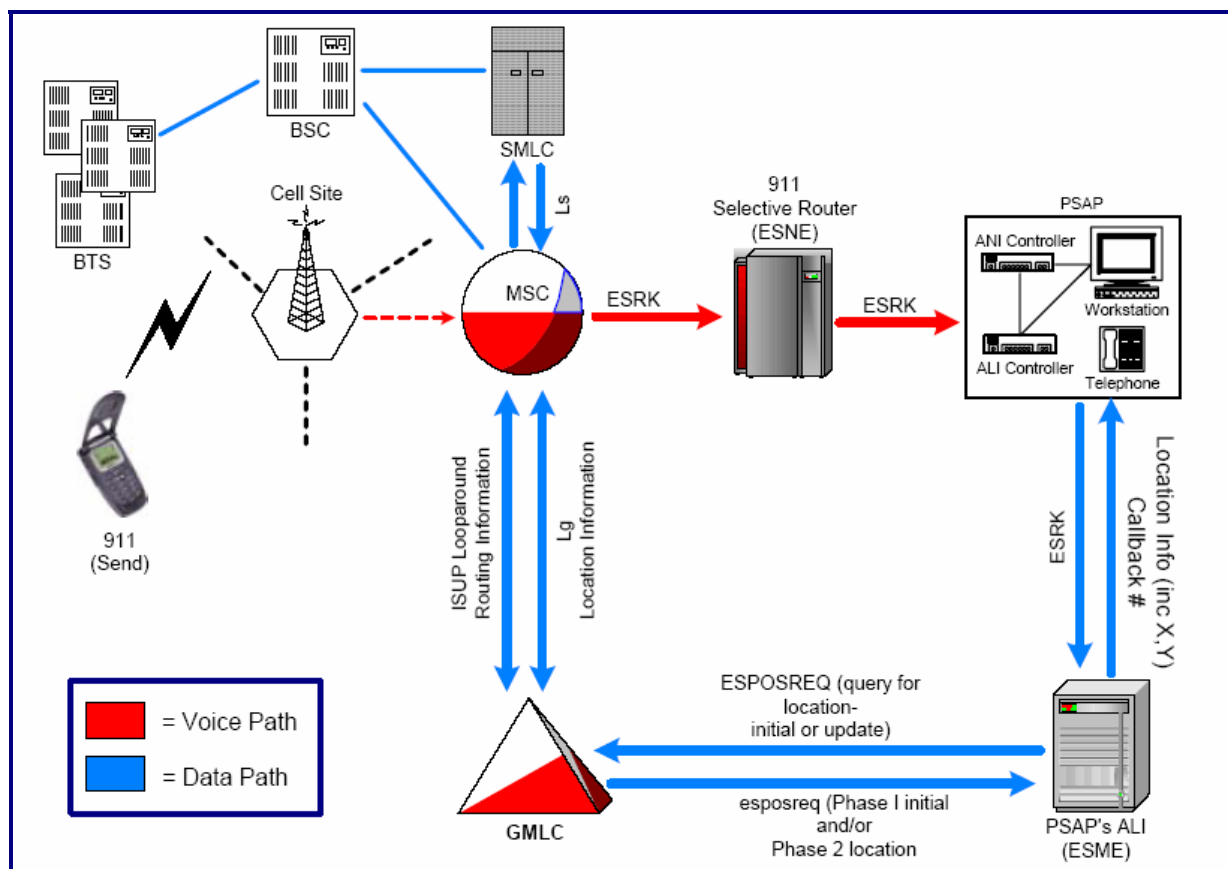


Figure 12: GSM MAP Phase II NCAS Wireless E9-1-1 Network Configuration

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.

callback number		(Dynamic Data in Red)	
720-111-9600		ESN: 787	
WIRELESS CARRIER NAME			
123 MAIN ST - NE		cell sector text location description (Phase I type information)	
-104.548407 +39.356910			
COF 45	Uncertainty (meters)	COP 90	Confidence factor (%)
BOULDER PSAP WPHII		WIRELESS CARRIER ID	
LOC= 303 511-2345		routing digit (ESRK/pANI)	
BOULDER CO			
WIRELESS – VERIFY			
VERIFY			
VERIFY			
Longitude (X) and latitude (Y)			

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, 3<sup>rd</sup> 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, 3<sup>rd</sup> Parties)
- PSAP Readiness ((PSAP/Regional Authority, LEC)
- Data Provisioning (PSAP/Regional Authority, LEC, WSPs, 3<sup>rd</sup> Parties)
- Pre-Production Testing and Cutover of Service (PSAP/Regional Authority, LEC, WSPs, 3<sup>rd</sup> Parties)
- Maintenance and Ongoing Support (PSAP/Regional Authority, LEC, WSPs, 3<sup>rd</sup> Parties)

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

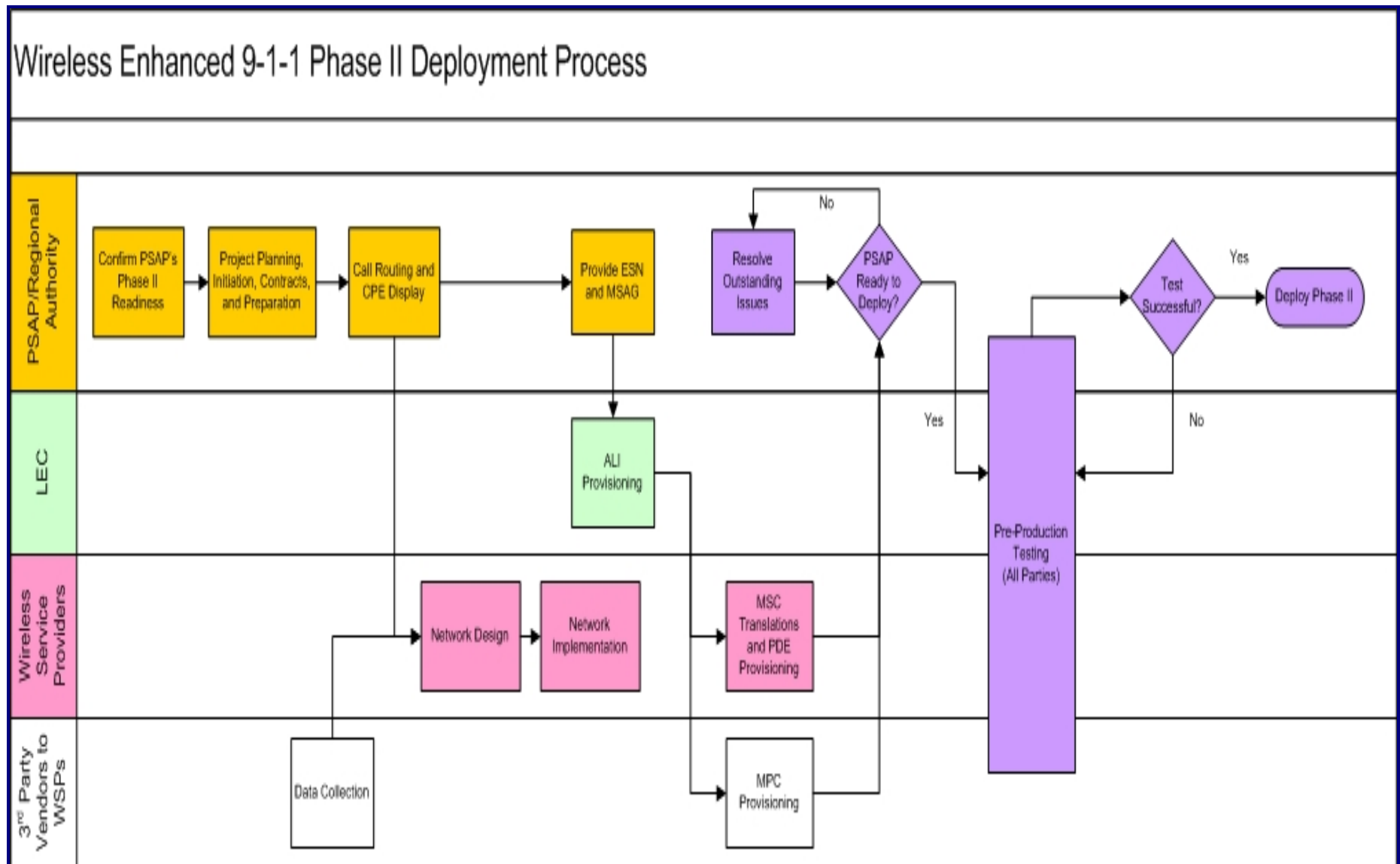


Figure 14: Wireless E9-1-1 Phase II Deployment Process

#### 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



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

- 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 <sup>rd</sup> 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 <sup>rd</sup> 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.

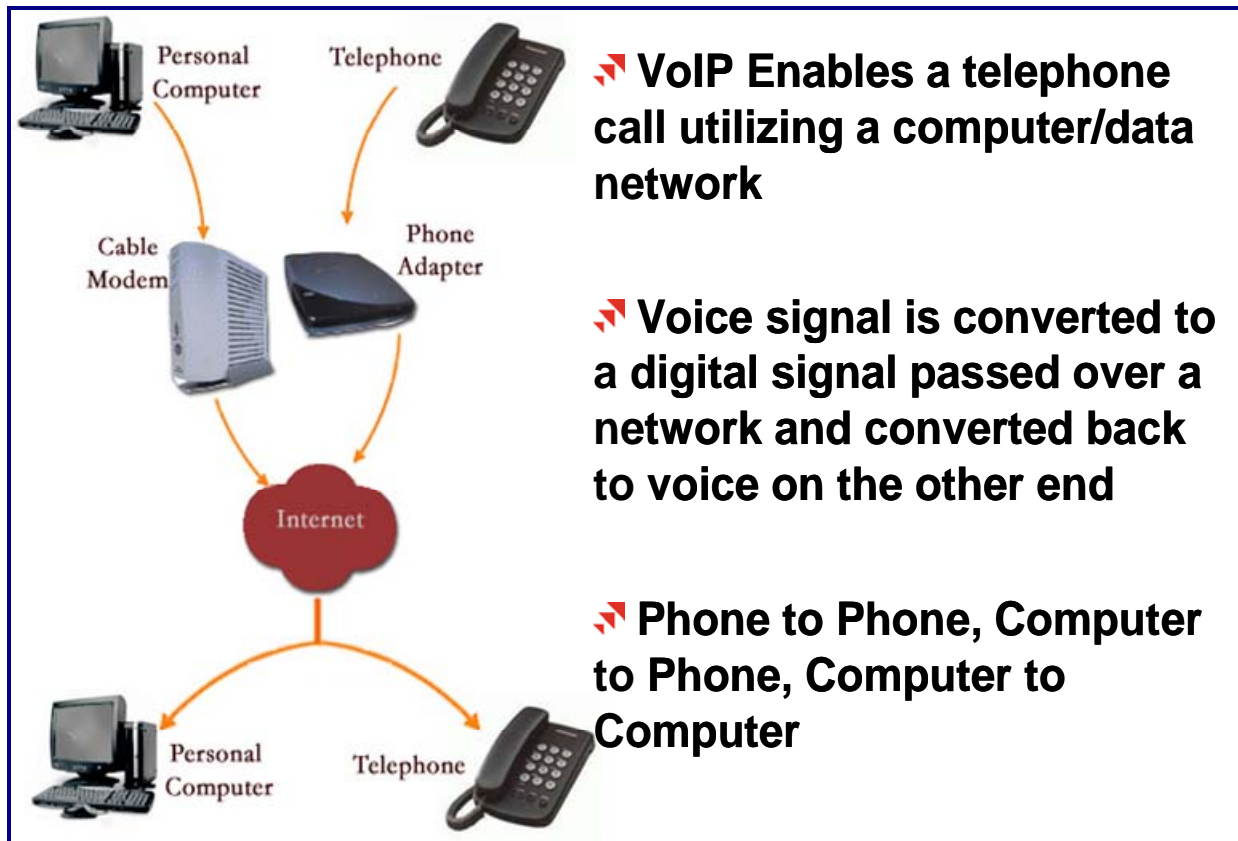


Figure 15: VoIP Call Flow

### 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.

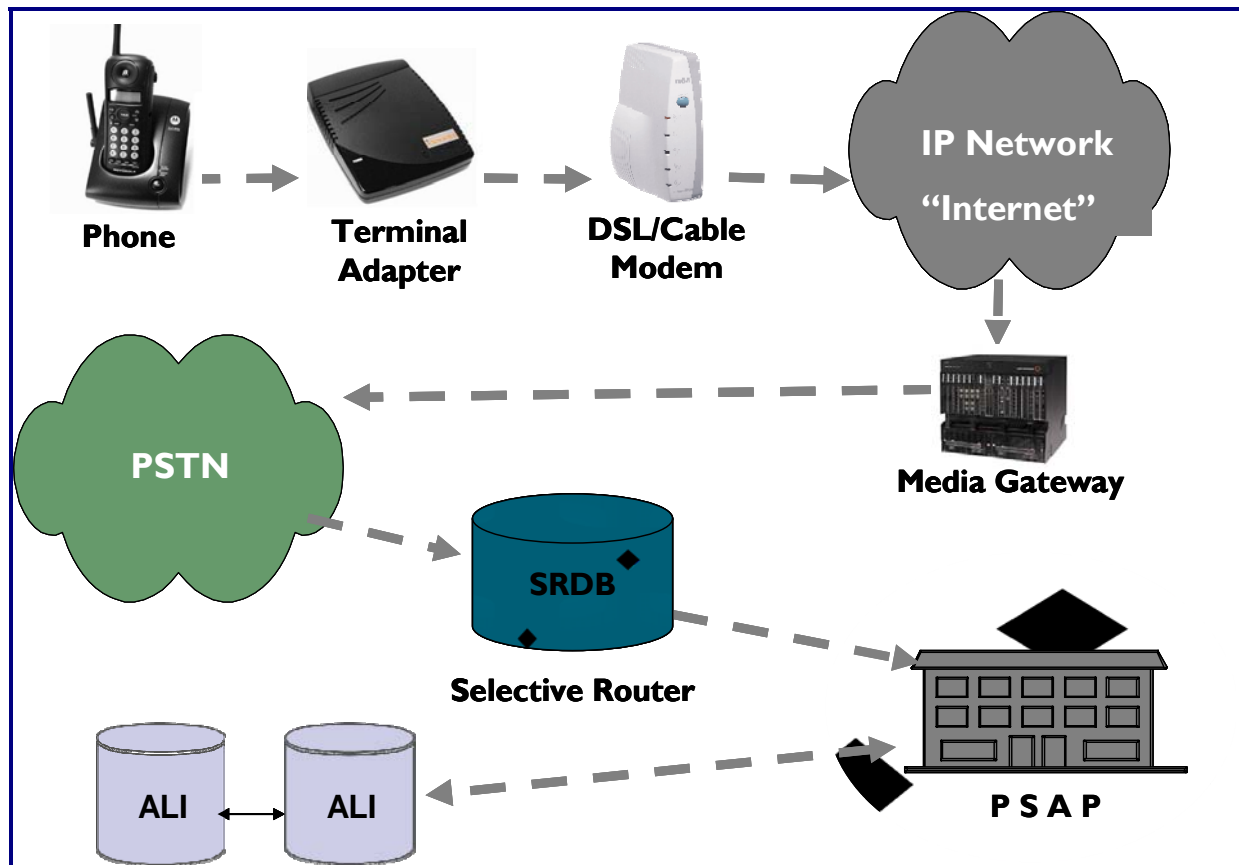


Figure 16: V9-1-1 Call Flow

### 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)

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

- 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.



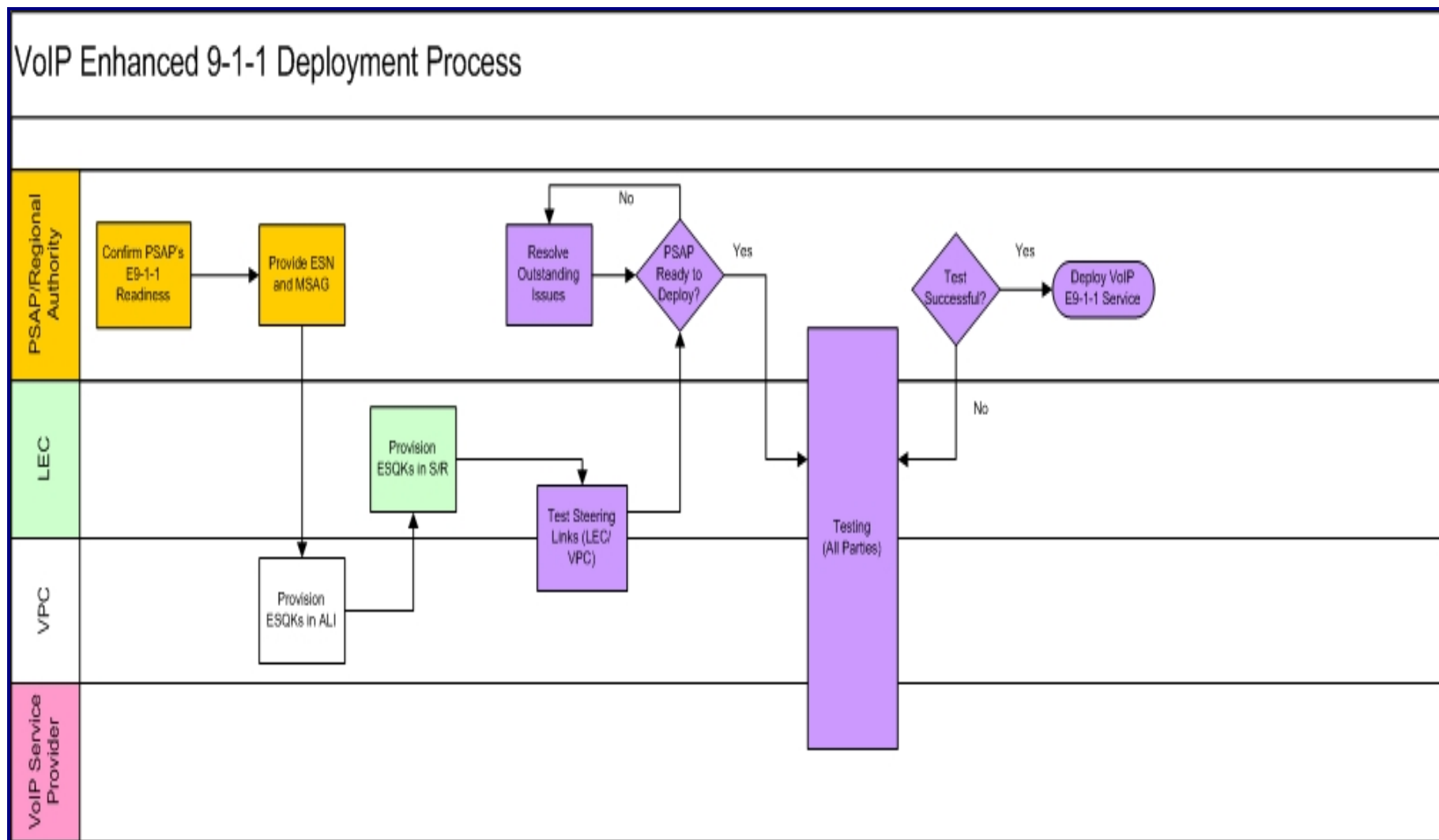


Figure 17: VoIP Enhanced 9-1-1 Deployment Process

### 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:

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

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

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

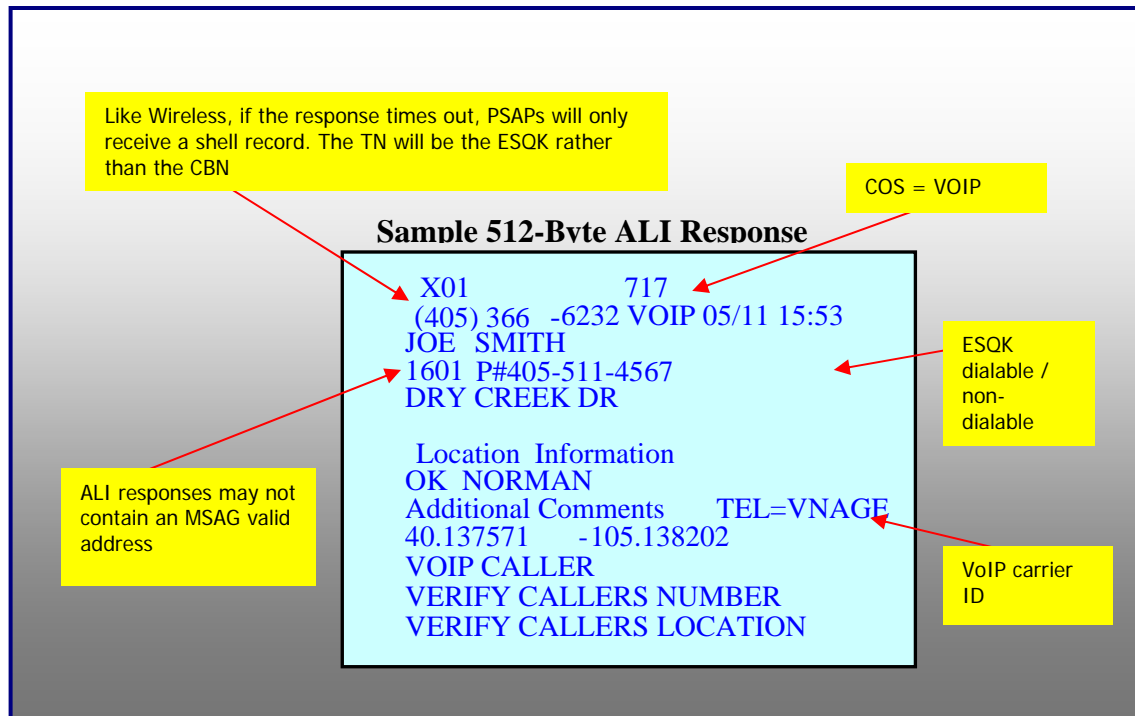
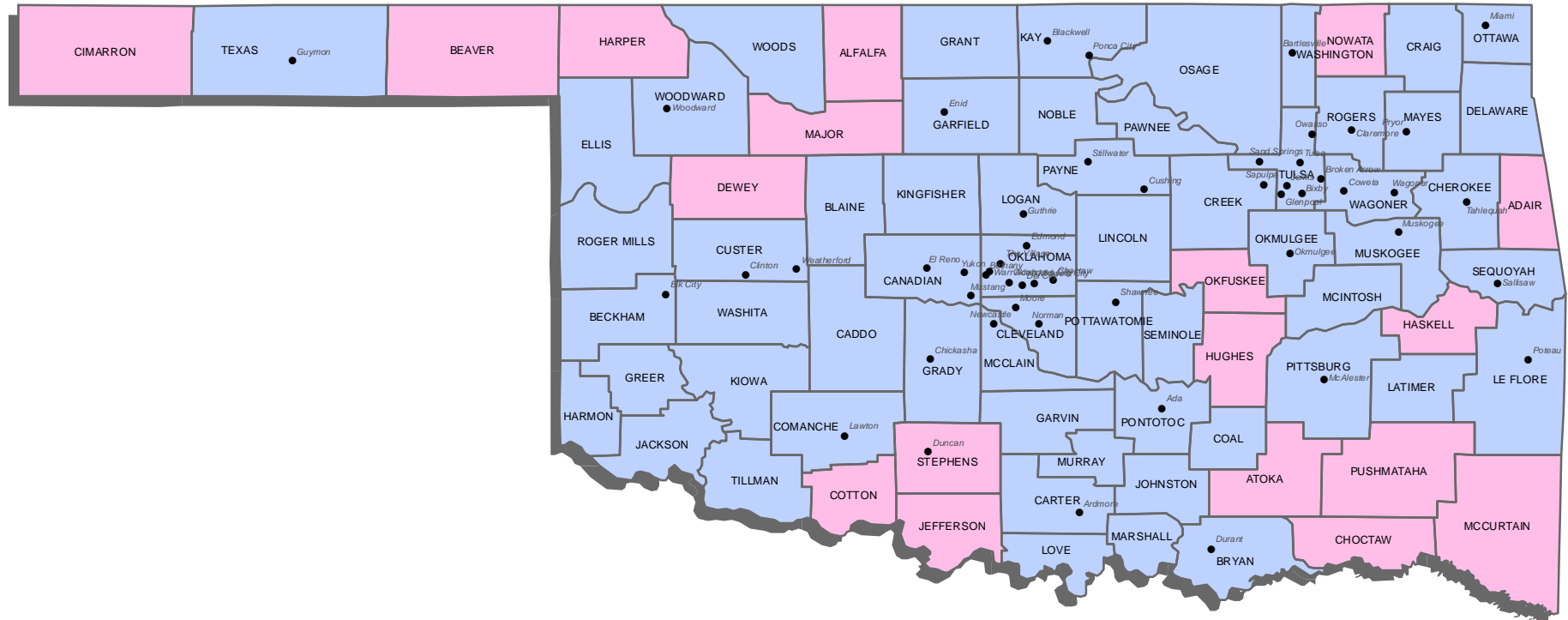


Figure 19: Typical V9-1-1 ALI Screen Display

# Statewide Enhanced 9-1-1 Counties With Wireless Fees



## Legend

- Major Cities
- County Boundaries

## Counties

### Wireless Fee

- NO
- YES



0 35 70 140 Miles



# Oregon

Theodore R. Kulongoski, Governor

## Oregon Military Department Oregon Emergency Management

Mailing Address: PO Box 14370

Salem, OR 97309-5062

Phone: (503) 378-2911

Fax: (503) 373-7833

TTY: (503) 373-7857

March 15, 2010

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**No Additional Comments.**

Sincerely,



Shannon Marheine, ENP  
Acting Director, Technology & Response Section  
Oregon Emergency Management  
PO Box 14370  
Salem, OR 97309-5062  
503-378-2911 ext 22230  
503-373-7833 fax  
smarhein@oem.state.or.us  
<http://www.oregon.gov/OMD/OEM/index.shtml>





**pennsylvania**  
EMERGENCY MANAGEMENT AGENCY

OFFICE OF THE DIRECTOR

March 3, 2010

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

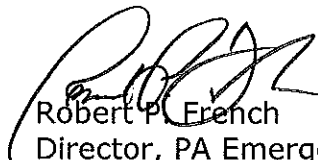
RE: OMB Control Number 3060-1122

Dear Ms. Dortch:

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

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

Sincerely,



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

Enclosures

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**(c) Manner of payment.**--Each PSAP and wireless provider shall submit to the agency each year, not later than 120 days before the first day of the agency's fiscal year, the eligible costs it expects to incur for wireless E-911 service during the next fiscal year of the agency. The submission may include eligible costs that the PSAP or wireless provider has already incurred for wireless E-911 service at the time of the submission. The agency shall review the submission, ensure that the costs are eligible for payment from the fund and notify the submitting PSAP or wireless provider, not later than 30 days before the first day of the agency's fiscal year, of the eligible costs. The agency shall pay to each PSAP and wireless provider, from the fund, the amount of the submitted costs the agency determined to be eligible, whether or not the costs have been incurred at or before the time of payment and whether or not the costs, if already incurred, were incurred prior to the effective date of this section. Payment shall be made in four equal payments during the first month of each quarter of the agency's fiscal year as follows:

(1) The agency shall first pay the costs approved for each PSAP that are payable in the quarter.

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

E-911 service to that PSAP.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

**4 PA. CODE § 120b.112. Reports.**

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

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

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

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

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

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

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

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

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

**7. Additional Comments**

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



HON. LUÍS G. FORTUÑO BURSET  
GOBERNADOR

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



JACINTO DESIDERIO ORTIZ  
DIRECTOR EJECUTIVO

March 18th , 2010

**Marlene H. Dortch**

*Office of the Secretary*

Federal Communications Commission

445 12<sup>th</sup> Street, SW

Washington, DC 20554

Dear Rear Admiral Barnett:

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

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

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

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



MAYAGÜEZ 2010

PO BOX 270200 SAN JUAN PUERTO RICO 00927-0200  
TELÉFONO (787) 273-3001  
FAX (787) 792-0061  
e-mail correspondencia@e911.gobierno.pr

- (b) The 9-1-1 Services charges shall be made against the lines installed to the telephone subscribers in a uniform manner within each subscriber's category, as part of the monthly charges to be billed. The 9-1-1 emergency calls shall not bring about individual charges for the use of telephone facilities for such purpose.
- (c) In determining charges, the Board shall take into account the expenses budgeted and projected for the following two years and shall try to provide income to defray said expenses, plus a reasonable reserve for contingencies, expansion of service and the replacement of unusable and obsolete equipment.
- (d) The basic charge for the 9-1-1 Service main telephone line shall not initially exceed, fifty cents (\$0.50) a month for residential subscribers, nonprofit and religious organizations; nor one dollar (\$1.00) a month for commercial, professional and government subscribers. These charges shall take effect once the necessary regulations are approved, provided that the service charges shall commence when the 9-1-1 Service has been completely operational for at least sixty (60) days in each area, including the basic rolling equipment to respond to the calls by public safety agencies, and if the Board does so provide, the call recording equipment and the procedures to safeguard the confidentiality thereof and the constitutional rights of the citizens, shall be included. In all cases, the telephone subscribers shall be informed at least thirty (30) days in advance of the effectiveness thereof.
- (e) The charge for 9-1-1 Services shall be identified separately on each telephone service bill, if the Board contracts such billing services from certain telephone companies.
- (f) The telephone company shall collect the charges for the 9-1-1 Service, and shall deposit them in the account determined by the Board's regulations, within a period of not more than thirty (30) days after the payment was made by the subscriber. The telephone company shall keep a file of billing, payments and records of deposits of said charges, for the term determined by the Board by regulations. The Board shall reimburse the net cost of billing and collection of charges to the telephone companies, without exceeding what is provided in this law.

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



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

- (a) The provision of emergency services requires the outlay of funds, which must be recovered in order to obtain the resources needed to maintain optimal conditions of said service. The primary source of resources authorized by law will be the amount collected by a charge against subscriber telephone lines installed, uniform manner within each subscriber category. This charge will be billed monthly in conformity with established procedures by the Telephone Company and Private telephone companies in Puerto Rico, duly ratified by the Board, which shall be submitted by the companies for the consideration by the Board in a time frame not to exceed thirty (30) days counted from the date of approval of this regulation.
- (b) The Board has established the Regulations for Billing and Collections from the Subscribers for 9-1-1 Service (Regulation No. 6203) to govern the process of collecting these charges, the deposit of collections, remittance and delivery of the 9-1-1 funds to the 9-1-1 Government Board from the telephone companies subscribers. Telephone companies must supply the telephone numbers of subscribers and their physical addresses or locations of these to the Board, in case of cellular, as required by law through the Federal Communications Commission, or any other entity with authority and competence, according to the provisions, agreements, technology and other requirements of the Board, welfare and to safeguard the public interest.
- (c) The deposit of the collections of the telephone companies will be made in the Board's account in the Government Development Bank for Puerto Rico in a period of not more (30) days from collection.
- (d) ...
- (e) ...
- (f) The monthly charge per subscriber will be:
  - (1) Fifty cents (\$0.50) a month for residential, nonprofit and religious organization subscribers.
  - (2) Fifty cents (\$0.50) a month for each cellular telephone subscriber.

- (3) One dollar (\$1.00) a month for commercial, professional and government subscribers.
- (4) These charges will apply to any other line of communication interconnected to a telephone system that can generate and receive phone calls, according to the above categories.
2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services is fifty cents (\$0.50) a month for residential, nonprofit and religious organizations subscribers per main telephone line; one dollar (\$1.00) a month for commercial, professional and government subscribers per main telephone line. The total amount collected for the annual period ending December 31, 2009 was \$21,876,276.72.
3. **Article 6 of the 9-1-1 Calls Act – Distribution and use of the funds collected for charges to telephone subscribers and Resolution 006, 1998-99** establishes how the funds are collected, distributed and made available to the public safety agencies (Those agencies whose services are offered through the use of the 9-1-1 emergency telephone number, including, specifically the Police of Puerto Rico, the Medical Emergencies of Puerto Rico, the Puerto Rico Fire Department, the Commonwealth Emergency Management and Disaster Administration Agency and the Department of the Family. Also included are the Medical Emergency Programs of Bayamon Municipal Government, Guaynabo Municipal Government, San Juan Municipal Government, Cataño Municipal Government, Ciales Municipal Government, Corozal Municipal Government, Dorado Municipal Government, Florida Municipal Government, Morovis Municipal Government, Naranjito Municipal Government, Toa Baja Municipal Government, Toa Alta Municipal Government and Vega Alta Municipal Government; funds are also provided for the administration of said agency.

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

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

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


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



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

5. All the funds collected from telephone subscribers have been collected and deposited to the Boards account in the Puerto Rico Development Bank. The funds have been distributed as mandated by Resolution 006, 1998-99. The distribution of funds to the Participating Agencies has been paid annually in two installments. The Board administration and operating expenses administration have been defrayed by the 34% of the funds collected.
6. All the funds collected from telephone subscribers have been available and used for the intended purposes mandated by the "911 Calls Act" and the 9-1-1 Government Boards Bylaws.
7. We are having problems with identifying and corroborating the number of either telephone or cellular lines that actually exist. This is because we must rely on what the telephone companies inform us. We need an independent source of corroboration but when we seek the information from government regulatory agencies they inform us that the information is confidential.

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

  
Jacinto Desiderio Ortiz  
Executive Director



State of Rhode Island and Providence Plantations

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

Donald L. Carcieri  
Governor

April 30, 2010

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

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

Dear Mr. Beers:

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

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

- Q. 1. A statement as to whether or not your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).
- A. 1. The State of Rhode Island has established a funding mechanism of \$1.00 per wireline per month (RIGL 39-21.1-14) and \$1.00 (RIGL 39-21.1-14) plus .26-cents (RIGL 39-1-62) (for a total [monthly] wireless 911 surcharge of \$1.26) per month for every wireless "...instrument, device or means ... which has access to, connects with, or activates or interfaces or any combination thereof with the E 9-1-1 Uniform Emergency Telephone System." (RIGL 39-1-62 (d)(1) entitled "E-911 Geographic Information System (GIS) and Technology Fund" and RIGL 39-21.1-14(a) entitled "Funding"). Pursuant to RIGL 39-1-62 (d) (1), these funds are deposited into the R.I. General Fund as general revenue.

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

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

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

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

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

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

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


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

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

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

A. 6. None

Sincerely,

  
Donald L. Carcieri  
Governor

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

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EXECUTIVE DIRECTOR

April 12, 2010

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

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

Dear Mr. Barnett,

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

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

Sincerely,

Bobby Bowers  
911 Coordinator

BMB/dm



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

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

**SECTION 23-47-40. System funding.**

(A) The local government is authorized to adopt an ordinance to impose a monthly 911 charge upon each local exchange access facility subscribed to by telephone subscribers whose local exchange access lines are in the area served or which would be served by the 911 service. The 911 charge must be uniform and may not vary according to the type of local exchange access facility used.

The ordinance must be adopted in the same fashion as ordinances that levy taxes under South Carolina law. No collection of charges may be commenced before adoption of the ordinance.

(B) Funding must be used only to pay for the following enumerated items:

- (1) the lease, purchase, lease-purchase, or maintenance of emergency telephone equipment, including necessary recording equipment, computer hardware, software and data base provisioning, addressing, mapping, and nonrecurring costs of establishing a 911 system;
- (2) the rates associated with the service supplier's 911 service and other suppliers recurring charges;
- (3) the cost of establishing and maintaining a county 911 office or maintaining as currently staffed a county 911 office for the purpose of operating and maintaining the data base of the 911 system. Costs are limited to salaries and compensations and those items necessary in the operation of the 911 office and normal operating costs;
- (4) items enumerated may be subscriber billed for a period not to exceed thirty months before activation of the 911 service;
- (5) items necessary to meet the standards outlined in this chapter, specifically in Section 23-47-20(C);
- (6) enhancements either currently available or available in the future offered by service suppliers and approved by the Public Service Commission;
- (7) a local government may contract to implement and establish a 911 system as set forth in this chapter.

(C) Funding must not be used for:

- (1) purchasing or leasing of real estate, cosmetic or remodeling of communications centers, except those building modifications necessary to maintain the security and environmental integrity of the PSAP;
- (2) hiring or compensating dispatchers or call takers other than initial and in-service training;
- (3) mobile communications vehicles, fire engines, law enforcement vehicles, ambulances, or other emergency vehicles, or other vehicles;
- (4) consultants or consultant fees for studies of implementation;
- (5) aerial photography.

(D) A local government may contract with a service supplier for any term negotiated by the service supplier and the local government and may make payments through subscriber billing to provide any payments required by the contract.

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

**SECTION 23-47-50. Subscriber Billing.**

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



code assigned to South Carolina by the North American Numbering Plan Administrator. The amount of the levy must be approved annually by the board at a level not to exceed the average monthly telephone (local exchange access facility) 911 charges paid in South Carolina. The board and the committee may calculate the CMRS 911 charge based upon a review of one or more months during the year preceding the calculation of telephone (local exchange access facility) charges paid in South Carolina. The CMRS 911 charge must have uniform application and must be imposed throughout the State; however, trunks or service lines used to supply service to CMRS providers shall not be subject to a CMRS 911 levy. On or before the twentieth day of the second month succeeding each monthly collection of the CMRS 911 charges, every CMRS provider shall file with the Department of Revenue a return under oath, in a form prescribed by the department, showing the total amount of fees collected for the month and, at the same time, shall remit to the department the fees collected for that month. The department shall place the collected fees on deposit with the State Treasurer. The funds collected pursuant to this subsection are not general fund revenue of the State and must be kept by the State Treasurer in a fund separate and apart from the general fund to be expended as provided in Section 23-47-65.

(G)(1) Fees collected by the service supplier pursuant to this section are not subject to any tax, fee, or assessment, nor are they considered revenue of the service supplier.

(2) A 911 charge, including a CMRS 911 charge, shall be added to the billing by the service supplier to the service subscriber and may be stated separately.

(3) A billed subscriber shall be liable for any 911 charge, including a CMRS 911 charge, imposed under this chapter until it has been paid to the service supplier.

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

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

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

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

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

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



(A)(1) The CMRS Emergency Telephone Services Advisory Committee is created to assist the board in carrying out its responsibilities in implementing a wireless enhanced 911 system consistent with FCC Docket Number 94-102. The committee must be appointed by the Governor and shall consist of: the Director of the State Chief Information Officer Division, Budget and Control Board, ex officio; two employees of CMRS providers licensed to do business in the State; two 911 system employees; and one employee of a telephone (local exchange access facility) service supplier licensed to do business in the State; and one consumer. Local governments and related organizations such as the National Emergency Number Association may recommend PSAP Committee members, and industry representatives may recommend wireline and CMRS committee members to the Governor. There is no expense reimbursement or per diem payment from the fund created by the CMRS surcharge made to members of the committee.

(2) All committee members, except the ex officio members, must be appointed for a three-year term by the Governor. Committee members may be appointed to one subsequent term.

(3) In the event a vacancy arises, it must be filled for the remainder of the term in the manner of the original appointment. A partial term does not count toward the term limits; however, service for three-fourths or more of a term constitutes service for a term.

(4) Any committee member who terminates his holding of the office or employment which qualified him for appointment shall cease immediately to be a member of the committee; the person appointed to fill the vacancy shall do so for the unexpired term of the member whom he succeeds.

(5) The committee shall establish its own procedures with respect to the selection of officers, quorum, place, and conduct of meetings.

(B) The responsibilities of the committee with respect to CMRS emergency telephone services are to:

(1) advise the board on technical issues regarding the implementation of a wireless E 911 system, especially matters concerning appropriate systems and equipment to be acquired by CMRS providers and PSAP's to assure the compatibility of the systems and equipment and the ability of the systems and equipment to comply with the requirements of FCC Docket Number 94-102;

(2) recommend systems and equipment for which reimbursement may be allowed to CMRS providers and PSAP's under the provisions of this chapter, which are compatible with each other as needed for the public's safety, and will not result in wasteful spending on inappropriate or redundant technology.

(C) The responsibilities of the board with respect to CMRS emergency telephone services are to:

(1) direct the State Treasurer in the management and disbursement of the funds in and from an interest-bearing account in the following manner:

(a) hold and distribute not more than thirty-nine and eight-tenths percent of the total monthly revenues in the interest-bearing account to PSAP administrators based on CMRS 911 call volume for expenses incurred for the answering, routing, and proper disposition of CMRS 911 calls;

(b) hold and distribute not more than fifty-eight and two-tenths percent of the total monthly revenues in the interest-bearing account solely for the purposes of complying with applicable requirements of FCC Docket Number 94-102. These funds may be utilized by the PSAP and the CMRS providers licensed to do business in this State for the following purposes in connection with compliance with the FCC requirements: upgrading, acquiring, maintaining, programming, and installing necessary data, hardware, and software. Invoices detailing specific expenses for these purposes must be presented to the board in connection with any request for reimbursement, and the request must be approved by the board, upon recommendation of the committee. Any invoices presented to the board for reimbursements of costs not described by this section may be approved only by a unanimous vote of the committee, but in no event shall reimbursement be made for costs unrelated to compliance with applicable requirements of FCC Docket Number 94-102;

(c) hold and distribute not more than two percent of the total monthly revenues in the interest-bearing account to compensate the independent auditor provided for herein and for expenses which the board is authorized to incur by contract, or otherwise, for provision of any administrative, legal, support, or other services to assist the board in fulfilling its responsibilities under this act;

(2) with the State Treasurer, prepare annual reports outlining fees collected and monies disbursed to PSAP and CMRS providers, and submit annual reports outlining monies disbursed for operations of the board;



(3) retain an independent, private auditor, as provided in the Consolidated Procurement Code, for the purposes of receiving, maintaining, and verifying the accuracy of proprietary information submitted to the board by CMRS providers or PSAP's, and assisting the committee in its duties including its annual calculation of the average 911 charges pursuant to Section 23-47-50(f) and in cost studies it may conduct. Due to the confidential and proprietary nature of the information submitted by CMRS providers, the information may not be released to a party other than the independent private auditor and is expressly exempt from disclosure pursuant to Chapter 4 of Title 30. The information collected by the auditor may be released only in aggregate amounts that do not identify or allow identification of numbers of subscribers or revenues attributable to an individual CMRS provider;

(4) conduct a cost study to be submitted to the House Ways and Means Committee and Senate Finance Committee one year from the effective date of this section and thereafter at the board's discretion. The board may include any information it considers appropriate to assist the General Assembly in determining whether future legislation is necessary or appropriate, but the report must include information to assist in determining whether to adjust the CMRS 911 charge to reflect actual costs incurred by PSAP's or CMRS providers for compliance with applicable requirements of FCC Docket Number 94-10;

(5) convene the committee and consult with it concerning the performance of the responsibilities assigned to the board and to the committee in this chapter, and the development and maintenance of the state's CMRS emergency telephone services and system;

(6) report as required or suggested by this chapter, promulgate any regulations, and take further actions as are appropriate in implementing it.

(D) The board and committee must:

(1) annually calculate the average 911 charge as provided in Section 23-47-50(F);

(2) take appropriate measures to maintain the confidentiality of the proprietary information described in Section 23-47-65(C)(1)(e). This information may be disclosed to board and committee members only in the event a dispute arises with respect to the board's and committee's discharge of their responsibilities under Section 23-47-65(B)(2) which necessitates such disclosure. The information shall also be exempt from disclosure pursuant to Chapter 4 of Title 30. Members of the board may not disclose the information to any third parties, including their employers;

(3) take appropriate measures to see that all CMRS service suppliers comply with the requirements of Section 23-47-50(F).

(E) CMRS providers are entitled to retain two percent of the fees collected as reimbursement for collection and handling of the CMRS 911 charge.

(F) On August 1, 2004, the committee's existence terminates and all its duties and powers devolve to the board, except that the committee may continue to exist and function upon adoption by the General Assembly of a joint resolution extending its existence past August 1, 2004

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

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

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

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

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

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



COPY

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

Received & Inspected

MAR 22 2010  
FCC Mail Room

In the Matter of: )  
)  
Information Collection )  
Mandated By The New and Emerging )  
Technologies Improvement Act of 2008 )  
By The State of South Dakota )

OMB Control Number 3060-1122

Comments and Answers of the  
State of South Dakota

Introduction

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

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

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

Specific Information Requests and Answers

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

South Dakota requires that any service user<sup>(1)</sup> in the state is liable for the applicable 911 emergency surcharge pursuant to

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

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

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

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

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

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

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

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- (2) SDCL 34-45-4 defines the monthly uniform charge and use of proceeds. "...the governing body may assess a monthly uniform charge in an amount not to exceed seventy-five cents per service user line..."
  - (3) SDCL 34-45-1(5) defines a governing body as "...the board of county commissioners of a county or the city council or other governing body of a county or municipality or the board of directors of a special district..."



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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### Summary

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

Respectfully Submitted,

SOUTH DAKOTA 9-1-1 COORDINATION BOARD



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

March 5, 2010





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

RANDY PORTER  
CHAIRMAN

LYNN QUESTELL  
EXECUTIVE DIRECTOR

March 12, 2010

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

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

Dear Ms. Dortch:

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

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

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

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

<sup>2</sup> Tenn. Code Ann. §§ 7-86-108(a)(1)(A); 7-86-110(a).

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

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

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

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<sup>3</sup> Tenn. Code Ann. § 7-86-108(a)(1)(A).

<sup>4</sup> Tenn. Code Ann. § 7-86-110(a).

<sup>5</sup> Tenn. Code Ann. §§ 7-86-108(a)(2)(A); 7-86-306(a)(12).

<sup>6</sup> Tenn. Code Ann. §§ 7-86-306(a)(11), 7-86-302(a). In April 2005, Tennessee became the third state to achieve Phase II readiness statewide.

<sup>7</sup> In 2006, the law was amended to impose the 911 fee on non-wireline telecommunications service.

<sup>8</sup> Tenn. Code Ann. § 7-86-108(a)(1)(B)(i)(a).

<sup>9</sup> Tenn. Code Ann. § 7-86-108(a)(1)(B)(ii)(b).

<sup>10</sup> Tenn. Code Ann. § 7-86-303(d).

<sup>11</sup> Tenn. Code Ann. § 7-86-303(d)(3)(A).

<sup>12</sup> Tenn. Code Ann. § 7-86-306(a)(8).

<sup>13</sup> See Tenn. Code Ann. § 7-86-106; Tenn. Code Ann. § 7-86-302, 7-86-306.

administers grants and reimbursement programs which distribute funds to ECDs.<sup>14</sup>  
It also provides substantial technical assistance to ECDs upon request.<sup>15</sup>

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

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

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

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

<sup>14</sup> See Tenn. Code Ann. §§ 7-86-205, 7-86-306(a)(9) through (11).

<sup>15</sup> Tenn. Code Ann. § 7-86-306(a)(7).

<sup>16</sup> The state operates on a cash basis except when it closes its fiscal year on June 30. An exact amount for the calendar year ended December 31, 2009 cannot currently be determined and verified.

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

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

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

**Response:**

**Funding Programs:**

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

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

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

<sup>17</sup> Estimates are based on reported data which is incomplete.

<sup>18</sup> Tenn. Code Ann. § 7-86-303(d)(1).

<sup>19</sup> In 2006, the four most populous districts received over 33% of the total annual revenue from the 25% distribution.

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

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

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

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

- \$50,000 for Geographic Information System (“GIS”) Mapping Systems
- \$40,000 for Controllers
- \$150,000 for Essential Equipment
- \$5,000 for Master Clocks
- \$150,000 to each ECD that Consolidates (to a maximum of 3 ECDs)
- \$1,000 to Train Dispatcher Trainers
- \$100,000 to Cover Uninsured Catastrophic Event Losses

During its February 2010 meeting, the TECB voted to make \$25 million available to ECDs for equipment to connect to the IP platform the state is deploying to modernize Tennessee’s 911 infrastructure (Next Generation 911 Project). The funding plan provides each ECD with \$120,000 plus an additional amount determined by the district’s population.

In addition to funding generated within the State of Tennessee, in September 2009, the TECB was awarded a 911 grant of almost \$1.5 million from the U.S. Department of Transportation. The funding will be used to install routers needed for deploy the Next Generation 911 project.

#### **Criteria for Allowable Uses**

Tenn. Code Ann. § 7-86-102(d) requires that each ECD use funds received from all sources “exclusively in the operation of the emergency communications district.”

Consistent with that mandate, the TECB has established 911 Revenue Standards pursuant to Tenn. Code Ann. § 7-86-306, as criteria regarding acceptable uses of revenue for the ECDs. These criteria can be found at <http://www.tennessee.gov/commerce/911/>. ECDs are subject to annual audits to assure compliance with the Revenue Standards and generally accepted auditing standards.

The auditing manual may be accessed at:  
<http://www.comptroller1.state.tn.us/repository/ca/mg/tnecdmanual2008.pdf>

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

**Response:** Both the TECB and the ECDs are authorized to approve the expenditure of funds collected for 911 and E911 purposes. The TECB is subject to audit by the Office of the Comptroller of the Treasury. In addition, Tenn. Code Ann. § 7-86-108(a)(1)(B) requires the TECB to submit an annual report on the status of statewide implementation of wireless and enhanced 911 service, compliance with the FCC's orders, the status and level of the 911 charge and the status, level and solvency of the 911 fund to the Finance, Ways and Means Committees of the Tennessee Senate and the House of Representatives. Tenn. Code Ann. § 7-86-315 requires the TECB submit an annual report on the activities of the Board in the preceding year to the Governor and the Speakers of the General Assembly.

The Boards of Directors of each of Tennessee's ECDs also have authority to approve expenditures of 911 revenue, so long as the funds are used exclusively in the operation of the district and consistently with the Revenue Standards adopted by the TECB.<sup>20</sup> The ECDs are subject to annual audit, supervised by the Office of the Comptroller of the Treasury.<sup>21</sup>

The TECB also conducts on-site ECD monitoring annually to assure compliance with operating, technical and revenue standards. The TECB Chairman, Executive Director and Director of E-911 Technical Services review technical specifications as part of the approval process for reimbursements and expenditures from the essential equipment and NG911 equipment funding programs.

The TECB is authorized to withhold distributions of the non-wireline 911 service charge from ECDs that are operating in or fail to correct specific violations of the law including, but not limited to, the failure to submit an annual budget or audit, operating contrary to the open meetings act, or failing to comply with the emergency communications law. The TECB may also withhold such distribution upon a finding that an ECD is not taking sufficient actions or acting in good faith to establish, maintain or advance wireline or wireless E-911 service.<sup>22</sup>

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<sup>20</sup> Tenn. Code Ann. § 7-86-102(d).

<sup>21</sup> Tenn. Code Ann. § 7-86-113.

<sup>22</sup> Tenn. Code Ann. § 7-86-108(f).

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

**Response:** All of the funds collected from the users and subscribers of non-wireline telecommunications service by the TECB for 911 or E911 purposes have either been made available or will be used for the purposes designated by the funding mechanism for implementation or support of 911 and E911. The TECB has purposefully accumulated reserves to fund the conversion of Tennessee's aging 911 infrastructure from analog to digital. That project is well into the planning stages.

The TECB's current budget of \$57.1 million for fiscal year 2009-2010 includes sufficient funding to provide the following: \$4 million for ECD reimbursements for equipment and 911 trunking and automatic location information (ALI) costs; \$12.8 million for the 25% allocation to ECDs; \$21.6 million for ECD operations support; \$1 million for GIS Mapping Maintenance grants to ECDs; \$5.8 million for beginning phases of the Next Generation 911 project; \$5.5 million for Administration and contracted services; and \$6.4 million for Phase I and Phase II carrier cost recovery.

In fiscal year 2010-2011, the TECB is permanently redirecting funds from its carrier cost recovery program to the ECDs. The TECB will decrease carrier cost recovery support from 100% to 5%.

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

**Response:** None of the funds collected from the users and subscribers of non-wireline telecommunications service by the TECB for 911 or E911 purposes have been made available or used for purposes other than those designated by the State's funding mechanism or for implementation or support of 911 and E911. In 2009, neither the principal nor interest on funds collected for 911 or E911 were made available or used for purposes other than those designated by the funding mechanism.<sup>23</sup>

**7. Any other comments you may wish to provide regarding the applicable funding mechanism for 911 and E911 purposes.**

**Response:** Through its conservative stewardship of the 911 fund, the TECB has prepared for the financial challenges associated with converting Tennessee's 911 infrastructure from analog to digital. This modernization project, called Next Generation 911 or NG911, will replace the State's aging analog 911 infrastructure with a digital platform which will improve interoperability and increase the ease of

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<sup>23</sup> In 2008, \$10 million in interest accrued on the non-wireline funds collected for 911 purposes was diverted to the general fund after the Office of the Tennessee Attorney General issued an opinion stating that the NET 911 Improvement Act did not prohibit diversion of interest earnings on funds collected for 911 or E911 purposes.



communication between emergency communications districts, allowing the immediate transfer of 911 calls, maps, photos, caller location information and other data statewide. The TECB projects non-recurring build out costs of approximately \$44 million over the next five years and recurring operational costs of up to \$16.5 million annually. The NG911 project will be part of a statewide private, secure IP network constructed by the Office of Information Resources in the Department of Finance and Administration. Negotiations to participate in the IP network are nearly concluded. The TECB is taking preliminary steps toward deployment and has requested a Budget Improvement for FY2010-2011 in the amount of \$28 million.

The improvement includes a federal 911 grant of almost \$1.5 million from the U.S. Department of Transportation. As stated previously, the funding will be used to install routers needed for deploy the Next Generation 911 project.

We hope you find this report informative. Should you have any questions or require additional information, please feel free to contact me at (615) 253-2164.

With kindest regards,



Lynn Questell  
Executive Director  
Tennessee Emergency Communications Board  
500 James Robertson Parkway  
Davy Crockett Tower  
Nashville, Tennessee 37243-0582

Cc/   TECB  
The Hon. Phil Bredesen, Governor  
The Hon. Sara Kyle, Chairman, Tennessee Regulatory Authority  
Bill Mason, Office of the Governor



## COMMISSION ON STATE EMERGENCY COMMUNICATIONS

*TO PROTECT AND ENHANCE PUBLIC SAFETY AND HEALTH*

333 Guadalupe Street \* Suite 2-212 \* Austin \* Texas 78701-3942

March 23, 2010

(Via Electronic Filing Only)

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

Attn: Public Safety and Homeland Security Bureau

Re: OMB Control Number 3060-1122; State Of Texas' 2009 Response to Information Collection  
Mandated By the New and Emerging Technologies Improvement Act Of 2008

On behalf of the State of Texas, the Texas Commission on State Emergency Communications ("CSEC")<sup>1</sup> through its undersigned General Counsel respectfully submits this response to the Federal Communications Commission's ("FCC") February 5, 2010, Public Notice.

9-1-1 service in Texas is administered by three types of independent entities. CSEC oversees the state 9-1-1 program implemented by Texas' 24 Regional Planning Commissions ("RPCs"), which provide 9-1-1 service to approximately two-thirds of the geographic area of Texas and one-third of its population. The rest of the state's 9-1-1 service is provided by 51 Emergency Communication Districts ("ECDs"), each serving a specific geographic area. There are two types of ECDs: The first type is comprised of public agencies or groups of public agencies acting jointly "that provided 9-1-1 service before September 1, 1987, or that had voted or contracted before that date to provide that service."<sup>2</sup> These 27 ECDs are referred to as Municipal ECDs because they were created at the municipal level, with the exception of the Dallas County Sheriff's Office.<sup>3</sup> Municipal ECDs are primarily located in the Dallas area. The second type consists of 24 ECDs created at the county level and governed by Texas Health and

<sup>1</sup> CSEC is a state agency created pursuant to Texas Health and Safety Code Ann. Chapter 771, and is the state authority on emergency communications.

<sup>2</sup> Tex. Health & Safety Code Ann. § 771.001(3)(A).

<sup>3</sup> The Dallas County Sheriff's provides 9-1-1 service to the unincorporated portions of Dallas County.

Safety Code Chapter 772.<sup>4</sup> These 772 ECDs provide 9-1-1 service to approximately 53% of the state's population, including in Harris (Houston), Bexar (San Antonio), and Tarrant (Ft. Worth) counties. The State of Texas' response is provided on behalf of all three types of 9-1-1 administrative entities.<sup>5</sup>

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

**RESPONSE:** Texas has three statutory 9-1-1 funding mechanisms: Wireline 9-1-1 fee, Wireless 9-1-1 fee, and a 9-1-1 Equalization Surcharge. Wireline 9-1-1 fees are authorized by Texas Health and Safety Code Ann. §§ 771.071, 772.114, 772.214, 772.314, 772.403 and via municipal ordinances.<sup>6</sup> By statute, wireline 9-1-1 fees may only be imposed on a "local exchange access line" as that term is defined by CSEC rule.<sup>7</sup> CSEC's definition includes voice service provided via interconnected Voice over Internet Protocol. The wireless 9-1-1 fee is a statewide fee authorized by Texas Health and Safety Code § 771.0711. The 9-1-1 equalization surcharge is also a statewide fee and is authorized by Texas Health and Safety Code § 771.072.

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

**RESPONSE:**

- The statewide wireless 9-1-1 fee is imposed on each "wireless telecommunications connection"<sup>8</sup> and collected in an amount equal to \$.50 per month.<sup>9</sup>
- The statewide equalization surcharge is assessed at the rate of 1% of the charges for intrastate long-distance.<sup>10</sup>
- The wireline 9-1-1 fee for the state 9-1-1 program is imposed on each local exchange

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<sup>4</sup> Tex. Health & Safety Code Ann. § 771.001(3)(B).

<sup>5</sup> Responses to the FCC's Public Notice from the Municipal ECDs were provided by each ECD. Responses from the 772 ECDs were collected and provided by the Texas 9-1-1 Alliance. The Texas 9-1-1 Alliance is an interlocal cooperation entity composed of all 772 ECDs.

<sup>6</sup> For municipal ordinances *see e.g.*, Addison Code of Ordinance Sec. 82-242; Wylie City Ordinance 98-20; Town of Highland Park Ordinance No. 1355.

<sup>7</sup> Tex. Health & Safety Code Ann. § 771.063(d); 1 Tex. Admin Code Part § 255.4 (Comm'n on State Emergency Communications).

<sup>8</sup> *Id.* at § 771.001(13).

<sup>9</sup> § 771.0711(b).

<sup>10</sup> § 771.072(b).

access line at a rate set by CSEC not to exceed \$.50 per month.<sup>11</sup> The current fee is \$.50 per month.

- Wireline 9-1-1 fees of the 51 ECDs are set by each ECD for its program service area. Current residential wireline fees vary in amount from \$0.20 to \$1.60 per month, per local exchange access line. Business wireline fees vary from \$0.32 to \$2.93 per access line, up to a 100 line maximum in most ECD program service areas.

For the 2009 calendar year, reported collections are as follows:

	Wireline 9-1-1 Fees	Wireless 9-1-1 Fees	9-1-1 Equalization Surcharge	Grand Totals
State of Texas <sup>12</sup>		\$104,766,708.00	\$20,274,716.71	\$125,041,424.71
State 9-1-1 Program	\$18,677,388.89			\$18,677,388.89
Chapter 772 ECDs <sup>13</sup>	\$35,112,313.49			\$35,112,313.49
Municipal ECDs	\$24,716,232.88			\$24,716,232.88
TOTALS	\$78,505,935.26	\$104,766,708.00	\$20,274,716.71	\$203,547,359.97

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

**RESPONSE:** 9-1-1 service in Texas is provided either via the state program administered by CSEC and implemented through the state's 24 RPCs or at the county/municipal level by one of the state's 51 ECDs.

Funding of the state 9-1-1 program is provided for by the Texas Legislature via a biennial appropriation to CSEC from collected wireline, wireless and surcharge fees remitted to the Texas Comptroller of Public Accounts ("Comptroller") and deposited into dedicated accounts. CSEC provides grants of appropriated funds to the 24 RPCs. The RPCs pay 9-1-1 service expenses

<sup>11</sup> § 771.071.

<sup>12</sup> The wireless 9-1-1 fee and equalization surcharge are statewide fees that are remitted by service providers to the Texas Comptroller of Public Accounts. CSEC distributes to each ECD its pro-rata share of remitted wireless 9-1-1 fees on a monthly basis, and to the RPCs their pro-rata portion of appropriated wireless fees. Equalization surcharge is appropriated to CSEC primarily to supplement the funding of those RPCs in which allocated wireline/wireless 9x fees under the state formula are insufficient to fund 9-1-1 service, and to fund the state's poison control program.

<sup>13</sup> Reported wireline 9-1-1 fees include 2008 amounts for Calhoun County 9-1-1 Emergency Communication District and Medina County 9-1-1 District. At the time of filing, CSEC had not received calendar year 2009 amounts from either 772 ECD.

directly to service providers and make grant funds available through Interlocal Agreements with the local government units within each RPC's region that provide 9-1-1 service as part of the state 9-1-1 program. ECDs impose, collect and make available wireline 9-1-1 fees at the local level in accordance with either Health and Safety Code Chapter 772 or via their local governing bodies--depending upon the type of ECD.

The statewide wireless 9-1-1 fee is remitted to the Comptroller. Collected wireless fees are returned by CSEC to each ECD based on the ratio of the ECD's population to the population of the state.<sup>14</sup> ECDs allocate their proportion of wireless fees to their local governing bodies in the same manner as wireline 9-1-1 fees. As previously stated, the state 9-1-1 program receives appropriated wireless 9-1-1 funds via grants by CSEC to the RPCs.

Appropriated wireline 9-1-1 fees within the state 9-1-1 program area are allocated by CSEC to RPCs "for use in providing 9-1-1 services as provided by contracts executed under Section 771.078."<sup>15</sup> Wireline 9-1-1 fees collected within the areas of 772 ECDs are accounted for in the ECDs' annual budget and may only be expended for 9-1-1 purposes as expressly provided by the applicable law in Chapter 772.<sup>16</sup> The use of wireline 9-1-1 fees collected by Municipal ECDs is prescribed by applicable laws or ordinances for expending funds in accordance with city and county budgets.<sup>17</sup> Wireless 9-1-1 fees, regardless of the 9-1-1 entity in receipt thereof, "may be used only for services related to 9-1-1 service."<sup>18</sup> Appropriated equalization surcharge is allocated by CSEC to "fund approved plans of regional planning commissions and regional poison control centers [under Section 777.009] and to carry out its duties under this chapter."<sup>19</sup> Surcharge may also be appropriated to "fund county and regional emergency medical services, designated trauma facilities, and trauma care systems."<sup>20</sup>

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

**RESPONSE:** CSEC administers the state 9-1-1 program and receives funding for the program

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<sup>14</sup> § 771.0711(c).

<sup>15</sup> § 771.071(f).

<sup>16</sup> §§ 772.114, 772.214, and 772.314; Texas Att'y Gen Op. No. JC-410.

<sup>17</sup> Tex. Local Gov. Code, Chapter 102 (city budgets); Tex. Local Gov. Code, Chapter 111 (county budgets). *See also e.g.*, City of University Park Code of Ordinance 1.1102; City of Lancaster Ordinance, Chapter 1, Article 1.400, Sec. 1.402; City of Hutchins, Ordinance No. 692, Sec. 1., Art. 11.801.

<sup>18</sup> Tex. Health & Safety Code § 771.0711(c).

<sup>19</sup> § 771.072(f).

<sup>20</sup> § 771.072(g) (quotation from § 773.122 regarding Emergency Medical Services).

through a legislative appropriation. CSEC's appropriation request is derived from detailed information submitted by each of the 24 RPCs to CSEC regarding the cost to fund each region's 9-1-1 program. The resulting legislative appropriation prescribes with some specificity CSEC's allocation of appropriated funds. Additionally, CSEC may only allocate appropriated monies to those RPCs with CSEC-approved regional 9-1-1 plans, and then only via contracts with each RPC detailing how allocated monies are to be used.<sup>21</sup> Finally, each RPC is subject to audit by the state auditor at the request of the Public Utility Commission of Texas.<sup>22</sup>

Regarding local administration of 9-1-1 service, the 772 ECDs are governed by a Board of Managers ("Board") comprised of representatives from each of the governmental jurisdictions participating in the ECD. The Board has the statutory authority under Texas Health and Safety Code Chapter 772 to approve allowable 9-1-1 expenses in accordance with its annual budget. Allowable expenses for such ECDs "include all costs attributable to designing a 9-1-1 system and to all equipment and personnel necessary to establish and operate a public safety answering point and other related answering points that the board considers necessary."<sup>23</sup> 772 ECDs are also required to have their director submit a sworn statement on all money received and disbursed and have an independent financial audit.<sup>24</sup> Municipal ECDs' budgets, and audits thereof, are subject to applicable municipal ordinances and/or Texas Local Government Code Chapters 102 (budgets) and 103 (audit of finances). The sole county Municipal ECD—the Dallas County Sheriff's Office—is subject to Texas Local Government Code, Chapters 111 (budget) and 112 (financial accounting).

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

RESPONSE: On behalf of the RPCs and all ECDs, CSEC affirms that all 9-1-1 funds have been made available and/or used solely for the purposes designated by the applicable funding mechanism in accordance with applicable laws. CSEC makes the foregoing statement based on Texas laws, local ordinances, public documents, and representations by the ECDs.

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

RESPONSE: On information and belief, no 9-1-1 funds have been made available or used for

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<sup>21</sup> §§ 771.056 and 771.078.

<sup>22</sup> § 771.076(c).

<sup>23</sup> §§ 772.117, 772.217, and 772.317.

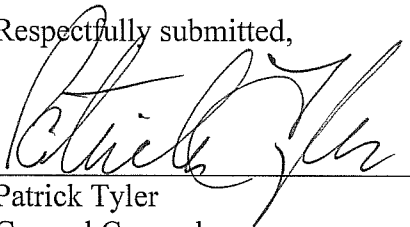
<sup>24</sup> §§ 772.109, 772.209, and 772.309.

purposes other than those designated by the applicable funding mechanism or used for purposes unrelated to 9-1-1 or E911.

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

RESPONSE: In addition to 9-1-1 funds, local governments rely upon other revenue sources to fund parts of the 9-1-1 system, including the funding of emergency call-taker training and salaries.

Respectfully submitted,

  
\_\_\_\_\_  
Patrick Tyler  
General Counsel

Enc: Patrick Tyler Verification

Cc: (Via Email Only)  
Texas Governor's Office  
Public Utility Commission of Texas  
Texas 9-1-1 Alliance  
Municipal Emergency Communication Districts Assoc.



VERIFICATION OF PATRICK TYLER

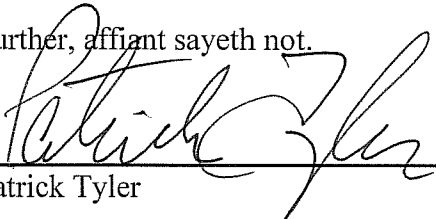
THE STATE OF TEXAS           §  
  §  
COUNTY OF TRAVIS         §

BEFORE ME, the undersigned authority, personally appeared Patrick Tyler, who,  
being known to me, and being by me duly sworn on his oath states:


“My name is Patrick Tyler. I am over the age of 21 years and I am fully  
competent to make this verification. I have been the Commission on State  
Emergency Communications’ General Counsel since January 2005.

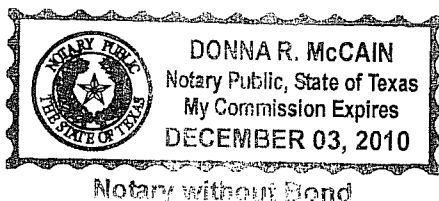
I declare under penalty of perjury under the laws of the State of Texas that I have  
read the above response to the Federal Communications Commission’s Public  
Notice and I know it is true of my own knowledge, except as to those things  
stated upon information and belief, and as to those I believe it to be true.”

Further, affiant sayeth not.

  
\_\_\_\_\_  
Patrick Tyler

SUBSCRIBED AND SWORN to before me on this the 23 day of March,  
2010.

  
\_\_\_\_\_  
Notary Public in and for the State of Texas  
My commission expires:





State of Utah

**GARY R. HERBERT**  
*Governor*

**GREG BELL**  
*Lieutenant Governor*

## Department of Public Safety

**D. LANCE DAVENPORT**  
*Commissioner*

March 24, 2010

Admiral James Arden Barnett, Jr.  
Chief, Public Safety and Homeland Security Bureau  
Public Safety and Homeland Security Bureau  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554  
(E911 Federal Communications Commission)

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

Admiral Barnett:

The following information is provided pursuant to your request.

1. The State of Utah has established a funding mechanism in State Code 69-2-5 Funding for 911 emergency telecommunications service. The code allows several funding mechanisms and the most popular method employed is that of imposing a surcharge on communication services as described below: (3) (a) Except as provided in Subsection (3)(b) and subject to the other provisions of this Subsection (3) a county, city, or town within which 911 emergency telecommunications service is provided may levy monthly an emergency services telecommunications charge on: (i) each local exchange service switched access line within the boundaries of the county, city, or town; (ii) each revenue producing radio communications access line with a billing address within the boundaries of the county, city, or town; and (iii) any other service, including voice over Internet protocol, provided to a user within the boundaries of the county, city, or town that allows the user to make calls to and receive calls from the public switched telecommunications network, including commercial mobile radio service networks.

2. The 911 surcharge is bifurcated into a \$0.61 per line charge and a \$0.08 per line charge. The surcharge is collected by the Utah State Tax Commission and the \$0.61 per line charge is remitted to the local entity (city, county, or public agency supporting the local PSAP) and the \$0.08 per line charge is remitted to the state. The amounts that can be collected are specified in State Code 69-2-5 and State Code 69-2-5.6. The total amount collected for local PSAP authorities from January 1, 2008 to December 31, 2008 was \$20,739,355. The total amount collected for the State of Utah from January 1, 2009 to December 31, 2009 was \$2,724,374.

3. The city, county, or public agency sponsoring the PSAP is responsible for the expenditure of their portion of the 911 funds according to local and state laws and policies. With regards to 911 funds collected by the state, State Code 53-10-603 creates a restricted account in the General Fund entitled the "Statewide Unified E-911 Emergency Service Fund," or "fund." State Code 23-10-601 creates the Utah 911 Committee that consists of 18 members made up of local, state, and industry representatives. This committee authorizes the use of the money in the fund pursuant to State Code 53-10-605, by grant, to local entity or state agency.

4. State Code 53-10-605 sets forth the criteria for the use of 911 funds. The purpose is to enhance the 911 emergency services and where needed, assist the counties, in cooperation with private industry, with the creation or integration of wireless systems and location technology in rural areas of the state. The state's Automated Geographic Reference Center in the Division of Integrated Technology of the Department of Technology Services receives an amount equal to 1 cent per month levied on telecommunications service under Section 69-2-5.6 to provide assistance to the various PSAPs to establish addressing standards and enhance and upgrade statewide digital mapping for the express use of supporting E911 in the various PSAPs. The 1 cent is taken from the 8 cents collected for the state. The State of Utah Tax Commission is authorized to retain up to 1.5% for the collection and distribution of 911 funds per State Code 69-2-5.

5. The 911 fund, local and state, are a restricted fund and are to be used for 911 and 911 related items. Radios, CAD systems, digital call log recorders are not funded from the 911 restricted fund. The funds roll over from year to year and any funds not spent during the year are available to be used in the subsequent year. 911 funds are used only for the support of 911 as provided by law.

6. The 911 funding mechanism in Utah has enabled local government to provide 911 Emergency Telephone Service throughout the state. The service is, for the most part, Enhanced 911 and, for the most part, Phase II compliant. State grants have enabled local PSAPs to upgrade and refresh their equipment. The most recent equipment purchases have IP capability and position the state to move forward towards NG 911.

Please contact me with any questions and/or concerns.

Sincerely,

Bill Jensen  
Utah 911 Program Manager  
801-647-8193  
awjensen@utah.gov



**State of Vermont**

**Enhanced 911 Board**

94 State Street, Drawer 20

Montpelier, VT 05620-6501

**info@e911.psd.state.vt.us**

[phone] 802-828-4911

[fax] 802-828-4109

[TTY] 802-828-5779

[VT only] 800-342-4911

Federal Communication Commission  
445 12<sup>th</sup> Street, SW  
Washington DC 20554

April 29 2010

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

Dear Sir or Madam:

In response to your request to Governor Jim Douglas, the following is our response to your questions with regard to the NET 911 Act.

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

*Title 30, Chapter 88 of Vermont Statutes establishes a Universal Telecommunication Service to support TTY, Lifeline and Enhanced 9-1-1, however the State of Vermont has no established fees specific to IP-enabled voice services.*

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

*Title 30, Chapter 88 of Vermont Statutes establishes a Universal Telecommunication Service to support TTY, Lifeline and Enhanced 9-1-1. For the period beginning on September 1 2009 and ending August 31, 2010, the rate of charge is 2% of retail telecommunications service.*

*The amount drawn from the Vermont Universal Service Fund in support of E911 for the period July 2 2009 to June 30 2010 is \$5,487,046.*

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

*Vermont has eight (8) public safety answering points (PSAPs). Four (4) state operated facilities falling under the purview of the State of Vermont Department of Public Safety and four (4) regional facilities. The four (4) state operated PSAPs are funded through an annual appropriation as approved by the Vermont General Assembly. The four (4) regional PSAPs are funded through a Memorandum of Understanding based on the # of PSAP positions overall and the cost approved by the general assembly for the Dept of Public Safety.*

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

*Vermont Statutes Annotated Title 30 VSA, Part III, Chapter 87, §7054 defines the Vermont general assembly as the entity in the state who provides for the expenditure of funds collected and is specific in the types of disbursements that can/cannot be made against the fund.*

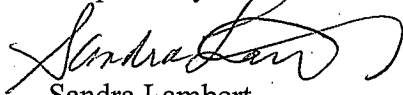
5. A statement whether all the funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated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

*All funds appropriated by the Vermont general assembly in the 2009 Appropriations Act #192, Section 2.139 Enhanced 9-1-1 Board were in support of E911.*

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

*We are attaching a white paper with regard to Universal Service Fund mechanism.*

Respectfully submitted



Sandra Lambert

Financial Administrator

Acting for and in the absence of the Executive Director

## Is the USF obsolete

Across the country, 9-1-1 systems have relied upon the Universal Service Fund (USF) as a major source of funding. Typically, phone subscribers pay a percentage of their phone bill into the USF. Relying on the USF to pay for 9-1-1 systems is problematic. If 9-1-1 systems are going to remain viable, they must develop a new source of funding.

One fundamental problem with the USF as a 9-1-1 funding source ties back to the fact that the USF is collected where the subscriber pays his phone bill, which increasingly is not the same place as where the subscriber makes a 9-1-1 call. The USF made sense in a wired world. Phones did not stray. They were used in a single location. A governmental organization could be certain that the phones in their jurisdiction were billed in their jurisdiction; therefore, they could count on receiving the revenue through the USF.

This changed when wireless phones became commonplace. VoIP service has added to the concern. Now the billing location is not necessarily the same as the location where calls are made. This problem is compounded in resort areas, college towns, and other areas with a transient population. Logan, Utah is a good example. The year round population of Logan is around 43,000. Utah State University in Logan has over 23,000 students. With many of the students coming from out of town, presumably with cell phones billed to their home address, the city of Logan has to provide 9-1-1 services for a population of nearly 70,000, but has to rely on a much smaller number who contribute to the USF. The state of Vermont has around 600,000 residents, but due to its reputation as a vacation destination, and two interstates running between major metropolitan area on the East coast of the U.S. and Canada, sees over 13,000,000 visitors each year. These visitors rely on Vermont's 9-1-1 services, but pay into the USF back home. The result of these trends is that shrinking USF monies have to provide 9-1-1 services for growing populations.

The USF is dwindling for other reasons. Wired subscribers are switching to VoIP service as it becomes available. Since many VoIP providers do not contribute to the USF this directly impacts the USF. VoIP also typically costs less than traditional phone service. This is going to pressure traditional phone service providers to reduce their charges to remain competitive. Since the USF is usually based on a percentage of a subscriber's phone bill, lower phone costs will further erode the USF.

There is some question about whether or not the USF is completely legal. A recent decision by the Eight Circuit Court of Appeals in the matter of Vonage Holdings Corp vs. the Nebraska Public Service Commission found that Vonage, and presumably other VoIP providers, is not a telecommunication service provider, and therefore does not have to pay into the USF. As more consumers adopt VoIP service, USF contributions will shrink.

Perhaps there is a better way to fund 9-1-1. Let's start with a few assumptions. First, we don't want to discourage individuals with legitimate emergencies from calling 9-1-1; 9-1-1 should remain a free call. Second, 9-1-1 is an essential service that provides a great value to society, therefore 9-1-1 should be funded and expanded to adapt to new technologies. Third, the users of a service should bear reasonable costs for providing the service. There is already a model to provide a service that has no per-use charge,

and is widely available, with costs borne by the all users of the service. It is based on the concept of insurance.

How would an insurance model work for 9-1-1? There would have to be a system to pay 9-1-1 jurisdictions each time a 9-1-1 call was made, and then spread the costs among all the individuals who can use 9-1-1 service. Fortunately, the pieces are already in place to implement an insurance-based system for 9-1-1.

The 9-1-1 jurisdiction would need to establish a per-call rate. The calculation should be fairly straightforward—budget divided by projected number of calls. This could be determined by the 9-1-1 jurisdiction itself, or by a regulatory agency that handles telecommunications. The rate could be set as needed or on a regular basis such as yearly.

When a 9-1-1 call enters a 9-1-1 system, it carries with it the company ID. This identifies the company that the 9-1-1 caller is subscribed with. In an insurance model, the 9-1-1 jurisdictions would be able use the company ID to determine who should be billed for each 9-1-1 call. By billing the carrier, rather than the caller, 9-1-1 calls remain free of charge. The carrier would then be allowed to spread out the total cost of 9-1-1 calls among all of its subscribers. To compensate the carriers for their role in collecting the funds for 9-1-1 they would be allowed to recover more than 100% of the amount billed for 9-1-1 calls.

A simplified example will make this clearer. Last year the fictional Springfield 9-1-1 Board's 2 PSAPs handled 185,000 calls. Historical information shows a 2% annual growth, so in the coming year, 188,700 calls are expected. The Board's budget for the coming year is \$3,110,500.00 so they set their per-call rate at \$16.48 ( $3,110,500 / 188,700$ ). Similarly, every 9-1-1 jurisdiction in the country does the same, and comes up with their unique rate. (Note: with every 9-1-1 jurisdiction publishing its per-call rate, efficient programs would stand out, as would inefficient programs. This level of transparency would help contain 9-1-1 costs.)

ABC Wireless has 20,000,000 customers throughout the United States. One of them happens to be in the jurisdiction of the Springfield 9-1-1 Board when he has an emergency and dials 9-1-1. When the call is delivered to the PSAP, it contains ABC's company ID. Software at the Springfield 9-1-1 Board records this information and at the end of the month bills ABC wireless \$16.48. The billing is automatic and uses Internet connectivity to keep the process efficient. ABC wireless is able to match up the billed amount with the call record to provide a check for billing errors.

In the same month, ABC's twenty million subscribers all over the US make a total of 51,300 9-1-1 calls, at an average cost of 17.00 per call. This continues for each month of the year, for an annual total of \$10,465,200 ( $51,300 \times 17.00 \times 12$ ). ABC recovers this amount, plus a 2% administrative overhead, by charging each subscriber \$0.045 each month ( $(\$10,465,200 \times 102\%) / 12 / 20,000,000$ ).



**THE UNITED STATES VIRGIN ISLANDS**

OFFICE OF THE GOVERNOR  
GOVERNMENT HOUSE

Charlotte Amalie, V.I. 00802  
340-774-0001

April 12, 2010

James Arden Barnett  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington D.C. 20554

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

Dear Mr. Barnett:

The following is a response to your inquiry received March 5, 2010, requesting the Government of the Virgin Islands to provide specific information regarding the collection and expenditures of fees or charges established by this jurisdiction in connection with 911 and Enhanced 911 services, under Section 6(f)(2) of the New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act).

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

Act 6333 Section 29 authorized the levy of a \$1.00 fee on each monthly telephone bill. As a result, the Government of the United States Virgin Islands (GVI) established a special fund, designated as the "Emergency Services Fund," held by the Commissioner of Finance on behalf of GVI, which is separate and apart from all other funds of the Government. Monies that shall be deposited into the Emergency Services Fund include all emergency services surcharges added to any telephone bill; any grant, donation or gift made specifically for emergency services; legislative appropriations; and fees collected for the use of emergency services supported by this fund.

James Arden Barnett  
April 12, 2010  
Page 2

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

For the calendar year ending Dec. 31, 2009, the GVI collected \$590,812.00 in surcharges for the implementation and support of 911 and E911 services, and disbursed \$444,432.15.

Based upon Title 33, Subtitle 3, Chapter 111, Section 3099 9(c)(d)(e): The Emergency Services Fund is maintained and administered by the Virgin Islands Department of Finance.

- Monies in the Emergency Services Fund are expended by the Commissioner of Health, the Director of Virgin Islands Territory Emergency Management Agency (VITEMA) or the Director of the Fire Services for the purchase of equipment, professional services, or supplies necessary to provide, maintain or improve emergency medical services (EMS), fire services or 911 emergency services and equipment.

- The Virgin Public Finance Authority, established in Title 21 section 103, of the Code, may leverage monies in the Emergency Services Fund at the request of the Commissioner of Health, the Director of VITEMA and the Fire Services.

- No monies shall be expended from the Emergency Services Fund for any purpose other than those enumerated in Section 3099, and no one entity may expend more than one-third of the aggregate amount of monies contained in the fund without notices to the other parties and approval of the Governor.

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

Entities within the GVI which have authority to approve the expenditure of funds collected for 911 or E911 purposes include the Commissioner of Health, the Director of VITEMA, the Director of Fire Services, the Commissioner of Property and Procurement and Commissioner of Department of Finance.



James Arden Barnett  
April 12, 2010  
Page 3

Upon uploading all fees collected by the Department of Finance onto the CFI's Enterprise Resource Planning System (ERP) to allow authorized entities to spend, oversight procedures to approve transactions are conducted through the embedded electronic workflow approval process per the Enterprise Resource Planning (ERP) system.

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

The Commissioner of Health, the Director of VITEMA and the Director of Fire Services must attest that all funds made available have been used for the purposes outlined in 33 V.I.C. § 3099. — All of the funds collected have been made available or used for the purposes designated by the Emergency Services Fund. Information on all disbursements is imbedded in the ERP and reports are accessible for review.

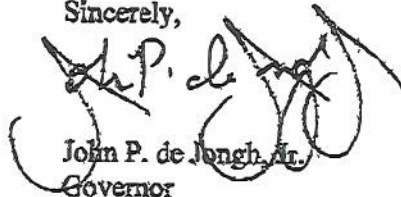
5. A statement identifying what amount of collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a state.

None of the amounts collected for the Emergency Services Fund were used for any other purposes other than the ones outlined in Title 33, Chapter 111, Section 3099, V.I.C.

6. Act 7074, implemented on October 2, 2009 consolidated various emergency management functions including 911 under VITEMA. 911 was previously housed under the Virgin Islands Police Department which previously had access to one-third of the funds generated. Under Act 7074 that portion is now to be allocated to VITEMA in FY 2010.

Should you require clarification or have further inquiries regarding the response contained herein, please contact Mr. Mark A. Walters, Director, Virgin Islands Territorial Emergency Management Agency at (340) 774-2244.

Sincerely,



John P. de Jongh, Jr.  
Governor



# COMMONWEALTH of VIRGINIA

## *Virginia Wireless E-911 Services Board*

Dorothy Spears-Dean  
PSC Coordinator  
(804) 416-6201

Michael M. Cline  
Chairman  
VDEM

John W. Knapp, Jr.  
Vice-Chairman  
Verizon

David A. Von Moll  
Treasurer  
Comptroller

Linda W. Cage  
Mecklenburg County

George Coulter  
VITA

Chief Ed Frankenstein  
Prince George County

Tracy Hanger  
City of Hampton

Philip Heins  
Hanover County

Lt. Colonel Robert Kemmler  
Virginia State Police

Robert Layman  
AT & T

Robert L. McAvoy  
NTELOS

Chief Ron Mastin  
Fairfax County

Sheriff Fred Newman  
Washington County

Pat B. Shumate  
Roanoke County

Denise B. Smith  
Charles City County

Albert F. Vincent  
Virginia Dept. of  
Emergency Management

March 23, 2010

James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

Dear Sir:

I am receipt of your letter requesting information identified in the FCC's Public Notice, DA 10-240. This annual collection of information is mandated by the New and Emerging Technologies Act of 2008 (NET 911 Act). The specific information requested is provided to you in the same sequential format outlined in your letter. If you should have any questions regarding the information provided, or need any further assistance, please do not hesitate to contact me. Thanks for your continued leadership.

Sincerely,

A handwritten signature in black ink that reads "Dorothy A. Spears-Dean".

Dorothy A. Spears-Dean, A.B.D.  
PSC Coordinator  
Virginia Information Technologies Agency



1. The Commonwealth of Virginia has established a funding mechanism for the support and implementation of wireless E-911. The state E-911 surcharge on wireless telephone service is imposed pursuant to *Code of Va.* § 56-484.12 <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+56-484.12>.

The Landline E-911 tax on landline telephone service is collected pursuant to 2006 House Bill 568 (Acts of Assembly 2006, Chapter 780) <http://leg1.state.va.us/cgi-bin/legp504.exe?061+ful+CHAP0780>.

2. The state wireless E-911 surcharge is a monthly fee of \$0.75. Each CMRS provider collects a wireless surcharge from each of its customers whose place of primary use is within the Commonwealth. In addition, the wireless E-911 surcharge is imposed on wireless customers who purchase prepaid CMRS service, subject to certain provisions. A payment equal to all wireless E-911 surcharges is remitted within 30 days to the Wireless E-911 Services Board for deposit into the Wireless E-911 Fund, a special nonreverting fund created in the state treasury. The collected wireless surcharge funds are made available to the localities pursuant to *Code of Va.* § 56-484.17 <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+56-484.17>. The distribution of wireless funding is as follows:

- Sixty percent of the Wireless E-911 Fund shall be distributed on a monthly basis to the PSAPs according to the percentage of recurring wireless E-911 funding received by the PSAP as determined by the Board.
- Using 30% of the Wireless E-911 Fund, the Board shall provide full payment to CMRS providers of all wireless E-911 CMRS costs.
- The remaining 10% of the Fund and any remaining funds for the previous fiscal year from the 30% for CMRS providers shall be distributed to PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and a payment schedule; however, the grants must be to the benefit of wireless E-911.

The total amount collected pursuant to the assessed surcharge for the annual period ending December 31, 2009, is **\$52,022,170.24**.

In 2006, House Bill 568 replaced many of the historic state and local communications taxes and fees with a centrally administered communications sales and use tax and a uniform statewide E-911 tax on landline telephone service. The landline E-911 tax is imposed at the rate of \$0.75 per line. The landline E-911 tax is collected and remitted monthly by communications services providers to the Commonwealth's Department of Taxation and deposited into the Communications Sales and Use Tax Trust Fund. Moneys in the Fund are distributed by the Department of Taxation to localities on a monthly basis.

3. The Wireless Services Board (Board) is the entity within the Commonwealth of Virginia that has the authority to approve the expenditure of funds collected for wireless E-911 purposes. Pursuant to *Code of Va.* § 56-484.14 <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+56-484.14>, the Board can “collect, distribute, and withhold moneys from the Wireless E-911 Fund”. At the end of each fiscal year, on a schedule adopted by the Board, the Board audits the wireless grant funding received by all recipients to ensure that it was utilized in accordance with the grant requirements. In addition, the Auditor of Public Accounts annually audits the Wireless E-911 Fund.
4. All funds collected for wireless E-911 purposes have been used for the implementation and support of wireless E-911. However, in addition to the funding distribution mentioned above, wireless moneys are utilized for two other purposes that support wireless E-911. First, pursuant to *Code of Va.* § 56-484.14 <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+56-484.16>, wireless E-911 funding is provided to the Virginia State Police to accept wireless 9-1-1 calls for those PSAPs not yet taking wireless E-911 calls directly. Secondly, pursuant to *Code of Va.* § 2.2-2031 <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+2.2-2031>, the salaries of the employees of the Division of Public Safety Communications are paid from the Wireless E-911 Fund.
5. In the current proposed biennium budget for the Commonwealth of Virginia, wireless E-911 funds will be used to support sheriffs’ 9-1-1 dispatchers. In both fiscal years, it is proposed that \$8M will be transferred from the Wireless E-911 Fund to the Compensation Board for this purpose. In the Commonwealth of Virginia, budget language supersedes Code. Although the support of sheriffs’ 9-1-1 dispatchers is not specifically mentioned in the funding mechanism established in Code, the purpose is directly related to supporting E-911.
6. In January 2008, the Wireless E-911 Services Board approved the *Virginia Statewide Comprehensive 9-1-1 Plan* to address the future of 9-1-1 in Virginia <http://www.vita.virginia.gov/isp/default.aspx?id=8486>. This plan is the Commonwealth’s strategic roadmap for Next Generation 9-1-1 (NG9-1-1) services. In order to keep this plan focused, and the participants engaged, the next planning lifecycle for this strategic document is underway. Funding for NG9-1-1 is an important component of the Plan. Projects that support this Plan are currently funded through 9-1-1 State grants and Federal grants.





**STATE OF WASHINGTON  
MILITARY DEPARTMENT**  
*Camp Murray • Tacoma, Washington 98430-5000*

March 22, 2010

RADM (Ret) James Arden Barnett Jr.  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington DC 20554-0001

Dear Admiral Barnett:

Thank you for your recent letter to Governor Chris Gregoire requesting information on the collection and distribution of fees and charges related to Enhanced 911 services in Washington State, PS Docket 09-14. In response, the attached document was prepared by the Washington State Enhanced 911 Program Office, Washington Military Department, and submitted electronically.

Washington State has a long-standing positive working relationship with the Commission on 911 issues. Thank you for the continued interest in and support to 911 and public safety concerns.

The point of contact for the state of Washington is Robert Oenning, Washington State Enhanced 911 Program Manager, at 253-512-7011 or [b.oenning@emd.wa.gov](mailto:b.oenning@emd.wa.gov).

Sincerely,

A handwritten signature in blue ink, reading "Timothy J. Lowenberg".

Timothy J. Lowenberg, Major General  
The Adjutant General  
Washington Military Department

Attachment





STATE OF WASHINGTON  
MILITARY DEPARTMENT  
EMERGENCY MANAGEMENT DIVISION

MS: TA-20 Building 20  
Camp Murray, Washington 98430-5122  
Phone: (253) 512-7000 • FAX: (253) 512-7200

Before the  
Federal Communications Commission  
Washington, D.C. 20554  
March 22, 2010

In the Matter of  
NET911 Act

Initial Information Collection Mandated By the  
NET 911 Act of 2008

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PS Docket No. 09-14

Comments from;  
Enhanced 911 Program Office  
Washington Military Department  
Camp Murray, Washington

Washington State is proud of our forward looking 911 programs and welcomed the New and Emerging Technologies 911 Improvement Act of 2008 as a clear indication that Congress was taking a strong interest in the viability of our Nation's universal critical link to emergency response, 911.

In answering your questions derived from provisions of the NET 911 Act it is valuable to establish some background for the Enhanced 911 Program in Washington State. The program was authorized in 1991 with the voter approval of Referendum 42. That act modified existing local taxing authority and established the obligation of counties to assure that Enhanced 911 (E911) dialing was available, established a statewide program to support the counties, and permitted both a local and statewide taxing authority to support the implementation and operation of Enhanced 911. Modifications of the legislation since that time have extended the tax to wireless, implemented requirements for private telephone system integration to the 911 system, and changed the role of the state program to attain efficiencies by acquiring network and database services for all counties. 911 services to Tribal Governments are included in the county obligation to assure E911 dialing. Pertinent statutes and rules concerning controls on the use of the funds can be viewed on the Emergency Management web page at:  
[http://www.emd.wa.gov/e911/e911\\_financial\\_support.shtml](http://www.emd.wa.gov/e911/e911_financial_support.shtml) under policies and laws.

1. All 39 Counties in Washington State have implemented the maximum 911 fee of 50¢ per month per subscriber for both wireline and wireless services. The State has implemented the maximum statewide fee of 20¢ per month per subscriber for both wireline and wireless services. Both fees are authorized by Revised Code of Washington 82.14B.030<sup>i</sup>.
2. Both the state and all counties collect the fees at the maximum permitted with the total receipts for the annual period ending December 31, 2009 being \$20,555,553 for the state fees and \$50,481,165 for the county fees. The State fee is collected by the carriers and is submitted to the Department of Revenue who then deposits it into the state Enhanced 911 account. The carriers remit the local excise tax directly to the counties. The use of the fees is controlled by two mechanisms. The first are the limitations imposed by RCW 82.14B.020 and RCW 82.14B.050 that together permit a fairly broad utilization of the county tax.<sup>ii</sup> The second limiting factor is the requirements associated with a county receiving assistance from the State E911 Program. A definitive list of permitted uses for the funds has been adopted as Washington Administrative Code with the counties required to spend their local collection on those items before being eligible for state assistance, and with limits on the amount that will be considered for reimbursement for many items.<sup>iii</sup> The total funding collected from the 911 excise taxes is less than 36% of the total funding required to operate Enhanced 911 in Washington State with remaining support coming from other local government sources.
3. The State E911 Coordinator is given rule making authority to adopt Washington Administrative Codes related to the permitted uses of the State Enhanced 911 funds.<sup>iv</sup> That position is given the working title of State Enhanced 911 Administrator and resides within the Emergency Management Division of the Military Department. In addition to the rules adopted to govern the use of the funds, there is an extensive annual application and reimbursement process designed to assure that both county and state funds are expended on designated items and within the approved limits to support E911. The primary control document is an annual contract with the county that spells out the detail of the supported items and includes provisions for contract performance with appropriate penalties for non-performance. Counties that do not request state assistance have greater latitude in the use of the locally collected E911 Excise taxes but are still held to the provisions of statute that limits the permitted uses.
4. The counties are given certain latitude in the use of the locally collected 911 funds. However, in order to receive state support they must commit to expenditures in support of 911 equal to the amount that the local tax generate if implemented at the maximum rate.<sup>v</sup> The rules promulgated by the state E911 Program for the use of funds before being eligible for state assistance provide definitive control over the use of the funds in all counties. The control process assures that the



statutory intent of the 911 specific taxes collected in Washington State, or equivalent funds, are being expended to support E911.

5. The control process the State E911 Program Office utilizes along with audit controls provided by the Office of the State Auditor have uncovered instances of use of E911 Funds for unauthorized purposes all of which were promptly remedied. During the 2001-02 fiscal years the Legislature modified the purposes for which the State E911 funds could be utilized to include appropriations of \$6 Million to support other activities.
6. The control mechanisms for the expenditure of E911 Excise taxes are quite detailed and are clearly in support of the Legislative intent that the funds be spent as presented to the voters, solely to forward E911 services. The equivalency provisions in the statutes governing the use of the funds give local government some options on how to apply the funding, but make it clear that there is an obligation to support E911 not only to the degree that the tax is collected, but to the total permitted by the taxing authorization.

The answers to your questions were drafted by Bob Oenning, the State E911 Program Administrator who can be reached at 253-512-7011 or via email at [b.oenning@emd.wa.gov](mailto:b.oenning@emd.wa.gov) should you have further questions or need additional information. Mr. Oenning has been the State's primary contact with the Commission for 911 issues for many years and I encourage you to contact him if you have any questions concerning issues related to 911.

Respectfully Submitted via electronic filing      March 22, 2010



**RCW 82.14B.030**

**County enhanced 911 excise tax on use of switched access lines and radio access lines authorized — Amount — State enhanced 911 excise tax — Amount. (Contingency, see note following RCW 82.04.530.)**

(1) The legislative authority of a county may impose a county enhanced 911 excise tax on the use of switched access lines in an amount not exceeding fifty cents per month for each switched access line. The amount of tax shall be uniform for each switched access line. Each county shall provide notice of such tax to all local exchange companies serving in the county at least sixty days in advance of the date on which the first payment is due.

(2) The legislative authority of a county may also impose a county enhanced 911 excise tax on the use of radio access lines whose place of primary use is located within the county in an amount not exceeding fifty cents per month for each radio access line. The amount of tax shall be uniform for each radio access line. The county shall provide notice of such tax to all radio communications service companies serving in the county at least sixty days in advance of the date on which the first payment is due. Any county imposing this tax shall include in its ordinance a refund mechanism whereby the amount of any tax ordered to be refunded by the judgment of a court of record, or as a result of the resolution of any appeal therefrom, shall be refunded to the radio communications service company or local exchange company that collected the tax, and those companies shall reimburse the subscribers who paid the tax. The ordinance shall further provide that to the extent the subscribers who paid the tax cannot be identified or located, the tax paid by those subscribers shall be returned to the county.

(3) A state enhanced 911 excise tax is imposed on all switched access lines in the state. The amount of tax shall not exceed twenty cents per month for each switched access line. The tax shall be uniform for each switched access line. The tax imposed under this subsection shall be remitted to the department of revenue by local exchange companies on a tax return provided by the department. Tax proceeds shall be deposited by the treasurer in the enhanced 911 account created in RCW 38.52.540.

(4) A state enhanced 911 excise tax is imposed on all radio access lines whose place of primary use is located within the state in an amount of twenty cents per month for each radio access line. The tax shall be uniform for each radio access line. The tax



imposed under this section shall be remitted to the department of revenue by radio communications service companies, including those companies that resell radio access lines, on a tax return provided by the department. Tax proceeds shall be deposited by the treasurer in the enhanced 911 account created in RCW 38.52.540. The tax imposed under this section is not subject to the state sales and use tax or any local tax.

(5) By August 31st of each year the state enhanced 911 coordinator shall recommend the level for the next year of the state enhanced 911 excise tax imposed by subsection (3) of this section, based on a systematic cost and revenue analysis, to the utilities and transportation commission. The commission shall by the following October 31st determine the level of the state enhanced 911 excise tax for the following year.

#### **RCW 82.14B.050**

##### **Use of proceeds.**

The proceeds of any tax collected under this chapter shall be used by the county only for the emergency services communication system.

#### **RCW 82.14B.020**

##### **Definitions.**

As used in this chapter:

(1) "Emergency services communication system" means a multicounty, countywide, or districtwide radio or landline communications network, including an enhanced 911 telephone system, which provides rapid public access for coordinated dispatching of services, personnel, equipment, and facilities for police, fire, medical, or other emergency services.

(2) "Enhanced 911 telephone system" means a public telephone system consisting of a network, database, and on-premises equipment that is accessed by dialing 911 and that enables reporting police, fire, medical, or other emergency situations to a public safety answering point. The system includes the capability to selectively route incoming 911 calls to the appropriate public safety answering point that operates in a defined 911 service area and the capability to automatically display the name, address, and telephone number of incoming 911 calls at the appropriate public safety answering point.

(3) "Switched access line" means the telephone service line which connects a subscriber's main telephone(s) or equivalent main telephone(s) to the local exchange company's switching office.

(4) "Local exchange company" has the meaning ascribed to it in RCW 80.04.010.

(5) "Radio access line" means the telephone number assigned to or used by a subscriber for two-way local wireless voice service available to the public for hire from a radio communications service company. Radio access lines include, but are not limited to, radio-telephone communications lines used in cellular telephone service, personal communications services, and network radio access lines, or their functional and competitive equivalent. Radio access lines do not include lines that provide access to one-way signaling service, such as paging service, or to communications channels suitable only for data transmission, or to nonlocal radio access line service, such as wireless roaming service, or to a private telecommunications system.

(6) "Radio communications service company" has the meaning ascribed to it in RCW 80.04.010, except that it does not include radio paging providers. It does include those persons or entities that provide commercial mobile radio services, as defined by 47 U.S.C. Sec. 332(d)(1), and both facilities-based and nonfacilities-based resellers.

(7) "Private telecommunications system" has the meaning ascribed to it in RCW 80.04.010.

(8) "Subscriber" means the retail purchaser of telephone service as telephone service is defined in RCW 82.16.010.

(9) "Place of primary use" has the meaning ascribed to it in RCW 82.04.065.

iii

#### **WAC 118-66-050**

##### **Agency filings affecting this section**

##### **Eligible expenses.**

Enhanced 9-1-1 communications systems are comprised of multiple components. Subject to available funds, expenses for implementation, operation, and maintenance costs of these components may be eligible for reimbursement if incurred by eligible entities. The components listed below may be eligible for reimbursement to eligible entities from the enhanced 9-1-1 account based on a reasonable prioritization by the state E9-1-1 coordinator with the advice and assistance of the enhanced 9-1-1 advisory committee and in accordance with the purposes and priorities established by statute and regulation, including WAC 118-66-020.

(1) Expenses for the following wireline components may be eligible for reimbursement from the enhanced 9-1-1 account from funds generated under the state wireline enhanced 9-1-1 excise tax (RCW 82.14B.030(3)):

(a) Statewide dialing items:

(i) Switching office enabling;

(ii) Automatic number identification (ANI);

(iii) 9-1-1 voice network (B.01/P.01 grade of service level required);

(iv) Traffic studies between switching offices and the selective router;

(v) MSAG coordination and maintenance;

(vi) ALI/DMS service;

(vii) Reverse ALI search capability;

(b) Basic service items:

(i) Route diversity between switching offices and selective router;

(2) Expenses for the following wireless components may be eligible for reimbursement from enhanced 9-1-1 account funds generated under the state wireless enhanced 9-1-1 excise tax (RCW 82.14B.030(4)):

(a) Wireless Phase I E9-1-1 service components:

(i) Phase I automatic location identification (ALI);

(ii) Phase I address;

(iii) Service control point Phase I capabilities;

(iv) Phase I ALI data base;

(v) Phase I MSAG coordination;

(vi) Phase I interface to selective router;



- (vii) Phase I interface to ALI data base;
- (viii) Phase I testing;
- (ix) Phase I implementation plans;
- (x) Phase I implementation agreements;
- (xi) Pseudo-ANI (P-ANI);
- (xii) Phase I 9-1-1 voice network;
- (xiii) MSC Phase I software capabilities;
- (xiv) Traffic studies between the MSC and selective router;
- (xv) Phase I ALI data circuits;
- (b) Wireless E9-1-1 Phase II service components (including all Phase I components):
  - (i) PSAP mapping;
  - (ii) Phase II CAD system upgrades;
  - (iii) Location determination technology;
  - (iv) Phase II implementation plan;
  - (v) Phase II testing;
  - (vi) MSC Phase II software capabilities;
  - (vii) Service control point Phase II capabilities; and
  - (viii) Mobile positioning center.
- (3) Expenses for the following components are shared with wireline and wireless enhanced 9-1-1 services and may be eligible for reimbursement from enhanced 9-1-1 account funds generated under the state wireline enhanced 9-1-1 excise tax (RCW 82.14B.030(3)) and from enhanced 9-1-1 account funds generated under the statewide wireless enhanced 9-1-1 excise tax (RCW 82.14B.030(4)):
  - (a) Statewide dialing items:
    - (i) Selective routing;
    - (ii) Automatic location identification (ALI) data base;
    - (iii) Traffic studies between selective router and PSAP;
    - (iv) ANI/ALI controllers and necessary interfaces to send data to other PSAP equipment;
    - (v) ANI/ALI display equipment for primary PSAPs;
    - (vi) That portion of a telephone system compatible with enhanced 9-1-1 that is used to answer 9-1-1 calls;
    - (vii) TTY required for compliance with the American Disabilities Act (ADA);
    - (viii) County 9-1-1 coordinator duties;
  - (b) Basic service items:
    - (i) Call detail recorder and/or printer;
    - (ii) E9-1-1 mapping administration;
    - (iii) Mapping display for call answering positions that are ANI/ALI equipped.
    - (iv) Instant call check equipment (one per 9-1-1 call answering position);
    - (v) Uninterruptible power supply (UPS) for PSAP enhanced 9-1-1 equipment;
    - (vi) 9-1-1 management information system;
    - (vii) Headsets for 9-1-1 call takers;
    - (viii) 9-1-1 call receiver salaries and benefits;
    - (ix) Language line service;
    - (x) Call receiver training;
    - (xi) Enhanced 9-1-1 document retention and destruction;
    - (xii) 9-1-1 coordinator electronic mail;
    - (xiii) Route diversity between selective router and PSAP;
    - (xiv) Alternate routing and/or night service;
  - (c) Capital:
    - (i) Auxiliary generator to support 9-1-1 emergency telephone service for backup;
    - (ii) Logging recorder for 9-1-1 call;
    - (iii) Computer aided dispatch (CAD) system hardware and software; and
    - (iv) Clock synchronizer.

iv

#### **RCW 38.52.540**

##### **Enhanced 911 account.**

(1) The enhanced 911 account is created in the state treasury. All receipts from the state enhanced 911 excise taxes imposed by RCW 82.14B.030 shall be deposited into the account. Moneys in the account shall be used only to support the statewide coordination and management of the enhanced 911 system, for the implementation of wireless enhanced 911 statewide, and to help supplement, within available funds, the operational costs of the system, including adequate funding of counties to enable implementation of wireless enhanced 911 service and reimbursement of radio communications service companies for costs incurred in providing wireless enhanced 911 service pursuant to negotiated contracts between the counties or their agents and the radio communications service companies.

(2) Funds generated by the enhanced 911 excise tax imposed by RCW 82.14B.030(3) shall not be distributed to any county that has not imposed the maximum county enhanced 911 tax allowed under RCW 82.14B.030(1). Funds generated by the enhanced 911 excise tax imposed by RCW 82.14B.030(4) shall not be distributed to any county that has not imposed the maximum county enhanced 911 tax allowed under RCW 82.14B.030(2).

(3) The state enhanced 911 coordinator, with the advice and assistance of the enhanced 911 advisory committee, is authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties and shall specify by rule the additional purposes for which moneys, if available, may be expended from this account.

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(4) During the 2001-2003 fiscal biennium, the legislature may transfer from the enhanced 911 account to the state general fund such amounts as reflect the excess fund balance of the account.

**RCW 38.52.510**

**Statewide enhanced 911 service — Funding by counties.**

By December 31, 1998, each county, singly or in combination with adjacent counties, shall implement district-wide, county-wide, or multicounty-wide enhanced 911 emergency communications systems so that enhanced 911 is available throughout the state. The county shall provide funding for the enhanced 911 communication system in the county or district in an amount equal to the amount the maximum tax under RCW 82.14B.030(1) would generate in the county or district or the amount necessary to provide full funding of the system in the county or district, whichever is less. The state enhanced 911 coordination office established by RCW 38.52.520 shall assist and facilitate enhanced 911 implementation throughout the state.



STATE OF WEST VIRGINIA  
DEPARTMENT OF MILITARY AFFAIRS  
AND PUBLIC SAFETY  
DIVISION OF HOMELAND SECURITY  
AND EMERGENCY MANAGEMENT  
Building 1, Room EB-80  
1900 Kanawha Blvd., East  
Charleston, West Virginia 25305-0360  
Telephone: (304) 558-5380 Fax: (304) 344-4538

JOE MANCHIN III  
GOVERNOR

JOSEPH C. THORNTON  
ACTING CABINET SECRETARY

JIMMY J. GIANATO  
DIRECTOR

April 28, 2010

Mr. Thomas J. Beers, Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

Dear Mr. Beers:

On Behalf of Governor Joe Manchin, III, pursuant to your letter received on April 16, 2010, and in compliance with the New and Emerging Technologies 911 Improvement Act of 2008, I submit to you the following requested information on behalf of the State of West Virginia.

E9-1-1 funding in the State of West Virginia is accomplished in two ways. Currently, funding for land-line service is provided for under WV Code §7-1-3cc. This section of the Code authorizes County Commissions to impose a fee on consumers of local exchange service within their county for the purpose of funding an emergency telephone system. These fees vary based on ordinances passed by each county commission and are collected by the local exchange carrier and remitted directly to the county.

In addition, §24-6-6b of the State Code imposes a fee to be collected by all CMRS providers on each valid retail commercial mobile radio service subscription as defined by the West Virginia Public Service Commission. That fee is currently three dollars (\$3.00) per month per subscriber. That three dollar fee is divided as directed in the statute in the following manner as defined in the WV Code:

*"ten cents to be distributed to the West Virginia State Police to be used for equipment upgrades for improving and integrating their communication efforts with those of the enhanced 911 systems: Provided, however, That for the fiscal year beginning on the first day of July, two thousand five, and for every fiscal year thereafter, one million dollars of the wireless enhanced 911 fee shall be distributed by the Public Service Commission to subsidize the construction of towers"... And provided*



Mr. Thomas J. Beers, Chief  
Public Safety and Homeland Security Bureau  
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April 28, 2010

*further, That for the fiscal year beginning on the first day of July, two thousand six, and for every fiscal year thereafter, five percent of the wireless enhanced 911 fee money received by the Public Service Commission shall be deposited in a special fund established by the Division of Homeland Security and Emergency Management to be used solely for the construction, maintenance and upgrades of the West Virginia Interoperable Radio Project and any other costs associated with establishing and maintaining the infrastructure of the system".*

Based on information provided by the West Virginia Public Service Commission, the Commission received \$33,760,563.00 in 2009. Of that amount, \$1,100,351.26 was distributed to the West Virginia State Police to be used as described above, \$1,666,688.91 was distributed to The Division of Homeland Security and Emergency Management to be used for the continued expansion of the West Virginia Interoperable Radio System and the remaining \$26,859,623.69 was distributed to the Counties. These funds are distributed based on the following formula as defined in West Virginia Code §24-6-6b et seq. The difference in the amount collected and the amount dispersed is due to the schedule of payments by the commission. I am attaching to this document copies of both statutes that address 9-1-1 fees in our State. The method of collection and distribution is defined in law. The State does not have a system in place to identify all land-line fees dispersed directly to the Counties from the multiple providers we have.

All 9-1-1 fees in West Virginia are ultimately dispersed by the counties except as noted below. West Virginia Code §7-1-3cc et seq defines what the eligible expenses are for the use of the 9-1-1 fees by the local jurisdictions:

*"The fee revenues may only be used solely and directly for the capital, installation, administration, operation and maintenance costs of the enhanced emergency telephone system and of the conversion to city-type addressing and including the reasonable costs associated with establishing, equipping, furnishing, operating or maintaining a county answering point. Effective on the first day of July, two thousand six, all county enhanced emergency telephone system fees that are in effect as of the first day of July, two thousand six, and as such may later be modified by action of a county commission, shall be imposed upon in-state subscribers to voice over internet protocol (VoIP) service, as VoIP service is defined by the Federal Communications Commission of the United States. A non-business VoIP service subscriber shall be considered in-state if the*

Mr. Thomas J. Beers, Chief  
Public Safety and Homeland Security Bureau  
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*primary residence of the subscriber is located within West Virginia. A business subscriber shall be considered in-state if the site at which the service is primarily used is located within West Virginia. The Public Service Commission may, as it deems appropriate and in accordance with the requirements of due process, issue and enforce orders, as well as adopt and enforce rules, dealing with matters concerning the imposition of county enhanced emergency telephone system fees upon VoIP service subscribers."*

The Code further states:

*"The books and records of all county answering points that benefit from the imposition of the local exchange service fees shall be subject to annual examination by the state auditor's office"*

It is my opinion that the wireless fees allocated to the West Virginia State Police and The West Virginia Division of Homeland Security and Emergency Management have been spent according to state law and have been used to support 9-1-1 services in our State. In addition, the funds allocated to the West Virginia Public Service Commission have been spent to build cellular towers in areas where it would not have been otherwise feasible to do so without supplemental funding. All of these towers are designed and built with the requirement that they are available for use by our state and local responders for enhancing public safety communications and 9-1-1 service. Many are already in use as we build out this system. I have not been made aware of any funds that have been distributed for their uses other than those provided by law.

The State of West Virginia and its local 9-1-1 Centers continue to be proactive in providing the best possible service to our citizens. If you have any questions, please feel free to contact me.

Sincerely,  
  
Jimmy Gianato  
Director

Attachments: West Virginia State Code §7-1-3cc  
West Virginia State Code §24-6-6b

## WEST VIRGINIA CODE

§7-1-3cc. Authority of county commissions to establish enhanced emergency telephone systems, technical and operational standards for emergency communications centers and standards for education and training of emergency communications systems personnel; standards for alarm systems; fee upon consumers of telephone service for the systems and for roadway conversion systems; authority to contract with the telephone companies for billing of fee.

(a) In addition to possessing the authority to establish an emergency telephone system pursuant to section four, article six, chapter twenty-four of this code, a county commission or the county commissions of two or more counties may, instead, establish an enhanced emergency telephone system or convert an existing system to an enhanced emergency system. The establishment of such a system shall be subject to the provisions of article six of said chapter. The county commission may adopt rules after receiving recommendations from the West Virginia Enhanced 911 Council concerning the operation of all county emergency communications centers or emergency telephone systems centers in the state, including, but not limited to, recommendations for:

(1) Minimum standards for emergency telephone systems and emergency communications centers;

(2) Minimum standards for equipment used in any center receiving telephone calls of an emergency nature and dispatching emergency service providers in response to that call and which receives 911 moneys or has basic 911 service funded through its county commission; and

(3) Minimum standards for education and training of all personnel in emergency communications centers.

(b) A county commission may impose a fee upon consumers of local exchange service within that county for an enhanced emergency telephone system and associated electronic equipment and for the conversion of all rural routes to city-type addressing as provided in section three of this article. The fee revenues may only be used solely and directly for the capital, installation, administration, operation and maintenance costs of the enhanced emergency telephone system and of the conversion to city-type addressing and including the reasonable costs associated with establishing, equipping, furnishing, operating or maintaining a county answering point. Effective on the first day of July, two thousand six, all county enhanced emergency telephone system fees that are in effect as of the first day of July, two thousand six, and as such may later be modified by action of a county commission, shall be imposed upon in-state subscribers to voice over internet protocol (VoIP) service, as VoIP service is defined by the Federal Communications Commission of the United States. A nonbusiness VoIP service subscriber shall be considered in-state if the primary residence of the subscriber is located within West Virginia. A business subscriber shall be considered in-state if the site at which the service is primarily used is located within West Virginia. The Public Service Commission may, as it deems appropriate and in accordance with the requirements of due process, issue and enforce orders, as well as adopt and enforce rules, dealing with matters concerning the imposition of county enhanced emergency telephone system fees upon VoIP service subscribers.

(c) A county commission may contract with the telephone company or companies providing local exchange service within the county for the telephone company or companies to act as the billing agent or agents of the county commission for the billing of the fee imposed pursuant to subsection (b) of this section. The cost for the billing agent services may be included as a recurring maintenance cost of the enhanced emergency telephone system.

Where a county commission has contracted with a telephone company to act as its billing agent for enhanced emergency telephone system fees, all competing local exchange telephone companies with customers in that county shall bill the enhanced emergency telephone system fees to its respective customers located in that county and shall remit the fee. It may deduct its respective costs for billing in the same manner as the acting billing agent for the enhanced emergency telephone system fee.

(d) A county commission of any county with an emergency communications center or emergency telephone system may establish

standards for alarm systems, including security, fire and medical alarms.

(e) The books and records of all county answering points that benefit from the imposition of the local exchange service fees shall be subject to annual examination by the state auditor's office.

**§24-6-6b. Wireless enhanced 911 fee.**

(a) All CMRS providers as defined in section two of this article shall, on a monthly basis or otherwise for good cause and as directed by order of the Public Service Commission, collect from each of their in-state two-way service subscribers a wireless enhanced 911 fee. As used in this section "in-state two-way service subscriber" shall have the same meaning as that set forth in the rules of the Public Service Commission. No later than the first day of June, two thousand six, the Public Service Commission shall, after the receipt of comments and the consideration of evidence presented at a hearing, issue an updated order which directs the CMRS providers regarding all relevant details of wireless enhanced 911 fee collection, including the determination of who is considered an in-state two-way service subscriber and which shall specify how the CMRS providers shall deal with fee collection shortfalls caused by uncollectible accounts. The Public Service Commission shall solicit the views of the wireless telecommunications utilities prior to issuing the order.

(b) The wireless enhanced 911 fee is three dollars per month for each valid retail commercial mobile radio service subscription, as that term is defined by the Public Service Commission in its order issued under subsection (a) of this section: *Provided*, That beginning on the first day of July, two thousand five, the wireless enhanced 911 fee shall include ten cents to be distributed to the West Virginia State Police to be used for equipment upgrades for improving and integrating their communication efforts with those of the enhanced 911 systems: *Provided*,

*however*, That for the fiscal year beginning on the first day of July, two thousand five, and for every fiscal year thereafter, one million dollars of the wireless enhanced 911 fee shall be distributed by the Public Service Commission to subsidize the construction of towers. The moneys shall be deposited in a fund administered by the West Virginia Public Service Commission, entitled Enhanced 911 Wireless Tower Access Assistance Fund, and shall be expended in accordance with an enhanced 911 wireless tower access matching grant order adopted by the Public Service Commission. The commission order shall contain terms and conditions designed to provide financial assistance loans or grants to state agencies, political subdivisions of the state and wireless telephone carriers for the acquisition, equipping and construction of new wireless towers, which would provide enhanced 911 service coverage and which would not be available otherwise due to marginal financial viability of the applicable tower coverage area: *Provided further*,

That the grants shall be allocated among potential sites based on application from county commissions demonstrating the need for enhanced 911 wireless coverage in specific areas of this state. Any tower constructed with assistance from the fund created by this subdivision shall be available for use by emergency services, fire departments and law-enforcement agencies communication equipment, so long as that use does not interfere with the carrier's wireless signal: *And provided*

*further*, That the Public Service Commission shall promulgate rules in accordance with article three, chapter twenty-nine-a of this code to effectuate the provisions of this subsection. The Public Service Commission is specifically authorized to promulgate emergency rules: *And provided*



*further,* That for the fiscal year beginning on the first day of July, two thousand six, and for every fiscal year thereafter, five percent of the wireless enhanced 911 fee money received by the Public Service Commission shall be deposited in a special fund established by the Division of Homeland Security and Emergency Management to be used solely for the construction, maintenance and upgrades of the West Virginia Interoperable Radio Project and any other costs associated with establishing and maintaining the infrastructure of the system. Any funds remaining in this fund at the end of the fiscal year shall automatically be reappropriated for the following year.

(c) Beginning in the year one thousand nine hundred ninety-seven, and every two years thereafter, the Public Service Commission shall conduct an audit of the wireless enhanced 911 fee and shall recalculate the fee so that it is the weighted average rounded to the nearest penny, as of the first day of March of the respecification year, of all of the enhanced 911 fees imposed by the counties which have adopted an enhanced 911 ordinance:

*Provided,* That the wireless enhanced 911 fee may never be increased by more than twenty-five percent of its value at the beginning of

the respecification year: *Provided,*

*however,* That the fee may never be less than the amount set in subsection (b) of this section: *Provided*

*further,* That beginning on the first day of July, two thousand five, the wireless enhanced 911 fee shall include ten cents to be distributed to the West Virginia State Police to be used for equipment upgrades for improving and integrating their communication efforts with those of the enhanced 911 systems: *And*

*provided further,* That beginning on the first day of July, two thousand five, one million dollars of the wireless enhanced 911 fee shall be distributed by the Public Service Commission to subsidize the construction of wireless towers as specified in said subsection.

(d) The CMRS providers shall, after retaining a three-percent billing fee, send the wireless enhanced 911 fee moneys collected, on a monthly basis, to the Public Service Commission. The Public Service Commission shall, on a quarterly and approximately evenly staggered basis, disburse the fee revenue in the following manner:

(1) Each county that does not have a 911 ordinance in effect as of the original effective date of this section in the year one thousand nine hundred ninety-seven or has enacted a 911 ordinance within the five years prior to the original effective date of this section in the year one thousand nine hundred ninety-seven shall receive eight and one-half tenths of one percent of the fee revenues received by the Public Service Commission:

*Provided,* That after the effective date of this section, in the year two thousand five, when two or more counties consolidate into one county to provide government services, the consolidated county shall receive one percent of the fee revenues received by the Public Service Commission for itself and for each county merged into the consolidated county.



Each county shall receive eight and one-half tenths of one percent of the remainder of the fee revenues received by the Public Service Commission:

*Provided, however,* That after the effective date of this section, in the year two thousand five, when two or more counties consolidate into one county to provide government services, the consolidated county shall receive one percent of the fee revenues received by the Public Service Commission for itself and for each county merged into the consolidated county. Then, from any moneys remaining, each county shall receive a pro rata portion of that remainder based on that county's population as determined in the most recent decennial census as a percentage of the state total population. The Public Service Commission shall recalculate the county disbursement percentages on a yearly basis, with the changes effective on the first day of July, and using data as of the preceding first day of March. The public utilities which normally provide local exchange telecommunications service by means of lines, wires, cables, optical fibers or by other means extended to subscriber premises shall supply the data to the Public Service Commission on a county specific basis no later than the first day of June of each year;

(2) Counties which have an enhanced 911 ordinance in effect shall receive their share of the wireless enhanced 911 fee revenue for use in the same manner as the enhanced 911 fee revenues received by those counties pursuant to their enhanced 911 ordinances;

(3) The Public Service Commission shall deposit the wireless enhanced 911 fee revenue for each county which does not have an enhanced 911 ordinance in effect into an escrow account which it has established for that county. Any county with an escrow account may, immediately upon adopting an enhanced 911 ordinance, receive the moneys which have accumulated in the escrow account for use as specified in subdivision (2) of this subsection:

*Provided,* That a county that adopts a 911 ordinance after the original effective date of this section in the year one thousand nine hundred ninety-seven or has adopted a 911 ordinance within five years of the original effective date of this section in the year one thousand nine hundred ninety-seven shall continue to receive one percent of the total 911 fee revenue for a period of five years following the adoption of the ordinance. Thereafter, each county shall receive that county's eight and one-half tenths of one percent of the remaining fee revenue, plus that county's additional pro rata portion of the fee revenues then remaining, based on that county's population as determined in the most recent decennial census as a percentage of the state total population:

*Provided, however,* That every five years from the year one thousand nine hundred ninety-seven, all fee revenue residing in escrow accounts shall be disbursed on the pro rata basis specified in subdivision (1) of this subsection, except that data for counties without enhanced 911 ordinances in effect shall be omitted from the calculation and all escrow accounts shall begin again with a zero balance.

(e) CMRS providers have the same rights and responsibilities as other telephone service suppliers in dealing with the failure by a subscriber of a CMRS provider to timely pay the wireless enhanced 911 fee.

(f) Notwithstanding the provisions of section one-a of this article, for the purposes of this section, the term "county" means one of the counties provided in section one, article one, chapter one of this code.

(g) From any funds distributed to a county pursuant to this section, a total of three percent shall be set aside in a special fund to be used exclusively for the purchase of equipment that will provide information regarding the x and y coordinates of persons who call an emergency telephone system through a commercial mobile radio service:

*Provided,* That upon purchase of the necessary equipment, the special fund shall be dissolved and any surplus shall be used for general operation of the emergency telephone system as may otherwise be provided by law.

(h) Notwithstanding anything to the contrary in this code, beginning the first day of July, two thousand eight, prepaid wireless calling service is no longer subject to the wireless enhanced 911 fee.



# Public Service Commission of Wisconsin

Eric Callisto, Chairperson  
Mark Meyer, Commissioner  
Lauren Azar, Commissioner

610 North Whitney Way  
P.O. Box 7854  
Madison, WI 53707-7854

March 19, 2010

James Arden Barnett, Jr.  
Rear Admiral (Ret.)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: **PS Docket No. 09-14**

## **Initial Information Collection Mandated By the New and Emerging Technologies Improvement Act of 2008**

Dear Admiral Barnett:

Governor Doyle has requested that I provide the following response to your request for information dated February 5, 2010. Wisconsin has adopted two dissimilar programs for funding wireline and wireless E911 service. For this reason, a statement regarding each program is included for each question.

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

### Wireline E911:

Wisconsin has adopted by statute a funding mechanism to reimburse local telecommunications exchange carriers for just the telecommunications network costs incurred to implement and operate an enhanced 911 system. The 911 statute permits local carriers to collect a surcharge through the monthly telephone bill to recover the 911-related network expenses. No portion of the wireline 911 surcharge is remitted to any local government or state agency. County and municipal governments that operate a wireline public safety answering point fund all equipment, training and salary expenses of that PSAP through the county or municipal budget.

The authorization for that surcharge is a contract between the county government and the participating telephone companies within the county. *See* Wis. Stat. § 256.35(3).

#### Wireless E911:

Wisconsin has adopted by statute a funding mechanism to reimburse wireless providers and county governments for expenses incurred during a specified reimbursement period (September 3, 2003 to November 30, 2008) to implement and operate an enhanced wireless 911 emergency service system. The statutory authority for the wireless 911 Fund may be found at Wis. Stat. § 256.35(3m). The wireless 911 Fund program was limited in scope and differs from the wireline scheme described above in several key respects:

- The 911 Fund collected a surcharge from wireless service subscribers with a Wisconsin billing address during the period December 1, 2005 to June 30, 2008.
  - The wireless providers remitted the surcharge collection to a state agency, the Public Service Commission.
  - The Public Service Commission reviewed and awarded grants to eligible applicants to reimburse the applicants for their reasonable wireless 911 costs. The wireless program reimburses certain categories of county and municipal 911 expense as well as the related telecommunications network expenses.
  - The wireless 911 Fund disbursed grant payments from June 2006 to March 2009. The total amount disbursed to grant applicants was \$62,019,350.72.
- 2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009.**

#### Wireline E911:

The local exchange carriers providing 911 service in a given county in Wisconsin enter into a service agreement, pursuant to Wis. Stat. §§ 256.35(a)2 and 256.35(b). One schedule in the service agreement identifies the network cost to be recovered. The 911 surcharge is set to recover the costs listed in that schedule. The only difference between this 911 surcharge and any other local telephone rate element is that the participating carriers' cost of providing 911 service in a given county is pooled, and a common surcharge rate is billed to each wireline access line in the county regardless of the interconnecting local carrier. The amount of the surcharge varies from one county to the next, based upon the cost of the 911 network and the number of billable access lines in the county.

#### Wireless E911:

The wireless E911 surcharge was discontinued on July 1, 2008. No charges were collected from wireless subscribers during calendar year 2009, although the wireless 911 fund did earn some interest on the fund balance during 2009.

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

Wireline E911:

No portion of the receipts from the wireline 911 surcharge is shared with the state or local governments. The surcharge for wireline E911 service is limited to the recovery of telecommunications network expenses, and is retained by the carriers participating in the 911 contract.

Wireless E911:

The funds collected were made available to wireless providers and county governments in the form of a grant award. Under Wis. Stat. §§ 256.35(3m)(b) and (c), sixty eight counties and eleven wireless providers applied for grants from the Fund. Overall, the Commission approved grant awards totaling \$87,514,022.84.

Generally, grant awards from the 911 Fund were limited to reimbursement for costs that an applicant had incurred, or planned to incur, during the reimbursement period to implement and operate a wireless E911 network. Specific criteria used to evaluate grant applications may be found at Wis. Stat. §§ 256.35(3m)(b)1., (c)1., and (d)3., and at Wis. Admin. Code §§ PSC 173.06 and 173.07.

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

Wireline E911:

The wireline 911 surcharge recovers the cost of providing the telecommunications network supporting the E911 service in a given county. The surcharge is authorized by a contract or service agreement that the county enters into with the participating local exchange carriers. This contract specifies in detail the network design for the county 911 service, sets the amount of the 911 surcharge, and also sets forth the obligations of the parties to operate, maintain and repair the 911 telecommunications network. Wis. Stat. § 256.35(3)(b)3. The requirement for a county-specific contract gives a county a measure of oversight over the design and operation of the 911 network in the county.

The 911 statute also requires that the local exchange carriers submit a 911 contract, or a subsequent amendment to a 911 contract, to the Public Service Commission for review. The Commission may disapprove the contract or contract amendment if it finds the contract is not compensatory, is excessive or is not in the public interest. Wis. Stat. § 256.35(3)(i).

#### Wireless E911:

The Public Service Commission was designated by statute to administer the Wireless E911 grant program. The Commission evaluated and approved grant awards to reimburse counties and wireless providers for their reasonable expenses to implement and operate a wireless E911 system. The Commission then disbursed grant funds to the grant applicants upon proof that the applicants had actually purchased the equipment and services identified in their respective grant awards. Generally, copies of invoices, check vouchers and purchase orders were accepted as documentation of a purchase. A statement of staff hours on county letterhead was accepted for services rendered by county staff.

Wisconsin also requires an annual audit of the financial records of county programs receiving state funds. The Wireless 911 Fund program was included in the list of state programs subject to this audit during the years in which disbursements to counties were made.

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

#### Wireline E911:

All the funds collected through the wireline 911 surcharge have been used for the purpose of establishing and operating a telecommunications network dedicated to the E911 service. No portion of this surcharge has been made available to any local government or state agency. County and municipal governments operating a wireline public safety answering point have funded all equipment, training and salary expense of that PSAP through the county or municipal budget. *See Wis. Stat. §§ 256.35(3)(a)2. and 256.35(3)(b).*

#### Wireless E911:

All the funds collected for wireless E911 purposes have been used for the purposes specified in the 911 statute. However, the 911 Fund did collect money in excess of the actual requests for funds submitted by the 911 grant applicants. The reason for this surplus is that not all grant applicants filed documented requests for the full amount of their grant awards. There were several reasons for this:

- Some wireless providers overestimated their implementation costs.
- Two wireless providers generated some cost savings by shifting their contract for data services to a different third party provider.
- There were three mergers and/or acquisitions during the course of the wireless 911 program, and in two cases the acquiring companies decided not to pursue reimbursement of the former company's 911 expenses.
- During this program, Verizon Wireless decided not to pursue collection of its Phase II 911 expenses in any of the states it operated in.



- Many counties underestimated the amount of time needed to order and install the wireless E911 service, and therefore overestimated the amount of recurring telephone expense they would incur during the reimbursement period.
- Several counties scaled back purchases of equipment and services for which the Commission had agreed to pay a portion (25-50 percent) of the total cost from the 911 Fund. This would include orthophotography and electronic mapping projects.

In July 2008, the Commission recognized that the wireless 911 program would end with a substantial surplus in the Fund. The Commission extended to each grant applicant the opportunity to supplement its grant application to shift the approved grant funds to alternative uses. The proposed alternative uses had to have been incurred during the reimbursement period as well as meet the same eligibility criteria used to evaluate the original grant applications. In total, 54 of the 68 county grant applicants used this opportunity to identify eligible 911-related expenses.

Over the course of the program, the Commission actually disbursed 91.57 percent (\$31,873,646 of \$34,808,239) of the total grant award approved for county grant applicants as reimbursement for 911-related expenses. The Commission disbursed 57.2 percent (\$30,145,704 of \$52,705,783) of the total grant award approved for wireless service providers. In sum, the Commission disbursed 70.87 percent (\$62,019,350) of the total approved grant award for all applicants, which was 100 percent of the eligible 911-related expenses reported to the Commission in the applicants' requests for reimbursement.

On June 30, 2009, the wireless E911 Fund was closed, and the balance in the fund transferred to the state's general purpose revenue account for further distribution pursuant to the state's biennial budget, Wis. Act 28 (2009).

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

Wireline E911:

No portion of the wireline 911 surcharge has been made available to any local government or state agency, either for 911-related purposes or for any other purpose.

Wireless E911:

As discussed above, the 911 Fund did collect approximately \$25,000,000 in excess of the actual requests for funds submitted by the 911 grant applicants. A small portion of that collection was applied to the salary expense the Commission incurred to administer the program. The funds collected in excess of the wireless E911 program obligations were transferred to the state's general purpose revenue account on June 30, 2009.

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

Wireline E911:

The wireline E911 program has accomplished its principal objective: 70 of 72 counties in Wisconsin provide E911 access to its residents. The two remaining counties, Iron and Menominee Counties, elected to employ a basic 911 service because of the cost of the terminal equipment and associated salary and facilities expense.

Wireless E911:

The wireless E911 program has accomplished its principal objective as well: 69 of 72 counties in Wisconsin provide Phase II wireless E911 access to its residents. The three remaining counties (Iron, Menominee, and Taylor Counties) employ a basic wireless 911 service both because of the cost of the equipment and facilities and also because, in the view of the counties, there is too little wireless service coverage within those counties to justify the expense.

If you have any additional questions regarding this matter, please contact Dennis Klaila of the Public Service Commission staff at (608) 267-9780 or [dennis.klaila@wisconsin.gov](mailto:dennis.klaila@wisconsin.gov).

Sincerely,

*Gary A. Evenson*

Gary A. Evenson  
Administrator  
Telecommunications Division

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THE STATE OF WYOMING

**DAVE FREUDENTHAL**  
Governor

## Office of Homeland Security

**Joe Moore**  
Director

Telephone (307) 777-Home (4663)  
Fax (307) 635-6017  
Herschler Bldg., First Floor East, 122 W. 25th St., Cheyenne, Wyoming 82002

March 15, 2010

James Arden Barnett, Jr.  
Rear Admiral (Ret)  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission  
Washington, DC 20554

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

Dear Admiral Barnett:

Your letter to the governor's office, regarding the above caption, was received at the governor's office, March 8, 2010, and referred to Director Moore for response on March 12, 2010.

Specific responses to questions are as follows:

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

**Answer:** Wyoming Statutes allow local political subdivisions to create, by ordinance, funding mechanisms for the implementation and support of 911/E911 systems. Maximum surcharge is set by statute, but does not authorize state level oversight of local funding mechanisms. (Ref.16-9-105)

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

**Larry Majerus**  
Deputy Director

**Angela VanHouten**  
Bioterrorism Program Manager  
(307) 777-5778

**Kelly Ruiz**  
Public Information Officer  
(307) 777-4909

**Answer:** The maximum surcharge allowable is \$00.75 per month and is set by state statute (16-9-103 (b)). Surcharge levels are set by local ordinance and not to exceed the \$00.75 level. Funds are routinely collected by the service provider and distributed to 911 centers according to local ordinance.

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

**Answer:** Each local entity (political subdivision) establishing a 911 or E911 surcharge ordinance, has sole oversight responsibility for collection, distribution and oversight of funds collected to implement or support 911 or E911 services.

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

**Answer:** Information necessary to answer this statement exists only at the local entity level where the 911 or E911 funding mechanisms are created. State Statutes only set maximum surcharge levels.

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

**Answer:** This agency is not aware of any funds collected for 911 or E911 purposes subsequently made available or used for unrelated purposes.

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

**Answer:** None

Should you have questions subsequent to your review of the above interrogatories and answers, please contact Deputy Director Larry Majerus at 307-777-4900.

Respectfully Yours,



Joe Moore  
Director

JM:db

CC: Governor's Office  
Rob Hurless, Governor's Energy & Telecommunications Advisor  
State of Wyoming Public Service Commission