Oklahoma 9-1-1 Management Authority Annual State Audit

INTRODUCTION

General Information

The Audit is designed to gather information, to show the cost of doing business at the local level, and is essential to knowing the cost of providing 9-1-1 services statewide. It is imperative that the information provided is the most accurate to show a complete statewide view of 9-1-1.

Please read the following instructions carefully; the PSAP will be held accountable. To be in compliance, <u>ALL</u> sections of this Audit must be filled out completly AND a copy of the PSAP budget must be uploaded before midnight on **November 21, 2025**. Failure to comply with this request for information, pursuant to O.S. § 63.2464.4(c) by submitting information of this Audit and the most recent PSAP budget or completed audit on or before **November 21, 2025**, can result in action to escrow the PSAP wireless 9-1-1 funding until compliance is met.

The information collected is considered public information and will be included in a yearly report to the Oklahoma Legislature and the FCC.

Have questions? Not sure where to find the information requested? Need help with the Audit and budget? Call us 405-521-3193 or email Stacey Root stacey.root@oem.ok.gov. We can walk through it with you, discuss options, and provide information! We are here to help!

*Please sign in the box confirming that you read the above information, and understand what is expected regarding the Audit and budget, and confirm that you understand the PSAP will be held accountable for making sure the Audit and budget are turned in by **November 21, 2025.**

Type   **Sign**

PSAP Information

This section will be used to provide information to the citizens calling to request information about the PSAP.

*What is the name of the PSAP (Public Safety Answering Point)?

*What is the 24/7 phone number for citizens or providers needing to reach the Dispatch Center without calling 9-1-1?

Addressing Contacts for Citizens

When a citizen calls the Authority office to obtain a 9-1-1 address or verify an assigned address, the Authority office will provide an email and/or phone number to the citizen to contact in order to obtain an address or get addressing information.

*The name of the person within the PSAP or agency that responds to requests to provide, confirm, and/or assign a 9-1-1 address:

*What phone number does a citizen use to obtain or verify a 9-1-1 address?

[ ]

*The email of the person within the PSAP or agency to provide to those requesting a 9-1-1 address:

[ ]

*Is there a website used by the PSAP or agency to assign, confirm, or provide a 9-1-1 address, if not enter N/A.

[ ]

Who is the person who receives, reviews, makes changes, and returns the wireless routing sheets from ComTech (Verizon), Intrado, and T-Mobile? (These emails notify the PSAP of any changes to the tower directions, which may affect the PSAPs wireless routing accuracy by correcting or confirming the wireless tower sector directions. If this is new information, you have never heard of these emails, or don't know who receives them, please call our office 405-521-3193.)

*Name

[ ]

*Title

[ ]

*Email

[ ]

*Phone Number

When was the PSAPs MSAG last updated, and by whom?

*Date

*Name

*Title

*Email

*Phone Number

PSAP Contact Information

9-1-1 Coordinator Contact Information

*What is the name of the person who provides 9-1-1 Coordination for the PSAP?

[   ]

*What is the title given to the person who provides 9-1-1 Coordination, or their position?

[   ]

*What is the 9-1-1 Coordinator's direct OFFICE phone number?

[   ]

*What is the 9-1-1 Coordinator's CELL phone number?

[   ]

*What is the 9-1-1 Coordinator's email?

[   ]

*What is the 9-1-1 Coordinator's mailing address?

[   ]

Operation/Dispatch Contact Information

*What is the name of the person who has the role of PSAP Manager? (The role is in charge of daily operations, including but not limited to: identifying policy needs, scheduling, trouble reporting, overseas training, trainers, etc.)

[   ]

*What is the title given to the Operations/Dispatch Manager role?

*What is the Operations/Dispatch Manager's direct <u>OFFICE</u> phone number?

*What is the Operations/Dispatch Manager's <u>CELL</u> phone number?

*What is the Operations/Dispatch Manager's email?

*What is the Operations/Dispatch Manager's mailing address?

GIS/Addressing Contact Information

*Does the PSAP have a contract with a mapping vendor?

○ Yes

○ No

*What software does the PSAP use to update and maintain local addressing GIS information to ensure the NG9-1-1 Addressing and GIS Standard is met?

*How does the PSAP maintain the mapping?

Select one ⌄

Who maintains the MSAG (Master Street Address Guide) for the PSAP?
This person would have a secure login to the AT&T database to update and maintain the MSAG. The MSAG is a database used to add streets to the 9-1-1 system.

*Name

*Title

*Email

*Phone Number

*Who updates the GIS data to ensure that the local GIS programs used by the PSAP are current?

Have questions? Not sure where to get the information we are requesting? Need help with the Audit and budget? Call us 405-521-3193 or email Stacey Root at stacey.root@oem.ok.gov. We can walk through it with you, discuss options, and provide information! We are here to help!

PSAP Equipment Data

NG9-1-1 System and NG9-1-1 Readiness

These questions are regarding general operations, notification of standards, questions related to scheduling, staffing, and other pertinent issues.

*What type of 9-1-1 server are you operating?

○ Is the server locationed onsite and within the local intranet and locally owned facility

○ Is the server hosted offsite

Operations Information

*Does your PSAP provide Primary 9-1-1 call answering services and/or dispatch services to areas or response agencies outside of your normal jurisdictional boundary i.e., services outside the city limits, county provides services to a municipality, dispatch services for stand-alone EMS services, or volunteer fire?

○ Yes

○ No

*Does the PSAP have an interlocal agreement (ILA) with other counties, cities, tribal entities, or other agencies concerning the operation of the PSAP?

○ Yes

○ No

Please upload all interlocal agreements (ILA).

⬆

Select a file or drag here

Please upload all interlocal agreements (ILA).

⬆

Select a file or drag here

*if hosted offsite, how is the local equipment connected to the server?

○ Fiber

○ Traditional T-1

○ Microwave

○ Other [   ]

○ Not Hosted

*Please select the host that your PSAP is connected to:

○ Woods County

○ SWOR 9-1-1

○ Payne County

○ CallWorks

○ AT&T (including INCOG contracts)

○ ACOG

○ Other [   ]

*Who is the primary provider from the offsite host to the PSAP? *

[   ]

*Is there a redundant connection to the hosted server?

○ Yes

○ No

Operations Information

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◯ Yes

◯ No

*Does the PSAP have an interlocal agreement (ILA) with other counties, cities, tribal entities, or other agencies concerning the operation of the PSAP?

◯ Yes

◯ No

Please upload all interlocal agreements (ILA).

⬆
Select a file or drag here

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⬆
Select a file or drag here

Staffing Numbers

This section is very important. This information will help determine the number of 9-1-1 Telecommunicators budgeted for in the State, and will help elected officials understand the current status of staffing, as well as be used for strategic planning for potential training across the State.

*How many FULL-TIME Calltaker(s) and/or Dispatcher(s) positions were approved for the PSAP in the most recent budget?

[   ]

*As of today's date, what is the total number of FULL-TIME Calltaker(s) and/or Dispatcher(s) currently on staff, who are fully trained and working on their own?

[   ]

*How many PART-TIME Calltaker(s) and/or Dispatcher(s) positions were approved for the PSAP in the most recent budget?

[   ]

*As of today's date, what is the total number of PART-TIME Calltaker(s) and/or Dispatcher(s) currently on staff, who are fully trained and working on their own?

[   ]

*How many 9-1-1 Supervisor(s) positions does the PSAP have on staff? (If the Supervisor(s) are included in the staffing numbers above, answer this questions with zero)

[   ]

*Please provide the total number of active Telecommunicators, also known as Calltakers and/or Dispatchers, in the PSAP's jurisdiction whose salary was funded by the collection of 9-1-1 fees.

[   ]

Types of 9-1-1 Calls the PSAP Can Receive

*Please list any stand-alone primary PSAPs or secondary PSAPs within your PSAP boundary (Sheriff's office dispatch, 8-5 dispatch center):

[   ]

*Does your PSAP/agency have a comprehensive policy and/or procedure manual specific to the 9-1-1 center?

○ Yes

○ No

*Does the PSAP have a written Continuity of Operations Plan (COOP)?

○ Yes

○ No

*Is your COOP plan tested on an annual basis?

○ Yes

○ No

*Does your COOP include cyber?

○ Yes

○ No

*Are all staff members trained to execute and/or navigate the COOP plan?

○ Yes

○ No

Grant money is available to assist with your COOP! Contact Karen Douglas at 405-521-3110 or karen.douglas@oem.ok.gov!

9-1-1 Equipment Used in the PSAP

*What systems does the PSAP use to track calls for service (CAD)?

[   ]

*Who is the PSAP's 9-1-1 Equipment vendor/supplier? (Motorola, AT&T, Carbyne, etc.)

[   ]

*What brand is the PSAP's 9- 1-1 Equipment?

[   ]

*Is your 9-1-1 equipment NENA i3 compliant?

◯ Yes

◯ No

*What version is the PSAP's 9- 1-1 software?

[   ]

*What mapping software does the PSAP use to visualize 9-1-1 call information?

[   ]

*What brand is the PSAPs recording software?

[   ]

* What version is the PSAP's recording software?

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* Is the PSAP's recorder NG9-1-1/NENA i3 compliant?

- ◯ Yes

- ◯ No

* Do Calltakers use scripted protocols during calls? (Click all that apply)

- ☐ Police

- ☐ Fire

- ☐ EMS

- ☐ None

* How many FULL 9-1-1 Call-taking positions does the PSAP have?

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* How many LIMITED 9-1-1 Call-taking positions does the PSAP have?

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* How many 9-1-1 trunk lines are delivering 9-1-1 calls to this PSAP?

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PSAP Call Data

9-1-1 Call Data

Call data is very important to the State and Federal Government. These numbers affect potential funding and help the State prepare for Next Generation 9-1-1. The Authority asks for the total number of calls to provide checks and balances.

The PSAPs vendor can be contacted for assistance or with questions related to running call reports. You can also contact the Authority office at 405-521-3193 or stacey.root@oem.ok.gov!

*List the total number of 9-1-1 CALLS received by the PSAP from July 01, 2024 - June 30, 2025.

All Landline Calls	$
All Wireless Calls	$
All VoIP	$
All Other Calls	$
All Telematic Calls	$
All Hang-up/Abandoned Calls	$
Text - to- 9-1-1	$
Total	$

*List the total number of 9-1-1 calls that were TRANSFERRED to another PSAP from July 01, 2024 - June 30, 2025.

*List the total number of all <u>INCOMING ADMIN</u> and/or <u>INCOMING 10-DIGITS</u> calls
from July 01, 2024 - June 30, 2025. (enter 0 or unk if not known)

[ ]

*List the total number of all <u>OUTGOING ADMINISTRATIVE</u> calls or <u>OUTGOING 10-
DIGIT</u> calls from July 01, 2024- June 30, 2025. (enter 0 or unk if not known)

[ ]

PSAP Financial Information

Please note that all questions in this section are for the reporting period of July 01, 2024 - June 30, 2025. The information collected is considered public information and will be included in a yearly report to the Oklahoma Legislature and the FCC.

The Oklahoma 9-1-1 Management Authority (OK911MA) defines the overall cost to provide 9-1-1 service as: "*all costs related to the receipt of 9-1-1 calls, the necessary equipment within the walls of the Dispatch Center needed to answer and deliver the 9-1-1 call to the radio system or data system in the field. This includes technology and employee costs.*"

*Please sign the box confirming that you've read the above information, and understand what is expected regarding this Audit and budget, and confirm you understand the PSAP will be held accountable for making sure the Audit and Budget are turned in by **November 21, 2025**.

Type	**Sign**

Clear

Expenses
All expenses/costs reported need to be the <u>actual</u> amount spent, and not the amounts from a budget line item.
All expenses that are required to meet the above definition should be included within the responses to the following questions. Revenue and expenses are extremely important to the State and Federal Government. These amounts are required to be able to show checks and balances.

If unsure of where to find the information requested, or unsure if the cost is a cost the PSAP has, please contact the State 9-1-1 office at 405-521-3193 or email Stacey Root at stacey.root@oem.ok.gov.

* (Please include the cost of Operational personnel, even if funded from other revenue, including revenue reported in the 'Revenue' section)

What was the total cost for Operational personnel? $ [   ]

* Were any 9-1-1 fees used to fund any portion of the Operational personnel costs?

○ Yes

○ No

* (If only a portion of the employee time is used for 9-1-1, then estimate the personnel cost based on overall hours worked for 9-1-1.)

What was the total cost of the Technical personnel? $ [   ]

* Were any 9-1-1 fees used to fund any portion of the Technical personnel costs?

○ Yes

○ No

What was the total cost for telephone/telecommunications? $ [   ]

* Were any 9-1-1 fees used to fund any portion of the telephone/telecommunications costs?

○ Yes

○ No

What was the total cost for 9-1-1 call taking equipment, maintenance, and warranty?

$ [   ]

*Were any 9-1-1 fees used to fund any portion of the calltaking equipment, maintenance, and warranty?

○ Yes

○ No

What was the total cost for GIS services?

$ [   ]

*Were any 9-1-1 fees used to fund any portion of the GIS services?

○ Yes

○ No

What was the total cost for Computer-Aided Dispatch (CAD) maintenance and support?

$ [   ]

*Were any 9-1-1 fees used to fund any portion of the Computer-Aided Dispatch (CAD)?

○ Yes

○ No

What was the total cost for radio console maintenance and support? $ [   ]

*Were any 9-1-1 fees used to fund any portion of the radio equipment used in the PSAP?

○ Yes

○ No

What was the total cost to the PSAP for accounting and/or auditing, and legal experts? $ [   ]

*Were any 9-1-1 fees used to fund any portion of the costs associated with the accounting and/or auditing, and legal experts?

○ Yes

○ No

Please enter a line item for each dues and/or subscription that was paid for during this Audit cycle. Once you've entered all dues and/or subscriptions click "Next Page" and each line item willl apear with a blank field next to each line item that will allow you to enter the cost.

Op1

Op2

OP3

Op4

Op5

Op6

OP7

Op8

Op9

Op10

Enter the cost of the line items of Dues and Subscriptions

Total $ [   ]

*Were any 9-1-1 fees used to fund any portion of the PSAP's cost for dues and subscriptions?

○ Yes

○ No

What was the total cost for travel and meetings? $ [   ]

*Were any 9-1-1 fees used to fund any portion of the PSAP's travel and meetings?

○ Yes

○ No

What was the total cost for training related to the PSAP? $ [   ]

*Were any 9-1-1 fees used to fund any portion of the PSAP's training?

○ Yes

○ No

What was the total cost of the PSAP's vehicle expenses? $ [_____]

*Were any 9-1-1 fees used to fund any portion of the PSAPs vehicle expenses?

○ Yes

○ No

Please enter a line item for each other expenses that was paid for during this Audit cycle. Once you've entered all the other expenses click "Next Page" and each line item willl apear with a blank field next to each line item that will allow you to enter the cost.

Op1

[_____]

OP2

[_____]

Op3

[_____]

Op4

[_____]

Op5

[_____]

Op6

[_____]

Op7

[_____]

Op8

[_____]

Op9

Op10

Op11

Op12

Op13

Op14

Op15

Op16

Op17

Op18

Op19

Op20

Enter the cost of the line items of other expenses.

Total $ [   ]

*Were any 9-1-1 fees used to fund any portion of the other expenses?

◯ Yes

◯ No

*Total all reported expenses from the Audit.

Please total all reported expenses $ [   ]

Revenue

All revenue sources that are required to meet the above definition should be included within the responses to the following questions. Revenue may come from multiple sources and/or entities. DO NOT account for only the 9-1-1 fee revenue - account for ALL revenue.

This year, all revenue from Landline and Wireless are combined and available to view via the OK.Tap website. Therefore, we are not requiring PSAPs to report revenue from these sources. However, all other revenue sources are required to be reported.

*Taxes not to include wireless 9-1-1 funds

Total revenue received from dedicated PSAP taxes or fees. $ [   ]

*Fees for paid services contracted through EMS, Dispatch services, etc.

Total revenue received from Contracted Services. $ [   ]

*Funds provided by the city or county to offset the cost of providing the business of 9-1-1

Total revenue received from the general fund/appropriations. $ [   ]

Revenue received from any other source (grants, donations, etc.) $ [   ]

*Please add all reported revenue.

Please total all reported revenue from the Audit $ [   ]

Please upload the FY25 budget that shows the acutal expenses and revenue.

⬆

Select a file or drag here