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## Excerpt from a PSAP Case Study – Oakville, CA

Though there may not be separate trunks for landline and wireless calls, there appears to be trunk groups at least in the case of Oakville Fire. If trunks are provided from different Selective Routers, they may act like trunk groups. In Oakville’s case, there appear to be three trunk groups (see E9-1-1 Trunks Data below). It also seems that some calls overflow to some trunk groups (TG2 overflows to TG1) but some do not (TG3 does not appear to overflow). It is important to know, even if trunks do overflow, that trunks are added to the trunk groups that need it and not just added to the first group. In this example, it would not help the calls from Pinehurst PD if trunks were added to the Oakville PD group. The Pinehurst group gets almost as many calls as the Oakville PD group.

### E9-1-1 Trunks Data

Trunk Group	# of Trks	# of Calls	Avg Dur	Avg Ans	PD
1 - E911-Oakville	3	17	74.06	8.82	CHP EAST
1 - E911-Oakville	3	25	73.44	7.68	CHP - NORTH
1 - E911-Oakville	3	32	76.41	8.81	CHP - SOUTH
1 - E911-Oakville	3	1	54.00	7.00	CHP - WEST
1 - E911-Oakville	3	1	93.00	8.00	CHP - NORTHWEST
1 - E911-Oakville	3	502	63.15	8.64	OAKVILLE PD
1 - E911-Oakville	3	14	63.93	7.71	SOUTHEAST CHP
1 - E911-Oakville	3	4	84.75	8.75	NORTHEAST CHP
1 - E911-Oakville	3	2	26.00	8.00	LAKEWOOD SHF
1 - E911-Oakville	3	16	63.13	7.50	FIRTREE PD
1 - E911-Oakville	3	5	71.80	4.80	NO ADDRESS INFO
1 - E911-Oakville	3	7	52.00	8.29	No PD Supplied
1 - E911-Oakville	3	3	88.33	7.33	NORTHLAKE SHF
1 - E911-Oakville	3	13	95.69	7.77	HOT SPRINGS CHP
1 - E911-Oakville	3	10	72.80	8.80	SFS CHP
1 - E911-Oakville	3	50	60.02	8.50	SOUTHWEST CHP
1 - E911-Oakville	3	137	65.19	8.81	WILLOWS POLICE
1 - E911-Oakville	3	4	71.25	9.00	NORTHEAST CHP
<b>Totals:</b>		<b>843</b>	<b>69.39</b>	<b>8.01</b>	
2 - E911--Forestdale	2	4	45.00	6.75	OAKVILLE PD
2 - E911--Forestdale	2	1	76.00	7.00	NORTHWEST SHF
2 - E911--Forestdale	2	263	55.49	7.86	FORESTDALE PD
2 - E911- Forestdale	2	4	37.50	14.50	NO ADDR DUE TO ANI
<b>Totals:</b>		<b>272</b>	<b>53.50</b>	<b>9.03</b>	
3 - E911- Pinehurst	2	740	54.55	7.79	PINEHURST SHERIFF
3 - E911- Pinehurst	2	10	49.90	13.20	NO ADDR DUE TO ANI
<b>Totals:</b>		<b>750</b>	<b>52.23</b>	<b>10.49</b>	
<b>Total Calls</b>		<b>1865</b>			

### Required E9-1-1 Trunks

Trunk Group	Erlang	# of Calls	# Of Trunks	Required Trunks
1 - E911-Oakville	0.56	15	3	4
2 - E911- Forestdale	0.22	6	2	3
3 - E911- Pinehurst	0.44	9	2	4