

Douglas A. Ducey  
Governor



Andy Tobin  
Director

**ARIZONA DEPARTMENT OF ADMINISTRATION**

Grants and Federal Resources  
100 NORTH FIFTEENTH AVENUE • SUITE 305  
PHOENIX, ARIZONA 85007  
(602) 542-1500

December 4, 2019

Richard Stavneak, Director  
Joint Legislative Budget Committee  
1716 West Adams  
Phoenix, AZ 85007

Director Stavneak,

Pursuant to A.R.S. 41-704, please find attached the 2019 report to the Joint Legislative Budget Committee on the activities of the Arizona 9-1-1 Program. The report includes the department's expenditure plan for the current fiscal year and the status of the department's implementation of improvements to the 9-1-1 emergency system.

Please contact me or Karen Ziegler, Public Safety Program Manager, at 602-542-6032 or [karen.ziegler@azdoa.gov](mailto:karen.ziegler@azdoa.gov) if you have any questions or would like additional information about the program.

Sincerely,

A handwritten signature in black ink, appearing to read "Andy Tobin".

Andy Tobin,  
Director

cc: Rebecca Perrera, Senior Fiscal Analyst, JLBC  
Jacob Wingate, Budget Manager, OSPB  
Matt Hanson, Assistant Director, Office of Grants and Federal Resources, ADOA

**Arizona Department of Administration  
Office of Grants and Federal Resources  
State 9-1-1 Program**

Pursuant to A.R.S. 41-704, the Arizona 9-1-1 Program has the responsibility for administering and disbursing the revenues collected through the Emergency Telecommunication Services Revolving Fund. This fund derives its revenues from a Telecommunication Services Excise Tax for traditional wireline, wireless and Voice over Internet Protocol (VoIP) phones and through the Prepaid Wireless Telecommunications E911 Excise Tax.

The 9-1-1 Excise Tax in Arizona is \$.20/month for wireline, wireless and VoIP services. The prepaid wireless tax is eight-tenths of one per cent of the gross proceeds derived from the retail sale of prepaid wireless telecommunications service. The tax and earned interest generates approximately \$18 million each year to support the operations and maintenance of 9-1-1 services in the state pursuant to A.A.C. R2-1-401 - R2-1-411.

Eligible expenses include the managed services costs for a transitional Next Generation 9-1-1 (NG9-1-1) solution provided by CenturyLink and recurring costs for network and maintenance for legacy systems as well as end-of-life replacements. Funds also support the Maricopa Region's (MR911) owned and operated network to deliver 9-1-1 to the Maricopa County region. In addition, Arizona currently pays cost recovery to carriers from the state Telecommunication Services Revolving Fund.

In the FY2020 budget process, Public Safety Answering Points (PSAPs) were asked to submit their full budget needs to cover expenses for the upcoming year. In previous years, requests were limited to a specified amount and did not capture the full needs of the program. In FY2020, PSAPs requested over \$23.5 million in funding for 9-1-1 expenses including costs for additional positions and technology upgrades. Although the State 9-1-1 Program was not able to fully fund each request, the actual budget submissions are a better reflection of the needs of the 9-1-1 system in Arizona. The State 9-1-1 Program allocated \$18.4 million to PSAPs for FY2020 which covered the basic costs of operating the 9-1-1 system to eligible PSAPs. In FY2021, the program size will be increased to \$19.4 million and will be able to support additional requests from the PSAPs.

In addition to the state funded program, Arizona received \$2,556,830 through a federal NG9-1-1 grant. The grant will be used to develop an RFP for NG9-1-1 core services (NGCS) as well as costs associated with the deployment of hardware, software, and hosting of a statewide Emergency Services IP Network (ESInet). Funds also will be used to conduct cyber-security assessments of a sampling of rural and urban PSAPs in the state.

A.R.S. 41-704 also requires the Arizona Department of Administration to submit a report to the director of the Joint Legislative Budget Committee by December 1 of each year. The statute requires the report to include:

*(a) The department's expenditure plan for the current fiscal year for the emergency telecommunication services revolving fund, and*

*(b) The status of the department's implementation of improvements to the 911 emergency system.*

**FY2020 Expenditure Plan for 9-1-1 Program**

The State of Arizona supports eighteen (18) 9-1-1 systems which are comprised of 76 primary PSAPs and 10 secondary PSAPs through the Arizona 9-1-1 Fund. Systems are aligned with the counties in most areas of the state with a few exceptions. The Department of Public Safety, Colorado City, Winslow and the Gila River Indian Tribe are independent of the county systems.

Table 1 shows the FY2020 Expenditure Plan by system:

*Table 1*

**Arizona State 9-1-1 Program  
FY2020 Funding Allocation**

<b>9-1-1 Systems</b>	<b>FY2020 Total Request</b>	<b>Operations Costs</b>	<b>1.67% Admin</b>	<b>FY2020 Total Award</b>
<b>Cochise</b>	\$ 478,526.00	428,931	5,386	<b>434,317</b>
<b>Coconino</b>	\$ 1,184,487.86	714,720	5,896	<b>720,616</b>
<b>Colorado City</b>	\$ 235,712.00	74,500	203	<b>74,703</b>
<b>Gila County</b>	\$ 224,984.00	188,100	2,271	<b>190,371</b>
<b>Gila River</b>	\$ 196,320.00	142,920	484	<b>143,404</b>
<b>Graham County</b>	\$ 195,652.86	105,840	1,576	<b>107,416</b>
<b>Greenlee County</b>	\$ 106,860.00	106,860	434	<b>107,294</b>
<b>La Paz County</b>	\$ 159,645.15	70,390	905	<b>71,295</b>
<b>Maricopa Region</b>	\$ 10,384,442.00	9,573,402	178,682	<b>9,752,084</b>
<b>Mohave County</b>	\$ 1,454,198.00	381,835	8,598	<b>390,433</b>
<b>NAUA</b>	\$ 924,819.37	232,621	7,294	<b>239,915</b>
<b>Pima County</b>	\$ 5,171,190.78	2,726,492	42,741	<b>2,769,233</b>
<b>Pinal County</b>	\$ 570,077.02	560,713	16,543	<b>577,256</b>
<b>Santa Cruz County</b>	\$ 260,355.85	198,927	2,165	<b>201,092</b>
<b>Winslow</b>	\$ 98,365.05	86,369	396	<b>86,765</b>
<b>Yavapai County</b>	\$ 908,786.76	908,787	9,560	<b>918,346</b>
<b>Yuma County</b>	\$ 985,603.62	687,220	9,307	<b>696,527</b>
<b>AZDPS</b>		919,916	9,852	<b>929,767</b>
<b>TOTAL</b>	<b>\$ 23,540,026.32</b>	<b>\$ 18,108,543</b>	<b>\$ 302,291</b>	<b>\$ 18,410,834</b>

\*In FY2020, the DPS budget was separated from Coconino, Maricopa and Pima budgets

## Improvements to the 9-1-1 emergency system

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

The NG9-1-1 initiative is a national project to move a dated 9-1-1 system based on telephone technology to an internet based IP network system that is interoperable within the state as well as nationwide. The State 9-1-1 Program has deployed a transitional NG9-1-1 managed services solution to 44 PSAPs in the Century Link region as of September 30, 2019. In addition, the Maricopa Region (MR911) manages 26 PSAPs on a transitional NG9-1-1 network. Arizona will utilize the federal NG9-1-1 grant to address the remaining PSAPs on legacy systems as well as unserved communities in the state. The project is scheduled through March 2022 in line with the timeline and goals approved in the federal grant awarded to Arizona. Once the infrastructure is in place for NG9-1-1, ongoing maintenance costs will be supported by the State 9-1-1 Program.

Complete and accurate geographical information system (GIS) data is a key component of NG9-1-1. To support the GIS work of the 9-1-1 systems, the Next Generation 9-1-1 Data Improvement Project (NDIP) is supporting three counties in FY2020 to improve their GIS data. The goal of the project is to enhance the accuracy of the addressing assigned to address points, update community boundaries based on legal/authoritative boundaries, and improve emergency service boundaries. The additional funding Arizona received in the federal NG9-1-1 grant will be used to support other rural counties with GIS data improvement needs.

The Arizona Geospatial Integration and Validation (AZGIV) tool is being used by local PSAPs to upload their GIS data (points/lines/polygons), to translate to the NG9-1-1 data schema and run quality assurance testing to report back the level of functionality for 9-1-1 as well as other testing measures (attribution/topology). In partnership with the State Land Department, work continues on the tool with the goal of having an automated process for PSAPs to submit their data to a statewide GIS platform. Once data is validated and uploaded to the State Land GIS system (AZGEO), periodic updates will be required to keep the data current for the 9-1-1 systems across the state.

### Statewide Deployment of Text-to-9-1-1

As of October 2019, thirty two (32) of the eighty-six (86) PSAPs have deployed Text-to-9-1-1 solutions. Lake Havasu City and the Maricopa Region (MR911) have deployed a vendor solution through ComTech and five PSAPs have deployed an integrated system using the Intrado/West solution on the Century Link Managed Services platform. Under the Text-to-9-1-1 Stipulation, funds were set aside for three years to ensure that any PSAP in Arizona could deploy a Text-to-9-1-1 solution.

In FY2020, the State 9-1-1 Program is working with Santa Cruz County, Yuma County, Pima County and Pinal County in the Century Link region to deploy an integrated Text-to-9-1-1 solution to 21 PSAPs. Ten PSAPs in Apache County, Navajo County, Mohave County and La Paz County will deploy an “over-the-top” text solution. These counties are located in the Frontier region where the 9-1-1 network is not able to integrate a text solution. The “over-the-top” solution uses an internet browser to deliver the text into the PSAP rather than the text being integrated with the PSAPs network. The remaining PSAPs in Yavapai County, Coconino County, Cochise County, Graham County and Greenlee County will deploy an integrated text solution in FY2021. The Arizona 9-1-1 Program will mandate all funded PSAPs deploy a Text-to-9-1-1 solution by June 30, 2021.

### Fund Management and Administrative Improvements

The State 9-1-1 Program was moved under the Office of Grants and Federal Resources at the Arizona Department of Administration in July 2018. The move was made to better align the 9-1-1 Program with other strategic initiatives for broadband deployment and FirstNet. The FY2020 budget process was rolled out to System Administrators and PSAPs utilizing an online grant management system (eCivis) that provides standardization, reporting capabilities and streamlines the distribution of 9-1-1 funds across the state. This standardized process proved to be an effective and efficient way to manage and track program budgets and expenditures for the program. Arizona will open the second year of grant funding using the eCivis grant management system in January 2020 for the FY2021 funding cycle. Standardized data will allow the state

9-1-1 Program to analyze year over year financial and programmatic data as well as provide trending reports on overall costs and performance of the 9-1-1 systems in Arizona.

The State 9-1-1 Program completed a strategic roadmap to guide the program over the next several years. The roadmap includes development of program policies and procedures and updates to governing statutes and administrative code. The Arizona NG9-1-1 Roadmap can found on the website at <https://az911.gov/publications>. In addition, the State 9-1-1 Program is procuring a data analytics tool to capture call and network data to better inform decisions made that support the state 9-1-1 system. This data will be used to update eligibility criteria for funding PSAPs as well as to improve the performance of the handling of 9-1-1 calls statewide.

Additional information about the Arizona 9-1-1 Program can be found at [az911.gov](https://az911.gov).