

**Arizona Department of Administration  
Arizona Strategic Enterprise Technology Office  
State 9-1-1 Program  
Fiscal Year 2025**

The Arizona 9-1-1 Program administers and disburses the revenues collected through the Emergency Telecommunication Services Revolving Fund. This fund collects its proceeds 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.

As of November 2024, the 9-1-1 Excise Tax in Arizona remains at \$.20/month for wireline, wireless and VoIP services. The tax and earned interest generated over \$20 million in FY 2024 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 the Next Generation 9-1-1 (NG911) system operations and maintenance which includes two components: 1) NG911 Emergency services IT Protocol network (ESInet) next generation core services, and 2) NG911 Call handling as a service (CHaaS). Currently, there are 67 9-1-1 public safety access points (PSAP) that have migrated to the state managed services NG911 contract prior to FY 2025 start. There have been eight (8) additional PSAPs that have migrated to the State managed services NG9-1-1 contract in FY 2025, and an additional three (3) PSAPS are scheduled for migration prior to FY 2025 end. The entire state will be operating on one statewide NG911 platform by the end of FY 2025.

In addition to the NG9-1-1 operational costs, other eligible expenses include; replacement of end of life PSAP logging recorders, 9-1-1 geographic information systems (GIS) assistance for rural areas of Arizona, emergency alert notification managed services, additional PSAP 9-1-1 call taker/dispatch positions (hardware/software) and data analytics bundled with a 9-1-1 emergency event location enhancement services system for all NG9-1-1 PSAPs.

The funds also support the existing 9-1-1 network (MR911) for Maricopa County PSAPs during the transition from the MR911 system to the state wide Managed Services NG9-1-1 system. The MR911 system must remain in place to provide 9-1-1 service until the last Maricopa County PSAP has migrated to the state NG9-1-1 system, currently scheduled for Q3 of FY 2025.

For the FY 2025 budget process, PSAPs submitted their full budget needs to cover expenses for FY 2025 which totaled \$23,527,322. This represents an increase compared to the previous year of \$17,302,613 in funding for 9-1-1 expenses. The State 9-1-1 Program was able to fund all requests specific to the base 9-1-1 systems operation needs and the majority of other support requests such as additional positions, logging recorders, and GIS support. Several PSAP requests were denied due to state rule compliance, and new project initiatives compared to availability of funds.

A.R.S. 41-704 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.

**FY2025 Expenditure Plan for 9-1-1 Program**

The State 9-1-1 Program supports all 15 county PSAPs and is currently composed of two separate 9-1-1 systems which provide 9-1-1 service to 70 primary PSAPs and eight (8) secondary PSAPs through the Arizona 9-1-1 Fund. The Maricopa County MR911 system currently provides 9-1-1 service to three (3) remaining PSAPs; Chandler Police Department, Phoenix Fire Department and the Phoenix Police Department. Each county will continue to represent state funding administration and collaboration based on approved operational funding requests through the state grant process with the exception of Maricopa County, where funding grant collaboration will be direct with each city, tribal community or law enforcement agency. Table 1 below provides the FY 2025 expenditure plan for each county, city or defined entity.

*Table 1: FY 2025 Expenditure Plan by 911 state entity*

<b>9-1-1 Systems</b>	<b>Operating</b>	<b>Admin Approved</b>	<b>FY 2025 AWARD</b>
<b><u>Maricopa County</u></b>			
<b>Apache Junction</b>	\$275,106	\$4,594	\$279,700
<b>Arizona State University</b>	\$231,723	\$3,870	\$235,593
<b>Avondale</b>	\$462,833	\$7,729	\$470,562
<b>Buckeye</b>	\$314,241	\$5,248	\$319,489
<b>Chandler</b>	\$654,818	\$10,935	\$665,753
<b>Fort McDowell</b>	\$133,083	\$2,222	\$135,305
<b>Gilbert</b>	\$872,714	\$14,574	\$887,288
<b>Glendale</b>	\$601,041	\$7,756	\$608,797
<b>Goodyear</b>	\$566,441	\$9,460	\$575,901
<b>Luke Air Force Base</b>	\$312,465	\$5,218	\$317,683
<b>Maricopa County Sheriff's Office</b>	\$1,007,074	\$16,818	\$1,023,892
<b>Mesa</b>	\$1,104,070	\$18,401	\$1,122,471
<b>Paradise Valley</b>	\$60,680	\$1,013	\$61,693
<b>Peoria</b>	\$498,951	\$8,332	\$507,283
<b>Phoenix</b>	\$7,766,266	\$127,238	\$7,893,504
<b>Scottsdale</b>	\$313,582	\$6,084	\$319,666
<b>Salt River Pima-Maricopa Indian Community</b>	\$289,980	\$4,843	\$294,823

<b>Surprise</b>	\$389,700	\$6,508	\$396,208
<b>Tempe</b>	\$599,580	\$9,233	\$608,813
<b>Tolleson</b>	\$259,544	\$4,334	\$263,878
<b>Wickenburg</b>	\$55,334	\$924	\$56,258
<b><u>Other Systems</u></b>			
<b>Cochise County</b>	382,295	\$6,384	\$388,679
<b>Coconino County</b>	516,336	\$8,623	\$524,959
<b>Department of Public Safety</b>	468,421	\$7,823	\$476,244
<b>Gila County</b>	218,978	\$3,657	\$222,635
<b>Graham County</b>	86,484	\$1,444	\$87,928
<b>Greenlee County</b>	50,000	\$0	\$50,000
<b>Gila River Indian Community</b>	108,000	\$1,804	\$109,804
<b>La Paz County</b>	149,270	\$2,493	\$151,762
<b>Mohave County</b>	551,474	\$9,210	\$560,684
<b>Northeastern Arizona User's Association</b>	284,397	\$4,749	\$289,146
<b>Pima County</b>	1,941,231	\$32,419	\$1,973,650
<b>Pinal County</b>	607,148	\$10,139	\$617,287
<b>Santa Cruz County</b>	152,913	\$2,554	\$155,467
<b>Yavapai County</b>	602,308	\$10,059	\$612,366
<b>Yuma County</b>	536,477	\$9,213	\$545,690
<b>Total to Systems:</b>	<b>\$23,424,957</b>	<b>\$385,906</b>	<b>\$23,810,863</b>
State of Arizona Admin Cost			<b>\$668,162</b>
State of Arizona ESInet			<b>\$700,000</b>
Rapid Deploy Next Generation 911 Solutions			<b>\$1,420,000</b>
PSAP Emergency Notification Solution			<b>\$900,000</b>
<b>Grand Total</b>			<b>\$27,499,025</b>

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

**Next Generation 9-1-1 (NG911)**

Expenditures for FY 2025 reached a significant level in comparison to previous years. This is a result of NG9-1-1 implementation costs specific to non-recurring charges required for NG9-1-1 deployment as new contract startups within the Maricopa County region. Specifically, there is a higher cost for the City of Phoenix Fire and Police NG9-1-1 deployments due to the on-premise solution that has been designed for deployment in Q3 of FY 2025. In contrast, the NG9-1-1 on-premise solution

monthly recurring costs will be significantly lower in comparison to a hosted NG9-1-1 solution for Phoenix Fire and Police.

The NG9-1-1 State contracted services system is segmented into two separate technological pieces. The first is known as the Emergency Services IP Network (ESInet). The function of the ESInet provider for the state NG9-1-1 system is to receive all 9-1-1 calls from all the originating service providers (OSP) and process the call with NG9-1-1 GIS geospatial location data to identify the caller location within feet of accuracy and route the 9-1-1 call to the correct PSAP through the second piece of the NG9-1-1 system. The second piece of the NG9-1-1 system represents the 9-1-1 call handling equipment service, receiving the 9-1-1 call and affiliated location information data from the ESInet provider to the PSAP location where the call handling equipment is located. The state directly pays the ESInet provider and reimburses the PSAPs that are billed directly by the call handling equipment and service provider. Reimbursement is through the state 9-1-1 Program grant process based on qualifications of cost.

The benefits of the NG9-1-1 system include system redundancy and diversity, improved location accuracy of 9-1-1 calls, faster and more efficient call processing, seamless interoperability across all PSAPs within the state, future state-to-state interoperability, and supports multimedia data capabilities. One of the multimedia improvements available present day through the NG9-1-1 system allows the 9-1-1 caller to receive a secured link sent from the PSAP that will allow on-scene video streaming to assist the PSAP and first responder collaboration efforts. In addition, NG9-1-1 systems are capable of scalability and designed to support future communication technologies.

#### 9-1-1 Strategic Roadmap

The State 9-1-1 Program is nearing the final years of the current strategic roadmap that has guided the program over the past 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 be found on the website at <https://az911.gov/publications>. Following the final PSAP migrations to the statewide NG9-1-1 system the State 9-1-1 Program will begin a review and update of the strategic roadmap taking into consideration of the Maricopa County system migration to the Statewide NG9-1-1 system, technological advancements, the national emergency number association (NENA) standards development and with focus on the underserved 9-1-1 communities within the state.

#### GIS Data Aggregation and Validation

The state has successfully implemented a seamless process for submitting data to a centralized statewide GIS platform using a data gateway portal. This ensures GIS datasets from 15 counties, 13 cities, and 5 tribal entities align with the Next Generation 9-1-1 data schema. The process includes rigorous quality assurance testing to verify the data's functionality for 9-1-1 services, along with assessments of attribution and topology. In collaboration with the State Land Department and the Arizona Geographic Information Council (AGIC), we continue refining this tool. Once data is validated and uploaded to the State Land GIS system (AZGEO), regular updates will be necessary to maintain accurate and up-to-date GIS address and road centerline data for 9-1-1 operations across Arizona.

#### Statewide Data Analytics and Mapping Tool

The State 9-1-1 Program continues to utilize and improve the implementation process of a data analytics tool and an enhanced 9-1-1 event location mapping tool. The data analytics tool has been made available to all state NG9-1-1 PSAPs and will continue as the only data analytics system funded by the state. There have been a few key improvements with this system during FY 2025; The

system provider RapidDeploy implemented a chat feature that allows communication from PSAP to PSAP through the RapidDeploy system that allows 9-1-1 event collaboration of an event between PSAPs. This is very helpful for 9-1-1 events that cross PSAP boundaries. The other key implementation is related to data analytics which is RapidDeploy's Eclipse system and allows the State 9-1-1 Program to access PSAP data and reports specific to 9-1-1 call handling equipment position use time. This will assist the State 9-1-1 Program with data to assist in making decisions to support additional dispatcher position requirements by PSAPs.

#### PSAP Emergency Alert Notification System

The State 9-1-1 Office has acquired through contract a comprehensive emergency notification platform known as RAVE Alert. This system is available to all authorized agencies receiving funding through the State 9-1-1 Excise Tax grant reimbursement program. Rave Alert enables agencies to disseminate critical emergency notifications to the public during events such as evacuations, hazardous material incidents, barricades, active shooter scenarios, and other emergencies. Additionally, the platform supports internal communications, enhancing operational coordination and readiness with PSAPs throughout the state.

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