

**Arizona Department of Administration  
Arizona Strategic Enterprise Technology Office  
State 9-1-1 Program  
Fiscal Year 2026 Expenditure JLBC Report**

The Arizona 9-1-1 Program administers and disburses the revenues collected through the Emergency Telecommunication Services Revolving Fund (Telecommunications 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.

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.*

As of November 2025, the 9-1-1 Excise Tax in Arizona remains at \$.20/month for wireline, wireless and VoIP services since FY 2008. The tax and earned interest generated \$20,146,168 in FY 2025 to support the operations and maintenance (O&M) 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 O&M, which includes two components: 1) NG911 emergency services IP protocol network (ESInet) next generation core services, and 2) NG911 call handling services. All 77 state-funded 9-1-1 public safety answering points (PSAP) migrated to the state-managed services NG911 network prior to FY 2026 and are fully operational.

In addition to the NG911 operational and maintenance 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 NG911 PSAPs.

**FY2026 Expenditure Plan for 9-1-1 Program**

The state 9-1-1 program supports NG911 in all 15 counties and is currently composed of the two separate 9-1-1 systems described above. Together, both systems provide 9-1-1 service to 77 state PSAPs supported by the Telecommunications Fund.

The core system network is the primary emergency services network that receives and distributes all 9-1-1 calls for the state. The O&M cost for this service in FY 2026 is \$5,999,411. Additionally, in FY 2025 the last eleven Maricopa County PSAP NG9-1-1 migrated to the statewide NG911 system. Following this completion, the Maricopa County 9-1-1 network (MR911) was shut-down, requiring the removal of equipment and circuits. The cost associated with this effort was \$212,039 in FY 2026.

The call handling system consists of a network and PSAP location based phone console equipment. For FY 2026, PSAP funding requests approved by the state 9-1-1 program total \$17,097,851. This includes a \$5.4M carryover from FY 2025 specific to the City of Phoenix Fire and Police PSAPs NG911 migration costs due to billing errors and delays by the service provider that did not meet the FY 2025 grant process deadlines.

The following represents the FY 2026 expenditure plan and includes the above system services and additional support services for the state 9-1-1 system operations.

Table 1: FY 2026 Expenditure Plan

<b>State 9-1-1 Call Handling PSAP Systems</b>	<b>Operating</b>	<b>Administration</b>	<b>FY 26 Award</b>
Apache Junction PD	\$124,000	\$2,067	\$126,067
ASU PD	\$115,000	\$1,914	\$116,914
Avondale PD	\$167,000	\$2,775	\$169,775
Buckeye PD	\$199,000	\$3,307	\$202,307
Chandler PD	\$207,000	\$3,446	\$210,446
Cochise County	\$295,000	\$4,925	\$299,925
Coconino County	\$489,000	\$8,152	\$497,152
Department of Public Safety	\$492,000	\$8,210	\$500,210
Fort McDowell PD	\$67,000	\$1,118	\$68,118
Gila County	\$206,000	\$3,439	\$209,439
Gila River PD	\$106,000	\$1,757	\$107,757
Gilbert PD	\$297,000	\$4,954	\$301,954
Glendale PD	\$249,000	\$4,146	\$253,146
Goodyear PD	\$210,000	\$3,501	\$213,501
Graham County	\$76,000	\$1,267	\$77,267
Greenlee County	\$73,000	\$1,203	\$74,203
La Paz County	\$145,000	\$2,416	\$147,416
Luke AFB PD	\$94,000	\$1,566	\$95,566
Maricopa County Sheriff's Office	\$341,000	\$5,680	\$346,680

Mesa PD and Fire	\$910,000	\$15,191	\$925,191
Mohave County	\$531,000	\$8,857	\$539,857
Northern Arizona Users Association (NAUA)	\$204,000	\$3,390	\$207,390
Paradise Valley PD	\$63,000	\$1,049	\$64,049
Peoria PD	\$210,000	\$3,495	\$213,495
Phoenix PD and Fire	\$997,000	\$16,637	\$1,013,637
Phoenix Modification FY25	\$5,400,000		\$5,400,000
Pima County	\$1,721,000	\$28,732	\$1,749,732
Pinal County	\$607,000	\$10,130	\$617,130
Salt river Pima Maricopa Indian Community	\$123,000	\$2,054	\$125,054
Santa Cruz County	\$158,000	\$2,629	\$160,629
Scottsdale PD	\$308,000	\$5,135	\$313,135
Surprise PD	\$177,000	\$2,952	\$179,952
Tempe PD	\$292,000	\$4,868	\$296,868
Tolleson PD	\$98,000	\$1,623	\$99,623
Wickenburg PD	\$62,000	\$1,024	\$63,024
Yavapai County	\$559,000	\$9,331	\$568,331
Yuma County	\$534,000	\$8,911	\$542,911
<b>Sub-Total</b>	<b>\$16,906,000</b>	<b>\$191,851</b>	<b>\$17,097,851</b>
<b>State 9-1-1 Program and 9-1-1 Core Systems</b>			
State 9-1-1 Program			\$1,024,090
9-1-1 Core System ESInet (Comtech)			\$5,999,411
NG9-1-1 Enhanced Services (RapidDeploy)			\$1,232,230
Emergency Alert Notification Services (Rave)			\$900,000
<b>Sub-Total</b>			<b>\$9,155,731</b>
<b>Total FY 2026 Grand Total</b>			<b>\$26,253,582</b>

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

Next Generation 9-1-1 (NG911)

The state is continuing work with and holding all of 9-1-1 service providers accountable to maintain a 99.999% operational uptime for the state 9-1-1 system. This practice, which the National Emergency Numbers Association (NENA) calls a five nines of service standard, ensures public access to

emergency systems by restricting downtime to 5.26 minutes per year (for planned or scheduled maintenance). The following represent FY 2026 key focus items to achieve the NENA standard:

1. Operational efficiency - system process time
2. Location accuracy and delivery, including time to deliver accurate location
3. System availability and reliability - Networks
4. Data transmission & interoperability
5. Service quality and PSAP user experience

Improvements for FY 2026 are primarily concentrated on system stabilization with key performance indicators measured through the following developed metrics:

1. Operational uptime - core system, call handling host and PSAP
2. Trouble ticket volume analysis - new, completed, backlog and time-to-resolution
3. Call process time - 9-1-1 caller to PSAP
4. Policy routing function (PRF) efficiency
5. Geographic information systems (GIS) match rates

#### GIS Data for 9-1-1 Services Enhancement

The state's 9-1-1 system had relied on legacy tabular data that limited accuracy and flexibility in routing emergency calls. Address records and road information were often maintained separately across jurisdictions, leading to inconsistencies, gaps, and delays in updating critical location data. This created challenges for call routing, data sharing, and coordination among PSAPs, local governments, and service providers. The state launched a statewide effort to standardize and enhance GIS data for NG9111. Through collaboration between state and local partners, the program established authoritative address point and road centerline datasets, aligned them with legacy systems, and implemented a spatially derived Master Street Address Guide (MSAG). This improvement was completed on November 13, 2025 and now is in operation.

This initiative not only modernized 9-1-1 call routing but also created a unified, authoritative GIS framework now used by call takers, public safety agencies, and the public statewide through Arizona's statewide geocoding service. This effort is beneficial for the following reasons: establishing improved accuracy and authoritative GIS data, 9-1-1 calls are routed more precisely, response times are improved, and agencies share a single, reliable source of location information resulting in improved customer experience, improved quality and improved timeliness

#### Statewide Data Analytics and Enhanced Mapping Services

The state 9-1-1 program and state PSAPs continue to utilize the data analytics and enhanced 9-1-1 event location mapping system services. The data analytics application (Rapid Deploy) has been made available to all state NG911 PSAPs and will continue as the source of data analytics information funded by the state. There has been one notable key enhancement the State is currently evaluating specific to PSAP call equipment utilization analytics. This is an additional data set and report that will provide the PSAPs and the State a utilization breakdown of each call handling position. This will assist the PSAPs to identify any deficiencies and support possible improved opportunities. The report will also provide the state with key information to evaluate additional position requests by the PSAPs to assist in future funding decisions.

Motorola has recently acquired RapidDeploy and is in process of strategizing improvement opportunities in combining platforms with the state's current Motorola Vesta calling handling equipment. The outcome is expected to produce improved products and services with potential cost reductions in consideration of the combined services. The targeted date is December 2026. The

data analytics and enhanced mapping services are procured through an annual renewal process with state procurement.

#### PSAP Emergency Alert Notification System

The state 9-1-1 program provisioned by contract an emergency notification platform known as Rave Emergency Alert. This system is available to all authorized agencies receiving funding through the state 9-1-1 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. The emergency alert notification service is procured through an annual renewal process with state procurement.

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