

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 1, 2020

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 2020 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 Gary Hensley, the Chief Operating Officer for ADOA's ASET at 602-616-4118 or gary.hensley@azdoa.gov if you have any questions or would like additional information about the program.

Sincerely,


[Andrew Tobin \(Dec 1, 2020 12:23 MST\)](#)

Andy Tobin,
Director

cc: Rebecca Perrera, Senior Fiscal Analyst, JLBC
Will Palmisano, Budget Manager, OSPB
J.R. Sloan, Chief Information Officer, Arizona Strategic Enterprise Technology, ADOA

**Arizona Department of Administration
Arizona Strategic Enterprise Technology Office
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.

As of September 2020, 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 FY2021 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 FY2021, PSAPs requested over \$20.6 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 \$19.4 million to PSAPs for FY2021 which covered the basic costs of operating the 9-1-1 system to eligible PSAPs, a statewide GIS assessment and a statewide data analytics and mapping tool.

In addition to the state funded program, Arizona received \$2,556,830 through the Federal NG9-1-1 Advancement Act. This 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.

FY2021 Expenditure Plan for 9-1-1 Program

The State of Arizona supports eighteen (18) 9-1-1 systems which consist 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 FY2021 Expenditure Plan by system:

Table 1

FY 2021 9-1-1 Program Awards				
9-1-1 Systems	FY21 Total Requested	Operational Costs	Admin Funds	FY21 Total
Cochise	\$ 450,313	\$ 442,313	\$ 5,311	\$ 447,624
Coconino	\$ 710,862	\$ 495,739	\$ 5,815	\$ 501,554
Colorado City	\$ 168,006	\$ 75,436	\$ 200	\$ 75,636
Gila County	\$ 256,112	\$ 190,414	\$ 2,239	\$ 192,653
Gila River	\$ 192,604	\$ 140,120	\$ 477	\$ 140,597
Graham County	\$ 105,840	\$ 105,840	\$ 1,554	\$ 107,394
Greenlee County	\$ 166,859	\$ 104,929	\$ 428	\$ 105,357
La Paz County	\$ 143,742	\$ 96,286	\$ 892	\$ 97,178
Maricopa Region	\$ 10,707,773	\$ 9,762,139	\$ 176,219	\$ 9,938,358
Mohave County	\$ 412,741	\$ 412,741	\$ 8,479	\$ 421,220
NAUA	\$ 468,796	\$ 318,068	\$ 7,194	\$ 325,262
Pima County	\$ 3,427,665	\$ 2,290,460	\$ 42,151	\$ 2,332,611
Pinal County	\$ 550,079	\$ 550,079	\$ 16,315	\$ 566,394
Santa Cruz County	\$ 258,348	\$ 196,828	\$ 2,135	\$ 198,963
Winslow	\$ 88,669	\$ 52,560	\$ 390	\$ 52,950
Yavapai County	\$ 758,441	\$ 728,132	\$ 9,428	\$ 737,560
Yuma County	\$ 894,576	\$ 655,035	\$ 9,179	\$ 664,214
AZDPS	\$ 931,101	\$ 921,249	\$ 9,852	\$ 931,101
Total to Systems:	\$ 20,692,528	\$ 17,538,369	\$ 298,260	\$ 17,836,629
Statewide GIS Assessment				\$ 575,000
Statewide Data Analytics and Mapping Tool				\$ 1,031,498
Total FY21 Allocation for Programmatic Activity:				\$ 19,443,126

Improvements to the 9-1-1 emergency system

Fund Management and Administrative Improvements

The State 9-1-1 Program was moved under the Arizona Strategic Enterprise Technology (ASET) Office at the Arizona Department of Administration in May of 2020. The move was made to better align with the strategic initiatives of the Next Generation 911 system upgrades, Text to 911, Rapid

Deployment Analytics and GIS with well established Best Practices as utilized by the ASET Project Management Office Center of Excellence. The FY2021 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.

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 CenturyLink 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.

9-1-1 Strategic Roadmap

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 be found on the website at <https://az911.gov/publications>.

Statewide Assessment of the AZGIV

The Arizona Geospatial Integration and Validation (AZGIV) tool is 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 and Arizona Geographic Information Council (AGIC), 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 November 20, 2020, sixty (60) of the eighty (80) PSAPs have deployed Text-to-9-1-1 solutions. The Maricopa Region (MR911), Department of Public Safety (DPS), Mohave County and La Paz County have deployed an "over-the-top" internet solution through vendor services from ComTech and this represents thirty one (31) PSAPs. A total of twenty nine (29) PSAPs have deployed an integrated system through the Centurylink Managed Services platform and includes Gila County, Gila River Indian Community, Pima County, Pinal County, Santa Cruz County, Yavapai County, and Yuma County. 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 FY2021, the State 9-1-1 Program continues to work with Apache County and Navajo County which is composed of the Northern Arizona Users Association (NAUA), and Colorado City to complete the deployment of the over-the-top internet solution through vendor services from ComTech. The over-the-top internet solution uses an internet browser to deliver the text into the PSAP rather than the text being integrated with the PSAPs network. This represents five (5) PSAPs. The State 9-1-1 Program will also continue working with Cochise County, Coconino County, Graham County, Greenlee County and the Town of Winslow to deploy an integrated Text-to-9-1-1 solution through a Managed Services platform. This represents twenty nine (29) PSAPs scheduled for Text-to-9-1-1 completion in FY2021. The Arizona 9-1-1 Program will continue to mandate all funded PSAPs deploy a Text-to-9-1-1 solution by June 30, 2021.

Statewide Data Analytics and Mapping Tool

The State 9-1-1 Program has procured and is in the implementation process of a data analytics tool and an enhanced 9-1-1 event location mapping tool. The data analytics tool will be available to the PSAP origin and the State 9-1-1 Program. This will capture call and network data to better inform decisions made that support the state 9-1-1 system and support real time information for PSAP leadership. The data will also 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. The enhanced 9-1-1 event location mapping tool will serve as an additional tool to quickly locate a 9-1-1 event that will provide the event origin through mapping faster and in many cases prior to the call connection. Statewide PSAP implementation is scheduled to complete by February of 2021.

Additional information about the Arizona 9-1-1 Program can be found at az911.gov