

1 MARK BRNOVICH  
2 Attorney General  
3 Firm Bar No. 14000  
4 Nancy M. Bonnell, Bar No. 016382  
5 Assistant Attorney General  
6 2005 North Central Avenue  
7 Phoenix, AZ 85004  
8 Telephone (602) 542-7902  
9 Facsimile (602) 542-4385  
10 [AdminLaw@azag.gov](mailto:AdminLaw@azag.gov) (for court use only)  
11 nancy.bonnell@azag.gov  
12 *Attorneys for the State of Arizona*

9 **UNITED STATES DISTRICT COURT**  
10 **DISTRICT OF ARIZONA**

11 Norbert Enos, et al., )  
12 ) Case No. CV-16-00384-PHX-JJT  
13 Petitioners, )  
14 v. ) **STATE OF ARIZONA’S FOURTH**  
15 State of Arizona, ) **REPORT REGARDING**  
16 ) **IMPLEMENTATION OF TEXT-TO-911**  
17 Defendant. ) **SERVICES**  
18 )

19 Pursuant to the Case Resolution Stipulation (Doc. 133), ¶ 19, Defendant, the State  
20 of Arizona (the “State”) hereby submits to the National Association of the Deaf and the  
21 Arizona Center for Disability Law its fourth report, attached at Tab 1, identifying the

22 ///

23 ///

24 ///

1 PSAPs within the State, but outside of the Maricopa Region, that have implemented or  
2 plan to implement Text-to-911 Services.

3  
4 DATED this 13<sup>th</sup> day of July, 2020.

5 MARK BRNOVICH  
6 Attorney General

7 By: /s/ Nancy M. Bonnell  
8 Nancy M. Bonnell  
9 Assistant Attorney General  
10 2005 North Central Avenue  
11 Phoenix, Arizona 85004  
12 *Attorneys for the State*

13 Served via email this  
14 13<sup>th</sup> day of July, 2020, to:

15 Rose Daly-Rooney  
16 Asim Dietrich  
17 Arizona Center for Disability Law  
18 5025 East Washington Street, Suite 202  
19 Phoenix, Arizona 85034  
20 [rdalyrooney@azdisabilitylaw.org](mailto:rdalyrooney@azdisabilitylaw.org)  
21 [adietrich@azdisabilitylaw.org](mailto:adietrich@azdisabilitylaw.org)

22 Michael Stein  
23 Mary Vargas  
24 Stein & Vargas, LLP  
25 840 First Street NE, Third Floor  
26 Washington, D.C. 20002  
27 [michael.stein@steinvargas.com](mailto:michael.stein@steinvargas.com)  
28 [mary.vargas@steinvargas.com](mailto:mary.vargas@steinvargas.com)

1 Marc Charmatz  
2 National Association of the Deaf  
3 Law and Advocacy Center  
4 8630 Fenton Street, Suite 820  
5 Silver Spring, Maryland 20910  
6 [Marc.charmatz@nad.org](mailto:Marc.charmatz@nad.org)

7 /s/ Nancy M. Bonnell  
8 Nancy Bonnell

9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28

July 13, 2020

The Arizona Department of Administration, Arizona Strategic Enterprise Technology (ASET) Office, Arizona 9-1-1 Program semi-annual report includes a progress update on the implementation of Text-to-9-1-1 service for all 9-1-1 Systems outside of Maricopa County. In March 2020, the Arizona 9-1-1 Program was moved from Grants and Federal Resources (GFR) to Arizona Strategic Enterprise Technology (ASET) Office. GFR was moved to the Governor's Office of Strategic Planning and Budgeting (OSPB) to manage the funding related to the CARES Act while the Arizona 9-1-1 Program remained at the Arizona Department of Administration.

**Progress since last report (January - June 2020)**

The Arizona Department of Administration, Arizona 9-1-1 Program made funding available to Arizona PSAPs to implement Text-to-9-1-1 services on August 3, 2018. Since the last status report was submitted to the National Association of the Deaf and the Arizona Center for Disability Law, the Arizona 9-1-1 Program has continued forward with the Text-to-9-1-1 project implementation plan. This plan required all 9-1-1 systems to apply for funding to the Arizona Text-to-9-1-1 Grant Program by December 20, 2019. The State recognizes the importance of all PSAPs, within a 9-1-1 System (or county), implementing Text-to-9-1-1 services to ensure the public has continuous 9-1-1 access throughout the State. Therefore, the Arizona 9-1-1 Program required that each 9-1-1 System submit an application on behalf of all PSAPs within the System's jurisdiction for coordinated System wide deployment. The Arizona 9-1-1 Program reviewed and approved all applications submitted by January 18, 2020, in accordance with the project implementation plan. The Arizona 9-1-1 Program has approved \$978,800 in funding to date.

The table represents the 9-1-1 systems and the current implementation status.

<b>9-1-1 System Name</b>	<b>Implementation Status</b>
Arizona Department of Public Safety (DPS)	Deployed
Cochise County	Pending Implementation
Coconino County	Pending Implementation
Colorado City	Pending Implementation
Gila County	Deployed
Gila River Indian Community	Pending Implementation
Graham County	Pending Implementation
Greenlee County	Pending Implementation
La Paz County	Deployed
Mohave County	Deployed
Northern Arizona 9-1-1 Users Association (NAUA)	Pending Implementation
Pima County	Pending Implementation
Pinal County	Pending Implementation
Santa Cruz County	Deployed
Winslow	Pending Implementation
Yavapai County	Pending Implementation
Yuma County	Deployed

Since the last report, Text-to-9-1-1 has been deployed for the following 9-1-1 Systems: La Paz, Mohave, Santa Cruz, and Yuma. The Arizona 9-1-1 Program continues to update the program website page dedicated to Text-to-9-1-1. This page has information for the public as well as an implementation map that will be maintained throughout Text-to-9-1-1 deployment. The website can be found at: <https://az911.gov/text-9-1-1>

**Goals Forward: Next 6 months (July - December 2020)**

Eight (8) of the remaining eleven (11) 9-1-1 Systems have a Text-to-9-1-1 go-live target date scheduled during the remainder of 2020. Full statewide Text-to-9-1-1 deployment is scheduled to be completed by June 30, 2021. Deployment for the following 9-1-1 Systems is between fifty and sixty percent complete: Colorado City, Gila River Indian Community, NAUA, Pima, and Pinal.

The process for 9-1-1 Systems utilizing the integrated solution through Century Link managed services begins with a stakeholder kick-off meeting, followed by configuration changes and system testing executed by Century Link, PSAP user training, testing and acceptance, and readiness communication with wireless carriers and the FCC. The final step is communication with the public through various media.

There are four 9-1-1 Systems that will utilize the “Over-the-Top” solution to implement Text-to-9-1-1, due to limited technology capabilities in their region. The “Over the Top” solution uses a web browser to deliver the text call rather than through direct integration with the call handling equipment. The four 9-1-1 systems are: Mohave, La Paz, Colorado City and NAUA comprised of Navajo County and Apache County. The process for each 9-1-1 System utilizing the Over-the-Top solution, will includes provisioning a connection with a selected Text Control Center (TCC), PSAP user training, readiness communication with wireless carriers and the FCC, and notifying the public. All of the 9-1-1 systems utilizing the Over-the-Top solution are scheduled to be fully implemented with Text-to-9-1-1 services by August 31, 2020.

The Arizona 9-1-1 Program schedule for implementing Text-to-9-1-1 at the remaining 9-1-1 systems is below.

