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

11 Norbert Enos, et al.,)
12) Case No. CV-16-00384-PHX-JJT
13 Petitioners,)
14 v.) **STATE OF ARIZONA'S THIRD**
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 third report, attached at Tab 1, identifying the

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

3 DATED this 13th day of January, 2020.
4

5 MARK BRNOVICH
6 Attorney General

7 By: /s/ Nancy M. Bonnell
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13 Served via email this
14 13th day of January, 2020, to:

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/s/ Nancy M. Bonnell

TAB 1

January 13, 2020

The Arizona Department of Administration, Office of Grants and Federal Resources, 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.

Progress since last report (July - December 2019)

The Arizona Department of Administration, Office of Grants and Federal Resources, 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 created a 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), to implement Text-to-9-1-1 services to ensure the public has continuous access throughout the State. Therefore, the State required that each 9-1-1 system submit an application on behalf of all PSAPs within their jurisdiction for a county-wide deployment. The State will review and approve all applications by January 18, 2020, in accordance with the project implementation plan. The State has approved \$824,800 in funding to date.

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

9-1-1 System Name	Implementation Status
Arizona Department of Public Safety (DPS)	Deployed
Cochise County	Pending Approval
Coconino County	Pending Implementation
Colorado City	Pending Implementation
Gila County	Deployed
Gila River Indian Community	Pending Approval
Graham County	Pending Approval
Greenlee County	Pending Approval
La Paz County	Pending Implementation
Mohave County	Pending Implementation
Northern Arizona 9-1-1 Users Association (NAUA)	Pending Approval
Pima County	Pending Implementation
Pinal County	Pending Implementation
Santa Cruz County	Pending Implementation
Winslow	No Application Received
Yavapai County	Pending Implementation
Yuma County	Pending Implementation

The Arizona 9-1-1 Program has also updated the state website to include a page about 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 (January - July 2020)

Text-to-9-1-1 deployment for eleven (11) of the remaining fifteen (15) 9-1-1 Systems is scheduled for 2020 and full statewide implementation is scheduled to be completed by June 30, 2021. Currently, Yuma County's four PSAP's are in progress of implementing Text-to-9-1-1 and is expected to finish by February 2020. The next 9-1-1 system on the project implementation plan is Santa Cruz County, which has two PSAPs. Santa Cruz County is expected to be completed by March 11, 2020

The process for each 9-1-1 System utilizing the integrated solution through Century Link managed services will include a kick-off meeting with all parties involved, 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 will be communication with the public through various media options.

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 an integration with the call handling equipment. The four 9-1-1 systems are: Mohave County, La Paz County, Colorado City and NAUA (Northern Arizona 9-1-1 Users Association) comprised of Navajo County and Apache County. Mohave County has already implemented the Over-the-Top solution at the Lake Havasu City PSAP and is ahead of schedule with implementation of the remaining three PSAPs. The process for each of 9-1-1 system utilizing the Over-the-Top solution, will include provisioning 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 8/31/2020.

The State's schedule for implementing Text-to-9-1-1 at the remaining 9-1-1 systems is below.

Arizona Text-To-9-1-1 Deployment Schedule

