

NOTICE OF FUNDING AVAILABILITY (NOFA)
Text to 9-1-1 Grant Program
Revised 12/18/2019

Goal of Statewide Text-to-9-1-1

The State of Arizona strongly encourages Public Safety Answering Points (“PSAPs”) to deploy Text-to-9-1-1 services in order to ensure that members of the public who are limited in their ability to use voice communications are able to communicate with PSAPs. To help meet the State’s goal of statewide availability of Text-to-9-1-1 service, the Arizona 9-1-1 Program has established a *Text-to-9-1-1 Service Fund* and Grant Program to support PSAPs’ implementation of Text-to-9-1-1 services.

Availability of Funds

The amount available is \$1,362,964.85 and up to \$2,362,965.00, contingent upon availability of funds.

Eligibility

Public Safety Answering Point (PSAP), as defined by the Case Resolution Stipulation below:

Public Safety Answering Point (“PSAP”): A communications facility operated on a 24-hour basis that is assigned the responsibility to receive 9-1-1 calls and, as appropriate, notifies or dispatches public or private safety services or extends, transfers, or relays 9-1-1 calls to an appropriate public or private safety agency, including any and all of the following:

- a. Primary PSAP: A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.
- b. Secondary PSAP: A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.
- c. Alternate PSAP: A PSAP designated to receive calls when the Primary PSAP is unable to do so.

Eligible Costs

Eligible costs include the one-time costs for deployment of Text-to-9-1-1 and recurring charges for up to five (5) years of continued support of Text-to-9-1-1 services (plus any applicable taxes). ***Previously expended funds for Text-to-9-1-1 solutions do not qualify for funding.***

There are two technology solutions a PSAP may use to implement Text-to-9-1-1 services:

1. ESI/Net/IP Network Service Interface

This option requires the PSAP to have both IP capable equipment and IP connectivity to the wireless service provider or to a Text Control Center (TCC) provider.

- is compatible with a full NG9-1-1 (i3 compliant) network.
- Deliver emergency requests for service over the 9-1-1 network.
- Allow for existing default and overflow protocols as well as logging solutions to be utilized consistent with other 9-1-1 calls.
- Allow for ALI display that contains information similar to a Wireless Phase I call today including the x/y coordinates of the cell site or sector centroid.
- Allow for emergency requests for service to be handled by the PSAP 9-1-1 customer premise equipment (CPE).
- Allow for the transfer of Text-to-911 requests to another text capable PSAP.

2. Web service/"Over-The-Top" (OTT) Solution

This option requires that a PSAP have IP connectivity, either provided by their local agency or over the public internet.

- This solution does not have connectivity with the existing 9-1-1 network.
- May require additional equipment to be purchased and monitored for incoming emergency requests for services.
 - While some solutions have the ability to utilize the existing PSAP equipment for the processing of text services, not all solutions are integrated and may require the monitoring of another window and/or monitor.
 - May not connect to existing logging solutions.
- Allows for ALI display that contains information similar to a Wireless Phase I call today including the x/y coordinates of the cell site or sector centroid.
- Not all OTT solutions have the ability to transfer

County-Wide vs. County-Oriented Deployments

County-Wide Deployment

The most desirable outcome of Text-to-911 services statewide is for all PSAPs within a county (a.k.a. 9-1-1 System) to adopt Text-to-911 services. Whether a PSAP is a primary (can receive primary call routing from a 9-1-1 Service Provider) or a secondary (can receive only secondary call routing in the form of transfers from a primary PSAP), Text-to-911 service is necessary to support a call. If a PSAP does not deploy the service, the primary Text-to-911 PSAP will be unable to transfer a caller to a non-text enabled PSAP.

County-Oriented Deployment

There may be circumstances that prevent all PSAPs within a county (a.k.a. 9-1-1 System) to adopt Text-to-911 services. In such cases, the PSAPs requesting the service will be required to accept text messaging for all 9-1-1 cell towers and sectors routing currently to PSAPs within their 9-1-1 System. This is to ensure that gaps in coverage do not exist.

What an Application Should Include

Applications will be submitted through the *eCivis* grant management solution, supported by the Arizona Department of Administration, Office of Grants and Federal Resources, Arizona 9-1-1 Program.

The application must include the following elements:

- a. Project Summary:
 - i. Type of solution the PSAP is requesting (over the top or integrated)
 - ii. Proposed provider
 - iii. Number of seats in funding request
 - iv. 9-1-1 System name
 - v. Letter of coordination with System Administrator
 - vi. Identify if the Text-to-9-1-1 project is associated with a county-wide/9-1-1 system wide deployment or county-oriented deployment
 1. For county-oriented deployments, an alternate PSAP must be identified.

- b. Itemized quote including one time costs and recurring charges for up to 5 years, for a new implementation; or itemized quote including recurring charges for up to a 5 year period, if the PSAP has already implemented the solution
- c. Existing contract that identifies the contracted service term

Evaluation Process

All proposals will be reviewed by the 9-1-1 Program staff for eligibility, accuracy and completeness. Any omissions will be resolved with the applicant prior to the awarding of funds. Proposals will be evaluated to ensure that they align with the purposes outlined in this program announcement and the Text-to-9-1-1 Implementation Plan.

Applications will be prioritized based on the criteria below:

1. County-Wide Deployment on Integrated Solution
2. County-Oriented Deployment on Integrated Solution
3. County-Wide Deployment on Over-the-Top Solution
4. County-Oriented Deployment on Over-the-Top Solution

How to Apply for Funds:

The application will be available Friday, August 3, 2018 through the *eCivis* software solution. Applications will be accepted until December 20, 2019 unless fully expended prior to this date.

Information and training opportunities on the *eCivis* solution can be found on AZ911.gov.

The 9-1-1 System Administrator will be responsible for submitting an expenditure report (including copies of invoices for documentation) through *eCivis*, for request for payment by the Arizona 9-1-1 Program.

ADA and Section 504 Effective Communication Requirements

The Americans with Disabilities Act (the "ADA") states that "no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity. 42 U.S.C. § 12132. Similarly, Section 504 of the Rehabilitation Act of 1973 ("§ 504") provides that "[n]o otherwise qualified individual with a disability . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" 29 U.S.C. § 794(a). PSAPs operated by public entities are subject to the ADA. In addition, to the extent that a PSAP is a program or activity receiving federal financial assistance it is subject to § 504. In general, the requirements of the ADA and § 504 are the same with respect to the obligation to provide effective communication to persons with disabilities.

Regulations issued to implement the ADA require that a public entity "shall take appropriate steps to ensure that communication with . . . members of the public . . . with disabilities are as effective as communications with others." 28 C.F.R. § 35.160(a). Accordingly, public entities must "furnish appropriate auxiliary aids and services where necessary to afford individuals with a disability . . . an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a public entity." 28 C.F.R. § 35.160(b)(1).

While Arizona PSAPs have historically met these requirements by providing TTY accessibility, new and emerging technologies and networks have expanded a PSAP's ability to communicate with people who are deaf and hard of hearing, or who otherwise are limited in their ability to use voice communications. In particular, it is now technologically feasible for PSAPs to implement Text-to-9-1-1 service. Moreover, FCC rules require mobile communications providers to deliver text messages to any PSAP that requests to receive such messages. 47 C.F.R. § 20.18(q)(10).