

Arizona 9-1-1
System Administrator and PSAP
Manager Meeting

June 13, 2019



Agenda

10:00-10:15am- Introductions

10:15-11:15am- FY2020 9-1-1 Grant Program-Post Award Requirements

- ❖ Grant Awards
- ❖ Finance Reports
- ❖ Activity Reports
- ❖ Budget Modifications
- ❖ Grant Closeout

11:15-12:00pm-eCivis System Training

12:00-1:30pm- Break for Lunch

Grant Award Process

- ❖ Grant Agreements sent to System Administrators
- ❖ Process grant agreement through your local approval
- ❖ Agreements and special conditions must be fulfilled before financial reimbursements/payments will be made

5 Special Conditions of Grant Agreement

The 3 special conditions below must be completed **before** payment/reimbursement will be made:

1. Service Plan must be current and on file with 9-1-1 program office
2. MOU's must be submitted to 9-1-1 program office
3. Grantees must enroll in automatic clearinghouse payments.
W-9 form link is in grant agreement
 - ❖ Email form to: az911@azdoa.gov

5 Special Conditions of Grant Agreement Cont.

4. Grantee must notify GFR within 10 days if the Grantee is unable to perform the function of System Administrator on behalf of PSAPs in their jurisdiction. Administrative funds may be reduced to the System Administrator if GFR assumes responsibility of the duties under this agreement.
5. Grantee must share GIS data, at minimum, two (2) times per fiscal year upon request from GFR, Arizona 9-1-1 Program, in order to support ongoing statewide initiatives. Data shared will not be distributed for commercial use and is pursuant to A.R.S. § 37-178.

Reporting

❖ Finance Reports

- ❖ Due monthly on the 25th
- ❖ Must utilize excel cover sheet provided by 9-1-1 program
- ❖ Must submit back up documentation with report
- ❖ Late fees are not an eligible expense
- ❖ System Administrators can request new due date from 9-1-1 service providers
- ❖ System Administrators are encouraged to utilize online portal for paperless billing statements

❖ Required Activity Reports

- ❖ January 25, 2020: MIS Reports for CY2019
- ❖ April 25, 2020: Level of Service (Traffic Busy Study)
- ❖ June 25, 2020: GIS Accuracy Report
- ❖ Annual Narrative Report- template will be provided

Administrative Allocation (1.67%)

Allowable Uses:

1. Personnel costs associated with the 9-1-1 system administration and/or Master Street Address Guide/Geographic Information Systems (MSAG/GIS) Coordinator
 2. Acquire equipment for the use by the 9-1-1 system administrator and/or MSAG/GIS Coordinator
 3. Fund the acquisition of upgraded software for the maintenance/management of the MSAG/GIS
 4. To provide training or educational assistance for the 9-1-1 system administrator and/or MSAG/GIS Coordinator to further their roles
- ❖ These funds **cannot** be used for dispatcher training
 - ❖ All funds must be accounted for with invoices and allocated in the correct budget category

eCivis Demo

- ❖ How to sign in
- ❖ How to accept your award
- ❖ How to submit a finance report
- ❖ User guides will be posted on GFR website

System Administrators and PSAP Managers Agenda

1:30-1:45pm- Introductions

1:45- 2:15pm- State 9-1-1 Program Overview and Updates

2:15-2:30pm- Break

2:30-3:45pm-MCP Assessment Report

3:45-4:00pm-Next Steps

Arizona 9-1-1 Program Statute

41-704. Emergency telecommunication services; administration; revolving fund

A. The director of the department of administration shall:

1. Adopt rules and procedures for administering and disbursing monies deposited in the emergency telecommunication services revolving fund, and at least quarterly review and approve requests by political subdivisions of this state for payment for operating emergency telecommunication service systems.
2. In fiscal year 2001-2002 and every two years thereafter, recommend to the legislature the amount of the telecommunication services excise tax that will be required during the following two fiscal years for purposes of this section, with supporting documentation and information. The legislature shall review the recommendation and take legislative action regarding the recommendation.

B. An emergency telecommunication services revolving fund is established to be administered by the director. The fund shall be used for:

1. Necessary or appropriate equipment or service for implementing and operating emergency telecommunication services through political subdivisions of this state. Priority shall be given to establishing emergency telecommunication services in those areas of the state that are without emergency telecommunication services.
2. Necessary or appropriate administrative costs or fees for consultants' services, not to exceed five per cent of the amounts deposited annually in the revolving fund. The department may use up to two-thirds of the five per cent of the amounts deposited annually in the revolving fund for administrative costs. The remainder of the five per cent may be allocated for local network management of contracts with public safety answering points for emergency telecommunication services.
3. Monthly recurring costs of emergency telecommunication services, including expenditures for capital, maintenance and operation purposes.
4. A wireless carrier's costs associated with the provision, development, design, construction and maintenance of the wireless emergency telecommunication services in an amount that the wireless carrier has not recovered through the deduction mechanism specified in federal law.

C. At the end of each fiscal year, any unexpended monies in the fund, including interest, shall be carried over and do not revert to the general fund but shall be applied to the extent possible to reduce the levy under section 42-5252, subsection A for the following fiscal year.

Arizona 9-1-1 Program Administrative Code

- ARIZONA ADMINISTRATIVE CODE (A.A.C.)
- R2-1-401 through R2-1-409
 - Established June 22, 1985
 - Last amended May 12, 2000
- Rules direct the eligibility criteria, allowable funding and distribution of the Emergency Telecommunications Services Fund to qualified PSAPs

State 9-1-1 Program Overview and Updates

Arizona 9-1-1 Program

Funding Summary

	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Projected	FY20 Projected	FY21 Projected	FY22 Projected	FY23 Projected
Beginning Balance	2,969,668	5,955,319	7,910,110	7,778,122	6,820,191	4,852,927	4,042,660	3,390,762
Revenue								
Excise Tax	17,852,605	18,530,303	18,062,315	17,701,623	17,878,639	18,057,425	18,237,999	18,420,379
Interest	41,449	94,197	112,918	177,669	160,908	144,459	127,666	110,522
Subtotal	17,894,054	18,624,500	18,175,233	17,879,291	18,039,547	18,201,885	18,365,665	18,530,902
Text to 9-1-1			1,362,638		1,000,000			
Total Available	20,863,722	24,579,819	24,722,705	25,657,413	23,859,738	23,054,812	22,408,325	21,921,663
Expenditures								
Program	14,446,048	16,174,976	16,510,418	16,842,948	18,410,834	18,410,834	18,410,834	18,410,834
Administrative	462,355	494,733	434,165	545,257	595,976	601,318	606,729	612,189
Subtotal	14,908,403	16,669,709	16,944,583	17,388,205	19,006,810	19,012,152	19,017,563	19,023,023
Ending Balance	5,955,319	7,910,110	7,778,122	8,269,208	4,852,927	4,042,660	3,390,762	2,898,640
Cash Flow Reserve	-	-	-	1,449,017	1,583,901	1,584,346	1,584,797	1,585,252
Unobligated	5,955,319.00	7,910,110	7,778,122	6,820,191	3,269,026	2,458,314	1,805,965	1,313,389

Updated 06/11/19

State 9-1-1 Program Overview and Updates

FCC CY2018 Data Reported:

911 System	Total Calls	911 System	Total Calls
Cochise	72,415	Mohave	65,232
Coconino	72,929	NAUA	59,027
Colorado City	2,540	Pima	1,177,425
Gila County	28,428	Pinal*	118,674
Gila River*		Santa Cruz	28,738
Graham	9,955	Winslow	7,926
Greenlee	2,336	Yavapai*	111,987
La Paz	10,781	Yuma	101,100
Maricopa	2,428,039	Total	4,297,532

*Did not submit:
 Gila River System
 Florence Police Department
 Sedona Police Department

FY2020 Grant Program Funding Methodology

FY2020 Funding:

- Prioritized operational costs-managed services to existing PSAPs and CPE maintenance and legacy costs to PSAPS
- Added 2 unfunded PSAPs at current costs
- DPS funded as a separate system
- Increased funding availability to over \$1.5 million
- Funded administrative costs at 1.67% of revenue per Statute

Not Funded with FY2020 Grant:

- New managed service requests to be funded under Federal NG 9-1-1 Grant
- Excluded GIS projects in anticipation of supplemental Federal NG 9-1-1 Grant

FY2020 Funding Requests and Allocations

911 Systems	FY20 Total Request	FY20 Funding Allocation			FY19 Approved
		FY20 Operation Costs	1.67% Admin	FY20 Total	
Cochise	\$ 478,526.00	428,931	5,386	434,317	\$ 676,030.00
Coconino	\$ 1,184,487.86	714,720	5,896	720,616	\$ 728,838.00
Colorado City	\$ 235,712.00	74,500	203	74,703	\$ 76,336.00
Gila County	\$ 224,984.00	188,100	2,271	190,371	\$ 196,790.00
Gila River	\$ 196,320.00	142,920	484	143,404	\$ 143,020.00
Graham County	\$ 195,652.86	105,840	1,576	107,416	\$ 111,920.00
Greenlee County	\$ 106,860.00	106,860	434	107,294	\$ 107,210.00
La Paz County	\$ 159,645.15	70,390	905	71,295	\$ 130,890.00
Maricopa Region	\$ 10,384,442.00	9,573,402	178,682	9,752,084	\$ 9,011,811.00
Mohave County	\$ 1,454,198.00	381,835	8,598	390,433	\$ 379,601.00
NAUA	\$ 924,819.37	232,621	7,294	239,915	\$ 340,660.00
Pima County	\$ 5,171,190.78	2,726,492	42,741	2,769,233	\$ 2,986,696.00
Pinal County	\$ 570,077.02	560,713	16,543	577,256	\$ 515,480.00
Santa Cruz County	\$ 260,355.85	198,927	2,165	201,092	\$ 175,130.00
Winslow	\$ 98,365.05	86,369	396	86,765	\$ 99,288.00
Yavapai County	\$ 908,786.76	908,787	9,560	918,346	\$ 570,168.00
Yuma County	\$ 985,603.62	687,220	9,307	696,527	\$ 593,080.00
AZDPS	\$ -	919,916	9,852	929,767	\$ -
TOTAL	\$ 23,540,026.32	\$ 18,108,543	\$ 302,291	\$ 18,410,834	\$ 16,842,948.00

FY2020 Funding Models Considered

9-1-1 System	FY2020 Allocation Options						FY2020 Allocations	
	26,400/seat		Population		Calls for Service			
		%		%		%		%
Cochise County	501,600	3%	323,764	2%	294,509	2%	434,317	2%
Coconino	475,200	3%	354,426	2%	296,600	2%	720,616	4%
Colorado City	79,200	0%	12,179	0%	10,330	0%	74,703	0%
Gila County	184,800	1%	136,508	1%	115,616	1%	190,371	1%
Gila River Tribe	158,400	1%	29,097	0%	102,174	1%	143,404	1%
Graham County	105,600	1%	94,720	1%	40,487	0%	107,416	1%
Greenlee County	105,600	1%	26,101	0%	9,500	0%	107,294	1%
La Paz County	105,600	1%	54,383	0%	43,846	0%	71,295	0%
Maricopa County	9,820,800	53%	10,741,542	58%	9,874,748	53%	9,752,084	53%
Mohave County	528,000	3%	516,869	3%	265,296	1%	390,433	2%
NAUA	369,600	2%	438,493	2%	240,061	1%	239,915	1%
Pima County	2,930,400	16%	2,569,365	14%	4,788,546	26%	2,769,233	15%
Pinal County	501,600	3%	994,496	5%	482,643	3%	577,256	3%
Santa Cruz County	184,800	1%	130,158	1%	116,876	1%	201,092	1%
Winslow	105,600	1%	23,793	0%	32,235	0%	86,765	0%
Yavapai Region	712,800	4%	574,673	3%	455,447	2%	918,346	5%
Yuma County	739,200	4%	559,516	3%	411,170	2%	696,527	4%
DPS*	897,600	5%	919,916	5%	919,916	5%	929,767	5%
System Totals	18,506,400	100%	18,500,000	100%	18,500,000	100%	18,410,834	100%

*DPS allocation based on actual managed services costs

Wireline/Wireless Access Line Report Revenue by County

CY2018 Arizona Revenue/Access Line Report

County	Total Wireline Access Lines	Total Wireless Access Lines	Total by County/Area	% of All Access Lines	\$0.20 per Access Line
APACHE	11,717	45,997	57,714	0.90%	\$ 138,513.60
COCHISE	38,681	54,531	93,212	1.46%	\$ 223,708.80
COCONINO	38,532	78,007	116,539	1.82%	\$ 279,693.60
GILA	22,127	24,742	46,869	0.73%	\$ 112,485.60
GRAHAM	6,946	19,561	26,507	0.42%	\$ 63,616.80
GREENLEE	1,261	6,449	7,710	0.12%	\$ 18,504.00
LA PAZ	5,839	7,303	13,142	0.21%	\$ 31,540.80
MARICOPA	2,530,724	1,870,471	4,401,195	68.91%	\$ 10,562,868.00
MOHAVE	60,195	62,757	122,952	1.93%	\$ 295,084.80
NAVAJO	15,852	63,051	78,903	1.24%	\$ 189,367.20
PIMA	415,565	437,173	852,738	13.35%	\$ 2,046,571.20
PINAL	66,504	153,421	219,925	3.44%	\$ 527,820.00
SANTA CRUZ	12,250	12,022	24,272	0.38%	\$ 58,252.80
WINSLOW	included in Navajo	6,637	6,637	0.10%	\$ 15,928.80
YAVAPAI	71,013	116,788	187,801	2.94%	\$ 450,722.40
YUMA	59,061	71,767	130,828	2.05%	\$ 313,987.20
State Totals	3,356,267	3,030,677	6,386,944	100.00%	\$ 15,328,665.60

Text 9-1-1 Grant Program Update

Under Review	Approved	Deployed
Pima County	Coconino-Flagstaff PD	Arizona DPS
Pinal County	Coconino- Grand Canyon NPS	Gila County System
Yavapai County	Santa Cruz County	
Coconino-Williams PD	Yuma County	
Coconino- Page PD		

Amount Approved YTD: \$314,100

Amount Under Review YTD: \$364,280

Total to be Obligated YTD: \$678,380

Initial Amount Available: \$1.3M

Federal NG9-1-1 Grant

- Grant application submitted on April 2, 2019
- Arizona was allocated \$2,360,070 and with the required 40% match, the state will invest \$3,933,450 to advance NG9-1-1 services in Arizona
- Focus on unserved and underserved communities including tribes
- Advance NG911 services in the state
- Address cybersecurity in the PSAPs
- Supplemental request for GIS/Geospatial Routing projects
- NTIA currently reviewing proposals and asking states for clarifications and additional information.
- Awards expected soon

Arizona 9-1-1 Program Assessment

Mission Critical Partners Report March 2019



Background

- Commissioned in October 2018 as a result of the 9-1-1 Program's move to the Office of Grants and Federal Resources (GFR), in order to identify strengths, weaknesses, and opportunities for improvement
- Mission Critical Partners (MCP) was selected because of their 9-1-1 and public safety telecommunications expertise
- The assessment focused on 5 areas:
 - Arizona 9-1-1 Program Responsibilities
 - Public Safety Communications Governance
 - Current statutory and regulatory environment
 - Current policies
 - Current funding environment
- MCP reviewed the current governance structure, Arizona state statutes, rules and policies, as well as, interviewed internal and external stakeholders

9-1-1 Program Strengths

- Program has been an early adopter of Next Gen 9-1-1 technologies
- History of customer support including effort to transition towards Next Generation managed service solutions
- Strong involvement in national associations and their efforts to develop various standards
- Alignment with FirstNet, rural broadband, and other related technology projects
- Administrative resources of Arizona Department of Administration (ADOA) and program management expertise of GFR

9-1-1 Program Weaknesses

- Lack of governance structure and strategic plan
- History of funding sweeps and reductions to revenues
- Lack of single statewide approach to 9-1-1 service delivery
- Lack of transparency and history of arbitrary funding decisions
- Lack of policies and procedures
- Outdated statutes and administrative code
- No communication strategy or plan

Recommendations

1.

9-1-1 Program Responsibilities

2.

Governance Assessment

3.

Statutory and Regulatory Assessment

4.

Policy Assessment

5.

9-1-1 Funding

9-1-1 Program Responsibilities

Program Requirements:

- Adopt rules and procedures for administering and distributing 9-1-1 revenue
- Review and approve 9-1-1 system operational budgets
- Make recommendations to the Legislature regarding excise tax amount
- Coordinate and oversee State-level 9-1-1 contracts
- Stakeholder communication and outreach
- Federal and State level reporting

Recommendations:

Develop Policies
and Procedures
Manual

Revise Organizational
Roles and
Responsibilities

Expand staff duties
Add future staff roles

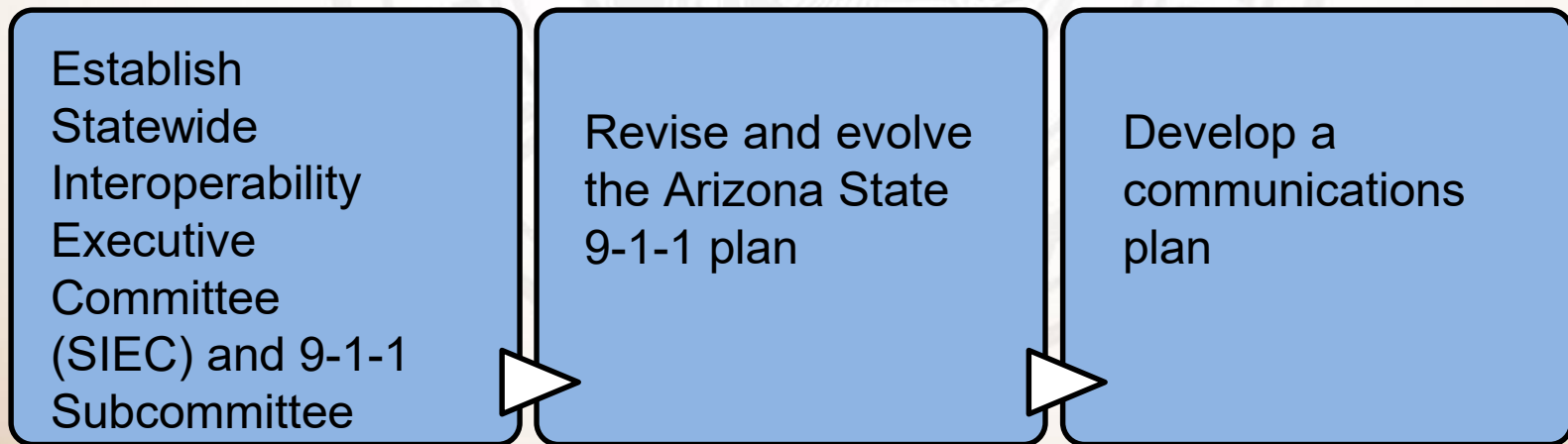
Program Governance

Assessment:

SAFECOM managed by the U.S. Department of Homeland Security Office of Emergency Communications (OEC), states best practice is to create a statewide governance structure of multiple public safety disciplines to advance and improve interoperable communications.

Arizona currently does **not** have an emergency communications governance body.

Recommendations:



Statutory and Regulatory Code

Assessment:

ARS §41-704 describes how the 9-1-1 fund is managed and distributed. Arizona program code provides operational and program guidance. Currently, program code does **not** align with statute.

Recommendations:

Align Statute and Code in accordance with National guidelines and standards

Update Statute and code to remove legacy terminology and include NG9-1-1 references

Eliminate wireless cost reimbursement as an eligible cost

Policy

Assessment:

The 9-1-1 Program lacks a comprehensive Policy and Procedures Manual that guides Program operations and decision-making.

Recommendations:

Establish a policy making methodology

Develop a program policy manual

Clarify funding distribution policy

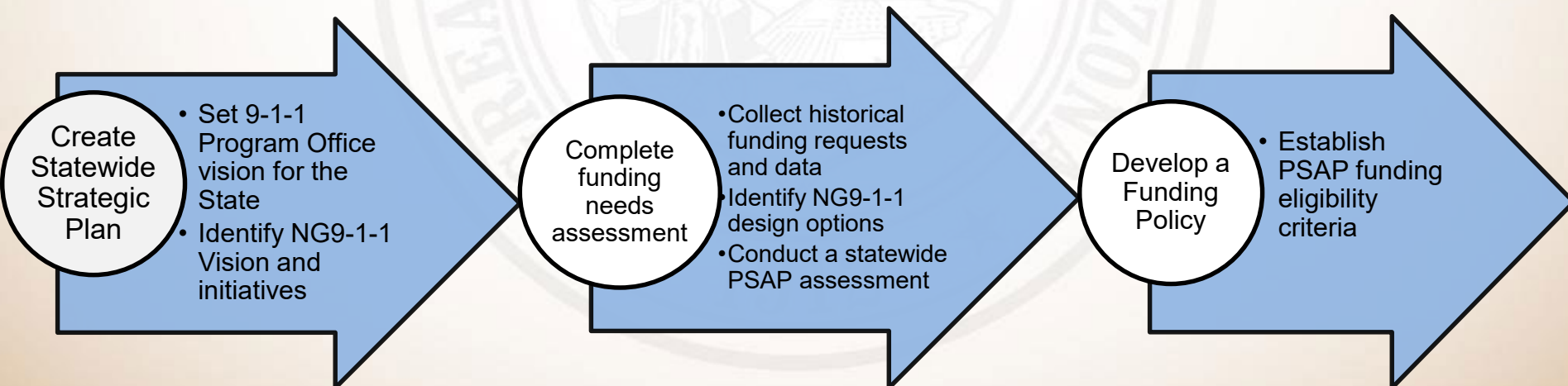
Identify and address new policy needs

9-1-1 Funding

Assessment:

- Migration to NG 9-1-1 capabilities costs significantly more than legacy
- Current excise tax will not sustain on-going technology improvements
- Past funding decisions were not transparent and appeared arbitrary
- Need to establish updated funding criteria

Recommendations:



Next Steps

- Creation of the State Interoperability Executive Committee (SIEC) with 9-1-1 subcommittee
- Strategic Planning Session with Stakeholders
 - First session: July 16, 2019
 - 2 representatives from each 9-1-1 System
- Creation of the Arizona 9-1-1 Program Strategic Plan

Wrap Up

Upcoming Meetings and Events

- July 16, 2019: State 9-1-1 Program Strategic Planning Session
- August 22, 2019: PSAP/FirstNet Forum

Program:

- Quarterly System Meetings
- Programmatic monitoring and site visits
- New website

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