

**NOTICE OF AVAILABILITY OF TEXT-TO-9-1-1 FUNDS
FOR ARIZONA'S PUBLIC SAFETY ANSWERING POINTS (PSAPs)**

Revised 8/16/2018

State 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 Office has established a *Text-to-9-1-1 Service Fund* 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

The Arizona 9-1-1 Program interprets eligible costs to 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 approved ways that a PSAP can implement Text-to-9-1-1 services: (1) an ESInet/IP Network Service Interface, commonly known as an "integrated" solution; or (2) a web service, commonly known as an "over-the-top" solution.

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* software solution, supported by the Arizona Department of Administration, Office of Grants and Federal Resources, Arizona 9-1-1 Program Office.

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 Office 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 evaluated 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 July 3, 2021 unless fully expended prior to this date.

Information and training opportunities on the *eCivis* solution will be sent with the application notice on August 3, 2018.

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 Office.

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).

Template Funding Agreement

A funding agreement between the PSAP (or system) and the State of Arizona is required, to receive funds from the *Text-to-9-1-1 Service Fund*. The funding template is attached to this notice and will be available through the *eCivis* solution.