A photograph of a desert canyon with layered rock formations and a river winding through the bottom. The lighting is warm, highlighting the textures of the rock.

9-1-1 PSAP Managers & System Administrators Meeting

October 3, 2018



Welcome and Introductions

- Matthew Hanson, Statewide Grants Administrator
Assistant Director, ADOA, Office of Grants and Federal Resources (GFR)
- GFR Staff
- MCP Staff

AGENDA

- I. About the Office of Grants and Federal Resources**
- II. Text to 9-1-1 Program Update**
- III. NG9-1-1 Grant Update**
- IV. FY2020 Budget Process**
- IV. MCP Assessment**

ABOUT GFR

GFR Mission and Vision

MISSION

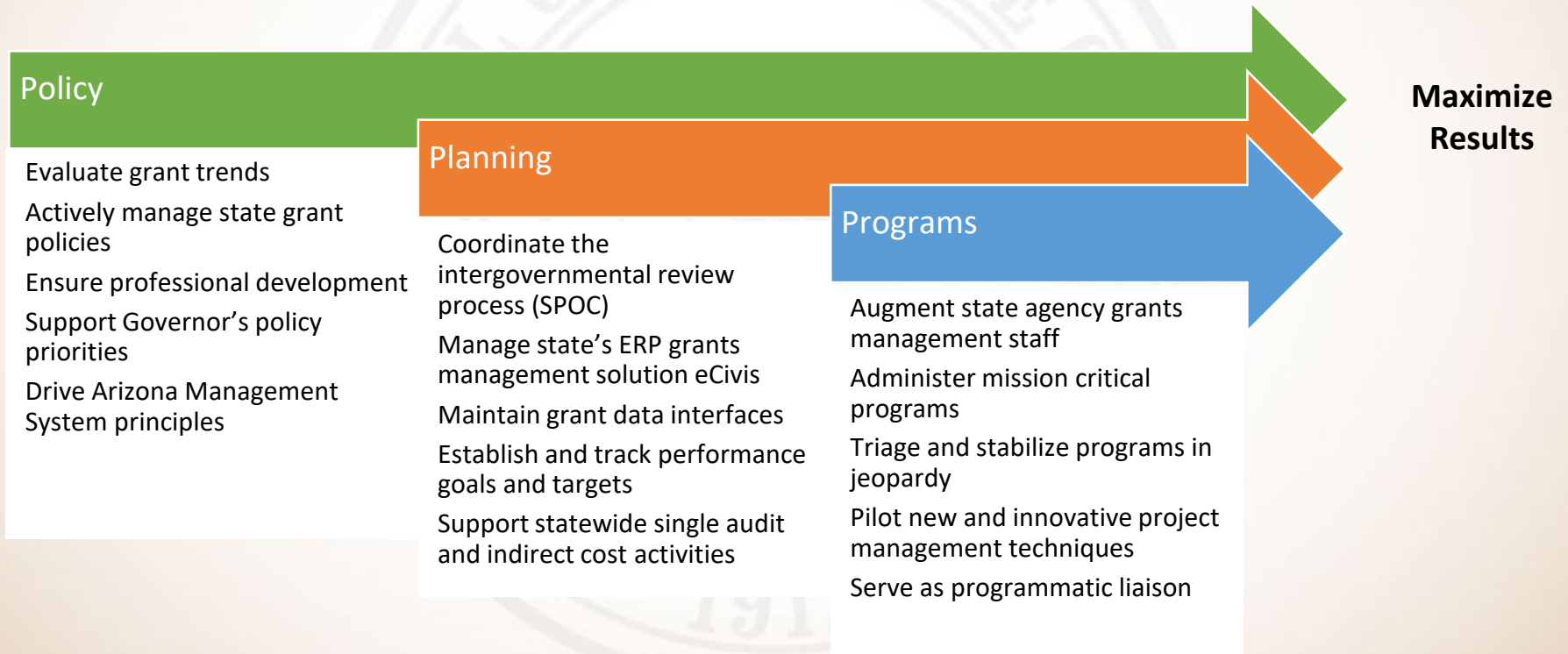
To maximize the benefits of federal funding received and to increase the grants management capacity of the State of Arizona.

VISION

To be the premier resource for the Arizona grants community by providing and coordinating information, business systems, model guidance, best practices, training, and support to help the grants community build the capacity it needs to successfully apply for and manage federal grant programs, and in doing this ensure that Arizona receives its fair share of federal resources while minimizing unnecessary federal regulations and unfunded mandates.

ABOUT GFR

LEAD – TEACH - DO



WHY THE MOVE TO GFR?

9-1-1 Program Alignment with GFR

- FirstNet
- Rural Broadband
- Grants

9-1-1 Program Updates

Text-to-911 Grant

- Stipulation Overview
 - Establishment of a Fund (\$1,362,964.85)
 - Initial Cost of Deployment and Recurring Costs for five (5) Years
 - PSAP Agreement Required for Funding
 - Web-Portal (Over the Top) or ESInet/IP Network Solution (Integrated)
 - Changes to State of Arizona Text-to-911 Implementation Plan
 - Reporting
 - Every six (6) months for three (3) years of PSAPs that have implemented or plan to implement
- Eligibility Criteria

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:

 - Primary PSAP: A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.
 - Secondary PSAP: A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.
 - Alternate PSAP: A PSAP designated to receive calls when the Primary PSAP is unable to do so.
- Current Status
 - 22 PSAPs Applied (including five (5) counties)
 - Applications are under review
- Project Timeline
 - Funds are available for three (3) years unless expended prior

9-1-1 Program Updates

8

NG9-1-1 Federal Grant (NTIA/NHTSA)

- Grant Overview

The 911 Grant Program provides grant funding to support state and local efforts to deliver optimal 911 services. The funding may be used for the implementation and operation of 911 services, E911 services, migration to an IP-enabled emergency network, and adoption and operation of Next Generation 911 services and applications.

- Eligible Projects

- ✓ Implementation and operation of 911 services, E-911 services, migration to an IP-enabled emergency network, and adoption and operation of Next Generation 911 services and applications.
- ✓ Implementation of IP-enabled emergency services and applications enabled by Next Generation 911 services, including the establishment of IP backbone networks and the application layer software infrastructure needed to interconnect the multitude of emergency response organizations.
- ✓ Training public safety personnel, including call takers, first responders, and other individuals and organizations who are part of the emergency response chain in 911 services.

9-1-1 Program Updates

9

NG9-1-1 Federal Grant (NTIA/NHTSA)

- Potential Projects Submitted to 9-1-1 Program Office
 - State level recording system for NG9-1-1
 - State level GIS work order, data sharing, and data conversion system
 - Currently in progress; funds to assist completion and sustainability
 - MSAG conversion to support geospatial routing transitions
 - Funding for a GIS position to assist 9-1-1 systems with NG9-1-1 geospatial routing transitions
 - QA/QC GIS Editing Tool
 - RapidSOS
 - Training
 - Single PSAP Request for Map Upgrade
- Grant Timeline
 - ✓ State Certification Submitted
 - ✓ Application - timeline has not been announced but it is anticipated to be a 60-day application window
 - ✓ Completion within four (4) years of award

ARIZONA 9-1-1 PROGRAM LEGISLATION

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 RULES

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

Emergency Telecommunications Fund

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	5,462,807	4,085,103	2,878,622	1,845,076
Revenue								
Excise Tax	17,852,605	18,530,303	18,062,315	17,400,000	17,574,000	17,749,740	17,927,237	18,106,510
Interest	41,449	94,197	112,918	96,700	70,296	70,999	71,709	72,426
Subtotal	17,894,054	18,624,500	18,175,233	17,496,700	17,644,296	17,820,739	17,998,946	18,178,936
Text to 9-1-1			1,362,638	1,000,000				
Total Available	20,863,722	24,579,819	24,722,705	24,274,822	23,107,103	21,905,842	20,877,568	20,024,012
Expenditures								
Program	14,446,048	16,174,976	16,510,418	16,842,948	18,500,000	18,500,000	18,500,000	18,500,000
Administrative	462,355	494,733	434,165	521,989	522,000	527,220	532,492	537,817
Subtotal	14,908,403	16,669,709	16,944,583	17,364,937	19,022,000	19,027,220	19,032,492	19,037,817
Ending Balance	5,955,319	7,910,110	7,778,122	6,909,885	4,085,103	2,878,622	1,845,076	986,195
Cash Flow Reserve	-	-	-	1,447,078	1,585,167	1,585,602	1,586,041	1,586,485
Unobligated	5,955,319.00	7,910,110	7,778,122	5,462,807	2,499,936	1,293,020	259,035	(600,290)

New Look for State 9-1-1 Program

- ***No Changes to FY2019 Process***
 - Continue to send invoices to State 9-1-1 Office
- ***Changes for FY2020***
 - 9-1-1 Program funding will be treated as a grant program
 - Allocations to 9-1-1 Systems based on funding model
 - TBD

FY2020 Arizona 9-1-1 Grant Program

- Application Period: November 1-December 14th
 - Application closes **Friday 12/14 at 3pm.**
- Grant Program will replace “billing” method
- System Administrators will apply on behalf of all PSAPs within their 9-1-1 System.
 - Grant agreements will be between the State and System Administrator’s Agency (terms and conditions)
 - Must utilize MOU’s between PSAPs and System Administrator Agencies
- Applications will be submitted through eCivis. Paper applications will not be accepted. Link will be available on GFR website and sent through email
- User Guides will be provided to aid in application process

Application and Submission Information

Application Sections:

1. Scope of Work
2. Project Timeline
3. Collaborative Elements and Partners
4. Sustainability Plan
5. Evaluation Plan
6. Project Goals and Objectives
7. Budget and Budget Narrative

Special Requirements:

1. Program Specific Criteria #1: Current Service Plan (Updated if needed) or New Service Plan
2. Program Specific Criteria #2: MOU between each PSAP and System Administrator or method to obtain MOU before FY20 begins

FY2020 Funding Distribution

- Allocation formula
 - Eligible categories: wireline, wireless, NG911, special projects (wish list), 2%
 - 2% calculation will be of overall award
- Lift past funding moratorium on funding request
 - Capture total need of 9-1-1 system in AZ
- Self funded PSAPs and positions
 - All PSAPs are eligible to request funding through their System Administrator. The System Administrator must provide a letter of coordination showing inclusion with an existing service plan. The service plan must be updated to reflect the inclusion of the new PSAP and submitted as part of the application process.
- Additional details will be in Notice of Funding Availability (NOFA)

Post-Award Details

Financial Reporting- Due monthly on the 25th

- System Admins must submit all corresponding invoices and complete the financial request through eCivis SRM
- State 9-1-1 Office will review for eligibility, process request, and send payment to System Administrators within 10 days
- Register for ACH/direct deposit for quickest method of reimbursement

<https://gao.az.gov>

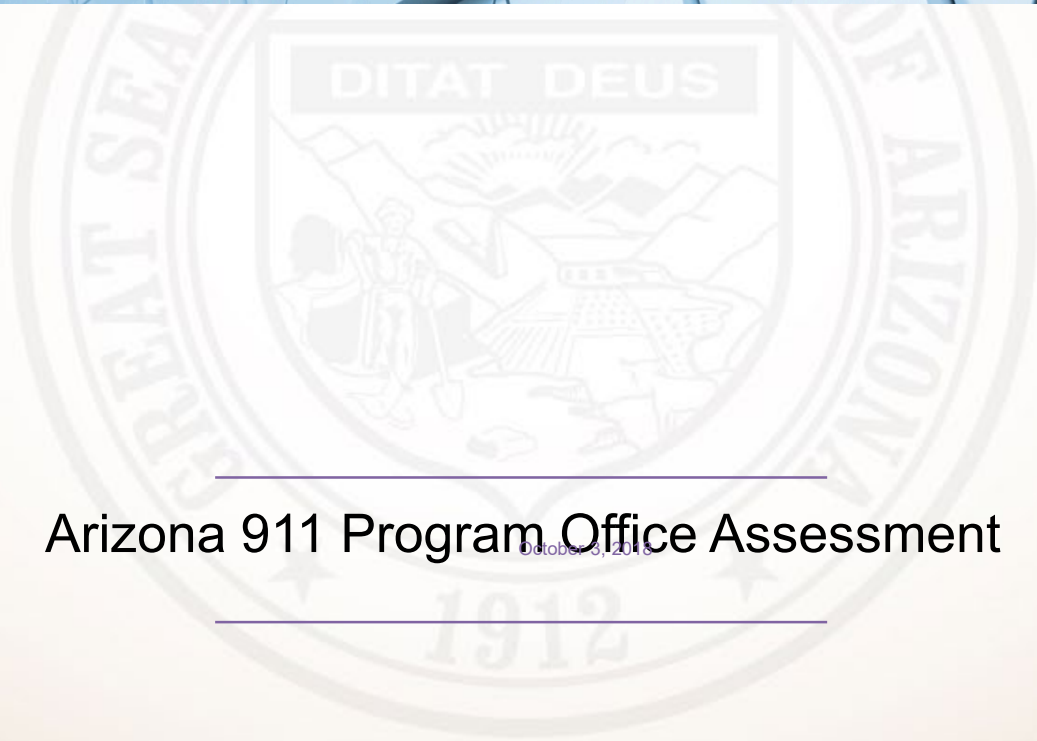
Programmatic Reporting

- March 15th: Annual 911 Call Statistics
- June 15th: Annual GIS Accuracy Report
- Busy Traffic Study Report
- Annual Narrative report

Arizona 9-1-1 Program Office Assessment

Contracted with Mission Critical Partners Inc. (MCP) to provide independent and impartial review of the program

- Scope of project
- Stakeholder Feedback
- Timeline



Arizona 911 Program Office Assessment

Project Overview

Using the National 911 Assessment Guidelines MCP will

- Identify 911 Program Office responsibilities
- Current and future staffing
- Identify strengths
- Identify opportunities for improvement
- Recommendations for setting priorities
- Identify nation-wide best practices for 9-1-1 systems
- Conduct a gap analysis

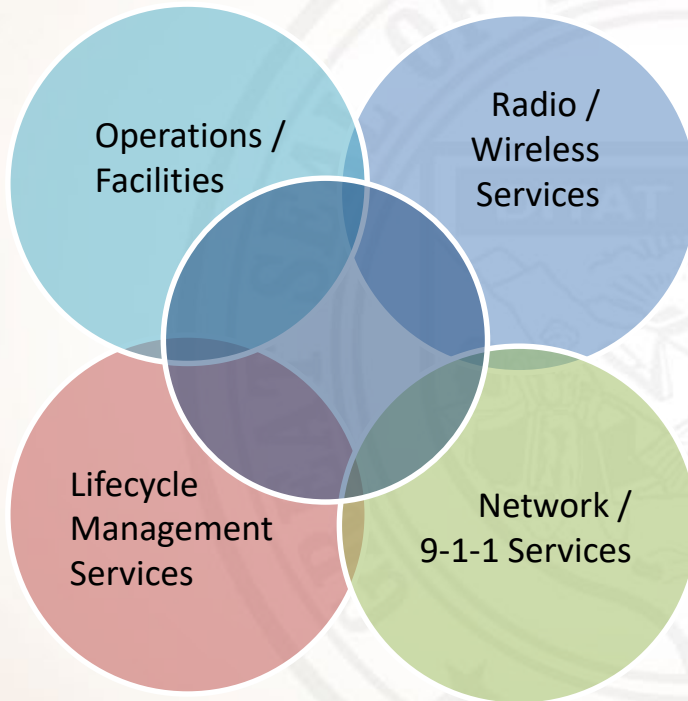
Who is MCP?

Our purpose statement:

“We believe in doing good work
in work that’s good to do.
Because the mission matters”



Practice Teams



We deliver our services via four core practice teams—
Operations/Facilities, Radio/Wireless Services, Network 9-1-1 Services, Lifecycle Management Services

Network / 9-1-1 Practice Team

Our “WHAT”

Innovative, consultative solutions, improving life and public safety:

- Public safety master planning (capital plan, operational impact, schedule and governance)
- Concept of Operations (ConOps) and Feasibility Studies
- Network Design (microwave, fiber, T-1)
- State and National Policy Development
- GIS System Design and Implementation
- RFP / Bid Development, Selection Support, and Implementation Management (CPE, ESInet, i3 core functions)
- 9-1-1 system convergence and integration

Survey

Purpose: To get feedback on the 911 Program Office's performance and understand your expectations and hopes for 911.

Process:

- 30-60 minutes phone interviews
- Confidential and non-attributable
- Evaluate and compile results

Outcome:

- 911 Program Effectiveness
- NG911
- Technology

Interested in Sharing your Views?

• CONTACT

- Sherri Griffith Powell
- sherrigpowell@MCP911.com
- 512-969-9617

- Jackie Mines
- jackiemines@MCP911.com
- 612-405-7829

Feedback and
Thoughts?



Wrap Up

- *Next Steps*
- *Questions*



Thank You!