

**December 31, 2020**

The Arizona Department of Administration (ADOA), Arizona Strategic Enterprise Technology (ASET) Office, Arizona 9-1-1 Program semi-annual report includes the following progress update on the implementation of Text-to-9-1-1 service for all 9-1-1 Systems outside of Maricopa County and Gila County from July through December of 2020. Maricopa County, Gila County and DPS have been Text-to-9-1-1 operational since July of 2019.

### **Background**

Funding was provided by ADOA for 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 continued forward with the 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 (county, city, town, tribe), implementing Text-to-9-1-1 services to ensure the public has continuous 9-1-1 access throughout the State. Therefore, the Arizona 9-1-1 Program required that each 9-1-1 System submit an application on behalf of all PSAPs within the System's jurisdiction for coordinated System wide deployment. The Arizona 9-1-1 Program reviewed and approved all applications submitted by January 18, 2020, in accordance with the project implementation plan.

### **Progress Report Representing Current Period (June - December of 2020)**

The Text-to-9-1-1 deployment project reached a milestone in December as all remaining systems utilizing integrated solutions through Lumen (formerly CenturyLink) managed services have been successfully completed. This includes all programming and configurations by Lumen and the two Text Control Centers (TCC) Intrado and ComTech.

During this period Text-to-9-1-1 has been deployed and become operational for the following 9-1-1 Systems:

- Gila River Indian Community
- Northern Arizona Users Association (NAUA) comprising Navajo and Apache Counties
- Pima County
- Pinal County
- Yavapai County

The Arizona 9-1-1 Program continues to update the program website page dedicated to 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>

### **Support Funding to Date**

In the last report the Arizona 9-1-1 Program has approved \$978,800 in support of Text-to-9-1-1. During the first half of this fiscal year (July-December) an additional \$329,988 was approved in support of Text-to-9-1-1 in Arizona bringing the current total to \$1,307,988.

## Inception-to-Date Summary

The table below represents the States 9-1-1 systems current Text-to-9-1-1 deployment status.

<b>9-1-1 System Name</b>	<b>Implementation Status</b>
Arizona Department of Public Safety (DPS)	Deployed and Operational
Cochise County	Deployed; Pending Testing
Coconino County	Deployed; Pending Testing
Colorado City	Pending Implementation
Gila River Indian Community	Deployed and Operational
Graham County	Deployed; Pending Testing
Greenlee County	Deployed; Pending Testing
La Paz County	Deployed and Operational
Mohave County	Deployed and Operational
Northern Arizona 9-1-1 Users Association (NAUA)	Deployed and Operational
Pima County	Deployed and Operational
Pinal County	Deployed and Operational
Santa Cruz County	Deployed and Operational
Winslow	Deployed; Pending Testing
Yavapai County	Deployed and Operational
Yuma County	Deployed and Operational

## Project Completion Scheduled Over the Next Six Months (January - June of 2021)

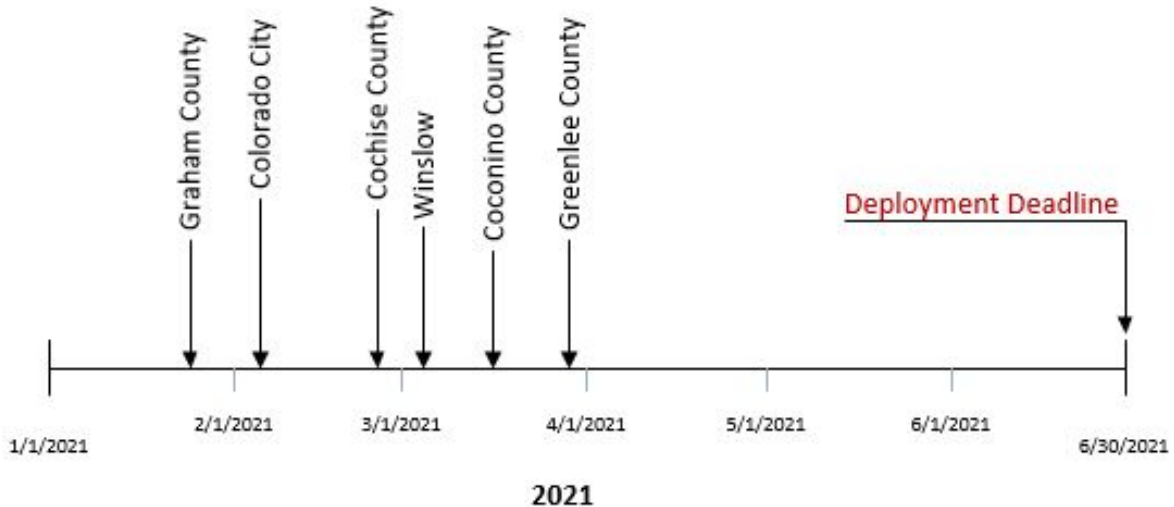
The following Systems are scheduled for Text-to-9-1-1 Public Safety Answering Point (PSAP) completion:

- Cochise County (5 PSAPS)
- Graham County (1 PSAP)
- Greenlee County (2 PSAPS)
- Coconino County (6 PSAPS)
- Winslow PD (1 PSAP)
- Colorado City (1 PSAP)

Cochise County, Graham County, Greenlee County, Coconino County and the town of Winslow are complete with the integrated managed services solution provided by Lumen. Each system is now in the process of waiting for wireless carrier activation. Once wireless carrier activations are initiated each PSAP will begin testing the Text-to-9-1-1 system with each wireless carrier serving the PSAP boundary. In addition, each PSAP will engage in dispatcher and call taker training for Text-to-9-1-1 operations. Colorado City is in the process of implementing Text-to-9-1-1 utilizing the internet "Over-the-Top" solution which requires activation and configurations between the PSAP and both Text Control Centers (TCC), ComTech and Intrado. During this period, Coconino County deployed a new PSAP for Northern Arizona University (NAU). The State 9-1-1 Program made accommodations to include this PSAP within the Coconino implementation and the remaining scheduled implementations were modified to accommodate the new PSAP.

Below represents the State 9-1-1 Program Text-to-9-1-1 deployment schedule for the remaining 9-1-1 systems.

## Arizona Text-to-9-1-1 Remaining Deployment Schedule



The State 9-1-1 Program will continue working with the remaining Systems and PSAPS to progress forward to full Text-to-9-1-1 operations in alignment with the schedule above. Under the Text-to-9-1-1 stipulation, funds were set aside for three years to ensure that any PSAP in Arizona could deploy a Text-to-9-1-1 solution. The Arizona 9-1-1 Program will continue to mandate all funded PSAPs deploy a Text-to-9-1-1 solution by June 30, 2021 with the exception of Fort Huachuca as they are a federally funded Military Base and out of scope for the States deployment.