

July 2007

STATE OF ARIZONA  
9-1-1 PROGRAM  
Arizona Department of Administration  
Information Services Division



## State Funds TSP Coverage for 9-1-1 What exactly is “TSP”????

On November 17<sup>th</sup>, 1988, the Federal Communications Commission (FCC) issued a Report and Order (FCC 88-341) establishing the Telecommunications Service Priority (TSP) Program. The program was developed to ensure priority treatment for our Nation’s most important national security and emergency preparedness telecommunications services. It provides for a way in which these services can receive priority treatment for restoration or provisioning in the face of a federally declared disaster.

The Federal Government is the only one that determines if a customer is qualified for TSP. Sponsorship must be obtained prior to an application being approved. The FCC has agreed to be the sponsor for Public Safety Answering Points (PSAPs). With their support, we were able to obtain “restoration only” coverage for essential 9-1-1 services. The State 9-1-1 office is willing to financially support this coverage for the following types of services provided, (TSP) is offered by the Local Exchange Carrier (LEC).

### 9-1-1 Trunks

Make busy circuits for those trunks  
ANI/ALI circuits



Since this program requires record keeping and compliance capability by the LEC, the Federal Government did not make it a mandatory offering. In Arizona, both Qwest and Frontier have agreed to provide this coverage. Maria Hall in our office has been working with both the Federal Government as well as the LEC in getting TSP provisioned for your PSAP. We anticipate the completion of the project by June 30<sup>th</sup>. You will see an increase in your monthly billing as well as a non-recurring/order charge to establish the service. Our office is expecting these costs and will fund them with 9-1-1 monies. Once a 9-1-1 System is complete, Maria will send a spreadsheet identifying the lines and circuits covered as well as the TSP code that has been assigned to each. Our office will be responsible for notifying the Federal Government of changes such as adding or deleting these lines and circuits. Please notify Maria at 602.771.4911 or [maria.hall@azdoa.gov](mailto:maria.hall@azdoa.gov) as changes occur.

## INSIDE THIS ISSUE

|  |            |
|--|------------|
| State Funds TSP  | 1          |
| 9-1-1 Bill Processing Made Easy                              | 2          |
| State Coordinators Forum Held in Phoenix                     | 2          |
| Addressing in Tombstone—Unique & Different                   | 3          |
| Your Budget Is Being Reviewed For Approval                   | 4          |
| Who Will Be The Next To Deploy Phase II?                     | 4          |
| When Is An Emergency, Not An Emergency?                      | 5          |
| Northwest Mohave County—Residents Receive 9-1-1 Improvements | 6          |
| Legislation That Impacts 9-1-1                               | 7          |
| The Importance of Accurate GIS Data                          | 8          |
| Travels Around AZ  | 9          |
| AZ’s Million Dollar Grant                                    | 10         |
| Reduction of AZ’s 9-1-1 Excise Tax                           | 11         |
| Resources  | Back Cover |

*Arizona’s 9-1-1 Office publishes this “Arizona 9-1-1 News & Views” twice a year. It is our intent to keep you abreast of events around the state as well as around the nation; and to keep you informed regarding both technological and political issues that impact 9-1-1. We sincerely hope that this communiqué serves you. We welcome your comments and suggestions.*

If you don't want to make your  
9-1-1 bill processing easier...  
**Please Don't Read This!**

**Please Do Not Send:**  
Staples/Paper-clips/Return  
Envelopes



**Please Do Send:**

- ⊙ Original signed authorization letter
- ⊙ All original 9-1-1 invoices and notices
- ⊙ Detail listing of payments you are approving
- ⊙ Please remember only approve current charges because... **“Checks are in the mail”**.

Make your 9-1-1 bill processing a **REAL BREEZE!**

- ⊙ Use my Authorization Letter Template. Just fill in the blanks every month, it's so easy.
- ⊙ Templates will be forthcoming.
- ⊙ When your breezing through your 9-1-1 billing, just what will you be doing with all that extra time on your hands?

Thanks to all your hard work, the billing turn-around time has drastically reduced, even our vendors are taking notice.

**Reminder, Deadline for submitting FY07 bills for State to fund is July 13, 2007.**

Got Questions? Got Answers @ 602.771.2911  
Janie Armbruster  
9-1-1 Program/Billing Specialist

## Annual State Coordinators Forum Held In Phoenix

The State 9-1-1 Office held its first annual State Coordinators Forum on February 22, 2007. The forum was a great opportunity to network with peers and hear about current and future 9-1-1 initiatives. It brought together 9-1-1 System Administrators representing the PSAPs in our State as well as participants from the Qwest 9-1-1 account team. Ideas were presented allowing ample time for questions and discussions.

Some of the **topics included:**

- Update on 9-1-1 activities and deployments
- State Request for Proposal on 9-1-1 Equipment
- Next Generation 9-1-1 (NG 9-1-1)
- Budget Process Feedback
- Legislative Update
- Mapping Enterprise Solution for distribution of map data
- GIS Requirements and Procedures for deployment of Wireless Phase II
- 9-1-1 Service Plan updates



Since the feedback to our office was very positive and the event well attended, **the State 9-1-1 Office intends to make this an annual event.** If you have any topics you would like to include, please let us know. We will be sending information regarding the next forum in early 2008.

## Addressing in Tombstone Unique and Different

Nearly six years ago, the City of Tombstone began the arduous task of converting all of its addresses to fulfill the requirements of the Enhanced 9-1-1 Emergency Response Addressing System (E-9-1-1).

**Being a historic community, not to mention the name most known with the turbulent days of the Old West, some unique challenges were encountered in the conversion process for the new emergency response system.**

Issues facing most historic communities:

- Buildings that do not have main entrances leading to the street for multiple businesses on multiple floors.
- Buildings with multiple shops having several doors that all require numbering for current occupants and future use.
- In residential areas, narrow deep lots (30 ft wide and 120 ft deep) pose their own unique challenge. To allow for normal growth a “gap” of eight (8) numbers was employed.
- Variances were required for multi-door duplexes and/or multi-family residences. Under today’s minimum standards, two (2) original Townsite Lots are required for this type of new construction.
- Townsite Lots with no driveways, required building numbers be on the front or main entrances.

One of the most significant changes reflecting the “sign of the times” was the renaming of W GUN CLUB RD to N YELLOWJACKET WAY. The old shooting range in Tombstone was located on this road, and although the “range” was closed the road name remained. That name was infrequently used by the residence of Tombstone and became known as “the road to the City Dump”. Well, my good friend Gerry Eberwein, the MSAG Coordinator for Cochise County learned that the new Tombstone High School (THS) would be relocated there, so he called and said “Kelly, I know you will agree that the name Gun Club Road won’t fit with a school on it.” “You’re right” I said, as the light bulb went on in my head. Gerry thought the name N Yellowjacket Way was appropriate since the “Fighting Yellowjacket” is the THS Mascot. And so, N Yellowjacket Way, IT WAS, AND IT IS TODAY.

In all candor, though challenging, it has been fun, a great learning experience, and I actually enjoy being the addressing administrator for a historic community. Emergency Response is important since we’re remote and rural despite having ambulance service in two (2) nearby communities. I live here, and feel a well-planned addressing program is vital to a small historic community.

Most importantly, people are now sold on the E-9-1-1 Program, and they too consider it vital to the community. I wish to thank both Gerry Eberwein and Sally Snowball at Cochise County for all of their help. Without them this task would have been much more difficult. I am proud to have played a part in providing this service to the historic City of Tombstone.

*Contributed by: Pat Kelly, Public Works Clerk, Addressing Administrator,  
Department of Public Works, City of Tombstone PH: 520.457.3415*

## Your Budget is Being Reviewed for Approval

As of July 1, all 9-1-1 budgets have been received, reviewed, and updated by AZ's 9-1-1 Office. Barbara Jaeger is now in the process of compiling all expenses into a report that will be presented for approval to the leadership at AZ's Dept. of Administration and AZ's Joint Legislative Budget Committee. She is hopeful to have budget approval by the end of September.

Fiscal year 2008 is the first year to use the new budgeting process developed by the 9-1-1 Office. We are pleased to report the procedure went smoothly. All 9-1-1 Administrators followed the guidelines and submittals were timely and complete. *We appreciate everyone who had a hand in these efforts.*



### Who Will Be The Next To Deploy Phase II???

Pinal County is about to join the ranks of Graham, Maricopa, Pima, Santa Cruz & Yavapai (northern area) Counties served by Phase II wireless service. Their testing is set to begin on July 23rd, with completion expected in the October / November time-frame.

So, who will be next? **Although no 9-1-1 system has been identified as the next to request Phase II, there is much GIS work currently underway in preparation for that honor.** In no particular order, the following 9-1-1 systems are working diligently to prepare for Phase II—Cochise, Mohave, Gila River Indian Community, Yavapai (southern area), Page, and Colorado City.

### Your 9-1-1 Office Is About to Change

**Penelope Meyers, Wireless Project Manager, has announced her plans to retire.** October 10th, will be her last day. For the past 5 years Penelope has managed AZ's wireless deployments and components. And in addition to wireless, she has also supported many of AZ's 9-1-1 systems with their annual 9-1-1 budget.

Not to fear, however, although Penelope will be greatly missed, we here in the 9-1-1 Office are here to support your needs during the interim until her replacement or her responsibilities have been reassigned.

## When Is An Emergency, Not An Emergency???



### GETS & WSP Service

When is an emergency, not an emergency? Perhaps the answer to the riddle is “**when it’s anticipated and addressed in advance**”. Actually, the everyday operations of your PSAP operates on this premise. You know an emergency is just around the corner, and you have the personnel, systems and procedures in place to manage that event.

But what about those emergencies that you don’t so easily foresee; for instance, catastrophic events that impact a region or a nation, not just a single person or household. Unfortunately, in today’s world such events are potential realities and they need to be planned for just like the everyday call for help. One step toward doing this is to ensure when the emergency happens, your agency can communicate with the outside world.

Two services – GETS (Government Emergency Telecommunications Service) and WSP (Nationwide Wireless Priority Service) support your need for connectivity. Both address the issue of network congestion and provide a service that allows high-priority calls to bypass a congested communications network. GETS is in place to serve landline phones, and WSP is the solution for wireless devices. GETS is offered by a division of the Department of Homeland Security, where WSP is overseen by both Homeland Security and the FCC.

For more information on these services, please check the following web sites:

#### GETS

[http://en.wikipedia.org/wiki/Government\\_Emergency\\_Telecommunications\\_Service](http://en.wikipedia.org/wiki/Government_Emergency_Telecommunications_Service)

or

<http://gets.ncs.gov/>

#### WSP

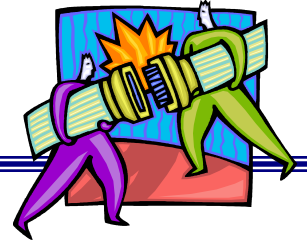
[http://en.wikipedia.org/wiki/Nationwide\\_Wireless\\_Priority\\_Service](http://en.wikipedia.org/wiki/Nationwide_Wireless_Priority_Service)

or

<http://gets.ncs.gov/docs/WPS%20Brochure.pdf>



## Northwest Mohave County Residents Receive 911 Improvements



It took the cooperation and efforts of 4 different telephone companies to provide a level of 9-1-1 services for the residence of Beaver Dam, Littlefield and Colorado City, Arizona. After several years of talking, we happily report the Arizona Strip and Colorado City projects were finally implemented in Fiscal Year 2007.

The first project named “**Arizona Strip**”, had some unique issues. A 9-1-1 caller in the Beaver Dam and Littlefield areas was previously routed to the Mesquite PD who would take all information verbally and transfer the call to the Mohave County Sheriff’s Office (MCSO) PSAP without the display of telephone number (ANI) and address (ALI). The goal was to have those 9-1-1 callers routed to the MCSO PSAP for dispatch. The call should also display the needed ANI and ALI information. This may seem like an easy task, however, there were some distinct challenges. Although the towns are located in Arizona, the telephone company serving that area (Rio Virgin Telephone) is located in Nevada. The 9-1-1 network for Mohave County is provided by Frontier Communications. Because the trunk lines needed to connect Rio Virgin Telephone and Frontier Communications crossed State boundaries, a third company, Qwest Communications Corporation was utilized for those needed facilities. The solution was “one of a kind” and therefore all companies needed to work together to accomplish our goal. Today the 1900+ residence of these towns are able to dial 9-1-1 from wireline phones and experience fully Enhanced 9-1-1 service.

Our second project named “**Colorado City**” created an added feature for a portion of Colorado City residence (those using “875” numbers). The Colorado City Dispatch Center has a need to periodically transfer a call from this area to the Mohave County Sheriff’s Office PSAP in Kingman, AZ. The goal was to provide trunk lines to be used for that transfer that would also provide a 9-1-1 caller’s telephone number (ANI) and address information (ALI). The Colorado City area is served by the South Central Utah Telephone company. The Colorado City Dispatch Center has a 9-1-1 network provided by Qwest Communications in Utah. Since the Mohave County Sheriff’s Office PSAP uses the Frontier Communications 9-1-1 network, all three telco’s needed to work together to accomplish this goal.

The State 9-1-1 office is extremely grateful for the cooperation and teamwork that was needed to accomplish this long awaited vision. Special thanks to Qwest Communications, Frontier Communications, Rio Virgin Telephone and South Central Utah Telephone for making it happen. Your efforts are greatly appreciated!

If you have additional questions concerning either of these projects please contact Maria Hall at the State 9-1-1 office. She can be reached at 602.771.4911 or [maria.hall@azdoa.gov](mailto:maria.hall@azdoa.gov).

## Legislation That Impacts 9-1-1

### **Arizona 9-1-1 Legislation Forty-eighth Legislature – First Regular Session 2007**

#### **Senate Bill 1265 VoIP Service; Emergency Telecommunication Service**

Senate Bill 1265 was intended to clarify the application of the Telecommunication Service Excise Tax. It would include all service providers that processed and delivered 9-1-1 calls in the revenue collection base that support 9-1-1 public safety answering points around the state. The bill definition expanded the service provider to include a telecommunication provider, wireless provider or VoIP service. The bill also defined VoIP service to mean interconnected Voice over Internet Protocol as defined by federal telecommunications regulations. The bill also was intended to include all service providers in the tax levy. It also contained technical and conforming changes and a purpose section stating that the bill clarified the application of the tax.

During hearings, the Department of Revenue interpreted the existing legislation to already include VoIP as a component of the A.R.S § 42-5151. Additional questions came up as to whether this expansion of the tax would be a Proposition 108 issue that would require a 2/3<sup>rd</sup> vote of the legislature. Having this type of opposition made it difficult to gather support for the bill. Therefore, the bill was withdrawn from consideration.

Following this action, the State 9-1-1 Office met with the Department of Revenue to discuss the actions necessary to collect the tax from providers of VoIP services.

#### **Senate Bill 1549 Public Safety Radio Communications; Liability**

Senate Bill 1549 makes those participating in public safety radio communications network not liable for civil damages under certain conditions.

A.R.S §12-713 exempts a person, private entity, public entity or any of its employees involved in developing, operating, implementing or participating in a 9-1-1 emergency telephone system from civil liability for damages that result from an act or omission in connection with their involvement. A person or entity could be civilly liable for damages if the person or entity reasonably could have known or did know that a failure to act would create a risk of bodily injury to others and it was probably that substantial harm would result.



This amendment to existing legislation would exempt those participating in public safety radio communications network or similar networks from liability for civil damages that result from an act or omission in connection with developing, operating, implementing, maintaining or participating in a radio emergency system or similar network.

This bill passed and was signed into law by Governor Janet Napolitano on May 1, 2007.

## Location, Location, Location The Importance of Accurate GIS Data



Location, location, location.

**The three most important words in real estate also apply to 9-1-1 and Geographic Information Systems (GIS).** Locating 9-1-1 callers and their emergencies are core objectives of 9-1-1 telecommunicators. The inability to locate a caller or emergency could result in severe consequences, including death. For this reason, the State of Arizona's 9-1-1 Office requires every 9-1-1 system to acquire and maintain accurate GIS

data before and after they deploy wireless Phase II service.

9-1-1 callers expect to be found, even when they themselves are unsure of their location. Ideally, as each 9-1-1 call is answered, the GIS map automatically zooms to, and displays the caller's location. If the GIS data does not contain correct street names, addresses, and Emergency Service Zone information, however, the caller's location and appropriate emergency responders will be difficult to decipher. And forget about searching for specific addresses (land line callers) with incomplete address data.

**Successful 9-1-1 GIS mapping systems utilize highly accurate GIS data.**

To ensure GIS data accuracy, the State's 9-1-1 Office developed 9-1-1 GIS standards. A comparison of every 9-1-1 customer address is run against the GIS street data. The match rate must be greater than 95% in order to be considered accurate. That means—95% or more of 9-1-1 land line callers will automatically plot on the map. In nearly every Arizona 9-1-1 system that utilizes GIS mapping, the 9-1-1 customer record to GIS match rate hovers near 98-99% - an awesome accomplishment!!!

With accurate GIS data, 9-1-1 telecommunicators may confidently search for addresses, XY coordinates, and common places. They may measure distances, identify nearest responders, and determine appropriate routing. With accurate data, the GIS map becomes a useful tool in critical situations, rather than an unreliable, cumbersome dust collector.

For assistance with your 9-1-1 GIS data, please contact Adam Iten, the State 9-1-1 GIS Coordinator, 602.771.3911 or [adam.iten@azdoa.gov](mailto:adam.iten@azdoa.gov).

## Travels Around Arizona

In the past year, a significant amount of progress has been made in the deployment of Enhanced 9-1-1.

Cochise County successfully completed their Enhanced 9-1-1 project. Currently, there are eight public safety answering points (PSAPs) handling E9-1-1 calls within the county. Those PSAPs include Benson Police Department, Bisbee Police Department, Cochise County Sheriff's Office, Douglas Police Department, Huachuca City Police Department and Willcox Police Department. The County continues to develop the necessary GIS in order to move forward to wireless Phase II.

Northern Gila County completed their Enhanced 9-1-1 project. Addressing projects are still underway in the City of Globe and City of Miami. Completion of the southern portion of the county is estimated for 4<sup>th</sup> quarter, FY08.

Greenlee County completed their Enhanced 9-1-1 Service Plan and the Clifton Police Department and Greenlee County Sheriff's Office were approved for new equipment and the installation of an Enhanced 9-1-1 w/ANI network. This project should complete in the second quarter of FY08.



The City of Williams and surrounding area has met the 95% accuracy rate for the deployment of Enhanced 9-1-1. New 9-1-1 equipment has been ordered and installation of the equipment and network should be completed within the first quarter of FY08.

Wireless Phase II projects are underway in Santa Cruz and Graham Counties. All necessary equipment has been installed and testing is underway with the wireless carriers.

Request for service letters for Wireless Phase II deployment for Pinal County were sent to the wireless carriers in April. Testing is scheduled to begin in July. All mapping equipment has been installed at the four PSAPs.

Both Mohave County and Coconino County have been holding 9-1-1 Service Meetings. These meetings have been beneficial by bringing information to the PSAP Managers in those areas.

GIS projects for Wireless Phase II deployment are underway for the City of Page, Mohave and Yuma Counties.

Upgraded equipment projects for Sierra Vista PD, Cochise County SO, Ft. Huachuca Fire and La Paz SO have been moved to FY08.



## Arizona's Million Dollar Grant

### PSAP Readiness Fund – The One Million Dollar Grant

Most of Arizona's 9-1-1 community is well aware the State's 9-1-1 Office received a \$1 million grant from the PSAP Readiness Fund in 2005. The grant was intended to support deployment of wireless Phase II 9-1-1 throughout the state. Since the *Arizona Wireless 9-1-1 Implementation Plan* calls for highly accurate GIS map data, the 9-1-1 Office opted to use the funds to develop and enhance such data.

#### So, who has benefited from this grant?

#### Completed Projects

The counties of **Graham, Pinal, and Santa Cruz** were the **first three recipients of the PSAP Readiness grant funds**. All three counties completed their 9-1-1 GIS projects in August of 2006. The GIS projects ultimately provided the communities with highly accurate, geocodable street centerline data, as well as, emergency service zone and community boundaries. Upon project completion, the communities were eligible for wireless Phase II 9-1-1 deployment; where the caller's XY, callback number, and wireless tower antenna information is sent to the 9-1-1 call taker. The State's 9-1-1 Office has installed mapping equipment at each 9-1-1 call taking position, which displays the location of all 9-1-1 callers when they answer the phone. Each community is responsible for maintaining their own 9-1-1 GIS data.

#### Current Projects

The City of Page and Yavapai County will kickoff 9-1-1 GIS projects in June. The City of Page was identified as a prime project candidate since they are currently wireless Phase I, yet lack the necessary GIS data to move to Phase II. Yavapai County, on the other hand, is already Phase II in the northern portion of the county. The current GIS project will enable the remainder of the county to deploy wireless Phase II. Both projects are scheduled to be complete by the end of 2007.

#### Future Projects

The counties of Mohave and Yuma will be the next two communities to benefit from the \$1 million grant. The Mohave County 9-1-1 GIS project was opened for solicitation starting June 11. The contract will be awarded on July 13. The Yuma County project will take place this fall.

For more information, please contact the State 9-1-1 GIS Coordinator, Adam Iten, at 602.771.3911 or [adam.iten@azdoa.gov](mailto:adam.iten@azdoa.gov).



## .....A Little Humor .....



### 9-1-1 calls

**Dispatcher:** 9-1-1 What is your emergency?

**Caller:** Someone broke into my house and took a bite out of my ham and cheese sandwich.

**Dispatcher:** Excuse me?

**Caller:** I made a ham and cheese sandwich and left it on the kitchen table and when I came back from the bathroom, someone had taken a bite out of it.

**Dispatcher:** Was anything else taken?

**Caller:** No, but this has happened to me before and I'm sick and tired of it!

**Dispatcher:** 9-1-1 What's the nature of your emergency?

**Caller:** My wife is pregnant and her contractions are only two minutes apart.

**Dispatcher:** Is this her first child?

**Caller:** No, you idiot! This is her husband!

**Dispatcher:** 9-1-1

**Caller:** Yeah, I'm having trouble breathing. I'm all out of breath. Darn... I think I'm going to pass out.

**Dispatcher:** Sir, where are you calling from?

**Caller:** I'm at a pay phone. North and Foster.

**Dispatcher:** Sir, an ambulance is on the way. Are you an asthmatic?

**Caller:** No.

**Dispatcher:** What were you doing before you started having trouble breathing?

**Caller:** Running from the police.

### Reduction of Arizona's 9-1-1 Excise Tax

The 9-1-1 Program is facing another tax reduction for FY08. Over the past two years, a statutory reduction has reduced the program income by 40%. For FY08 and subsequent years, the collection base is \$.20/mo.

At the beginning of FY07, revenue and expenditure projects indicated that the program would be in a deficit in FY10. With some of the wireless mergers and reduction in carrier costs, there has been a reduction in the wireless expenditures.

Once FY07 financials are closed, new fiscal projections will give us a clearer understanding of the long term needs of the State 9-1-1 Program.

# 9-1-1 News

## RESOURCES

Barbara Jaeger  
9-1-1 Administrator  
at 602.542.0911  
Fax: 602.542.2008  
1.866.456.3911 (toll free within AZ)  
barbara.jaeger@azdoa.gov



State of Arizona 9-1-1 Office  
100 N. 15th Ave., Suite 400  
Phoenix, AZ 85007  
Mail Code 382

Maria Hall  
9-1-1 Project Manager  
at 602.771.4911  
Fax: 602.542.2008  
maria.hall@azdoa.gov

Penelope Meyers  
9-1-1 Project Manager  
at 602.771.0911  
Fax: 602.542.2008  
penelope.meyers@azdoa.gov

Janie Armbruster  
9-1-1 Program Specialist  
at 602.771.2911  
Fax: 602.542.2008  
janie.armbruster@azdoa.gov

Adam Iten  
9-1-1 GIS Coordinator  
at 602.771-3911  
Fax: 602.542.2008  
adam.iten@azdoa.gov

STATE OF ARIZONA 9-1-1  
website: [www.911.state.az.us](http://www.911.state.az.us)

### APCO

Association of Public-Safety Communication Officials website: [www.apco911.org](http://www.apco911.org)

### NENA

National Emergency Number Association website: [www.nena.org](http://www.nena.org)