# ARIZONA
## DEPARTMENT OF ADMINISTRATION
### TECHNOLOGY

*NASCIO 2022 State IT Recognition Awards*
*Information Communications Technology Innovations*

# Statewide Deployment of Text-to-911 Services in Arizona

**Title:** Statewide Deployment of Text-to-911 Services in Arizona
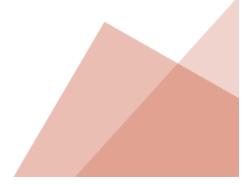
**Category:** Information Communications Technology Innovations

**State:** Arizona

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**Start date:** 8/2018

**End date:** 2/2021

**EXECUTIVE SUMMARY**

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**Situation**

911 services are essential for managing emergency telecommunications. Advancements in technology have subsequently created more options for individuals to contact 911 at a moment's notice. This includes the widespread use of texting as a method of requesting emergency services. As a result, the Arizona 9-1-1 Program made funding available for all Arizona counties to implement Text-to-911 beginning August 3, 2018.

**Problems**

Previously, the use of Text-to-911 services was limited to Maricopa County, the Department of Public Safety, and the Gila County Public Safety Answering Points (PSAPs). This represented only 34.5 % of the state's operating PSAPs and much less in terms of geographic area within the state.

**Solution**

With available funding, the State of Arizona initiated the project to get all of its counties and PSAPs Text-to-911 operational.

**CONCEPT**

The statewide adoption of Text-to-911 required a multitude of processes involving the engagement of the Local Exchange Carriers (LEC) providing 911 phone and location services to and from the state, county, city, and tribal PSAPs. The LEC was responsible for additional programming and coordination with the nation's Text Control Centers (TCC). Each PSAP required additional training and system testing with the local Wireless Carriers, as more than 84% of the state's 911 calls are initiated from a wireless device. Additionally, the deployment process was completed 90 days ahead of schedule.

Key performance indicators include:

- Data Quality: Increased data collection and quality

- Cost Reduction: Easier system development and maintenance

- Increased Collaboration: Data exchanges with external systems

- Modular Design: More flexible and adaptive to allow for future changes

- Follows IT Standard: Promotes efficient, economical, and effective development

- Shareable: Capable of being shared and reused by other states, tribes, and agencies

**SIGNIFICANCE**

Text-to-911 provides greater accessibility for the deaf or hard of hearing, for those who cannot speak or have speaking difficulties, and for those who may find themselves in compromising situations that do not allow for speech, the ability to utilize 911 services in the event of an emergency.

**IMPACT**

The deployment of Text-to-911 services across the entire State of Arizona was completed in February 2021, 90 days ahead of schedule. As a result, all 79 state funded PSAPs encompassing all 15 Arizona counties are now Text-to-911 operational.

# REFERENCE



| | | |
|---|---|---|
| ● | AZDPS-Central | Deployed |
| ● | AZDPS-South | Deployed |
| ● | Benson Police Department | Deployed |
| ● | Bisbee Police Department | Deployed |
| ● | Douglas Police Department | Deployed |
| ● | SEACOM | Deployed |
| ● | Willcox Police Department | Deployed |
| ● | Fort Huachuca Fire Department | Deployed |
| ● | Flagstaff Police Department | Deployed |
| ● | Glen Canyon National Park Service | Deployed |
| ● | Grand Canyon National Park Service | Deployed |
| ● | Page Police Department | Deployed |
| ● | Williams Police Department | Deployed |
| ● | NAU Police Department | Deployed |
| ● | Hildale / Colorado City Communications Center | Deployed |
| ● | Gila County Sheriff Office | Deployed |
| ● | Payson Police Department | Deployed |
| ● | Gila River Indian Community | Deployed |
| ● | Graham County Sheriff | Deployed |
| ● | Clifton Police Department | Deployed |

**79**
PSAPs Deployed

**15**
Counties Deployed