



Douglas A. Ducey  
Governor

Craig C. Brown  
Director

**ARIZONA DEPARTMENT OF ADMINISTRATION**

OFFICE OF THE DIRECTOR

100 NORTH FIFTEENTH AVENUE • SUITE 401

PHOENIX, ARIZONA 85007

(602) 542-1500

June 28, 2017

Lisa M. Fowlkes  
Chief, Public Safety and Homeland Security Bureau  
Federal Communications Commission (FCC)  
Washington, DC 20554

Via email by request to: [911feereport@fcc.gov](mailto:911feereport@fcc.gov)

Re: Information Collection as Mandated in the New and Emerging Technologies Improvement Act of 2008

Dear Chief Fowlkes:

On behalf of the State of Arizona, I am submitting the attached document in the form prescribed by the FCC. It is our understanding the completed document reflects all required information and should satisfy compliance requirements with Section 6(f) (2) of the NET 911 Act as it relates to Arizona's 911 program. We appreciate the opportunity to assist the FCC with its efforts to comply with Section 6(f) (2) of the NET 911 Act. At this time, we have no additional comments regarding the applicable funding mechanisms for 911 and E911.

Should you have any questions, comments or concerns with the information contained within the correspondence, please do not hesitate to contact me at 602-542-1500 or Barbara Jaeger, the State 911 Administrator, at 602-542-0911.

Sincerely,

A handwritten signature in black ink, appearing to read "Craig C. Brown", with a long horizontal flourish extending to the right.

Craig C. Brown  
ADOA Director

Chief Fowlkes  
June 28, 2017  
Page 2

cc: The Honorable Douglas A. Ducey, Governor, State of Arizona  
Lorenzo Romero, Director, Governor's Office of Strategic Planning and Budget  
Richard Stavneak, Director, Joint Legislative Budget Committee

Enclosure: Annual Collection of Information Related to the Collection and Use of 911 and the Annual JLBC Expenditure Report.



Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB

3060-1122

Expires: March 31, 2018

Estimated time per response: 10-55  
hours

Annual Collection of Information

Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions

Pursuant to OMB authorization 3060-1122, the FCC’s Public Safety and Homeland Security Bureau seeks the following specific information in order to fulfill the Commission’s obligations under Section 6(f)(2) of the NET 911 Act:

**A. Filing Information**

**1. Name of State or Jurisdiction**

State or Jurisdiction
State of Arizona

**2. Name, Title and Organization of Individual Filing Report**

Name	Title	Organization
Barbara Jaeger, ENP	State 911 Administrator	Arizona Department of Administration



Federal Communications Commission  
Washington, D.C. 20554

**B. Overview of State or Jurisdiction 911 System**

**1. Please provide the total number of active Public Safety Answering Points (PSAPs) in your state or jurisdiction that receive funding derived from the collection of 911/E911 fees during the annual period ending December 31, 2016:**

PSAP Type <sup>1</sup>	Total
Primary	76
Secondary	10
<b>Total</b>	<b>86</b>

**2. Please provide the total number of active telecommunicators<sup>2</sup> in your state or jurisdiction that were funded through the collection of 911 and E911 fees during the annual period ending December 31, 2016:**

Number of Active Telecommunicators	Total
Full-Time	0
Part-time	0

---

<sup>1</sup> A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association, Master Glossary of 9-1-1 Terminology (*Master Glossary*), July 29, 2014, at 118, 126, available at [https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014\\_2014072.pdf](https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf).

<sup>2</sup> A telecommunicator, also known as a call taker or a dispatcher, is a person employed by a PSAP who is qualified to answer incoming emergency telephone calls and/or who provides for the appropriate emergency response either directly or through communication with the appropriate PSAP. See *Master Glossary* at 137.



Federal Communications Commission  
 Washington, D.C. 20554

3. For the annual period ending December 31, 2016, please provide an estimate of the total cost to provide 911/E911 service in your state or jurisdiction.

Amount (\$)	\$15,538,696
----------------	--------------

3a. If an amount cannot be provided, please explain why.

N/A

4. Please provide the total number of 911 calls your state or jurisdiction received during the period January 1, 2016 to December 31, 2016.

Type of Service	Total 911 Calls
Wireline	971,912
Wireless	4,297,454
VoIP	-
Other	-
<b>Total</b>	<b>5,269,366</b>

**C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms**

1. Has your State, or any political subdivision, Indian tribe, village or regional corporation therein as defined by Section 6(f)(1) of the NET 911 Act, established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (please include a citation to the legal authority for such mechanism)? *Check one.*

▪ Yes .....



Federal Communications Commission  
Washington, D.C. 20554

▪ No .....

**1a. If YES, provide a citation to the legal authority for such a mechanism.**

Pursuant to A.R.S. §41-704 the Director of the Arizona Department of Administration (ADOA) is required to:

- Adopt rules and procedures for the administering and disbursing monies deposited in the Emergency Telecommunication Services Revolving Fund;
- Review and approve, at least quarterly, requests by political subdivisions for payment for operating emergency telecommunication service systems;
- Bi-annually recommend to the Arizona Legislature the amount the Telecommunication Services Excise Tax that will be required to support the implementation of the State's 911 program; and
- Administer the Emergency Telecommunication Services Revolving Fund.

The administration of the State's 911 program, including how the collected funds are made available to localities, written criteria regarding the allowable uses of the collected funds and procedures for the disbursement of funds, is governed by the rules adopted by ADOA pursuant to the Arizona Administrative Code. These rules, which became effective on June 22, 1985, consist of Section R2-1-401 through R2-1-411 of the Arizona Administrative Code are as follows:

- R2-1-401 Definitions;
- R2-1-402 Establishment of 911 Planning Committee;
- R2-1-403 Submission of Service Plan;
- R2-1-404 Certificate of a Service Plan Approval;
- R2-1-405 Resubmitting of a Service Plan;
- R2-1-406 Modification of an Approved Service Plan
- R2-1-407 911 System Design Standards;
- R2-1-408 911 Operational Requirements;
- R2-1-409 Funding Eligibility;
- R2-1-410 Method of Reimbursement; and
- R2-1-411 Allocation of Funds

The Director of ADOA has the authority to approve the expenditure of funds collected for 911 or E911 purposes. The State911 Office annually reviews a budget for each political subdivision eligible for program funding. A detailed review of equipment, network and other approved costs is completed and funding approval is provided to the political subdivision.

The State 911 Office is responsible for reviewing the accuracy of all invoices for eligible emergency telecommunication services and the payments rendered directly from the Emergency



Federal Communications Commission  
Washington, D.C. 20554

Telecommunication Services Revolving Fund for the implementation and support of 911 or E911 Services.

Pursuant to A.R.S. § 704, ninety-five percent of the revolving fund is identified for the explicit purpose of emergency telecommunications (911) services through political subdivisions of the State. This includes monthly recurring costs of emergency telecommunication services such as expenditures for capital, maintenance and operating purposes. In addition, the wireless carriers' costs associated with the provisioning, development, design, construction and maintenance of wireless emergency telecommunication services is also included.

ADOA is authorized to use up to two-thirds of the five percent deposited annually in the Emergency Telecommunications Services Fund for administrative costs. The remainder of the five percent may be allocated for local network management of contracts with Public Safety Answering Points for emergency telecommunication services.

**1b. If YES, during the annual period January 1, 2016 to December 31, 2016, did your state or jurisdiction amend, enlarge, or in any way alter the funding mechanism.**

No.

**2. Which of the following best describes the type of authority arrangement for the collection of 911/E911 fees? Check one.**

- The State collects the fees .....
- A Local Authority collects the fees .....
- A hybrid approach where two or more governing bodies  
(e.g., state and local authority) collect the fees .....

**3. Describe how the funds collected are made available to localities.**

The State 911 Offices reviews and approves budget and proposals; reviews and processes for payment all community approved invoices; forwards approved invoices for payment and determines that funds collected have been made available or used for the purposes designated by the funding



Federal Communications Commission  
Washington, D.C. 20554

mechanism.

**D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are Spent**

**1. Indicate which entities in your state have the authority to approve the expenditure of funds collected for 911 or E911 purposes.**

Jurisdiction	Authority to Approve Expenditure of Funds (Check one)	
	Yes	No
State	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local (e.g., county, city, municipality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**1b. Please briefly describe any limitations on the approval authority per jurisdiction (e.g., limited to fees collected by the entity, limited to wireline or wireless service, etc.)**

Final funding approval is limited to revenue collected on a fiscal year basis. The State collects review on wireline, wireless, VoIP and prepaid wireless.

**2. Has your state established a funding mechanism that mandates *how* collected funds can be used?**  
*Check one.*

- Yes .....
- No .....





Federal Communications Commission  
Washington, D.C. 20554

**2a. If you checked YES, provide a legal citation to the funding mechanism of any such criteria.**

A.R.S. §41-704 – Emergency Telecommunication Services; administration, revolving fund.

**2b. If you checked NO, describe how your state or jurisdiction decides how collected funds can be used.**

N/A

**E. Description of Uses of Collected 911/E911 Fees**

- 1. Provide a statement identifying with specificity all activities, programs, and organizations for whose benefit your state, or political subdivision thereof, has obligated or expended funds collected for 911 or E911 purposes and how these activities, programs, and organizations support 911 and E911 services or enhancements of such services.**

There are 86 Public Safety Answering Points in Arizona that are eligible for 911 funding from the Emergency Telecommunication Services Excise Tax. During the annual period ending December 31, 2016, funds were expended for 911 equipment upgrades, 911 equipment maintenance and 911 network services including NG911, as well as for the wireless carriers’ costs associated with the deployment and maintenance of Wireless E911 Phase II.

Equipment upgrades approved for 10 sites including Apache County Sheriff’s Office, Bullhead City Police Department, Flagstaff Department of Public Safety, Lake Havasu Police Department, Luke Air Force Base, Kingman Police Department, Mohave County Sheriff’s Office, Navajo County Sheriff’s Office, Pinetop-Lakeside Police Department, Snowflake Police Department, White River Police Department. Review of documents were also done for the replacement of equipment for the state’s largest PSAP, Phoenix Police Department with 104 call answering positions.

Remedial maintenance is also important for this program and maintenance and software support contract are reviews as they expire. A total of 21 software support contracts were approved and reviewed during 2016.



Federal Communications Commission  
Washington, D.C. 20554

2. Please identify the allowed uses of the collected funds. <i>Check all that apply.</i>			
Type of Cost		Yes	No
<b>Operating Costs</b>	Lease, purchase, maintenance of customer premises equipment (CPE) (hardware and software)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Lease, purchase, maintenance of computer aided dispatch (CAD) equipment (hardware and software)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of building/facility	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Personnel Costs</b>	Telecommunicators' Salaries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Training of Telecommunicators	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Administrative Costs</b>	Program Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Travel Expenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Dispatch Costs</b>	Reimbursement to other law enforcement entities providing dispatch	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Lease, purchase, maintenance of Radio Dispatch Networks	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Grant Programs</b>		<input type="checkbox"/> If YES, see 2a.	<input checked="" type="checkbox"/>
<b>2a. During the annual period ending December 31, 2016, describe the grants that your state paid for through the use of collected 911/E911 fees and the purpose of the grant.</b>			
N/A			



Federal Communications Commission  
 Washington, D.C. 20554

**F. Description of 911/E911 Fees Collected**

1. Please describe the amount of the fees or charges imposed for the implementation and support of 911 and E911 services. Please distinguish between state and local fees for each service type.		
Service Type	Fee/Charge Imposed	Jurisdiction Receiving Remittance (e.g., state, county, local authority, or a combination)
Wireline	\$.20 per month for each activated wire service account	State
Wireless	\$.20 per month for each activated wireless service account	State
Prepaid Wireless	.80 of one percent from the retail sale of wireless services. Retailer can retain 3% prior to submittal	State
Voice Over Internet Protocol (VoIP)	Same as wireline services	State
Other	None	--



Federal Communications Commission  
Washington, D.C. 20554

2. For the annual period ending December 31, 2016, please report the total amount collected pursuant to the assessed fees or charges described in Question F 1.

Service Type	Total Amount Collected (\$)
Wireline	\$18,406,139
Wireless	AZ Dept. of Revenue combines Wireline and Wireless collection.
Prepaid Wireless	\$1,920,514
Voice Over Internet Protocol (VoIP)	AZ Dept. of Revenue combines Wireline, Wireless and VoIP collection.
Other – Interest	\$62,861
<b>Total</b>	<b>\$20,389,514</b>

- 2a. If an amount cannot be provided, please explain why.

N/A

3. Please identify any other sources of 911/E911 funding.

None



Federal Communications Commission  
Washington, D.C. 20554

Question	Yes	No
<b>4. For the annual period ending December 31, 2016, were any 911/E911 fees that were collected by your state or jurisdiction combined with any federal, state or local funds, grants, special collections, or general budget appropriations that were designated to support 911/E911/NG911 services?</b> <i>Check one.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4a. If YES, please describe the federal, state or local funds and amounts that were combined with 911/E911 fees.</b>		
N/A		



Federal Communications Commission  
Washington, D.C. 20554

5. Please provide an estimate of the proportional contribution from each funding source towards the total cost to support 911 in your state or jurisdiction.	Percent
State 911 Fees	100%
Local 911 Fees	0
General Fund - State	0
General Fund - County	0
Federal Grants	0
State Grants	0



Federal Communications Commission  
Washington, D.C. 20554

**G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses**

Question	Yes	No
<b>1. In the annual period ending December 31, 2016, were funds collected for 911 or E911 purposes in your state or jurisdiction made available or used solely for the purposes designated by the funding mechanism? <i>Check one.</i></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If NO, please identify what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including any funds transferred, loaned, or otherwise used for the state's general fund. Along with identifying the amount, please include a statement identifying the non-related purposes for which the collected 911 or E911 funds were made available or used.</b>		
<b>Amount of Funds (\$)</b>	<b>Identify the non-related purpose(s) for which the 911/E911 funds were used. <i>(Add lines as necessary)</i></b>	
N/A		



Federal Communications Commission  
Washington, D.C. 20554

**H. Oversight and Auditing of Collection and Use of 911/E911 Fees**

Question	Yes	No
<p><b>1. Has your state established any oversight or auditing mechanisms or procedures to determine whether collected funds have been made available or used for the purposes designated by the funding mechanism or otherwise used to implement or support 911? <i>Check one.</i></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>1a. If YES, provide a description of the mechanisms or procedures and any enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)</b></p>		
<p>The State 911 office reviews and approves proposals, reviews and processes for payment all community-approved invoices, forwards approved invoices for direct payment and determines that funds collected have been made available or used for the purposes designated by the funding mechanism.</p> <p>The State Auditor General can audit any program within their statutory authority.</p>		

Question	Yes	No
<p><b>2. Does your state have the authority to audit service providers to ensure that the amount of 911/E911 fees collected from subscribers matches the service provider's number of subscribers? <i>Check one.</i></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>





Federal Communications Commission  
 Washington, D.C. 20554

2a. If YES, provide a description of any auditing or enforcement or other corrective actions undertaken in connection with such auditing authority, for the annual period ending December 31, 2016. (Enter "None" if no actions were taken.)

None

**I. Description of Next Generation 911 Services and Expenditures**

Question	Yes	No
<b>1. Does your state or jurisdiction classify expenditures on Next Generation 911 as within the scope of permissible expenditures of funds for 911 or E911 purposes? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>1a. If YES, in the space below, please cite any specific legal authority:</b>		
A.R.S §41-704 – Emergency Telecommunication Services; administration, revolving fund.		



Federal Communications Commission  
 Washington, D.C. 20554

Question	Yes	No
<b>2. In the annual period ending December 31, 2016, has your state or jurisdiction expended funds on Next Generation 911 programs? Check one.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>2a. If YES, in the space below, please enter the dollar amount that has been expended.</b>		
<b>Amount (\$)</b>	\$1,980,976 Includes \$1.9 M for NG911 network buildout for CenturyLink and \$32,805 for consultant study.	



Federal Communications Commission  
Washington, D.C. 20554

3. For the annual period ending December 31, 2016, please describe the type and number of NG911 Emergency Service IP Network(s) (ESInets) that operated within your state.					
Type of ESInet	Yes	No	If Yes, Enter Total PSAPs Operating on the ESInet	If Yes, does the type of ESInet interconnect with other state, regional or local ESInets?	
				Yes	No
a. A single, state-wide ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Local (e.g., county) ESInet	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Regional ESInets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[If more than one Regional ESInet is in operation, in the space below, provide the total PSAPs operating on each ESInet]	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet:			Maricopa Region 911	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name of Regional ESInet:			CenturyLink i3 NG911 ESInet	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Federal Communications Commission  
 Washington, D.C. 20554

4. Please provide a description of any NG911 projects completed or underway during the annual period ending December 31, 2016.

CenturyLink completed the installation of an NG911 i3 network and will start turning up PSAPs in March 2017. Initially it will support the NG911 Managed Services project for 10 of 15 counties in Arizona.

Question	Total PSAPs Accepting Texts
5. During the annual period ending December 31, 2016, how many PSAPs within your state implemented text-to-911 and are accepting texts?	0
Question	Estimated Number of PSAPs that will Become Text Capable
6. In the next annual period ending December 31, 2017, how many PSAPs do you anticipate will become text capable?	14



Federal Communications Commission  
Washington, D.C. 20554

**J. Description of Cybersecurity Expenditures**

Question	Check the appropriate box		If Yes, Amount Expended (\$)
1. During the annual period ending December 31, 2016, did your state expend funds on cybersecurity programs for PSAPs?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Question	Total PSAPs
2. During the annual period ending December 31, 2016, how many PSAPs in your state either implemented a cybersecurity program or participated in a regional or state-run cybersecurity program?	0

Question	Yes	No	Unknown
3. Does your state or jurisdiction adhere to the National Institute of Standards and Technology <i>Framework for Improving Critical Infrastructure Cybersecurity</i> (February 2014) for networks supporting one or more PSAPs in your state or jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Federal Communications Commission  
Washington, D.C. 20554

**K. Measuring Effective Utilization of 911/E911 Fees**

- 1. Please provide an assessment of the effects achieved from the expenditure of state 911/E911 or NG911 funds, including any criteria your state or jurisdiction uses to measure the effectiveness of the use of 911/E911 fees and charges. If your state conducts annual or other periodic assessments, please provide an electronic copy (*e.g.*, Word, PDF) of the latest such report upon submission of this questionnaire to the FCC or provide links to online versions of such reports in the space below.**

1. 100% of wireline and wireless access lines in Arizona has access to 911.
2. 110% of wireline and wireless access lines with PSAP systems for which the state has approved 911 Service Plans, has Enhanced 911.
3. 99% of access lines within approved PSAP systems has Wireless Phase II 911 Service.
4. Attachment – 2016 Arizona Joint Legislative Budget Committee Annual Report on Expenditures.