

# Arizona 9-1-1 News & Views



## 9-1-1 Office Fantastic News!

# State of Arizona 9-1-1 Program Awarded GRANT

September 2004

Inside this issue:



On August 31, 2004, the Board of Directors of the E9-1-1 PSAP Readiness Fund Awarded the State of Arizona's 9-1-1 Program a \$1 million dollar grant to focus on Geographical Information Systems (GIS) and mapping for Phase II preparation.

The proclamation reads in part:

The Board of Directors of Wireless E-911: The PSAP Readiness Fund, a Delaware nonstick corporation (the "Corporation"), on this 31<sup>st</sup> day of August, 2004, hereby resolves:

WHEREAS, the Corporation has set a strategic direction to provide targeted funding support to key states to accelerate Phase II E-911 deployment rapidly in concentrated areas; and

WHEREAS, the State of Arizona has developed a record of prudent fiscal management and incremental progress in its deployment of Phase I wireless E-911 service; and

WHEREAS, Arizona 911 community faces a legislatively-mandated decline in its wireless subscriber surcharge while confronting the daunting task of deploying Phase II service across rural and remote areas which include twenty percent of the state's population, but the vast majority of its land mass; and

WHEREAS, the Board of Directors believes that funding provided to the State of Arizona can rapidly escalate deployment of Phase II service in such rural and remote areas across all wireless carriers in direct support of the Corporation's charter to "foster the development and timely implementation of advanced location-based emergency services, particularly in areas underserved by modern communications technology";

NOW, THEREFORE, BE IT:

RESOLVED, that the Board hereby authorizes a grant of **One Million Dollars (\$1,000,000)** to the State of Arizona (the "State"), to be administered by the State 9-1-1 Office within the Department of Administration's Information Services Division and the Grant Letter be revised to remove any requirement for matching to funds, and to reflect a single lump sum payment to the State.

The State 9-1-1 Office is currently reviewing the Grant Agreement for finalization. It is our intent to move forward with providing GIS support in those counties that currently have Phase I deployed.

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# Phase I or Phase II ???

## Phase I or Phase II, which is the right choice for you?

**B**efore you make the choice, you must first be aware of what features are provided with Phase I and II service. And secondly, you need to consider the FCC and State of Arizona prerequisites/rules needing to be met.

To help you with your choice, let's take a look at the features included in these 2 products.

### Phase I

- \* Connection to the 9-1-1 service provider's selective router so calls can be transferred via the 9-1-1 network; and in turn, ANI (Automatic Number Identification) and ALI (Automatic Location Identification) can be transferred to the receiving agency. (Service applies to those PSAPs on the Qwest 9-1-1 network.)
- \* The name of the wireless service provider (WSP) whose subscriber placed the 9-1-1 call, along with the WSP's 24x7 security telephone number.
- \* The address/location of the cell site and sector sending the 9-1-1 call.
- \* The calling party's telephone number.

### Phase II

- \* All of the above.
- \* Plus, the X/Y coordinates (longitude and latitude) of the calling party.

So, knowing what features are included with each of the services, which is the one for you? Remember, as mentioned above, there are prerequisites or rules that must be met. Some of these are of interest to the wireless providers because it guarantees them if they go to the effort and expense of providing the service, the PSAP will be able to utilize the service and reimburse them for the costs incurred. All of the rules are of interest to the State of Arizona's 9-1-1 Office as they define the criteria for funding from the State's 9-1-1 Fund.

What are these rules? For **Phase I** the list is short and, in most cases, easily attainable. The 9-1-1 jurisdiction must:

#1 Be fully Enhanced in the wire line environment, i.e., already receive ANI (Automatic Number Identification) and ALI (Automatic Location Identification).

#2 Have a funding mechanism in place for "recovering the PSAP's cost of facilities and equipment necessary to receive and utilize the E911 data elements".

*AZ's 9-1-1 Fund serves to meet this requirement.*

#3 "Order the equipment necessary to fulfill its Phase I obligations."

*Since Rule #1 (above) says that a 9-1-1 system must be fully enhanced, the equipment necessary to receive Phase I calls is already in place. Therefore, the rule is met.*

#4 Make a "timely request to the proper LEC (local exchange carrier) for the facilities and equipment necessary to receive and utilize the Phase I data elements.

*Again, since Rule #1 (above) says a 9-1-1 system must be fully enhanced, the major network components are already in place. If a PSAP, however, decides to install a new set of 9-1-1 trunks for wireless only traffic, this rule would apply. A request to the LEC at the beginning of the project, with implementation set 3 months from the start of the project, meets this rule.*

**For Phase II the list of requirements is more extensive.** Without going into excruciating detail, suffice it to say **additional consideration must be given to GIS data, mapping equipment, and a data stream delivering X/Y components.** For more detailed information concerning Phase II requirements, please contact Penelope Meyers at the State's 9-1-1 Office, 602-771-0911.



**In either case - Phase I or II - before you start pursuing this upgraded service, you will need to talk with the State's 9-1-1 Office.**

**Penelope Meyers (602-771-0911) or Barbara Jaeger (602-542-0911) will be happy to take your call.**

## What's New

### Enhanced Wireless Status

#### Santa Cruz County

With the mid-April completion of Phase I service, Santa Cruz County has joined the ranks of Pima, Pinal, and Graham County in providing Enhanced wireless service to their public safety community and residents.

Susan Handley (Santa Cruz SO) and Christina Dominguez (Nogales PD) comprised the team that worked with the county's 7 wireless service providers (WSP) and the State of Arizona's 9-1-1 Office to plan and deploy Phase I service. Recognition is due for their enthusiasm and commitment. It was the catalyst that moved the project ahead smoothly and in a timely fashion. Thanks to their efforts, a higher level of emergency response is being experienced in Santa Cruz County today.



#### City of Page

April 1<sup>st</sup>, the State of Arizona's 9-1-1 Office met with the Page Police Department and Glen Canyon National Park Service to officially kick-off the State's fifth Phase I project. Charlene Gustavson (Page PD) and Brenda Russell (Glen Canyon) were named to represent their respective agencies.

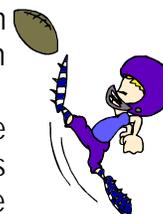
The "Request for Service" letter was sent to the WSPs on April 15th. This communiqué set the 6-month clock for the deployment of Phase I. If everything goes as planned, the 3 wireless carriers serving the Page and Glen Canyon National Park area will have their enhanced wireless service deployed by mid October, 2004.

This new project has a challenge never before encountered in Arizona. Two of the cell sites serving the area are physically located in Utah. Page's wireless project team and the State of Arizona's 9-1-1 Office are currently working with the carrier to investigate the feasibility and cost of routing Phase I calls from Utah to Qwest's Phoenix Main selective router.

#### Pima County



As in the past, Pima County is leading the pack in deploying enhanced Wireless service. Anita Velasco, has assumed a significant role in managing this project. Pima County was the first in Arizona to deploy Phase I, and now they are the first to request Phase II. All 9 of Pima's wireless carriers have been notified Phase II is being requested and they are beginning work to upgrade their service. Complete deployment is anticipated by mid November, 2004.



### WIRELESS ALL RECORD STANDARDS

**The focus of the State's wireless project is not to simply deploy enhanced wireless service (Phase I & II) throughout Arizona, but rather to deploy quality services delivering value to their end users.**



**To that end, the State's 9-1-1 Office has developed standards to be used throughout Arizona for the Wireless All Records associated with Phase I & Phase II service. Without national standards in place to serve as a guide, this task has been difficult at best. But thanks to the efforts of Qwest and members of Arizona's 9-1-1 community, the Standards are finally completed and have been distributed to applicable PSAPs, carriers, and database providers.**

**Going forward, call takers can expect to see clear and understandable information, populated consistently on Phase I & II All Records. Regardless if a call is from the call taker's jurisdiction, or if it's been transferred from half way across the state, the content and position of the data will be the same.**

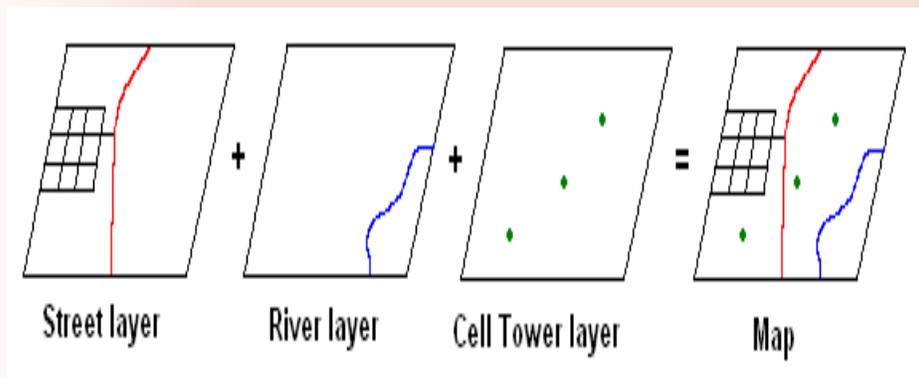
**Hopefully, this will ease the very difficult job of emergency response.**

### GEOGRAPHIC INFORMATION SYSTEMS (GIS) in 9-1-1

Perhaps your 9-1-1 workstation already includes a monitor with a map display. If not, it is likely you will have 9-1-1 mapping at some point in the future. The process of plotting 9-1-1 calls on a map is known as mapped ALI. Mapped ALI allows you, the dispatcher, to instantly view the location of a caller on a map, when you answer a 9-1-1 call (Wireline or Wireless).

So how does the map “know” where to plot the caller when you answer the phone? The answer is GIS. Mapped ALI uses GIS to automatically locate the 9-1-1 caller when you answer the phone. First, it reads the address information from the 9-1-1 call (ALI - Automatic Location Identification). Then it locates the address on your map.

This article will touch on the basics of GIS, as well as, how it enhances 9-1-1.



### What is GIS?

GIS allows users to analyze, manipulate, and view data on a map tied to real-world coordinates. When you view a map on a computer, it is likely made up of several map layers. These layers may include roads, city boundaries, lakes and rivers, points of interest, etc. Think of each layer as a transparency and when you lay them on top of each other, you get one complete map image.

Each data layer is linked to a database (think spreadsheet), which stores information pertaining to the map features. Thus, there are two elements that make up a map layer. One element is the image you see on the computer screen and the other is the data/information applied to the image you see.

### How GIS Enhances 9-1-1

GIS is a useful tool in the 9-1-1 world. It can automatically plot a caller's location on a map when you answer the 9-1-1 call...even when the caller cannot respond. It can also track the location of emergency units so you can dispatch the closest available responder. Then, the 9-1-1 GIS mapping system can pilot the emergency personnel along the quickest route to the scene of an accident.

As you can see, GIS is a powerful tool in the 9-1-1 world. Your ability to learn and use this new technology will be imperative to reducing response times and saving lives. In future articles, we will take a closer look at the use of GIS in 9-1-1.

The GIS Survey has been sent to each 9-1-1 Coordinator. This GIS survey will help the State 9-1-1 Office gain a better understanding of everyone's GIS status. We greatly appreciate your cooperation.

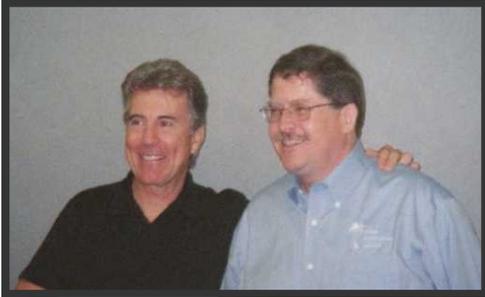
Questions concerning this project can be directed to:

Adam Iten, State of Arizona, 9-1-1 GIS Coordinator.

Adam can be reached at: 602.771.3911

## What's New

### NENA'S 2004 CONFERENCE KEYNOTE SPEAKER - JOHN WALSH



JOHN WALSH POSES WITH NENA PRESIDENT,  
BILL McMURRAY, ENP.

John Walsh, founder and host of *America's Most Wanted – Strikes Back* was the keynote speaker at annual conference in Tampa, FL. Running a little late, he came “flying” onto the stage with all the gust and vigor of a man on a mission.

Since 1983, when his son was kidnapped and later found dead, he has been a major advocate of missing children nationwide. He and his wife Reve', recognized that investigative avenues were inadequate when their six year old son, Adam, was abducted and later found murdered.

Due to their efforts in Congress, the passage of the *Missing Children Act of 1982* and the *Missing and Exploited Children's Assistance Act of 1984* were enacted. The latter bill founded the *National Center for Missing and Exploited Children*, which maintains a toll-free hotline number **(1-800-THE-LOST)** to report a missing child or the sighting of one.

His uplifting and emotional account of the trials and tribulations that he and his wife endured held the attention of each and every attendee.

Mr. Walsh continues his lobbying efforts, testifying before Congress and state legislatures on crime, missing children and victims' issues.

### THE STATE 9-1-1 OFFICE EXPANDS



On May 16, 2004, the State 9-1-1 Office welcomed a new addition to our professional family. Adam Iten joined our staff as the 9-1-1 GIS Project Coordinator. Adam has a recent background in GIS as it relates to 9-1-1 and the preparation process for validation for Phase II Wireless.

As we move forward, his duties will include development of standards for GIS data and ensuring that those standards are met. He will be working closely with your local GIS and MSAG gurus to determine the best methods for enhancing and maintaining your GIS data.

Adam was born and raised in Minnesota; he is a graduate of the University of St. Thomas in St. Paul, MN with a Bachelors degree in Geography. In 2002, he moved south to Phoenix and recently married his high school sweetheart, Laura.

Should you have any questions pertaining to validation of GIS data or MSAG, please feel free to contact him at the number or e-mail listed below.

**Adam Iten, GIS Project Coordinator**  
602.771.3911 [adam.iten@ad.state.az.us](mailto:adam.iten@ad.state.az.us)  
Work schedule: 7:00 AM - 3:30 PM, Monday — Friday



Our newest addition, Maria Hall, joined our team as of September 13, 2004. She comes to us with 32 years of Telecomm experience having recently left Qwest Communications. During her employment with Qwest, Maria was instrumental in the provisioning of the 9-1-1 Network services in Arizona. She

brings with her extensive background in products and services utilized in the 9-1-1 arena.

As a 9-1-1 Project Manager she is responsible for network and equipment installations. She will function as liaison and researcher for any network projects such as Selective Router Redundancy and Voice Over Internet Protocol (VoIP). She is also available to assist you in the planning process for any network or equipment additions and changes. Maria has been an Arizona resident since 1979, after moving from Buffalo, New York with her husband and daughter. Please contact her with any questions or concerns related to network and equipment.

Maria Hall, Project Manager  
602.771.4911 [maria.hall@ad.state.az.us](mailto:maria.hall@ad.state.az.us)  
Work schedule: 6:30 AM – 4:30 PM, Monday - Thursday

# Around Arizona

Cochise County is still moving forward in their quest to complete their countywide enhanced 9-1-1 project. The City of Bisbee Service Plan has been completed and submitted for approval. Customer service records for both Qwest and Valley Telco are being updated to include postal standard addresses.



Prescott Police Department is planning to consolidate with the Prescott Fire Department dispatch center next summer. They are currently addressing back issues as well as equipment needs for a new location which is being remodeled.

Gila County continues to work on their addressing program. With the assistance of Spatial Data Resource, a GIS and addressing company, they continue to make progress in the street naming and addressing process. The northern portion of Gila County will be completed before moving to the southern portion.

Yavapai County recently completed the upgrade to Enhanced 9-1-1 for the Hwy 69 corridor. This includes the communities of Prescott Valley, Humbolt, Dewey and Spring Valley. The county Planning and Zoning Department is working on completing the addressing for the remainder of the county.

The Gila River Indian Tribe has received preliminary funding approval to move forward with their Enhanced 9-1-1 system in January. They have encountered some minor problems with continuing the addressing scheme and will move forward once those issues are resolved.

If you have any questions, please contact:

**Barbara Jaeger**  
**State 9-1-1 Administrator**  
**602-542-0911**  
**(toll free 1-866-456-3911) or**

[barbara.jaeger@ad.state.az.us](mailto:barbara.jaeger@ad.state.az.us)

The City of Williams addressing program is close to completion. A recent meeting outlined the items still required to be able to submit address information to the postal service and Qwest.

Mohave County GIS department has requested some funding to assist with the development of data. Approval in the FY05 budget will be given providing all data developed is available to the PSAPs in the county.

## Federal Legislation Aimed at Providing Support for Public Safety

Congress is currently fine tuning two pieces of legislation that will assist states with the deployment of wireless enhanced 9-1-1.

The House of Representatives Resolution HR 2898 would provide for \$100 Million of 50/50 matching funds to assist communities moving toward wireless Enhanced 9-1-1. This legislation stipulates the money will only be used for Wireless 9-1-1.



**Senate Bill SB 1250 provides for \$500 Million of 50/50 matching funds for emergency communications, including 9-1-1.**

Both pieces of legislation provide penalties for States utilizing dedicated 9-1-1 funds for other purposes.



HR 2898 has successfully passed the House, but the Senate Bill has not. Negotiations are underway to resolve the stalemate and move the legislation forward.

## SPECIAL EVENTS

### Arizona's APCO/NENA Chapter Meetings



Arizona's APCO/NENA chapter meetings are held **Quarterly**. For more information on APCO/NENA chapter meetings, events and information, you can access their web site at: [www.az-apco-nena.org](http://www.az-apco-nena.org)

### 2005 APCO/NENA National Conferences

**2005 TDC/ODC NENA Conference – March 20-23, 2005.** Technical Development Conference and 9-1-1 Center Operational Development Conference in San Jose, CA.  
For more information contact **NENA**.

**NENA Long Beach, CA 2005 – June 25-30.** Make plans now to attend the 2005 NENA Annual Conference and Trade Show in Long Beach, CA.  
For more information contact **NENA at 1-800-332-3911** or at: [www.nena9-1-1.org](http://www.nena9-1-1.org)

**APCO Denver, CO 2005 – August 21-25.** If you can't attend the **NENA** conference, Denver will work for you. For more information contact: **APCO at 1-888-APCO.9-1-1** or at: [www.apco911.org](http://www.apco911.org)

## CONGRATULATIONS

### NINE NEW EMERGENCY NUMBER PROFESSIONALS FOR ARIZONA

In October, the ranks of Emergency Number Professionals (ENP) in Arizona increased by NINE.



Congratulations to **Don Anderson**, Pima County Sheriff's Dept., **Sheila Blevins**, Marana Police Dept., **Richard Hughes**, Drexel Heights Fire Dept., **Liz Hunt**, Phoenix Fire Dept., **Maria Lopez**, Yuma Police Dept., **Sharon Schauer**, Flagstaff Police Dept. and **David Jones**, **Candace Leininger** and **Donna Nervik** with the City of Tucson Communications Division.

The Arizona Chapter of NENA provided scholarships for all the above individuals to take the test offered in Phoenix.

The National Emergency Number Association (NENA) developed the ENP Certification as a tool to develop the benchmarks of performance while magnifying a broad-based competence in the professional field of 9-1-1.

The test is given at various locations around the country on a regular basis. Additional information on the program and qualifications for certification are available on the NENA website at:

[www.nena9-1-1.org](http://www.nena9-1-1.org)

# RESOURCES

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## 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: <http://www.apco911.org/>

## NENA

National Emergency Number Assoc.

website: <http://www.nena9-1-1.org/>



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