ARIZONA
DEPARTMENT OF ADMINISTRATION
9-1-1 PROGRAM

Selections for Next-Gen

Equipment selections continue as our project progresses. Gila County, Yuma County, Gila River Indian Community, Santa Cruz County, and Pinal County have all selected Vesta as their call handling solution. Cochise, Greenlee, and Pima will next make their selections.

Site Surveys

Site surveys will soon begin to verify existing connections and plan for the project's implementation phase.

Ordering Equipment

ESInet circuits and other equipment are on order to soon make NextGen a reality in Arizona. The capabilities for this network will help advance Arizona and 9-1-1 to prepare for the future and upcoming technology.

State 9-1-1 Advisory Board

Taking off!

The State 9-1-1 Advisory Board met for the very first time on January 27, 2021. This board was formed to gain more input from constituents across Arizona and work together on solutions to improve 9-1-1. The first meeting was more of an opportunity to brainstorm ideas and directions for the group. We briefly discussed the excise tax, standardized training for new employees, certifications, standardizing job descriptions, manager education, 988 information, and remote working for dispatchers. The next meeting is scheduled for February 14th. In the meantime, members will work on a mission statement for the board and provide a list of top items that they feel this group can best work on to addressing. We will have a consultant present at the next meeting to help develop a strategic plan for this group. In addition, we plan to have a member from the 988 task force speak about what to expect about this service and what is needed from our group to assist.

Sharing in our Success Through Technology

Several exceptional tools are helping to make a difference!

Rapid Deploy/Eclipse

A Scottsdale detective notified his Communications Bureau of a series of 27 swatting calls to neighboring departments. The calls were mostly fire-related, but some required police response as well. Scottsdale entered the phone numbers from the 911 cell phones and determined one of the calls was transferred to the fire department. Eclipse showed the call with a link underneath it. The link opened up the call history, which updated every few seconds, and clicking on that history revealed a map with the caller's location. The detective confirmed that the location matched the residence of interest for the case based on weeks of investigative work.

In the evening hours of January 17th, Scottsdale PD received a call from a pilot who had crashed in the desert. The call displayed location information, however, a link was sent through Rapid Deploy to the pilot to help pinpoint his location even closer. He clicked on the link and was quickly located on the Salt River Indian Reservation near Scottsdale. Emergency responders determined the best route to reach him with the updated location.
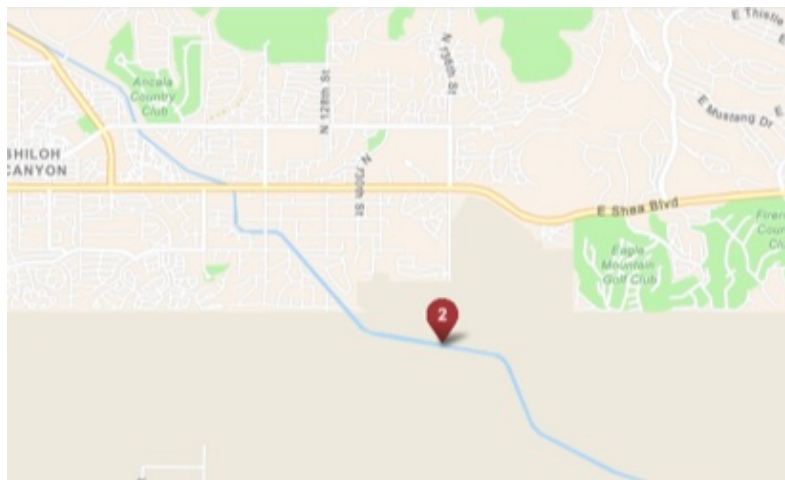
Rapid SOS

Chandler PD had an incident where an Apple Watch fall was activated during an officer and a suspect. The watch activated when the officer went to the ground. The watch provided Chandler with name, location, and pertinent medical information through Rapid SOS.

Apple Watch

In addition, Pinal County Sheriff's Office had an incident in which a Superior sergeant had been stabbed, lost his radio/speaker mic during a foot pursuit, and used his Apple Watch to communicate with the dispatcher: https://www.youtube.com/watch?

Call for Help

The 911 DataPath pilot seeks five diverse PSAPs (small 2–6 positions, medium 7–20 positions, and large 21–50 positions) with different CHE (preferred) and different CAD systems (if possible). Several primary PSAPs may be selected to ensure there are enough data sources. Pilot participants should have a good working relationship with their CHE provider and IT support that will be willing to work with MCP who will coordinate the pilot on behalf of the National 911 Program.

The pilot will consist of a group of PSAPs that will provide data representing a single region/state (possibly simulated) to merge the PSAP data and provide additional data to create a regional/state dataset. Project staff will simulate the Emergency Services (IP) network (ESInet) and Next-Gen Core Services provider datasets.

The pilot is designed to enable the routine sharing of 911 data, creating actionable knowledge that enhances public safety and emergency response outcomes. The project will inform everything required to build, maintain and utilize the data exchange model in emergency communications centers across the country. Lessons learned related to governance, data-sharing agreements, technical considerations and requirements, and data elements and definitions are expected to yield best practices.

GIS Informational HUB

The Arizona 9-1-1 Program partnered with the Arizona Geographic Information Council (AGIC) to create a Geographic Information Systems (GIS) Informational hub page that provides training, documentation, and relevant metrics that help GIS practitioners throughout Arizona transition from E9-1-1 to NG9-1-1. The hub page also provides access to the state's GIS validation and aggregation portal, 1DataGateway. Access to the hub page is through this link: https://agic-911-committee-agic.hub.arcgis.com/

Happy Birthday

Arizona achieved statehood on February 14th, 1912, the 48th state!

Celebrate Successes

Each month we'd like to spotlight a success story of a Communications center or a dispatcher. Please submit any to Jerel Frazier.