

Administrative Code

TITLE 2, ADMINISTRATION

CHAPTER 1, DEPARTMENT OF ADMINISTRATION

(Authority: A.R.S. '38-613 et. Seq.)

ARTICLE 4, R2-1-401_R2-1-411

ARTICLE 4. EMERGENCY TELECOMMUNICATION SERVICES REVOLVING FUND

Article 4 consisting of Sections R2-1-401 through R2-1-409 adopted effective June 22, 1985. Amended effective June 14, 1990. Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000.

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[R2-1-401. Definitions](#)

The following definitions shall apply for purposes of this Article:

1. "Assistant Director" means Assistant Director of the Information Services Division of the Arizona Department of Administration.
2. "Automatic location identification" or "ALI" means the process of electronically identifying and displaying the name of the subscriber and the address of the calling telephone number to a person answering a 9-1-1 call.
3. "Automatic number identification" or "ANI" means the telephone number of a caller that is automatically identified at the PSAP receiving a 9-1-1 call.

4. "Basic 9-1-1" means a service that routes a 9-1-1 call to a PSAP for dispatch services. There are no ALI or ANI data provided with the call.
5. "Busy hour" means the hour period during a 24-hour day when the number of 9-1-1 calls to the PSAP is generally at a maximum.
6. "Busy month" means the one-month period during a 12-month calendar year when, as a general matter, the number of 9-1-1 calls to the PSAP is at a maximum.
7. "Central office" means the physical site of the switching equipment for a specific telephone exchange area.
8. "Customer premise equipment" or CPE means the PSAP's communication equipment necessary for handling 9-1-1 calls.
9. "Dedicated 9-1-1 trunk" means a telephone circuit that is used exclusively to transport 9-1-1 calls.
10. "Enhanced 9-1-1" means a service that routes a 9-1-1 call to a PSAP for dispatch services and delivers the telephone number, name, and address to the PSAP.
11. "Fund" means the emergency telecommunication services revolving fund established in A.R.S. § 41-704(B).
12. "Network access mileage computations" means a computation based on distance measured from the Central Office located outside of the local exchange area to the Central Office that serves the PSAP based on the type of circuits between the Central Offices.
13. "Network exchange services" means telephone circuits or private lines dedicated to and used exclusively for the purpose of receiving, extending, or transferring 9-1-1 calls.
14. "Nine-One-One service" or "9-1-1 service" means a telephone service which allows a user of the public telephone system to reach a PSAP by dialing the digits 9-1-1.
15. "Person" has the same meaning as at A.R.S. § 1-215.
16. "Public or Private safety agency" means any unit of local, state, or federal government, special purpose district, or private person located in whole or in part within this state, that provides or has the authority to provide firefighting, law enforcement, ambulance, or other emergency or medical services.
17. "Public safety answering point" or "PSAP" means a communications facility operated on a 24-hour basis that is assigned the responsibility to receive 9-1-1 calls and, as appropriate, notifies or dispatches public or private safety services or extends, transfers, or relays 9-1-1 calls to an appropriate public or private safety agency.
18. "Public safety answering point manager" means a person responsible for the daily operation of a public safety answering point.
19. "PSAP service area" means the area in which an emergency-call-taking service is provided by a PSAP.
20. "Selective routing" means a process through which a 9-1-1 call is automatically routed to a predetermined PSAP based on the telephone number of the calling party.
21. "Service plan" means a written plan which identifies the method of providing and maintaining 9-1-1 Service in a specific geographic area.
22. "Telephone exchange area" means a specific geographic area designated by the Arizona Corporation Commission to receive service from 1 or more central offices.
23. "Wireless service" means mobile or cellular telephone service, whether digital or analog.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

R2-1-402. Establishment of 9-1-1 Planning Committee

- A. To qualify for funding under A.R.S. § 41-704(B), all the public or private safety agencies in a specific geographic area to be served shall establish a 9-1-1 planning committee to develop a service plan.
- B. A 9-1-1 planning committee shall include representation from all public and private safety agencies located within the specific geographic area that have the authority to provide firefighting, law enforcement, ambulance, or other medical or emergency services.
- C. To receive funding, a 9-1-1 planning committee shall submit a service plan as required in R2-1-403.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

R2-1-403. Submission of Service Plan

Each 9-1-1 planning committee shall submit a final service plan to the Assistant Director. The following information shall be included:

1. The name and mailing address of the planning committee chairperson;
2. The names of all members of the 9-1-1 planning committee;
3. The date the service plan is submitted to the Assistant Director;
4. The date the 9-1-1 service is scheduled to begin;
5. The signature of the chairperson;
6. A map showing the geographic boundaries of the telephone exchange areas included in the proposed 9-1-1 service system, each PSAP location, and any other jurisdictional boundaries;
7. The name and mailing address of the public or private safety agency operating each PSAP;
8. The name and telephone number of each PSAP manager;
9. A description of the procedures and agreements to be followed when responding to 9-1-1 calls that are routed to a PSAP other than the one serving the area from which the call originates;
10. A description of the 9-1-1 system routing and switching configurations;
11. A description of the network exchange services, the central office equipment to be used, and any network access mileage computations;
12. An itemized list of both estimated installation cost and ongoing costs as discussed in R2-1-409 for proposed telephone service and equipment. These estimates shall be obtained by the 9-1-1 planning committee from the telephone company serving the telephone exchange area and signed by an authorized employee of the telephone company or equipment vendor. Equipment that is on term contract from the State of Arizona Purchasing Office is exempt from bidding requirements;
13. A copy of the equipment specifications used for bidding the system customer premise equipment. A minimum of 2 bids is required;
14. A copy of the low-bid response with itemized equipment costs and associated installation charges and a list of vendors;
15. A certification from the 9-1-1 planning committee that the service plan meets the requirements of the public or private safety agencies whose services will be available in response to a 9-1-1 call;
16. A list of all public and private safety agencies whose services will be available in response to 9-1-1 calls with the following information about each:
 - a. Agency name,
 - b. Agency mailing address,
 - c. Name and telephone number of the agency head,
 - d. A brief description of the services to be provided, and
 - e. A description of proposed procedures for dispatching emergency service providers;
17. A description of an alternate method of providing service if there is a failure of all or a portion of the 9-1-1 service system or a failure of the PSAP primary electrical power;
18. A certification from the 9-1-1 planning committee for the ALI feature, that at least 90% of the 9-1-1 service area is addressed with street numbers. Before implementation of the ALI feature, certification of a less than 10% error rate in the data base shall be obtained from the telephone company responsible for the data base; and
19. A plan for a program of public information regarding 9-1-1 service, which the 9-1-1 planning committee chairperson or designee will implement at least 30 days before 9-1-1 service begins.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

[R2-1-404. Certificate of Service Plan Approval](#)

- A. The Assistant Director shall approve or disapprove a service plan within 60 days of its submission.
- B. If approved, the Assistant Director shall notify the 9-1-1 planning committee chairperson in writing of the approval of the service plan and shall include an itemization of the costs that are eligible for payment from the fund. This approval shall be in the form of a "Certificate of 9-1-1 Service Plan Approval".
- C. If a service plan or any part of a service plan is disapproved, the Assistant Director shall notify the 9-1-1 planning committee chairperson in writing within 60 days of the reasons for the disapproval and the opportunity to submit a revised service plan.
- D. By the 15th of December of each year, a 9-1-1 planning committee with an approved service plan shall submit a budget of projected 9-1-1 costs to the Assistant Director for the next fiscal year.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

[R2-1-405. Resubmitting of a Service Plan](#)

If a service plan or any part of a service plan is disapproved by the Assistant Director, a revised service plan may be resubmitted by the 9-1-1 planning committee chairperson within 45 days of receipt of the notice of disapproval. The Assistant Director shall approve or disapprove the revised service plan within 30 days following receipt.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

[R2-1-406. Modification of an Approved Service Plan](#)

- A. The Assistant Director shall be notified in writing by the 9-1-1 planning committee chairperson at least 60 days in advance of any proposed modification to a 9-1-1 system that would result in a material change to the service plan as approved.
- B. Within 30 days of receipt of any proposed modification, the Assistant Director shall approve or disapprove the proposed modification. If the proposed modification is disapproved, the proposed modification is ineligible for payment from the fund.
- C. The PSAP manager shall review PSAP and network services annually and submit any proposed modification in annual budget request by December 15th of the year preceding the fiscal year in which the modification is proposed to be made.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

[R2-1-407. 9-1-1 System Design Standards](#)

In order to obtain approval of a service plan, the 9-1-1 planning committee shall include the following in the service plan:

1. A 9-1-1 service system shall be designed and operated to provide service that enables no more than 1 call out of 100 incoming calls to receive a busy signal on the first dialing attempt during the busy hour of an average week during the busy month;

2. Each telephone position with the capability of answering or handling 9-1-1 calls shall be equipped with the necessary interface to communicate with TDD/TTY devices for communications with hearing-impaired individuals in accordance with the Americans with Disabilities Act;
3. A 9-1-1 service system shall include the following services:
 - a. Law enforcement services including services of the County Sheriff and the Department of Public Safety;
 - b. Firefighting services; and
 - c. Ambulance or emergency medical services;
4. Other services may be included in a 9-1-1 service system at the discretion of the public or private safety agency operating the PSAP, but the fund shall not pay for these other services;
5. PSAP answering equipment shall permit answering personnel to place a 9-1-1 call on hold;
6. Each PSAP and each participating public or private safety agency shall have at least 1 published telephone number to call for non-emergency services. One non-emergency number may be shared by 2 or more participating public or private safety agencies if there is a cooperative agreement for call-answering responsibility; and
7. An automatic alarm system or other related device shall not be connected in a manner that activates a call to a 9-1-1 service system.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

[R2-1-408. 9-1-1 Operational Requirements](#)

In order to obtain approval from the Assistant Director for payment from the fund for costs eligible for payment under R2-1-409, the PSAP shall:

1. Monitor the 9-1-1 service system level of service to ensure that the standards in R2-1-407 are met. Once each fiscal year the PSAP manager shall obtain a report regarding the 9-1-1 level of service from the telephone company servicing the telephone exchange area. If the report provided by the telephone company indicates that the required service level is not being met, the PSAP manager shall:
 - a. Request the telephone company to prepare plans, specifications, and cost estimates to raise the level of service to that required in R2-1-407.
 - b. Notify the Assistant Director under R2-1-406 if, based on information provided by the telephone company, modifications to the system are necessary.
2. Provide service to all callers within its service area 24 hours each day, 7 days a week. To qualify as a primary or secondary PSAP, the PSAP must receive a minimum of 300 9-1-1 emergency calls per month.
3. Refer all calls entering the 9-1-1 service system that do not require a public or private safety response unit be dispatched to a non-9-1-1 telephone number.
4. Designate a telephone number other than 9-1-1 as a backup number in case the 9-1-1 service system fails. The designated alternate telephone number shall be published in the public telephone directory, by the local public safety agency.
5. Develop and maintain a system for recording 9-1-1 calls received by the PSAP. The records shall be retained for at least 31 days from the date of the call and shall include the following information:
 - a. Date and time the call is received.
 - b. Nature of the problem, and
 - c. Action taken by the dispatcher.
6. To qualify as a remote print site, the PSAP must receive a minimum of 100 emergency calls per month.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

R2-1-409. Funding Eligibility

1. The following costs of providing 9-1-1 service shall be reimbursed by the ADOA 9-1-1 Office from the fund, subject to available monies and the following requirements, to a 9-1-1 planning committee that has a Certificate of 9-1-1 Service Plan Approval:
 - a. Costs of the network exchange services necessary to provide the minimum grade of service.
 - b. Costs for necessary and appropriate equipment required by the PSAP to receive and process 9-1-1 calls and messages. This may include computer telephone integrated systems or other automated call management and distribution systems.
 - c. Ongoing maintenance costs following the warranty period, if any, for the customer premise equipment used in the receiving and processing of 9-1-1 calls and messages.
 - d. Necessary and appropriate consulting services or administrative costs, not to exceed 3% of the amounts deposited annually in the revolving fund.
2. The Assistant Director shall consider special projects that further statewide 9-1-1 availability, including addressing or database projects, public education, and training programs on a case-by-case basis. Special project funding is based on community needs and the availability of funds.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

R2-1-410. Method of Reimbursement

- A. Network Exchange Services
 1. The 9-1-1 planning committee chairperson shall submit the operating telephone company's billing statement for the network exchange services to the Assistant Director.
 2. The Assistant Director shall review invoices for compliance with the original Certificate of 9-1-1 Service Plan Approval, and approve and make payment directly to the operating telephone company.
- B. Station terminal equipment
 1. Payment of costs for the 9-1-1 customer premise equipment shall be made after submission by the designated public safety office, of a copy of the vendor's contract, with an itemized listing of equipment and associated costs and installation charges, to the Assistant Director for review and approval.
 2. The Assistant Director shall make payment directly to the vendor upon verification that the invoice is in compliance with the original Certificate of 9-1-1 Service Plan Approval.
- C. Maintenance costs
 1. Payment of costs for ongoing maintenance shall be made by the ADOA 9-1-1 Office of customer premise equipment following expiration of a warranty period for the equipment. Payment shall be made by the designated public safety office submitting a copy of the maintenance contract with an itemized list of hourly labor rates and equipment costs.
 2. The Assistant Director shall make payment directly to the vendor upon verification that the charges are for the 9-1-1 equipment and services originally contracted for and that the vendor's hourly labor rate does not exceed the prevailing labor rate for similar communication equipment and services.
- D. The Assistant Director shall pay the costs for consulting directly to the consultant, after the Assistant Director verifies that:
 1. The need and proposed cost of consulting services is identified in either the original 9-1-1 service plan under R2-1-403 or in the annual budget under R2-1-404(D); and
 2. A copy of the consultant's contract is submitted to the Assistant Director.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).

R2-1-411. Allocation of Funds

The following change access and wireless service line verification shall be conducted by the ADOA 9-1-1 Office each year:

1. The Assistant Director shall request from the operating telephone companies providing 9-1-1 service, by February 15 of each year, the number and type of exchange access lines in each telephone exchange area in this state and the amount of 9-1-1 excise tax generated in each telephone exchange area in each county.
2. The Assistant Director shall request, by February 15 of each year, from each wireless service provider the number of activated wireless service lines within the state and the amount of 9-1-1 tax generated.
3. Each 9-1-1 planning committee that has a Certificate of 9-1-1 Service Plan Approval shall be apportioned a percentage of monies on deposit in the fund. Payment shall be made directly to the vendors identified in the 9-1-1 service plan.
4. If the combined statewide 9-1-1 service costs exceed the available monies in the fund, monies shall be allocated by the Assistant Director on a percentage basis determined by the ratio of revenue to expenses for the state as a whole.

Historical Note

Adopted effective July 22, 1985 (Supp. 85-4). Amended effective June 14, 1990 (Supp. 90-2). Amended by final rulemaking a 6 A.A.R. 1971, effective May 12, 2000 (Supp. 00-2).