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State of Arizona 9-1-1 Program



The State 9-1-1 office interfaces with a single point of contact identified as a 9-1-1 System Administrator who represents the Public Safety Answering Points (PSAP) within their political subdivision.

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The 9-1-1 Program office has oversight responsibility for the revenues collected through the Emergency Telecommunication Service Revolving Fund. Revenues are generated through a Telecommunications Services Excise Tax for wireline, traditional wireless and voice over Internet Protocol (VoIP) phones and through the Prepaid Wireless Telecommunications E911 Excise Tax. Funds are used to implement and operate emergency telecommunication services (911) through political sub-divisions of the state.

TITLE 42, Article 6, Telecommunications Services Excise Tax

42-5252. Levy of tax, applicability

- A. A tax is levied on every provider in an amount as follows:
3. For the fiscal years beginning from and after June 30, 2007, twenty cents per month for each activated wire and wireless service account for the purpose of financing emergency telecommunication services.

TITLE 42, Article 9, Prepaid Wireless Telecommunications E911 Excise Tax

42-5402. Levy of tax (effective January 1, 2014)

- A. A prepaid wireless telecommunications E911 Excise Tax is levied on every seller in an amount of eight-tenths of one per cent of the gross proceeds of sales of gross income derived from the retail sale of prepaid wireless telecommunications service.

The seller may retain three percent of the amount of tax collected before remitting the tax to the department.

Arizona Administrative Code:

TITLE 2, Article 4, 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:

- Costs of the network exchange services necessary to provide the minimum grade of service.
 - 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.
 - 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.
 - 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 data base 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.



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