



Checklist for PSAP Moves, Changes and Closures For Arizona's 9-1-1 Systems

Planning

Prior to a PSAP move, change or closure, the following actions need to be completed.

1. Letter of Intent to State of Arizona 9-1-1 Administrator regarding the Move/Change/Close PSAP
 - Pre-approval is required under the State Administrative Code, R2-1-406 (Modification of an Approved Service Plan)
 - The letter should include as much information as possible to include what type of change is occurring, anticipated timelines and point(s) of contact.
 - **For PSAP closures**, it is important for the affected PSAP to understand that upon closure the PSAP cannot reopen utilizing State 9-1-1 funding without meeting the requirements for a PSAP as identified in Arizona legislation and administrative code. In addition to meeting the requirements, approval of a new PSAP is contingent on funding availability.
 - The Letter of Intent to the State of Arizona 9-1-1 Administrator needs to contain an acknowledgement by the affected PSAP of the conditions to reopen after closure.
2. Schedule of a planning meeting to include affected:
 - PSAPs, both within the 9-1-1 system and adjoining 9-1-1 systems, if applicable.
 - LECs
 - CLECs
 - Wireless providers
 - VoIP providers
 - State 9-1-1 Office

Project Tasks

Formal Notification: Letter and Recipients

As part of the project kick-off, a formal letter authored by the 9-1-1 System Administrator need to be sent to the affected service providers and stakeholders that provides key information such as the:

- Type of change that is occurring (move, change or closure)
- Anticipated date that the change will take effect
- Identified point(s) of contact
- And whether formal requests for network and data changes will be forthcoming

Affected service providers and stakeholders may include, but aren't limited to,

- PSAPs and 9-1-1 System Administrators
 - Both within the 9-1-1 system and adjoining 9-1-1 systems, if applicable.
- LECs
- CLECs
- Wireless providers
- VoIP providers
- State 9-1-1 Office
- FCC – Master PSAP Registry
 - For change of PSAP status. 9-1-1 Service Providers refer to this list to determine whether a PSAP is available to receive 9-1-1 calls.

Network

1. Primary call routing
 - a. Also requires data changes, see section Data.
2. Overflow, Conditional and backup routing
 - a. Wireline
 - b. Wireless
 - c. VoIP
3. New trunk requirements if necessary
 - a. Review past traffic studies of receiving PSAP
4. Enterprise considerations (Enterprise WAN (Wide Area Network) MPLS, Frame Relay network and Enterprise changes such as Enterprise Mapping, MIS etc.)
5. Possible change to existing make busy circuits for backup
6. Administrative Line Changes: Plan changes with your IT and Telephony departments for admin lines ring down circuits and seven (7) digit non-emergency number changes. Check for call forwarding procedures with service providers.

Data

Data changes within the 9-1-1 network may be implemented immediately or may take time to accomplish due to coordination with multiple service providers and programming timelines. Care should be taken to properly plan when changes should happen so that they correspond with the overall PSAP planning timelines. Changes made too early can result in the rerouting of 9-1-1 calls to a PSAP that is not yet prepared to answer the calls; changes too late could result in calls not being answered.

1. ESN
 - a. Will the change include any new Primary or Secondary PSAPs?
 - i. If changes will affect primary call routing, the MSAG Coordinator and/or 9-1-1 Administrator will need to notify the LEC of the change. (Selective Router DBMS)
 - b. Are there ESNs to support the new call routing and emergency response?
 - i. ESN changes may include wireline, wireless and VoIP ESNs.
 - ii. Issuance and/or change include both Administrative and Routing ESNs. This will need to be coordinated with West Safety Services and the telco.

- iii. If a change or addition of an ESN, the MSAG Coordinator will submit the changes through West Safety Services 911net.
 - c. Update to English Language Translation (ELT)
 - i. If there is a change to an existing ESN that affects the PSAP, LAW, FIRE or MEDS portion of the ESN, those changes will be made by the MSAG Coordinator through West Safety Services 911net.
- 2. MSAG
 - a. Changes to landline MSAG to reroute calls
 - i. Primary and Secondary PSAP reroutes
 - ii. If changes are necessary, the MSAG Coordinator will submit the changes through West Safety Services 911net
- 3. Wireless Call Routing
 - a. If the PSAP move or closure will affect wireless call routing, the Wireless Administrator will reach out to each wireless provider to obtain the current routing that the change affects.
 - b. Edits will be made directly to the call routing sheet (CRS) provided by the wireless provider and submitted back upon completion.
 - i. It is important to include any changes to Phase 0 routing that may apply.
 - ii. The wireless provider may perform tests confirming that the proper routing changes have gone into effect.
- 4. Map changes
 - a. Changes to ESN(s), the MSAG and Wireless Call Routing will affect the map. For example, the following layers may need to be edited. The below is not a complete list.
 - i. ESN
 - ii. Centerline
 - iii. Address Point
 - iv. Cell tower
 - v. PSAP Boundary
 - 1. The PSAP Boundary layer may need to be provided to West Safety Services or other database providers for support of VOIP calls.
 - b. Upon completion of the MSAG changes and/or Wireless Call Routing, the Map Administrator will update the changes to the map and update the map at each PSAP.
 - c. Since wireless 9-1-1 calls rely heavily on the accuracy of the map, attention needs to be made to the proper coordination of routing changes, map changes and the PSAP map update.
 - d. Enterprise Mapping – CPE mapping and admin. Equipment and WAN (Wide Area Network) changes may be required.

Equipment

While PSAP personnel may complete some equipment changes, other changes may require the assistance of a 9-1-1 Technician. Coordination with the service provider may be necessary.

1. Star code or Speed Dial changes (PSAP or Service Provider)
 - a. To all affected PSAP(s) equipment. In general, all PSAP(s) within the 9-1-1 system will have programming changes affected by a move and/or closure.
2. Position moves (Service Provider)
3. Possible MIS additions or changes (Service Provider)
 - i. If the PSAP move or closure adds and/or removes trunk lines and/or transfer capabilities, updating the MIS will be necessary to include the changes.
4. Location and Process for archiving old MIS data (Service Provider)
5. Reprogramming of Genovation keypads (Service Provider)
 - i. Any PSAP additions, changes or closures will generally require changes in the Genovation keypad to support the transferring of calls.
6. Service provider will require a Move Add Change order (MAC) order for any 9-1-1 technician changes. These changes may be billable to the PSAP.

Billing

1. Closing accounts (Disconnect of trunks or circuits)
2. Cancellation of contract (maintenance, MPLS, etc.)
3. Name changes of Processing Agent
4. Budget changes
5. Provide a list in writing by circuit ID, telephone number and/or 9-1-1 trunk information to the 9-1-1 service provider (CenturyLink, Frontier etc.) of lines and services to disconnect or change. (This can be emailed or mailed to the providers.)

Personnel

The personnel that support the local 9-1-1 system are essential to the successful management of the system. If the move or closure affects the following positions, consideration needs to be given as to who and/or what agency will be taking on their duties. These positions are a requirement of the 9-1-1 system.

1. 9-1-1 Coordinator
2. MSAG Coordinator
3. Wireless Administrator
4. Mapping Administrator

Service Plan

Changes to a 9-1-1 system must be identified in the form of a Service Plan Amendment. The amendment must be submitted for approval as follows per the Administrative Code identified below. Please make note of specific timeframes needed to process change request. **This is a requirement to continue 9-1-1 funding.**

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.