

Reverse 9-1-1
Emergency Notification System
State of Arizona – 9-1-1 Program
Project Investment Justification (PIJ)

09/20/2023



Agency Vision
Engage effective systems, programs and funding
to provide successful 9-1-1 operations for the
State of Arizona



Team Introduction

Roles Present at ITAC

- Travis Jensen - State of Arizona 9-1-1 Program Administrator

Project Introduction

Stated Operational/Business Issue

- Present day, the State is paying for multiple disparate systems for emergency notifications and reverse 9-1-1 for the 29 Public Safety Answering Points (PSAP) in Arizona
- Counties failing to utilize this technology to improve public safety
- Outdated and antiquated systems being utilized in the state that do not leverage new technologies

Benefit to the State Agency and Constituents

- Provide external public safety communication to the citizens of Arizona
- Unify disparate systems into a interoperable solutions for cost savings due to economies of scale and operational impact through shared education
- Leverage new and existing technologies to improve communication to the public in emergency scenarios and communicate emergencies thereby providing improved public safety.

Overview of Proposed Solution

- This tool is a mass communication tool designed to rapidly and efficiently disseminate critical information to a targeted audience during emergencies.
- Unlike traditional 9-1-1 services which allow individuals to call for emergency assistance, Reverse 9-1-1 proactively reaches out to residents, employees, or other predefined groups to deliver vital messages.
- The Reverse 9-1-1 system utilizes various communication channels, including phone calls, text messages, emails, mobile app notifications and social media to reach recipients within a specific geographic area or predefined groups. It leverages databases of phone numbers, addresses, and other contact details to initiate contact with the intended recipients.
- The system can be integrated with public safety agencies, such as police, fire, and emergency management offices, to enhance coordination during crises.
- It also allows improved access to citizen data to improve first responders to effectively prepare prior to scene arrival.
- System is opt-in for citizens and migrates existing opt-in users for each municipality

Project Responsibilities

Identify Proposed Solutions Responsibilities

State 9-1-1 Office

1. Contract Ownership
2. Procurement
3. Administrative Oversight
4. Knowledge and Education Sharing

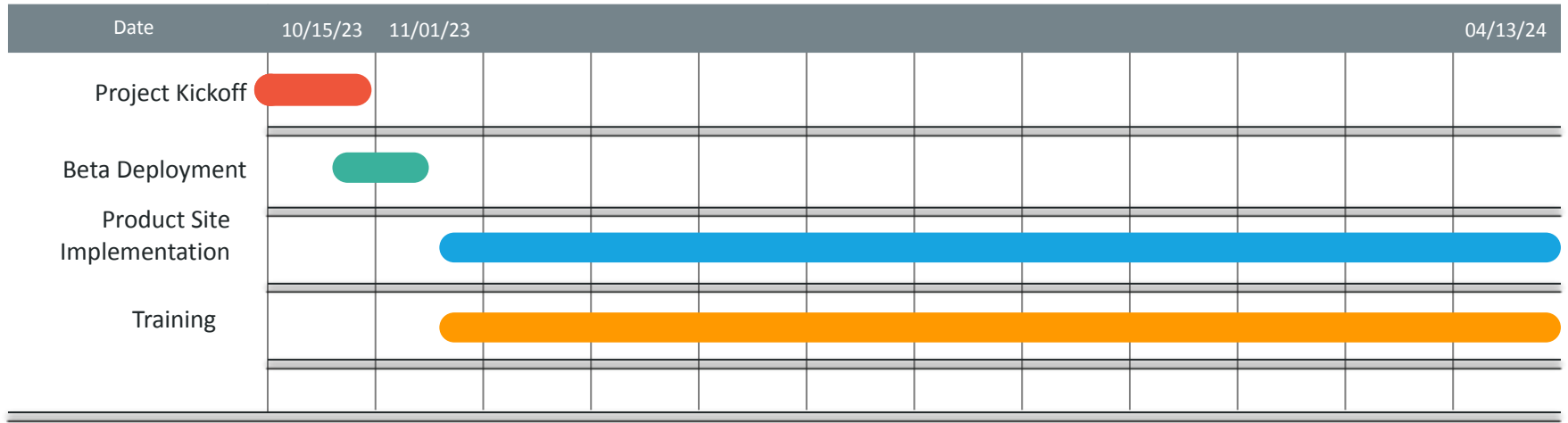
Shared

1. PSAP Engagement and Support
2. Public Education

Rave (Motorola)

1. Software as a Service Solution
2. Managed Services
3. Implementation
4. Enhancement
5. Public Education

Project Timeline



- Beta Testing at 2 identified sites (Scottsdale & Wickenburg) for trial implementation
- 45 sites will be migrating to the platform which includes training and will be completed within the timeframes shown
- Additional sites will be added as desired

Project Costs

Project Costs by Category	FY23	FY24	FY25	FY26	FY27	Total
Professional & Outside Services (Contractors)	\$75,000					\$75,000
Hardware						
Software	*\$900,000	*\$900,000	*\$900,000	**\$900,000	**\$900,000	\$4,500,000
License & Maintenance Fees						
Total Development	\$975,000					\$975,000
Total Operational		\$900,000	\$900,000	\$900,000	\$900,000	\$4,575,000

*ARPA Funding will be available for FY23-FY25

**Program funds will be used in FY26 and beyond

What Success Looks Like

Milestones Achieved

- a. First round of PSAP migrations - 45 police centers for 911 dispatch and alerting systems will all be connected.
- b. Each migrated PSAP has fully trained personnel at implementation

Measures of Success

- a. There are 81 PSAPs in the State of Arizona that we will be communicating the option to use this platform. One of the metrics we will be tracking are additional PSAP migrations.
- b. The State 9-1-1 Office will have administrative access to view notifications on a city, county and statewide basis to determine value of the product on number of notifications.
- c. Increased local usage by PSAPs & community involved safety nets by 10%.

Q & A Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.
2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on November 15, 2023.
3. Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.