

TOWN *Of* **PARADISE VALLEY**



STAFF REPORT

TO: Mayor Bien-Willner and Town Council Members

FROM: Jill Keimach, Town Manager
Freeman Carney, Chief of Police

DATE: January 26, 2023

DEPARTMENT: Police Department
Freeman Carney, 480 948-7410

AGENDA TITLE:
Consider information regarding a 9-1-1 service provider.

RECOMMENDATION:
Receive a presentation on an alternative 9-1-1 service provider.

SUMMARY STATEMENT:

The Town of Paradise Valley receives 9-1-1 service through the Maricopa Regional 9-1-1 (MR911), which is governed by the Maricopa Association of Governments (MAG). MR911 is funded by the Arizona Department of Administration (ADOA). The Town has no contract or agreement with MR911 or MAG to supply 9-1-1 services. Outside of the Maricopa region, the ADOA provides 9-1-1 service directly to counties and municipalities on a contractual basis and reimburses the county or municipality 100% of the costs.

Recently, the ADOA completed a competitive solicitation for 9-1-1 services in Arizona. The winning bidder of the solicitation is AT&T. The ADOA/AT&T partnership offers municipalities some services that have previously not been available, including Service Level Agreements, access to trouble ticketing, and problem escalation pathways.

Additionally, the ADOA/AT&T solution is a cloud-based solution. Because of the cloud-based nature of this solution, the technology is consistently updated, leading to improved operations. The AT&T technicians are available 24/7/365, and there are two Nationwide Network Operation Centers (NOC) that provide constant support. The ADOA/AT&T solution provides three redundant pathways for the 9-1-1 call to arrive at the PVPD PSAP, including a VPN pathway, a Broadband path, and the FirstNet cellular network.

Finally, the ADOA/AT&T solution also provides some enhanced dispatch software features, including upgraded mapping for 9-1-1 calls, full capabilities with interoperability between agencies. From a resident perspective the upgrades include:

1. Citizen Input-a software program native to the 9-1-1 system that allows photos, videos, and live-streaming of data from the incident scene to the dispatcher.
2. Smart Transcription-live transcription of the conversation between the dispatcher and the caller that can be reviewed to assist in safely dispatching responders.
3. Automatic Abandoned Callback-software that immediately and automatically calls back 9-1-1 callers who abandon the call prior to the dispatcher picking up.

BUDGETARY IMPACT:

There is no budgetary impact to receiving this information. If the Council directs staff to pursue a change in service providers, the costs for the remainder of FY 22-23 would be approximately \$150,000, which would be reimbursed by the ADOA.

ATTACHMENT(S):

- A. Staff Report
- B. PowerPoint presentation