Pima County, Arizona: Navigating the journey to next generation 9-1-1

Integrated NG9-1-1 system that can be modeled in other states across the country
Challenge

Transition to next generation 9-1-1 technology without major capital outlay.

• **Too little money, too many moving parts** to make a major capital expenditure to upgrade 9 PSAPs across the county

• **Some of the PSAPs had equipment that was reaching end of life**, so a phased approach was problematic

• **Upgrades and further work on existing systems** would quickly drain funds and, making their capital-intensive model of owning and maintain equipment not feasible.

• **To integrate and manage new technology**, they might need to train their staff and/or hire new experts
CenturyLink solution

• **As the Local Exchange Carrier, CenturyLink has a history of supporting the region** and worked together with Pima County to build and end to end solution for public safety infrastructure

• **CenturyLink invested capital in the project** in conjunction with state funds.

• **The solution is built on a CenturyLink® MPLS network backbone**, dedicated for 9-1-1 service with a dedicated 24/7/365 Network Operating Center (NOC).

• **CenturyLink personnel worked with state and Pima County staff to train PSAP workers** and demonstrate the ease of use of the system.
Results

**Smooth operations:** All staff at each PSAP has been trained on the new system, handling call faster and transferring calls easily.

**Saved millions in capital costs:** Across all 9 PSAPs, Pima County 9-1-1 services are saving $30,000 per month in operating costs with the new service and CenturyLink’s managed service.

**Network Reliability:** Able to eliminate a redundant network with no impact on public safety and the ability to reinvest money in new services.