

MARICOPA ASSOCIATION OF GOVERNMENTS

INFORMATION SUMMARY... for your review

DATE:

July 5, 2011

SUBJECT:

Potential Formation of a Process to Explore Establishing a 3-1-1 System for the MAG Region

SUMMARY:

Several metropolitan regions have deployed a 3-1-1 system to handle calls for non-emergency services. Recently, some cities along with Maricopa County, have discussed deploying a 3-1-1 system for this region. The purpose of the 3-1-1 number is to handle non-emergency services and to streamline citizen interactions while lowering costs. The preliminary discussions have envisioned a system with a simple Interactive Voice Recognition service that will allow callers to be redirected to the appropriate agency. Each agency would have the option of directing calls to their own 3-1-1 call center, switchboard, or recorded message directing callers to a website. This would be a carrier provided service and would not rely on 9-1-1 infrastructure or operational activities. To explore initiating a 3-1-1 system on a regionwide basis, additional planning on the proposed business model and the technology that would be used is required.

If the Management Committee wished to proceed with exploring 3-1-1 for this region, it is recommended that a 3-1-1 Business Plan Committee be established by the Management Committee. To examine the technical issues, it is recommended that the existing MAG Technology Advisory Group (MAGTAG) report to the Business Plan Committee. To ensure coordination with the MAG 9-1-1 committees, it is recommended that a representative from the MAG 9-1-1 Oversight Team serve on the Business Plan Committee and a representative from the MAG 9-1-1 Public Safety Answering Point Managers Group serve on the MAGTAG. A report will be made to the Management Committee on the purpose and proposed framework for a 3-1-1 system and the potential benefits to MAG member agencies will be discussed.

PUBLIC INPUT:

None.

PROS & CONS:

PROS: If the implementation moves forward, citizens will have streamlined access to municipal services through an easy to remember number and could potentially save agencies money through efficient call handling.

CONS: Dependent on solution chosen.

TECHNICAL & POLICY IMPLICATIONS:

TECHNICAL: None at this time.

POLICY: None at this time.

ACTION NEEDED:

Information, discussion, and possible action to form a MAG 3-1-1 Business Plan Committee, which would include a representative from the MAG 9-1-1 Oversight Team, and for a representative of the MAG 9-1-1 Public Safety Answering Point Managers Group to serve on the MAG Technology Advisory Group for 3-1-1 purposes.

PRIOR COMMITTEE ACTIONS:

No prior committee action taken, but this topic has been discussed by the MAG 9-1-1 Oversight Team and the MAG Technology Advisory Group.

CONTACT PERSON:

Audrey Skidmore, Information Technology Manager, (602) 254-6300.