

Maricopa Region 3-1-1 Evaluation Process at a Glance

Goal: Evaluate the possible regional implementation of a 3-1-1 customer contact phone number for the MAG Region as a means for improving citizen access to and efficient delivery of non-emergency municipal services.

Current Structure:

- **Policy Committee** – The 3-1-1 Business Plan Committee was formed by the MAG Management Committee, which is comprised of t, on July 13, 2011, to evaluate the possible implementation models and recommend how or whether to proceed. For coordination, a representative of the 9-1-1 community serves on this committee. This committee reports to the MAG Management Committee.
- **Technical Committee** – The existing Technology Advisory Group was given the additional task of acting as the technical arm of the 3-1-1 Business Plan Committee. For coordination, a representative of the 9-1-1 community serves on this committee as well.

Constraints:

- **Geography** – The region encompasses a large number of municipalities and Indian Communities with a significant overlap in telecommunication provider facilities.
- **Financial** – The financial climate makes investment in routing infrastructure unattractive.
- **Independence** – There was strong direction from Management Committee that agencies should have the option to participate, but should not be compelled to participate. Also, the committee indicated a strong preference to have direct control of how their own calls are handled.

Process:

- Reviewed a number of possible implementation models, including a non-traditional Interactive Voice Response (IVR) front end that would simply route calls to the correct agency. There is precedent for this decentralized model in the regional 9-1-1 implementation.
- Gathered initial cost estimates and benefits analysis and forwarded them to Management Committee.
- Received direction from Management Committee to pursue IVR with a reiteration of the importance of not requiring participation.

Next Steps and Challenges

- Refining the cost estimate to get a better indication of potential participation via Request for Information.
- Defining a governance process.
- Dealing with differing service level provisions and expectations.
- Creating a cost sharing model that will allow fair opting-in at a future time.
- Determining what to do with calls to agencies that do not choose to participate.

For More Information:

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Or go to <http://www.azmag.gov/Committees/Committee.asp?CMSID=3891>

