



MARICOPA REGION 911 (MR911)

- 26 Public Safety Answering Points (PSAPs)
- MAG implemented the 911 system in the region
- Resolutions by member agencies designated the City of Phoenix as the contract agent
- MR911 oversees budget, maintenance, and installation of 911 system
- MR911 acts as liaison between State 911 Office and member agencies

STATE PROPOSED CHANGE: 911 MANAGED SERVICES

Managed Services proposes to provide 911 services bundled into one flat monthly fee of \$2,000 per 911 answering station.

Includes:

Equipment, Maintenance, 911
Networking



ADVANTAGES OF BUNDLED SERVICE

- Offers a consistent budget; no fluctuation for equipment purchases for the 5 year proposed contract
- Allows the State to replace \$10 million in unsupported 911 equipment outside of MR911
- Proposes ongoing equipment replacement as part of the service
- Puts 911 centers on IP backbone for call delivery which is needed for text-to-911



CONCERNS

- No competitive bid has taken place
- Each PSAP is expected to sign service agreement negotiated by the State with CenturyLink
- Inadequate network design with security concerns
- Will not meet the needs of the Maricopa Region 911 System

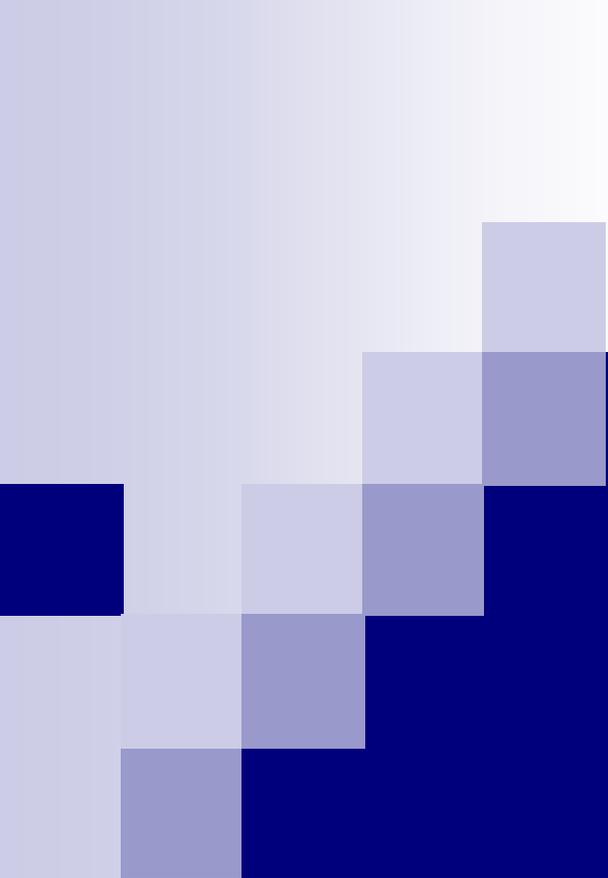
FINANCIAL IMPACT FOR MAG AGENCIES

- 911 equipment moves, changes, adds not covered in maintenance
- Text-to-911 annual service charges
- Shortages in 911 fund due to sweeps
- Monthly fee for 911 answering equipment purchased by the PSAP would have to be **paid by the PSAP**



911 OVERSIGHT TEAM ACTION ITEM

- Review current and future 911 needs
- Determine impact of 911 funds sweep on the region
- Review State's proposal on 911 Managed Services



Questions and Discussion