

August 17, 2016

TO: Members of the MAG 9-1-1 Oversight Team

FROM: P. Jay Strebeck, Phoenix Fire Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting: 1:00 p.m.  
Thursday, August 25, 2016  
MAG Office Building, 302 North 1st Avenue  
Chaparral Room, Second Floor  
Phoenix, AZ 85003

A meeting of the MAG 9-1-1 Oversight Team has been scheduled for the time and place noted above. Please park in the garage under the building, bring your ticket, parking will be validated. Members of the Oversight Team may attend either in person or by telephone conference call. For those who purchased a transit ticket to attend the meeting, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions regarding the meeting, please contact Liz Graeber, 9-1-1 Administrator, at (602) 534-9775, or Nathan Pryor, MAG, at (602) 254-6300.

**TENTATIVE AGENDA**

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

3. Approval of the September 1, 2015, and June 21, 2016, Meeting Minutes

4. MAG FY 2018 PSAP Annual Element/Funding Request and FY 2018-2022 Equipment Program

Each year, the MAG Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five-year equipment program that forecasts future 9-1-1 equipment needs of the region and enables MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). The ADOA Order of Adoption stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund. On April 5, 2016, the MAG PSAP Managers were requested to submit their equipment requests for Fiscal Year (FY) 2018-2022 by July 15, 2016. On August 13, 2015, the MAG PSAP Managers Group recommended approval of the MAG Fiscal Year (FY) 2017 PSAP Annual Element/Funding Request and FY 2017-2021 Equipment Program. The MAG 9-1-1 Oversight Team is requested to make a recommendation to the MAG Management Committee. Please refer to the enclosed material.

2. Information.

3. Review and approve the minutes of the September 1, 2015, and June 21, 2016, meetings.

4. Recommend approval of the MAG FY 2018 PSAP Annual Element/Funding Request and FY 2018-2022 Equipment Program.

5. Discussion of the CenturyLink Proposal for 9-1-1 Managed Services

On June 21, 2016, a presentation on proposed managed services for 9-1-1 in the MAG region was delivered by CenturyLink at a joint meeting of the MAG 9-1-1 Oversight Team and the MAG PSAP Managers Group. On July 25, 2016, a memorandum was sent to the MAG Management Committee, MAG 9-1-1 Oversight Team, MAG PSAP Managers and MAG Intergovernmental Representatives. (See attached.)

In September 1985, the MAG region 9-1-1 system was made available to the residents of this region. To administer the program, the MAG member agencies passed resolutions designating the City of Phoenix as the contracting agent to administer the Maricopa Region 9-1-1 system. The MAG 9-1-1 committee process makes recommendations through the Regional Council to the Arizona Department of Administration (ADOA) for equipment and funding decisions. The ADOA administers the funding. On August 11, 2016, the MAG PSAP Managers Group recommended that the MAG member agencies consider the managed services proposal through the existing regional process at MAG. Please refer to the enclosed material.

6. Update on Legal Claims Against the 9-1-1 System

The National Association of the Deaf and a number of other plaintiffs have submitted a suit against the State of Arizona, Maricopa County, the Maricopa Association of Governments, and others, on issues related to 9-1-1 communications. An update on the suit will be provided.

7. Request for Future Agenda Items

Topics or issues of interest that the committee would like to discuss or present at the next meeting will be requested.

5. Recommend that the MAG member agencies consider the managed services proposal through the existing regional process at MAG.

6. Information and discussion.

7. Information and discussion.

8. Comments from the Committee

An opportunity will be provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Adjournment

8. Information.

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING  
September 1, 2015  
MAG Office Building, Chaparral Room  
Phoenix, Arizona

MEMBERS ATTENDING

P. Jay Strebeck, Phoenix Fire Department,  
Chair  
John Locklin, Mesa Fire Department,  
Vice Chair  
Elio Pompa for Chris DeChant, Glendale Fire  
Department

Miryam Gutier-Elm, Maricopa County Sheriff's  
Office  
\* Roy Minter, Peoria Police Department  
Jesse Cooper, Phoenix Police Department  
# Tom Melton, Scottsdale Police Department  
# Brenda Buren, Tempe Police Department  
Lawrence Rodriguez, Tolleson Police  
Department

\* Those members neither present nor represented by proxy.

# Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Mike Benjamin, MR 9-1-1  
Valerie Day, MAG  
Leila Gamiz, MAG

Liz Graeber, MR 9-1-1 Administrator  
Nathan Pryor, MAG

1. Call to Order

The meeting of the MAG 9-1-1 Oversight Team was called to order by Chair Jay Strebeck, Phoenix Fire Department, at 2:00 p.m. Self introductions followed.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard.

Chair Strebeck noted that no public comment cards had been received.

3. Approval of the September 22, 2014, Meeting Minutes

Mr. Jesse Cooper moved approval of the minutes of the September 22, 2014, meeting, as written. Chief Larry Rodriguez seconded, and the motion passed unanimously.

4. MAG FY 2017 PSAP Annual Element/Funding Request and FY 2017-2021 Equipment Program

Liz Graeber, Maricopa Region 9-1-1 Administrator, reported on the annual process for the region's 9-1-1 budget. She explained that each year, the MAG Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five-year equipment program that forecasts future 9-1-1 equipment needs of the region and enables MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). Ms. Graeber noted that the PSAP request includes new positions, logging recorders, and PSAP moves.

Ms. Graeber stated that the PSAP Managers Group recommended approval of the FY 2017 Budget to the Oversight Team. The MAG 9-1-1 Oversight Team is requested to make a recommendation to the MAG Management Committee. The recommendation of the Management Committee will be submitted to the MAG Regional Council for approval.

Ms. Graeber described the details in the FY 2017 budget. She noted that the budget this year is significant because Phoenix Police Department upgrade was delayed to this year's budget. Ms. Graeber explained that there were not enough funds in the state 9-1-1 Emergency Telecommunications Services Revolving Fund last year to cover the approximate \$4 million cost to replace their aging equipment. She noted that Phoenix Police is the largest PSAP with two centers and 102 positions.

Ms. Graeber noted that ASU Police is requesting a system upgrade, one position, and a logging recorder. Avondale Police is requesting a system upgrade. DPS is requesting a logging recorder. Fort McDowell Police is requesting a system upgrade. Gilbert Police is requesting a system upgrade. Mesa Fire is requesting six positions and a logging recorder. Phoenix Fire is requesting a logging recorder. Phoenix Police is requesting a system upgrade. Peoria Police is requesting a system upgrade.

Ms. Graeber then addressed wireline costs. She stated that wireline maintenance is \$1,752,000 and wireline service is \$3,060,000. Ms. Graeber said that the total of the customer premise equipment, the equipment requests she outlined earlier, is \$6,175,000. She stated that special projects maintenance is \$784,980.

Ms. Graeber addressed wireless costs. She stated that the budget includes the wireless monthly networking service at \$2,880,000, addressing and mapping GIS at \$44,000, customer premise equipment at \$500,000, and special projects (replacing selective routers that process the wireless calls) at \$3,000,000.

Ms. Graeber stated that the total FY 2017 funding request totals \$18,195,980, and she noted that \$18 million is the approximate amount of revenue collected for the entire state in one year. She remarked that it illustrates the funding issues.

Ms. Graeber stated that on August 13, 2015, the MAG PSAP Managers Group recommended approval of the MAG Fiscal Year (FY) 2017 PSAP Annual Element/Funding Request and FY 2017-2021 Equipment Program. She noted that the Oversight Team is requested to make a recommendation to the MAG Management Committee.

Chair Strebeck thanked Ms. Graeber for her report and asked members if they had questions.

Mr. Tom Melton asked for clarification of including logging recorders in the budget. Ms. Graeber replied that since 2008, the state stopped reimbursing the costs from the 9-1-1 Emergency Telecommunications Services Revolving Fund for logging recorders, additional 9-1-1 call taking positions, and new PSAPs. However, we still ask that PSAPs continue to request needed items for tracking purposes. Ms. Graeber stated that since 2008, \$10 million in requests from MAG PSAPs have gone unfunded due to shortages in the state 9-1-1 Emergency Telecommunications Services Revolving Fund.

Mr. Cooper asked if there was any indication of the amount that the state would fund. Ms. Graeber replied that the pattern of funding includes networking costs, monthly service costs, and maintenance costs. She indicated that the oldest equipment is Phoenix Police and they hope this will be the one project they would be able to fund.

Mr. Melton asked if Maricopa Region 9-1-1 has any say in the project that would be funded or does the state make that decision. Ms. Graeber stated that the state 9-1-1 office is aware that Phoenix Police is the most desperate site in Maricopa Region 9-1-1, having been installed in 2007. Ms. Graeber stated that it is the only site not upgraded to Viper. She added that support for the equipment is almost ending and needs to be replaced.

Chair Strebeck asked if the projects were prioritized after Phoenix Police upgrade project. Ms. Graeber stated that the state has not required that projects be prioritized. She said that they go by age, and the Fort McDowell Yavapai Nation would be next.

Chair Strebeck noted that no public comment cards had been received.

Mr. Tom Melton moved to recommend approval of the MAG FY 2017 PSAP Annual Element/Funding Request and FY 2017-2021 Equipment Program. Ms. Miryam Gutier-Elm seconded, and the motion passed unanimously.

5. Community Emergency Notification System Update

Ms. Graeber provided an update on the Community Emergency Notification System, or Reverse 9-1-1. She said that the highest annual number of activations was 82, noting that launches so far in 2015 total 63. Ms. Graeber indicated she felt the record would be exceeded this year. She stated that they have tested the mass notification system, which sends large numbers (10,000 to 100,000) of notifications. She explained that the Maricopa Region 9-1-1 system has only 136 lines, so the mass notification system is very useful for large scale notifications. Ms. Graeber stated that a mass notification costs the activating agency 20 cents per minute per completed call. She stated that the CENS notifications can be sent to up to 5,000 telephones at no extra cost.

Ms. Graeber stated that they applied for and received a grant from Homeland Security to continue operation of CENS for another year.

Ms. Graeber stated that Maricopa Region 9-1-1 and the Reverse 9-1-1 vendor have been looking at an upgrade to the system. She indicated they would like to tap into the federal IPAWS system because it includes notifications to cellphones. Ms. Graeber explained that in the past, IPAWS was not able to distinguish areas, and so everyone in an area would be notified when you only needed to notify an

area of 2,000 people. However, they have been able to refine the notification areas feature and she will be scheduling a demonstration and will invite the PSAPs and Oversight Team to get their feedback. Ms. Graeber added that there are costs associated with upgrades and she will also discuss funding for the upgrade.

6. Thirtieth Anniversary of 9-1-1

Mr. Nathan Pryor stated that a press release was at each place for a media event has been scheduled for 10:00 a.m. on September 9, 2015, at the Phoenix Fire Training Academy, 2425 W. Lower Buckeye Road, to observe the 30th anniversary of 9-1-1 in the MAG region. Mr. Pryor stated that the Honorable W.J. "Jim" Lane, Chair of the MAG Regional Council and Mayor of the City of Scottsdale, will speak at the press conference.

Mr. Pryor stated that the press, MAG Regional Council, MAG Management Committee, MAG 9-1-1 Oversight Team, and MAG PSAP Managers Group are invited to attend the press conference. He added that uniformed personnel are urged to attend, also. He said they are extending a call for emergency vehicles, which they envision will be arranged around the parking lot and serve as photo opportunities for the media.

Ms. Graeber stated that they are also compiling old photos and any material is welcome. It was noted that Ms. Graeber was one of the 9-1-1 Operators the day that 9-1-1 went live.

Mr. Pryor requested that those who will be attending RSVP to MAG staff Leila Gamiz.

7. Request for Future Agenda Items

Topics or issues of interest that the committee would like to discuss or present at the next meeting will be requested.

Mr. Pryor noted that a vendor had been selected to conduct the Managed Services study. He stated that work continues on the Scope of Work and identifying funding and he will provide a report to the committee at the next meeting.

Mr. Cooper asked if it was within MAG's scope to change the state funding. He remarked that the funding keeps dwindling and the equipment keeps getting older.

Ms. Graeber stated that the goal of the study would be to examine the needs of the region's 9-1-1 system, the impacts of funding sweeps and a low funding source. She said they hope to go with study in hand to the state and get agreement, and get a bill sponsored with either a rate increase or a one-time infusion of funding.

Mr. Pryor explained the state budget deficit situation and how House Bill 2617 has been approved to help fund the Arizona Department of Revenue operations with sales tax funds: \$2.5 million from MAG and \$500,000 from Pima Association of Governments. He noted that this funding is an annual charge in perpetuity. Mr. Pryor stated that work continues with elected officials and the Governor's Office on issues associated with HB 2617. He remarked that this illustrates the nature of the state's structural deficit.

Chair Strebeck asked about efforts to help the legislators understand what the needs of 9-1-1 might be.

Ms. Graeber stated that they had bipartisan legislative staff researchers came to the Maricopa Region 9-1-1 facility where they were briefed on funding issues and how 9-1-1 operates. She added that the invitation was extended to the researchers to visit any of the 9-1-1 centers throughout the state to see how 9-1-1 works.

Chair Strebeck asked if MAG was coordinating these efforts. Ms. Graeber replied that a long term plan will emerge as a result of the study. She stated that the study effort with the consultant is being coordinated through MAG with the City of Phoenix as the contract agent.

8. Comments from the Committee

An opportunity will be provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Ms. Graeber reported on the increase in 9-1-1 calls as a result of the storms the night before. She indicated that a total of 8,923 wireless calls were made (the average number is approximately 7,000); Phoenix Police received 5,260 wireless calls (the average is 3,200); Phoenix Fire received 800 wireless calls and the average is 500; Mesa Police received 700 wireless calls and the average 600; and Mesa Fire received 135 calls and the average is 100.

Ms. Graeber noted that the Maricopa Region 9-1-1 system handled all of the calls. She added that the numbers just keep increasing for the system.

Chair Strebeck noted the 28 percent to 30 percent increase in calls for one day. He remarked that this was a centralized storm and not a storm of epic proportions like Hurricane Katrina.

Adjournment

There being no further business, the meeting adjourned at 2:33 p.m.

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM & PSAP MANAGERS GROUP  
PRESENTATION BY CENTURYLINK  
ON THE MANAGED SERVICES PROPOSAL

June 21, 2016  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

MAG 9-1-1 OVERSIGHT TEAM MEMBERS ATTENDING

- |   |  |
|---|--|
| P. Jay Strebeck, Phoenix Fire Department, Chair       | * Roy Minter, Peoria Police Department         |
| John Locklin, Mesa Fire Department, Vice Chair        | Jesse Cooper, Phoenix Police Department        |
| * Terry Garrison, Glendale Fire Department            | Tom Melton, Scottsdale Police Department       |
| * Miryam Gutier-Elm, Maricopa County Sheriff's Office | * Brenda Buren, Tempe Police Department        |
|   | Lawrence Rodriguez, Tolleson Police Department |

PSAP MANAGERS GROUP MEMBERS ATTENDING

- |  |  |
|--|--|
| Domela Finnessey, Surprise Police Department, Chair PSAP Managers Group    | Anje Reimer, Peoria Police Department  |
| Michelle Potts, Chandler Police Department, Vice Chair PSAP Managers Group | Dan McNemee, Phoenix Police Department                                       |
| Jerry Ward for Lisa Eminhizer, Apache Junction Police Department           | * Curtis Thomas, Salt River Pima-Maricopa Indian Community Police Department |
| * Mike Sgrillo, Avondale Police Department                                 | Karen Sutherland, Scottsdale Police Department                               |
| Jim Tortora, Buckeye Police Department                                     | Patrick Cutts, Tempe Police Department                                       |
| * Stephanie Beebe, Ft. McDowell Yavapai Nation                             | Toni Rogers, Tolleson Police Department                                      |
| Janet Laird, Gilbert Police Department                                     | Ken Lutkiewicz, Wickenburg Police Department                                 |
| Loretta Hadlock, Glendale Police Department                                | @ Trish Pryce, ASU Police Department   |
| Chris Nadeau, Goodyear Police Department                                   | @ Barbara Jaeger, ADOA   |
| Kristin Godbehre for Chad Brackman, Maricopa County Sheriff's Office       | @Patty Simpson, DPS  |
| Cari Zanella, Mesa Police Department                                       | @*David Demers, Luke AFB Fire Department                                     |
| Shauna Henrie, Paradise Valley Police Department                           | @Doreen Wasick, Mesa Fire & Medical Department                               |
|  | @*Martha Johnson, Phoenix Fire Department                                    |
|  | @ Ellen White, Rural Metro Fire Department/Southwest Ambulance               |

\* Those members neither present nor represented by proxy.

@ Ex-Officio member

# Attended by Teleconference

+ Attended by videoconference

## OTHERS PRESENT

Liz Graeber, MR9-1-1  
Mike Benjamin, MR9-1-1  
Angela Beatty, MR9-1-1  
Nate Nguyen, MR9-1-1  
William Boyd, MR9-1-1  
Dave Dansevicius, MR9-1-1  
Jennifer Hagen, Scottsdale PD  
Christine Pantoja-Young, Mesa PD  
Justin Bodlander, Mesa PD  
Ryan Stokes, Mesa PD  
Bob Tribbensee, Mesa Fire  
Ryan Stokes, Mesa PD  
Dennis Smith, MAG  
Robert Sanders, Buckeye PD  
Paul Marzocca, Goodyear PD

Sam Hayden, Wickenburg PD  
Scott Campbell, Tempe PD  
Mark Layton, Tempe PD  
Bryan Cox, Chandler PD  
John Heffezfinger, Surprise PD  
Ron Parks, Chandler PD  
Steven Loggans, MCSO  
Valerie Day, MAG  
Ryan Gish, MAG  
#Nathan Pryor, MAG  
Carlos Simmonds, CenturyLink  
Cathy Atkin, CenturyLink  
Steven Doyle, CenturyLink  
Chris Schau, West Safety Services  
Matt Florio, Airbus

### 1. Call to Order

The joint meeting of the MAG 9-1-1 Oversight Team and the MAG PSAP Managers Group was called to order at 9:00 a.m. by the 9-1-1 Oversight Team Chair Jay Strebeck, Phoenix Fire Department. Chair Strebeck welcomed everyone to the CenturyLink presentation on Managed Services for the 9-1-1 System in the Valley. He advised he is a Deputy Fire Chief with Phoenix Fire Department and Chair of the MAG 9-1-1 Oversight Team. He introduced the members at the table with him: the Vice Chair of the MAG 9-1-1 Oversight Team, Deputy Chief John Locklin, Mesa Fire Department; the Chair of the MAG PSAP Manager's Group, Domela Finessey, Surprise Police Department; the Vice Chair of the MAG PSAP Manager's Group, Michelle Potts, Chandler Police Department; Maricopa Region (MR) 9-1-1 System Administrator Liz Graeber; and MAG Executive Director Dennis Smith. Chair Strebeck welcomed all visitors and members of the 9-1-1 Oversight Team and PSAP Managers Group.

Chair Strebeck shared a few reminders: turn on microphones when speaking and mute, silence, or put phones on vibrate to not disturb the meeting. Validation for parking and transit tickets are available.

### 2. Presentation on the 9-1-1 Managed Services Contract Proposal by CenturyLink

Chief Strebeck called forward Mr. Carlos Simmonds with CenturyLink to begin the presentation. Chief Strebeck informed members to hold their questions until the end when there will be a question and answer session.

Mr. Simmonds thanked Chair Strebeck and everyone for taking the time to attend the CenturyLink Next Generation (NG) 9-1-1 Managed Services Solution presentation. Mr.

Simmonds said that he is the Account Manager with CenturyLink and is responsible for the Public Safety sector in Arizona. He introduced Steven Doyle and Cathy Atkin, CenturyLink Sales Engineers, who are part of the 9-1-1 group. Mr. Simmonds introduced vendor partners Chris Schau with WEST and Matt Florio with Airbus. He said that the presentation will review what CenturyLink does in the Valley, its 9-1-1 experience, and an overview of the solution. He indicated that Mr. Doyle will cover the Network Architecture Overview and the CPE Overview Host and Remote Services, as well as the Proactive Monitoring. Ms. Atkin will cover the Quotes and Invoices Overview and Changes and the Implementation Process. A question and answer session will follow at the end of the presentation.

Mr. Simmonds started off discussing five numbers. The number 37 represents the states where CenturyLink is an industry-leading provider of services. The number 45,000 is the approximate amount of CenturyLink employees worldwide. The number 3,150 is the approximate amount of CenturyLink employees in Arizona. The number 1.2 million is the approximate count of access lines that they currently have in Arizona. The number \$7.7 million is the approximate amount of the 2015 investment in the Arizona Network by CenturyLink.

Mr. Simmonds talked about CenturyLink's 9-1-1 experience. He said they have 40-plus years in 9-1-1 Routing, Network, and customer premise equipment (CPE). CenturyLink serves approximately 1,400 Public Safety Answering Points nationwide and supports and maintains 9-1-1 equipment and networks in 32 states. It also provides ALI Database management services and manages approximately 25 million records per month. CenturyLink currently has Statewide Next Generation 9-1-1 ESInets (which is the IP Network) deployed in five states: Minnesota, North Carolina, North Dakota, Utah, and Washington.

Mr. Simmonds stated that CenturyLink also participates in NENA technical and operation development committees in support of Next Generation 9-1-1 standards development. Mr. Simmonds noted that the CenturyLink plan is a two-to-three-year expansion of its Next Generation 9-1-1 solutions to the remaining 27 states. Mr. Simmonds stated that with the Managed Services Solution in Arizona, they want to focus on launching Arizona first, making sure that Arizona is successful, and then it will be offered in the rest of the footprint for CenturyLink.

Mr. Simmonds advised that they have been working on the Managed Services Solution for a little over three years. He said that it took so long because there were some recent changes in the FCC regulatory environment and also some changes that happened within the CenturyLink organization that caused a review of the solution and a focus on managing the risk and liability that 9-1-1 carries now as a business. Mr. Simmonds remarked that there is an enormous amount of liability and risk in 9-1-1 so their executive team had to go back and relook at its offering to ensure that they were not only going to meet all of the FCC requirements, but also exceed them. Mr. Simmonds stated that without the exclusive partnership they were able to negotiate with the vendor partners

WEST and Airbus, they would not be able to put this solution together on both the network and the equipment piece.

Mr. Simmonds stated CenturyLink's NG9-1-1 Managed Services is a bundled solution that offers a \$2,000 per month, per seat price. He added that this was something they had to negotiate with the vendor partners, and he re-emphasized that they could not have done it without their vendor partners. Mr. Simmonds remarked that the vendor partners stepped up to the plate and wanted to do the right thing for Arizona, as well as CenturyLink, and came up with very aggressive pricing. He noted that this bundled solution at the \$2,000 per seat price includes a Next Generation 9-1-1 IP Network (NG9-1-1) and Geographically Diverse Hosted CPE Solutions. Mr. Simmonds stated that the service will have two hosted data centers that will host both vendors Airbus and WEST.

Mr. Simmonds indicated that Mr. Doyle will provide a review of this element. Mr. Simmonds stated that Maintenance and Software Support is all inclusive of the per seat price so no more having to get separate bills for maintenance and support. He indicated that with this Managed Services Solution, they will be able to dedicate support just to Arizona. Currently, some of the support in Arizona is shared, but everything will be going to a dedicated support model for Arizona.

Mr. Simmonds advised that the current team includes the Sales Management Team, (himself and his boss who was sitting in the audience) and the Operations Team (the technicians who take care of the PSAPs in the CenturyLink footprint. The technicians visit the PSAPs, support the systems, and answer any questions for the customers. Mr. Simmonds stated that they also have an Engineering Team and an Account Consultant, who is responsible for all order entry and making sure bills are correct. He indicated they currently have a Project Management Team. This is a shared solution for the entire company. Anytime there is an upgrade or a software upgrade the Project Management Team is engaged, and that is going to change with the new solution.

Mr. Simmonds stated that they also have a 9-1-1 Network Operations Center that is available 24 hours per day, seven days per week, every day of the year. He noted that PSAPs will always be able to contact that operations center and get a live person. Mr. Simmonds added that Mr. Doyle will go a little bit further into how this new solution is going to eliminate some of the maintenance or trouble tickets that PSAPs would have to call in because of their Proactive Monitoring.

Mr. Simmonds stated the new team members will be dedicated to the State of Arizona and will include Program Manager Dianna Voss who is on board already but could not be here today. She is responsible for the overall program for the 9-1-1 Managed Services Solution. Mr. Simmonds indicated they will have a dedicated Project Manager for the State of Arizona. He noted that this is a change -- it was a shared resource before. The Project Manager will be involved, not only on deployments, but also in upgrades, any operation system upgrades, and any changes at the PSAP.

Mr. Simmonds said they also will have a dedicated Trainer which is another big change. Currently, they have to rely on training from WEST and Airbus, but will have a dedicated trainer just for the State of Arizona. Mr. Simmonds explained that the individual will be trained on both vendors and will be able to facilitate training to PSAPs on an ongoing basis. He added that they will have to work with a schedule because there are a lot of PSAPs in the State of Arizona and they will have to schedule in advance, but that is part of the solution.

Mr. Simmonds stated that they also will have a dedicated Account Consultant, which is another change. He said they already had an Account Consultant, but this is going to be a dedicated Account Consultant with a backup for the times when this person is out of the office. Mr. Simmonds stated they will have a dedicated Service Manager, but they may also work on other accounts in the State of Arizona only. Their primary duties will be to support the 9-1-1 services in Arizona. Currently, CenturyLink employs seven dedicated 9-1-1 Technicians for the CenturyLink footprint and they will be doubling that to 14 Technicians by the time everything is said and done. He said that four Technicians have been hired already for a total of 11 Technicians on board right now. Mr. Simmonds indicated that all of their Technicians will be fully trained on both systems and will have all the training that is necessary to maintain the multi node systems that they are going to be deploying. Mr. Simmonds advised that Mr. Doyle will be providing a Network Architecture Overview.

Mr. Doyle, CenturyLink, provided a Network Architecture Overview. He said they are doing a bundled solution and the first piece of that bundle is Next Generation 9-1-1 Network (NG9-1-1). CenturyLink has partnered with WEST and we are going to be delivering the WEST's A9-1-1 Network. The A9-1-1 Network is a Path to true i3 solution. This is an interim solution where they convert their CAMA trunks to IP (SIP Trunks) getting ready for all the NG9-1-1 services that are coming out. It is the first step as they migrate to a true i3 solution.

Mr. Doyle stated that PSAPs will have the same four conditional routing options that they have today with the CenturyLink network, but going forward, with the NG9-1-1 Network, you will have a lot of advanced routing alternatives that you do not have today. There will be a lot of Advanced Reporting Tools. One of those reporting tools is the Clearview Reports that come from WEST. Those reports provide real live time data on your calls that are going on in your PSAP and historical reports. They also have MAP SAG, which is a tool from WEST that allows you take your existing MSAG data and it will tell you how ready your GIS data is compared to your MSAG data for true geospatial routing. It is a good tool to help get that prepared.

Mr. Doyle reviewed their existing 9-1-1 Network Architecture Diagram. He said in the Public Switch Network there are central offices. There are CenturyLink Central Offices and in Arizona they are usually the ILEC (Incumbent Local Exchange Carrier). There are also the Independents, and CLEC (Competitive Local Exchange Carrier) companies and they have their own central offices. The way that we process these 9-1-1 calls is they have to hit our Legacy Selective Routers. Every central office has emergency service

trunks that go from the central office over to the Selective Routers. When a call hits the Selective Router it does a dip on the address and the phone number of the caller; they look at the ESN database and they route the call to the PSAP.

Mr. Doyle stated that wireless trunks also tie into their Legacy Selective Routers and that is also how those calls get processed to a PSAP. How do calls get to the PSAP? For each Selective Router they have redundant CAMA trunks that are connected to the PSAPs. In the State of Arizona they have two Selective Routers in the southern part and two Selective Routers in the northern part. Each Selective Router has trunks going from it to a PSAP so you will have half of your trunks coming from one Selective Router and half coming from the other Selective Router. When a 9-1-1 call hits the PSAP it has to go out onto another network and does an ALI dip to get location information that pops up on the screen. Mr. Doyle said this is how 9-1-1 call processing works today in a Legacy Network.

Mr. Doyle reviewed the New Network Architecture Overview diagram and how it will work in the NG9-1-1 Network that CenturyLink will provide in the State of Arizona. He said there are four CenturyLink Selective Routers in the State of Arizona. They will be turning up what are called Legacy Network Gateways (LNG). Mr. Doyle stated that they will be taking the existing CAMA trunks that go into PSAPs currently and removing them; they will be taking those trunks and pointing them to the Legacy Network Gateways.

Mr. Doyle said what the blue represents on the diagram is that they will take all the wireline calls and they will go across a trunk group that will be for all of the wireline calls. All of the wireless calls will go across the red lines on the diagram. Mr. Doyle explained that they have to have interoperability where a Legacy PSAP that has not migrated to NG9-1-1 yet can communicate with a PSAP that has migrated to NG9-1-1. He indicated they will be installing these other trunk groups that allow for a NG9-1-1 PSAP to transfer calls to a Legacy PSAP.

Mr. Doyle stated that for redundancy they take trunks from each pair of Selective Routers and route them to the opposite region's Legacy Network Gateways. Now we need to get our connectivity that goes to the new IP Selective Router. These are located in the Emergency Communication Management Centers (ECMC)s, which are located in Miami, Florida, and Englewood, Colorado. This is also where all of your i3 core components will be located so as you move to geospatial routing all of those components will be located into these ECMCs.

Mr. Doyle stated that they are going to connect that private network with the CenturyLink Network and another carrier's network so that they have complete diversity that will connect into the ECMCs. They are doing a lot more for diversity by adding complete diverse circuits to every location. If they lose connectivity, they will still have multiple paths to go out on to route a call from the Legacy Network Gateway to the Emergency Communication Management Center.

Mr. Doyle indicated that they are going to build another private network that takes calls from the ECMC and delivers them to where their host CPE is going to be located. They are building out a one half of a node or IO Data Center here in Phoenix and the other half will be in a geo-diverse location in Colorado. They are building out this network to provide connectivity all the way over from the ECMCs to the IO Data Centers. They are going to put second circuits into each location so that they have a tremendous amount of diversity. They will have multiple paths that they can go out on not just two paths. All of this exceeds what the FCC requirements are for our Network.

Mr. Doyle reviewed the Host Remote Network and how that is going to work. He said they will have Viper and Vesta Systems located in their Tier3 Data Centers. They are going to build this private network that will connect to your PSAPs. They will provide circuits that go all the way out to the Central Office that will be truly diverse. This means separate paths separations that are not going down the same path and they are not going through the same Point Of Presence, which are aggregation points for our network.

Mr. Doyle stated that they will be going all the way out to the serving Central Office on a completely diverse path. They will not have the two circuits riding the same path anywhere on that network. Mr. Doyle said they will be providing redundant circuits to the PSAP. He emphasized that redundancy is not the same thing as diversity; it means the circuits could be riding in the same cable so that they are on the same path. Mr. Doyle said if there is a PSAP that wants to have diversity from the Central Office to the PSAP, they can talk about that on an individual PSAP basis.

Mr. Doyle provided a 9-1-1 CPE Solution Overview. He said they are going to replace every PSAP's CPE with new NG9-1-1 compliant equipment. The equipment that you have in the back room now we are going to place that core equipment into our data centers. All software support is included with the solution. They are guaranteeing that they will do at least one software feature upgrade a year as it comes through and they have approved it in their labs for implementation in the field. They are still going to provide their 9-1-1 Maintenance which is 24 hours per day, seven days per week, every day of the year with a guaranteed one hour response time when you call in a ticket.

Mr. Doyle stated that Proactive Monitoring is new for CPE. They are excited about this because it will give them new ways to service their PSAPs out in the field. There are new security features. Anti-Virus will be running on every device on all servers and workstations, OS Patch Management on a regular basis. The PSAP Back Room will be much smaller. Mr. Doyle stated that they will replace Front Room Equipment with what you have today. If you have two monitors for mapping you will get two monitors; if you have KVMs or Genovation key pads, they will provide those. You will have all the same Interfaces that you have today with CAD, Radio, Recorder, and Headsets.

Mr. Doyle stated that admin training will be provided for every PSAP on how to maintain that system. If you have an ACD they will provide Advanced Training for ACD. They will probably do some advance training for large PSAPs because there are some other options for a large PSAP, even though you are not on ACD that you may want to have for

monitoring your operations. They will provide admin training on Power MIS or VESTA Analytics, Map Flex or VESTA Locate. Mr. Doyle stated that they will give the option for agent training where CenturyLink and its vendors can provide training for your agents on how to use the system, or you can have a train-the-trainer so you can train your own PSAP personnel. He indicated they are going to do the same for Map Flex or Vesta Locate; you have the option for us to do the training or train the trainer. CenturyLink with our partners will be providing regular webinars. Mr. Doyle stated they will go to the PSAPs and find out their training needs. The webinars will be free.

Mr. Doyle provided a CPE Overview. He presented the PSAP Viper Front Room Equipment diagram. He said if you have Viper today you are going to have all of the same components. All equipment will be replaced with new equipment. One of the big changes is that they are using a smaller box that is not a PC. You will have two monitors for mapping, one for call taking and one for mapping and you also have all of your radio handoffs etc., for the systems discussed earlier.

Mr. Doyle presented the PSAP VIPER Back Room Equipment diagram. He said there will be two routers in every back room for redundancy for each circuit to go onto its own router. They have two switches. Every component that is at your back room, all your PCs, will have two network cables going to one switch so if there is a switch failure you will not lose your system. With the VIPER System, they will be providing the Survivable Viper Node. If you should become isolated from the host you will still be able to process your admin calls locally. You will have your Gateways where you will terminate your T1s, PRIs, and analog lines onto your Viper System. It is a much smaller footprint for most PSAPs -- it will be less than half a rack.

Mr. Doyle presented the VESTA Front Room Equipment diagram. You will have the two monitors with the PCs -- all the same handoffs that you have today. The VESTA Back Room Equipment diagram was presented. It is a much smaller footprint with redundant routers, redundant switches, and they have all the Gateways for all admin lines to handoff to. The TS4 is a device that is used in the VESTA System to handoff all serial handoffs to CAD.

Mr. Doyle talked about Proactive Monitoring. He said Legacy ES Trunks will be monitored just as they are monitored today so there is no change. They will constantly monitor those to make sure they are able to communicate to the Legacy Network Gateway and if they ever see troubles they busy them out and take care of it. The ESInet is going to be monitored by CenturyLink and WEST. The MPLS circuits and hardware will always be monitored. They always will be looking for if they are functioning correctly. The Emergency Communications Management Center Core elements will be monitored on a 24 hours per day/seven days per week basis. One of the things that CenturyLink and its partners have done is set up the capability to monitor the network at the same time in real time. The Host Remote Network will be monitored completely. With CPE Monitoring, they will be monitoring the health of the system for alarms for both VIPER and VESTA Systems. This is something new that they do not do today.

Ms. Atkin provided a quote and invoice overview. She said the quoting process will be a lot simpler. The actual quotes will be simpler to read. In most cases the quotes will have two or three line items. She said if a quote is needed from them the individual PSAPs can send us an email to [AZ911QUOTES@CENTURYLINK.COM](mailto:AZ911QUOTES@CENTURYLINK.COM). There is a 24 to 48 hour turnaround time for quotes.

Ms. Atkin stated that the invoice process will be a lot simpler. There will be a single invoice. Managed Services CPE, NG9-1-1 Network, NG9-1-1 Routing, Maintenance, and Software Support will all be included in the single invoice. Ms. Atkin said some of the changes that are going to happen with Managed Services are services that are not covered. Moving of PSAPs, rearranging positions, special equipment not included in bundle solution, damaged equipment through NOT normal wear and tear, Acts of God, lightning, power surges, etc., admin lines and PBX systems are not included.

Ms. Atkin talked about the Implementation Process. She said it is a phased approach. The first phase is the infrastructure build-out of the NG9-1-1 network and Data Centers (underway with an estimated completion date of 4th quarter 2016). The second phase is Infrastructure testing and turn-up (estimated completion date 4th quarter 2016). The planned Deployments by PSAP, Pima County (estimated 1st quarter 2017), Yuma County (estimated 1st quarter 2017), Pinal County (estimated 1st quarter 2017), Santa Cruz County (estimated 2nd quarter 2017), Gila County (estimated 2nd quarter 2017), Cochise County (estimated 2nd quarter 2017), Maricopa County (estimated 3rd quarter 2017 to 2nd quarter 2018), and Northern Counties (estimated 3rd quarter 2018).

Ms. Atkin said that in regard to PSAP Deployment, how do we get there? They will have documentation in order, PSAP call flow meetings with CenturyLink and vendor on site, project plan delivery and acceptance, set project timelines, implementation and testing will be created in our project plan, and PSAP personnel training.

Mr. Simmonds advised the presentation was completed and they are open now for questions. He said they will do their best to answer questions.

Chair Strebeck requested that those asking questions state their name, affiliation, and question.

Mr. Patrick Cutts asked why this is considered NG9-1-1. Is it simply because of the IP-based delivery because there is no texting and no topics that have been discussed in the industry regarding NG9-1-1.

Mr. Simmonds said that for the sake of the presentation they wanted to give a high overview of what would be received in the bundle, but NG9-1-1 is ready to accept Text-to-9-1-1. Not only the network, but the equipment will be ready for the Text-to-9-1-1 feature. This will be a feature that you have to subscribe to and they would be ready to deploy it at that point.

Mr. Cutts asked for clarification that it is ready but is not part of the offering?

Mr. Simmonds answered it is not part of the bundled services. It is not part of the \$2,000 per seat and would be an additional feature. An example is caller ID which is a feature that you have to subscribe to in order to get the service.

Mr. Cutts asked about the diversity of the lines and the circuits. He noted there is diversity of circuits and redundancy into the PSAP which are using the same path. Of all the circuits are they all CenturyLink circuits?

Mr. Doyle answered from the Legacy Network Gateway to the Emergency Communication Management Center those are actually using two carriers, CenturyLink and another carrier that is being used for the delivery of those circuits. The circuits that are coming from the Emergency Communication Management Center to the host data centers and from the host remotes are all CenturyLink circuits. From a diversity standpoint they are not running those through the same paths and none of the circuits cross the same points of presences. They go into their core network, which is highly diverse. They never go through the same central office. The paths are diverse and are all CenturyLink.

Mr. Chris Nadeau asked if diversity from the Central Office to the PSAP would be an additional cost to the individual PSAPs, as well.

Mr. Simmonds answered that is something CenturyLink would have to discuss on an individual PSAP basis depending on the availability of the network. You may already have entrances into the PSAP that they can take a look at. Mr. Simmonds advised they would have to take a look at each individual PSAP to see how they are set up.

Mr. Nadeau asked if CenturyLink only has a single path from the Central Office to the PSAP, but there are other Telco providers such as Cox that can provide that path. Under this agreement would CenturyLink be able to acquire access to those to get diversity to their site?

Mr. Doyle answered that could be a possibility. They could go through their wholesale services to release those facilities from the other provider. It just depends on what is a more economical way to build that out.

Ms. Atkin stated some of the PSAPs have fiber today and dual entrances. They want to meet with each PSAP and sit down to find out what they have. They want it as diverse as they can get it all the way to the PSAP because usually it is the last mile that gets cut and there is no fiber ring. That is why they put so much money last year into this and they are creating a ring in their internal network. Ms. Atkin remarked that they would have to look at each individual PSAP.

Mr. Nadeau asked under the new network is that last mile from the Central Office to the PSAP in your current plan copper or fiber?

Mr. Doyle answered that it depends on the bandwidth requirement. Most PSAPs in the state are less than four positions. If it is a four-position PSAP they are going to deliver over a T-1, which is copper; that is all the bandwidth they need to support a host remote. In most cases the PSAPs in Maricopa are larger and would need fiber to support the bandwidth required for that PSAP. If you already have fiber there they will probably use that fiber.

Ms. Atkin said there are PSAPs that they support today that use fiber and copper. They like the 25-foot separation for that entrance. If we can have dual entrances to build these that is their first preference.

Vice Chair Locklin asked what CenturyLink is offering for new PSAPs, one line into CenturyLink or multiple lines and carriers? Is there an additional cost if there is more than one line to CenturyLink?

Mr. Simmonds answered that the offering to build a new PSAP would be this solution into the PSAP and they would offer the redundant circuits. However, for a new PSAP being built they would like to be a part of that conversation ahead of time so dual entrances into the PSAP can be discussed. Bringing it in by either copper or fiber depends on how large the PSAP is going to be. The bundled solution that CenturyLink put together includes the redundant circuits going into the PSAP. If they can break one circuit away at no additional cost and bring it through the left and the other one through the right, they will be happy to do that.

Vice Chair Locklin asked if anything with an additional path will have an additional cost?

Ms. Atkin answered that it depends on the PSAP. If the PSAP has fiber today and has copper, they will try to utilize whatever the PSAP has to run those paths. Each PSAP will be individual based on the bandwidth requirements. You could have multiple circuits that will be required depending on the size of your bandwidth. A four-position PSAP's bandwidth requirements will be much different from a 28-position PSAP's bandwidth requirements. Ms. Atkin stated that they are in an analog world now. Everything right now is CAMA trunks or T-1s. That all goes away with the NG9-1-1 i3 solution which is all done by bandwidth.

Mr. Simmonds said that with this solution you will have two separate circuits coming out of the Central Office into the PSAP. What they can discuss is how those two circuits enter the PSAP. They can also discuss the possibility of bringing them from a separate Central Office at that point as well. It is open for discussion especially if you are building out a new PSAP.

Mr. Doyle said if you have an existing PSAP that has diverse CenturyLink circuits today, they are going to do diverse with this deployment.

Vice Chair Locklin asked if the new PSAP they are building has one path and in addition to that one path if they wanted to have one come in from the south side and one from the north side is it an additional cost?

Mr. Simmonds answered yes, it would be an additional cost to the PSAP, but it is open for discussion. It depends on where their facilities are and if there are additional construction costs for them to bring in a separate path.

Ms. Liz Graeber asked if they want a diverse carrier from the Central Office the cost will be on the PSAP.

Mr. Simmonds answered yes, that is correct.

Ms. Graeber asked will they have the ability to have a diverse carrier from where the back room equipment is located or is it only from the Central Office.

Mr. Doyle answered it is only from the Central Office.

Ms. Graeber asked if they wanted to have diversity from their hosted back room equipment is that a possibility.

Mr. Simmonds said the diversity will be built in the CenturyLink Network. The reason they will not bring in any other carriers is because of the liability and FCC orders. If they bring in another carrier from that host equipment into the rest of the network they will not have visibility into their network to see what it is doing and that opens up the liability for the solution.

Ms. Graeber referenced Gilbert Fire, which had their facilities vault damaged during a fire. She asked if they would have lost 9-1-1 in this Managed Services Solution.

Mr. Doyle replied that he was not sure what happened at that PSAP, and asked for clarification if they lost a path.

Ms. Graeber answered that the facility box in a large fire was flooded or melted and they lost networking, telephones, and internet.

Mr. Doyle said yes, if the path went down, that would affect both circuits coming in on a redundant because there are not 25-feet of separation and they are probably coming through the same entrance. If they come into the building and put half the network in one area and the other half in another area and if that rack got taken out and the path where it came in did not get taken out, then it would still work.

Ms. Graeber asked if diversity is not there today the PSAP would have to pay to have that capability.

Mr. Doyle answered if they do not have diversity today with CenturyLink they would have an additional cost. They would have to look at it on an individual PSAP basis to see if there is a justification.

Ms. Graeber asked if Gilbert Fire decided to purchase from another carrier for that type of diversity are there additional costs for configuration changes within the system that they would have to pay CenturyLink.

Mr. Doyle answered that CenturyLink cannot allow a PSAP to order a circuit from another carrier because they would not have agreements with that carrier for visibility into the network. What they would do if a PSAP wanted a different carrier is CenturyLink would go through its wholesale group and discuss with that carrier the cost to CenturyLink to purchase a circuit through them to allow CenturyLink to meet FCC requirements and to have visibility into the network. Mr. Doyle added that the cost would be passed on to the PSAP.

Ms. Graeber asked for clarification if the requirements are 9-1-1 Network FCC requirements or FCC Network requirements in general.

Mr. Doyle answered the requirements are 9-1-1 specific requirements.

Mr. Cutts asked how many of the 14 technicians statewide will be for the Maricopa Region.

Mr. Simmonds answered they will be hiring three new technicians in the Maricopa Region in addition to the three they already have for a total of six.

Mr. Cutts asked when the timer starts for the one-hour response time for trouble tickets. Is it one hour from the time we call the NOC or when the technician is contacted?

Mr. Simmonds answered the one-hour response time starts at the time the ticket is put in. As soon as a ticket is called in a ticket number is generated and they have a one-hour response time. Depending on the issue going on, in this solution, they will be able to do a lot remotely.

Mr. Cutts asked if technician training is provided through CenturyLink's partnership with WEST and Airbus and what is their experience level going to be when they walk into his PSAP and they have an issue.

Mr. Simmonds answered all of our technicians we got from WEST and Airbus and will go all the way up to the highest level of training that they offer and will be multi node trained. They will be trained on both pieces of equipment. The current technicians that we have and the ones we will be hiring have 9-1-1 experience. The technicians we will be hiring have experience with one or the other vendors.

Ms. Atkin answered the current technicians have 15 years of experience and the new ones are all going through the same training. Some are stronger on VIPER and some are stronger on VESTA. By the time they go to Maricopa they will be trained on both Viper and Vesta and have experience.

Mr. Cutts asked if the kind of feed going into the logging recorder is analog or IP.

Mr. Doyle answered it is an analog feed. Today, there is no way to record using a SIP trunk. Part of the problem with recording from a SIP trunk is they can record the SIP trunk at the PSAP from the host center. The main reason most PSAPs record by trunk is because when a call is coming in, something may happen before the call taker answers or when a caller is put on hold. SIP trunk is a very efficient protocol so it conserves bandwidth. One of the things that happens is when you get a call you do not get the voice audio going to the system until that person answers the call and when you put the call on hold you no longer get an audio signal coming from the caller. Recording from SIP trunk does not give you the same things that it does today. It is something that is being worked on with NENA for some way to enable that so that traffic is always flowing regardless if the call is on hold or not. Mr. Doyle indicated they have been working with WEST about a way to put an IP Recorder in the cloud that records at the SIP trunk level but they have not developed a solution yet.

Mr. Cutts asked if he still wanted to do SIP trunk recording, knowing the limitations, if it is available right now as a feed to the logging recorder.

Mr. Doyle answered that the port mirroring is available so that you can record. It would have to be set up at the host data center because you want to record before it hits the CPE System. That can be set up.

Mr. Nadeau asked if you want to do SIP recording or both is that be an additional cost?

Mr. Doyle answered yes, the additional cost would be the bandwidth from the host data center going out to your PSAP to send that recording information there.

Mr. Cutts asked how is the MSAG and addressing and geobased mapping developed? Is it on a PSAP basis or a central location? Would the PSAP be responsible for building its own geodatabase for its mapping system because they do not do that today?

Mr. Doyle asked who does GIS for you today.

Ms. Graeber answered that MR9-1-1 takes care of GIS for the PSAPs and that would continue if MR 9-1-1 went to Managed Services. She said Dave Eaton manages that.

Mr. Cutts asked if a PSAP accepts the proposal to go to Managed Services, how is Dave Eaton still available to them?

Ms. Graeber said that Dave Eaton's position is provided through managed funds that the State provides.

Mr. Cutts asked about the real time access for Clearview Reports.

Mr. Doyle answered that each PSAP will be provided with a FOB that allows you to get access to all the data that has to do with the IP Selective Router and the i3 components that are at the ECMS data network. The MIS reports is what you will have on your CPE Systems for data, such as call taker data.

Mr. Cutts asked if it is a possibility if you want direct access to the MIS Database instead of using the MIS reporting. The MIS reporting is limited and provides some information but not to the extent they need. Mr. Cutts stated that they currently have access into that data directly to be able to parse it out themselves via different reporting tools.

Mr. Doyle answered that is a question they have not been asked before and he could not give an answer at this minute. It is something that they would need to go back and look at. This is a multi-tenant system so they would hesitate to have someone going into a database that would have access that could do harm to it because they are responsible for maintaining it. There may be ways we can build permissions to allow pulling data from it. Mr. Doyle stated that they would need to have further conversations on it.

Mr. Cutts asked if it will be a multi-agency MIS system and not a MIS that is at his center.

Mr. Doyle answered that the MIS data will be in their data centers. They can partition that data and set it up with permissions so that Chandler only has access to their data and Phoenix only has access to their data. They will set it up how you want it. You may want to have someone like Liz Graeber who has access to everyone's data.

Mr. Cutts commented that this offering is a private industry offering so there has to be a benefit to CenturyLink and WEST for this to occur. He asked the sustainability of this business model at the \$2,000 per seat price knowing that in five years if they go with Managed Services they will have to come back to the table and renegotiate due to State budget limitations.

Mr. Simmonds answered that the State and CenturyLink are already working on what that could look like, but they do not know what will happen five years from now. They do not know what the FCC regulatory environment will be five years from now. They are still seeing a lot of changes in the way 9-1-1 is working. Mr. Simmonds stated that he could not give an answer or a percentage as far as what an increase or decrease may be. There is a significant investment not only from CenturyLink but from both of its partners. This investment is not something they are looking to do for five (5) years and let it go or jack up the prices. This is going to open the doors for other states in the country to go into a similar solution. We are working on some estimates but those estimates may change.

Mr. Cutts asked why a PSAP should go with CenturyLink? As a municipality they are under procurement rules. If they are going to change their current model and are spending money, there has to be an RFP process that has to go forward. Why should they go with CenturyLink and not go directly to their current System manufacturer WEST or remain with Maricopa Region 9-1-1?

Mr. Simmonds answered that no one has to go with CenturyLink. This is an individual service agreement between the PSAP and CenturyLink. There is an exclusive agreement between CenturyLink and WEST. They can have individual conversations of what that exclusivity looks like, but the network piece and the way that the business models were set up both for WEST and CenturyLink were based on an exclusive agreement that it was WEST and CenturyLink and Airbus and CenturyLink. It is a PSAPs decision how it wants to move forward with the 9-1-1 solution. From a funding perspective, he would have to direct an agency to its procurement office or the State for any questions on the funding piece.

Mr. Cutts stated that this is an individual PSAP discussion, agency by agency, which is a place they were 20 years ago, where each individual PSAP was trying to get the system they wanted and working through contracts. Over time, they developed a model with a regional approach to a 9-1-1 System so that everyone is on a similar level. What is to prevent that from occurring again with Managed Services if you are going individually PSAP to PSAP?

Mr. Simmonds answered that when he says this is an individual service agreement with the PSAP that means the PSAP signs the service agreement. If Maricopa County as an organization comes together as a whole system and you want to do this together or not that is up to you. CenturyLink is going to request that each PSAP signs the service agreement. How you operate your regional system is up to you.

Chair Strebeck said that they will be putting together a working group at the next PSAP Managers Group meeting in August and will look at this as a group to decide how they want to move forward to see if this is an option they want to pursue.

Mr. Dennis Smith, MAG Executive Director, thanked CenturyLink for coming and explaining this. He provided history of the 9-1-1 system in the MAG Region. He stated that he staffed the 9-1-1 committee in the 1970s. Mr. Smith stated that the MAG region has 9-1-1, not because of CenturyLink's legacy company, Mountain Bell. Mr. Smith noted that Mountain Bell actually opposed 9-1-1. MAG hired Ron Vegamas from Minnesota who said how it could be done. MAG went to the Corporation Commission to get the overcharge fund to buy the equipment. MAG went to the legislature to get the funding. MAG members have a lot of ownership in this. Because the MAG region is different from Tucson, it has a distributed 9-1-1 System.

Mr. Smith stated that the MAG Regional Council said that every city needs to pass a resolution through their council directing Phoenix to be the contracting agent. He expressed that he was a little concerned that in this proposal we are splitting that up and

are going back to each individual PSAP. It runs counter to the regional system we thought we had set up. Mr. Smith expressed appreciation for CenturyLink and its partners coming to the meeting and thanked them for the business in Phoenix. He stated that with or without Maricopa Region 9-1-1, CenturyLink is in Arizona and signing up people to do this, and MAG still has the choice on whether or not it wants to do this. This is one of the most sensitive services that a city county or tribe can offer. Mr. Smith remarked that there is a lot of interest with the elected officials and the city managers in keeping a strong hand in this. MAG wants to make sure the region has a system that works and does not have outages like in Washington.

Mr. Nadeau asked if the \$2,000 business model and networking required would still be valid if two agencies decide to go with CenturyLink and the rest of the agencies choose a different option.

Mr. Simmonds said if an individual PSAP decides that this not the way it wants to go, CenturyLink will still move forward with the rest of the PSAPs. The service agreements that they already have signed with the other 15 PSAPs will have the \$2,000 per month per seat whether or not other PSAPs participate.

Mr. Nadeau asked if Buckeye and Avondale go with CenturyLink Managed Services and everybody else in the county goes with something else does their cost go up?

Mr. Simmonds answered no, their cost will stay at \$2,000 per seat.

Mr. Nadeau said that most PSAPs in Maricopa County have more positions than what the state will provide funding for. We understand the agency is on the hook to pay for those additional positions. Goodyear is authorized for five positions they have eight positions. If Goodyear wants to keep all eight positions will that cost be the same \$2,000 per seat as what they are being charged for authorized positions?

Mr. Simmonds said it is the same \$2,000 per month, whether they are state funded or customer funded positions.

Mr. Cutts asked the interconnectivity for the i3 network being developed.

Mr. Doyle answered that they can connect the Arizona ESInet to other ESInets. The means how they connect depends on a security standpoint and the entity they are connecting to.

Vice Chair Potts asked for history on where the \$2,000 per seat price came from.

Mr. Simmonds answered that Arizona has limited funds -- is the lowest collecting state in regards to tax for 9-1-1 services. Understanding that there was a budget constraint and rising costs on equipment CenturyLink went to its vendors and the \$2,000 per seat is a cost that they thought would be fair and would be supported by the 9-1-1 state fund. It is an extremely aggressive price. Mr. Simmonds stated that he encouraged PSAPs to seek

out other states and ask what they have been quoted from other vendors and you will find that it is significantly higher.

Vice Chair Potts asked did we come to you with \$2,000 or did you quote us \$2,000?

Mr. Simmonds answered that the State 9-1-1 office gave them a budget that they needed to stay within and everything that needed to be included. It was hard but they were able to do it.

Chair Finnessey asked if the funding to build this system is coming from the \$2,000 per seat price or are those funds coming from something else?

Mr. Simmonds answered that the \$2,000 is the monthly charge for the network, equipment, software support, and maintenance. Understanding this is where 9-1-1 is going. With all the FCC requirements starting to change they had to look and do all of their projections. There are several providers who that pulling away from 9-1-1, but they decided to go full throttle. CenturyLink's vendor partners will be the owners of the equipment and will be responsible for it. The PSAP will not own the equipment.

Mr. Cutts said the \$2,000 per month price is a lease on the equipment. When leasing a car there is residual amount that is left once the lease has expired, is that something that will come into play when they are looking at upgrading our equipment? With this offering CenturyLink is putting in brand new equipment in his PSAP no matter what the current state of my equipment?

Mr. Simmonds answered it is a lease, but is a little different in that it is almost a never ending lease and they will always maintain brand new equipment, the latest and greatest equipment as our vendors deploy new equipment.

Mr. Cutts asked the expected life cycle for the new equipment coming in and when does the replacement come up?

Mr. Simmonds answered that their life cycle for equipment is three to five years. There is a piece of the Managed Services Agreement that if the vendors come out with new equipment or if there is something that needs to be changed because it hinders the way your system is working, that will be upgraded at that time. It doesn't matter if it is year one or year four, the equipment will be replaced.

Mr. Cutts asked if software upgrade changes can be expected at least once a year before there are any equipment changes. When you are looking at new offerings that come out from the vendor if there is not an issue with the equipment as it exists, what is the consultation with the PSAP to decide if this is the direction they want to go before you decide to move forward with that change?

Mr. Simmonds answered that the way they operate right now with all of the PSAPs that they service is they are on a constant communication basis with them. If there is

something new that has come out with that vendor, the PSAP is notified of the new feature. At that point they will discuss it with the PSAP and move forward if it is of interest to the PSAP.

Mr. Cutts asked their vetting process for new software upgrades or new equipment.

Mr. Doyle said that they go through a process where WEST's and Airbus's, new software releases, including their betas, are sent to CenturyLink labs and installed for testing. Right now there are some betas from both vendors that are being tested by their final tier support group engineers. Once the general release is put in the lab it goes through a complete testing process. Their final tier engineers look at everything from how the software works to the accuracy of the instructions on how to do the upgrade or install. It is all vetted through their labs first and then they do an AFU, it becomes approved for field use. They will notify all the engineers within the company that it is available and approved for field use. Then, they would go out and install it after consulting with the PSAPs. That would be a big role of the new full time Project Manager and they would have to communicate and schedule that with the PSAPs. Mr. Doyle added that if it is a new feature you do not want, you do not need to have it.

Ms. Graeber said that Text-to-9-1-1 is a hot topic. She asked if it is included in the scope or will there be outside charges if it is put into play.

Mr. Simmonds answered that Text-to-9-1-1 is an additional cost and is not part of the bundled solution. Both the network and the equipment are capable or will be capable of doing Text-to-9-1-1. If a PSAP is ready to do Text-to-9-1-1, it does not matter which vendor you are on -- WEST or Airbus -- it will be an additional cost for that feature.

Ms. Graeber asked is that cost was negotiable as part of the \$2,000 price.

Mr. Simmonds answered it is outside of the bundle and those are additional costs that they received from WEST so they are taking the cost and passing it on to the PSAP.

Ms. Graeber asked if any of the prices in the \$2,000 price are negotiable.

Mr. Simmonds answered that \$2,000 is the set price for the bundled solution for everything that they are including.

Mr. Dennis Smith said that MAG has been very active working with all the cities on their fiber networks. MAG has been connecting them and they are a back door for 9-1-1. If they are working with you and want to hook up to the fiber network that they are currently doing is that an extra charge, too?

Mr. Doyle answered there is tremendous amount of risk and liability that is involved in delivering 9-1-1 calls from an FCC perspective and also for third party lawsuits. CenturyLink has to have an ability to monitor and understand what is going on with that traffic. And it needs to put that on its network so they can understand what is going on

and control what is happening. If they put it on your network and you decide to do maintenance on that network and do not tell them and something happens, since they agreed to do that they could be held liable for what happens on your network. They would more than likely not allow that to happen.

Mr. Smith said remarked that the MAG 9-1-1 system would no longer be able to use the MAG Regional Community Network RCN as a back door.

Vice Chair Potts asked where the decision point was to move forward with CenturyLink and decide not do an RFP.

Ms. Barbara Jaeger, State 9-1-1 Administrator, answered that there has never been a requirement for the state to do an RFP for anything that the state has funded. As long as the community makes a decision that they have gone through whatever their local procurement process is, they will fund that project. As far as an RFP the only reason they went into the RFP business at the state is because of the smaller communities that did not have the advanced knowledge base necessary to develop an RFP. The state procurement office now has costs associated with using the state contract. She indicated that the State 9-1-1 Office talked to state procurement before they moved down this path and since the service agreement is between the communities and CenturyLink then it was not necessary for the State to have an RFP. Ms. Jaeger said for as long as she has been in this office the service agreements for the network components throughout the state have always just been between the PSAP and the carrier. It has never been a contract for the network components.

Vice Chair Potts asked if the State 9-1-1 Office worked with some stakeholders, PSAP Managers or communication managers to have some of these discussions early on. She said the questions that have come up in our PSAP Managers Group are questions that are typically handled at the stakeholder level or in the RFP process.

Ms. Jaeger stated that she is a member of the National Association of State 9-1-1 Administrators, and they met two weeks ago. She indicated they are all paying significantly more for a network component. Ms. Jaeger stated that the State 9-1-1 Office is limited based on the revenue that is being brought in. She noted that communities throughout the State cannot afford to pay for equipment themselves. It is going to come down to unless there is an increase in the tax, they are not going to be able to replace equipment in a timely manner. Ms. Jaeger stated that there are (86) 9-1-1 centers in the state and there is a \$2 million to \$3 million surplus per year. CenturyLink wants to get out of the analog business and this becomes a cost savings for them long term. The selective routers they are using will eventually become manufacturer discontinued and they will have to do something. This is an avenue they took upon themselves. Ms. Jaeger indicated she has already had a few discussions with Utah. There are several county environments that share public safety services across state boundaries and they would look toward the state of Utah to do a trial to see how that works to have interstate capabilities. They are going to a NG9-1-1 solution too and are very interested in going to the Managed Services.

Mr. Cutts asked what stakeholders were involved in this discussion beyond the state level in making the decision to say we want to negotiate with CenturyLink for this Managed Services solution to be able to offer it to PSAPs in the State based on known budget limitations.

Ms. Jaeger answered that the communities outside of the Maricopa Region were fully involved in the process. She added that they made Maricopa Region aware of what was going on. They had to come up with a solution that would continue to support the communities. Neither the communities nor the State have the money to pay for equipment. Ms. Jaeger stated that they could leave the whole state on a legacy network for an unknown number of years, but based on the costs that she has heard across other states there would be no advancement whatsoever. You can tell that there is a need for something of this magnitude. From their perspective they took figures from cost recovery, the existing maintenance contracts, and the total money they get and the number of PSAPs. They could not go above a certain amount of money if you wanted to offer this solution.

Mr. Cutts stated that the hard part is that they have known about this budget shortfall for a number of years yet there has been no action from the legislative level to say we need to make a change on this, other than the recent house bill that was proposed to look at future 9-1-1 funding that died on the Senate desk. He stated that we are left with a solution that makes many of us uncomfortable. Mr. Cutts stated that he respects the budget limitations and the challenges of smaller PSAPs. When we look at this region based on the sophistication of the systems and the communications that we have it is a challenge for us to look at the solution and say this is the way we want to go based on where we are right now.

Ms. Jaeger stated that with the path we are going down all of the costs associated with your communities are going to have to have a threshold. We have been telling the Joint Legislative Tax Committee for at least five years that there is a deficit in the program. It is not our decision -- those decisions are made by the communities and they only have the opportunity to respond to those requests. Ms. Jaeger stated that they do not introduce legislation at the Arizona Department of Administration. That is not our job. They were supporting the legislative study and were hoping that kind of study committee would come out with a report that would grab the interest of the legislators to do something bold. Ms. Jaeger stated that they are unable to fund new positions, new PSAPs, or add, moves, and changes. They can only support so much.

Mr. Cutts said that the offering sounds good in the short term and long term, but there is a business practicality that comes into play. Many states are paying a greater fee than what we have proposed before us. Are the communities understanding that overrun falls back on them whether you can afford it or not?

Ms. Jaeger replied yes, because there is language in the State's Administrative Code that says if there is a shortfall that shortfall is shared across the state.

Mr. Smith expressed appreciation for Ms. Jaeger's advocacy and passion. He asked when the sweeps were happening on 9-1-1 if she had gone on the record opposing those?

Ms. Jaeger replied yes, they were on record through the Joint Legislative Budget Committee.

Mr. Smith stated that is really what happened, we were being conservative we knew these technology changes were coming and we had the sweeps come. We need an advocate at the state to put the rate back up and to oppose the sweeps on the record.

Ms. Jaeger said that they have done that through the Joint Legislative Budget Committee Annual Report. Every year they have said that they were not going to be able to put additional technology in place. She added that she did not know what else they can do and they are limited by our Director as to what they can do at our office.

Mr. Smith said she can go to the Governor's Office and express opposition to the sweeps.

Ms. Jaeger said that they did that several times, but it is just like we have no control over forcing consolidation. That is something where the legislature would have to make that decision. She noted that they have said that this is the ramification of the sweeps if you take that money. Ms. Jaeger added that a \$25 million sweep happened the day before Christmas.

Mr. Smith expressed concern about the equality among the state and one size fits all. When this region has 64 percent of the state's population it is a different animal and more complex.

Ms. Jaeger stated that they have to make tough choices until such time as there is an increase in the tax and more versatility. She said they do not have versatility today.

Mr. Smith stated that those are some of the questions that were brought up before, such as, "How were decisions made?" and "Who was on your stakeholder group?" If this is the biggest client in the state how much interaction was there with the MAG 9-1-1 Oversight Team and the MAG PSAP Managers Group? Are you really asking us what we think should happen, if we issue an RFP or go with CenturyLink?

Ms. Jaeger replied that the State 9-1-1 Office is not telling you that you cannot issue an RFP. She added that they will only have so much in funding available for projects or to replace equipment.

Chair Finnessey asked for clarification if funding is not available from the State would agencies be on the hook for the amount that they have contracted with CenturyLink each month for those positions?

Mr. Smith asked if anyone is concerned when they hear an extremely aggressive price and are advised to contact another state and find out what a great deal you are getting. He said it is like the low interest rate credit card you will get 1.9 percent interest for six months. It appears to be a teaser rate.

Mr. Simmonds said that he is a constituent of Maricopa County and added that they are here to present an option. The PSAPs do not have to go with this solution. As a constituent of Arizona with a family, he wants the latest and greatest 9-1-1 System. Both of our vendors worked extremely hard to put this solution together at a price that would provide the latest and greatest to the state of Arizona on a limited fund. Mr. Simmonds stated that five years from now the FCC could be completely different. As a company that has to evaluate and mitigate the risk for 9-1-1, they have put the best offering together. It is up to you to decide.

Ms. Graeber said that currently, MR 9-1-1 pays a certain amount for wireline. She asked at some point does that go away or are there any charges in the USOC codes that will remain or do all those costs go away?

Ms. Atkin stated all those costs will go away and will be replaced by the \$2,000.

Ms. Graeber asked with the 9-1-1 Tariff going away will there be anything regulated under the Corporation Commission's umbrella.

Mr. Simmonds answered the CAMA trunks will not go away, but charges to you will be inclusive in the \$2,000 per month. Those trunks will be pointed to the Legacy Network Gateway.

Ms. Graeber asked when the current selective routers go away then would they connect to the Legacy Network Gateway.

Mr. Simmonds said the selective routers are also for PSALI Service that has to hit those selective routers. He noted that they will never be able to get rid of those Selective Routers.

Ms. Graeber asked if there will be an overlap in the billing.

Mr. Simmonds said it stops and the \$2,000 starts.

Mr. Doyle said the TN count will drop, too.

Mr. Tom Melton asked if they will be provided with a list of the extra charges and when can they expect it.

Mr. Simmonds said they already have pricing for Text-to-9-1-1. If it is redundancy to build an additional entrance to the PSAP they would have to do a site survey and send out their engineers.

Mr. Cutts asked if that pricing is for the group as a whole.

Mr. Simmonds said no, it is on an individual PSAP basis.

Vice Chair Locklin asked about asset management in five years.

Mr. Simmonds said the only piece that is CenturyLink is the network and some of the core equipment. The back room equipment belongs to their vendors. It is not a CenturyLink asset. He said he could not give an answer on what option will be available in five years.

Mr. Doyle said five years from now you could purchase your own equipment.

Mr. Cutts asked is the option available to remain as we are but join the network separately.

Mr. Simmonds said it would not be offered under the bundled pricing. The bundled pricing is for network and equipment. If you wanted to have your own equipment, it is something they can look at for the network. They would not be able to allow a third party.

Mr. Doyle said it gets to a liability standpoint for CenturyLink. They are not allowing networks to be third party networks unless it is a situation where liability is released level from CenturyLink. They have reporting requirements for the FCC that they can only do on their own network.

Mr. Cutts asked if is it a possibility to use that network as a redundant back up network to the existing network and have it as two separate systems so you are not held liable for a different network. You are still accountable for your network.

Mr. Simmonds said that is something they can look at. This is the first time they have heard of using the NG9-1-1 as a backup network.

Ms. Anje Reimer asked for clarification of an option of leasing other networks that would become part of your network.

Mr. Simmonds said if you want an additional circuit, you would not negotiate. CenturyLink would negotiate with that provider so that CenturyLink would have control.

Ms. Reimer asked if they could look at leasing the RCN because most of them use that.

Mr. Simmonds said yes, they can look at that. He indicated it would have to be negotiated through their wholesale group and unless there is already an agreement it is not going to happen. That is something they can explore with the RCN group.

Ms. Karen Sutherland asked because this is an IP network, if they had a problem would they be able to travel to one of their neighboring agencies, log in and answer their own calls.

Mr. Simmonds said yes.

Mr. Cutts asked if it includes transport of our city non-emergency calls.

Mr. Doyle said it can include both -- they call that hot seat when you go from one PSAP to another. If you want that capability they can configure the system, which will include your admin lines.

Mr. Nadeau asked is that hot seating capability part of the \$2,000 or is that extra.

Mr. Doyle said is it part of \$2,000.

Ms. Graeber referenced the anti-virus signature. She asked if according to the Pinal proposal that was posted on the website it is a 30-day signature update.

Mr. Doyle said one of the things you have to be concerned with operating system patches is that they do not stop normal things from operating. If a virus is identified today the vendors go into their labs and go through a rigorous test to make sure there are no ill effects. They will not release if there is a problem. The 30 days is there because that is what their vendors require to make sure it will not cause a problem on the system.

Ms. Graeber asked if a virus gets through within the 30 days before the next signature is there an extra cost?

Mr. Simmonds said the 30 days is not a CenturyLink 30 days it is what they are getting from their vendors.

Ms. Graeber asked for a description of time to detection and what that means?

Mr. Doyle replied there are certain pieces that are monitored continuously. From time of detection to time of fail over has to be three seconds.

Ms. Graeber stated the fact that there is no service level agreement for time to detection is because it is variable and there is nothing held to an SLA.

Mr. Doyle said there are some things that are under an SLA. For example there is an SLA that you have to get your 9-1-1 calls.

Ms. Graeber asked if there are levels to time to detection.

Mr. Simmonds said alarm detection and when the PSAP calls in are examples of the time to detection SLAs they have.

Ms. Graeber asked if the service level agreements are negotiable.

Mr. Simmonds said these have already been put out by their legal team but if there is something that needs to be discussed further they can take it to their legal team.

Chair Strebeck asked if there were any more comments or questions from the group. There were none. He thanked CenturyLink for giving this presentation. He also thanked the State 9-1-1 Office.

3. Adjournment

The meeting was adjourned at 11:03 a.m.

# MARICOPA ASSOCIATION OF GOVERNMENTS

## INFORMATION SUMMARY... for your review

**DATE:**

August 17, 2016

**SUBJECT:**

MAG FY 2018 PSAP Annual Element/Funding Request and FY 2018-2022 Equipment Program

**SUMMARY:**

Each year, the Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five-year equipment program that forecasts future 9-1-1 equipment needs of the region and will enable MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). The funding request for FY 2018 is required to be submitted to the ADOA by December 15, 2016.

The ADOA Order of Adoption stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund. The Emergency Telecommunications Services Revolving Fund is funded by the monthly 9-1-1 excise tax on wireline and wireless telephones. The 9-1-1 excise tax is currently 20 cents per month, which is the lowest monthly 9-1-1 collection in the United States. The State 9-1-1 Office has determined that sufficient revenue will be collected to allow for continued network and equipment maintenance services, but no capital expenditures to replace aging 9-1-1 will be funded until near the end of the fiscal year when budget overages are determined. The State 9-1-1 Office has indicated the 9-1-1 funds will not cover reimbursements for logging recorders, additional 9-1-1 call taking positions, and new PSAPs.

**PUBLIC INPUT:**

None.

**PROS & CONS:**

**PROS:** The five-year equipment program assists the MAG 9-1-1 Oversight Team to forecast future equipment needs of the region and will enable MAG to provide estimates regarding future funding needs to ADOA.

**CONS:** None.

**TECHNICAL & POLICY IMPLICATIONS:**

**TECHNICAL:** None.

**POLICY:** The process for approval of the PSAP funding request and five-year equipment program, which includes recommendations from the MAG 9-1-1 Oversight Team and Management Committee and approval by the Regional Council, demonstrates greater participation by management.

**ACTION NEEDED:**

Recommend approval of the MAG FY 2018 PSAP Annual Element/Funding Request and FY 2018-2022 Equipment Program.

**PRIOR COMMITTEE ACTIONS:**

On August 11, 2016, the MAG Public Safety Answering Point (PSAP) Managers Group recommended approval of the MAG FY 2018 PSAP Annual Element/Funding Request and FY 2018-2022 Equipment Program.

MEMBERS ATTENDING

Domela Finnessey, Surprise Police Department, Chair  
Michelle Potts, Chandler Police Department, Vice Chair  
# Jerry Ward for Lisa Eminhizer, Apache Junction Police Department  
\* Mike Sgrillo, Avondale Police Department  
Jim Tortora, Buckeye Police Department  
\* Stephanie Beebe, Ft. McDowell Yavapai Nation  
Janet Laird, Gilbert Police Department  
Loretta Hadlock, Glendale Police Department  
# Chris Nadeau, Goodyear Police Department  
Fred McCann, Maricopa County Sheriff's Office  
Cari Zanella, Mesa Police Department  
Shauna Henrie, Paradise Valley Police Department  
Anje Reimer, Peoria Police Department

Dan McNemee, Phoenix Police Department  
\* Rachel Harris for Curtis Thomas, Salt River Pima-Maricopa Indian Community Police Department  
Karen Sutherland, Scottsdale Police Department  
# Patrick Cutts, Tempe Police Department  
Toni Rogers, Tolleson Police Department  
\* Ken Lutkiewicz, Wickenburg Police Department  
# @ Trish Pryce, ASU Police Department  
@ Lynn Koliboski, DPS  
\* @ David Demers, Luke AFB Fire Department  
@ Doreen Wasick, Mesa Fire & Medical Department  
@ Martha Johnson, Phoenix Fire Department  
\* @ Ellen White, Rural Metro Fire Department/Southwest Ambulance

\* Those members neither present nor represented by proxy.  
@ Ex-Officio member  
# Attended by Teleconference      + Attended by videoconference

**CONTACT PERSON:**

Liz Graeber, Phoenix Fire Department, 602-534-9775, or Nathan Pryor, MAG, 602-254-6300.

## MAG FY 2018 PSAP ANNUAL ELEMENT/FUNDING REQUEST

SYSTEM IDENTIFICATION: Maricopa Region 9-1-1  
 AGENCY SUBMITTING: Phoenix Fire Department  
 ADDRESS: 150 S. 12th St., Phoenix, AZ 85034

CONTACT: Liz Graeber  
 TELEPHONE #: (602) 534-9775  
 DATE: 20-Jul-16

Calendar Year	2017						2018					
TOTAL	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June

<b>Wireline</b>												
Maintenance:												
\$1,752,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000

911 Monthly Service:												
\$3,024,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000	\$252,000

Customer Premise Equipment												
\$6,050,000	\$50,000	\$165,000	\$150,000	\$250,000	\$150,000	\$60,000	\$350,000	\$300,000	\$100,000	\$4,000,000	\$450,000	\$25,000

Special Projects/Misc maintenance												
\$630,000	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500	\$52,500

<b>Wireless</b>												
Maintenance:												
\$0												

911 Monthly Service:												
\$3,365,040	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420	\$280,420

Addressing/Mapping/GIS												
\$44,000	\$11,000			\$11,000			\$11,000			\$11,000		

Customer Premise Equipment												
\$500,000	\$500,000											

Special Projects												
\$3,000,000	\$3,000,000											

<b>FY TOTALS</b>												
\$18,365,040	\$4,291,920	\$895,920	\$880,920	\$991,920	\$880,920	\$790,920	\$1,091,920	\$1,030,920	\$830,920	\$4,741,920	\$1,180,920	\$755,920

<b>Equipment:</b>												
Upgrade Peripherals							\$50,000					
ASU PD	911 System Upgrade						\$165,000					
ASU PD	logging recorder						\$150,000					
Avondale PD	911 System Upgrade						\$250,000					
DPS	logging recorder						\$150,000					
Fort McDowell PD	911 System Upgrade						\$60,000					
Gilbert PD	911 System Upgrade						\$350,000					
Mesa Fire	2 positions, logging recorder						\$300,000					
Mesa Police	4 positions						\$100,000					
Phoenix PD	911 System Upgrade						\$4,000,000					
Peoria PD	911 System Upgrade						\$450,000					
Tolleson PD	1 position						\$25,000					
							Equipment Total					\$6,050,000

Equipment figures are only estimates - will have

preliminary quotes before submitting to ADOA

## MAG FY2018-2022 PSAP Equipment Program

	FY2018	FY2019	FY2020	FY2021	FY2022
Apache Junction PD					
ASU PD	Logging recorder	No requests	No requests	No requests	No requests
Avondale PD					
Buckeye PD					
Chandler PD					
DPS	Logging recorder	No requests	No requests	No requests	No requests
Ft. McDowell					
Gilbert PD	No requests	No requests	No requests	No requests	No requests
Glendale PD					
Goodyear PD	No requests	No requests	No requests	No requests	No requests
Luke AFB	No requests	No requests	No requests	No requests	No requests
MCSO	No requests	No requests	No requests	No requests	No requests
Mesa Fire	2 additional positions	2 additional positions	2 additional positions	2 additional positions	2 additional positions
Mesa PD	4 additional positions	No requests	Logging recorder	No requests	No requests
Paradise Valley PD					
Peoria PD	New building move	No requests	No requests	No requests	No requests
Phoenix Fire	No requests	10 additional positions	2 additional positions	2 additional positions	2 additional positions
Phoenix PD					
Rural Metro PD					
Salt River PD	No requests	No requests	No requests	No requests	No requests
Scottsdale PD	No requests	No requests	No requests	No requests	No requests
Surprise PD	No requests	No requests	No requests	1 additional position	No requests
Tempe PD					
Tolleson PD	1 additional position	No requests	No requests	No requests	No requests
Wickenburg PD					

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

**Logging recorder** - Partial reimbursement only

Estimated # of channels Up to 28

Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated purchase date Install begins in July 2016

**Additional positions**

Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_

Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

**Logging recorder** - Partial reimbursement only

Estimated # of channels \_\_\_\_\_

Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated purchase date \_\_\_\_\_

**Additional positions**

Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_

Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

**Budget Items**

**Logging recorder** - Partial reimbursement only

Estimated # of channels \_\_\_\_\_

Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated purchase date \_\_\_\_\_

**Additional positions**

Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_

Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Patricia "Trish" Pryce

Phone #: 480-965-2599

Fax #: 480-727-7345

Date: 7/8/2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
Fax: 602-495-3751  
email: [liz.graeber@phoenix.gov](mailto:liz.graeber@phoenix.gov)

**Fiscal Year 2018 (July 2017 - June 2018)**

**Budget Items**

**Logging recorder** - Partial reimbursement only Estimated # of channels 12 channels

Include justification - age and condition of present recorder Estimated purchase date Jul-17

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

Current machines are 9 years old and beyond end-of-life. They are still functioning, however. Cost estimate is attached, but bid process would like be necessary

**Additional positions** How many 0

Include justification - must include sample schedule that shows positions filled

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move Estimated date \_\_\_\_\_

Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018 - June 2019)**

**Budget Items**

**Logging recorder** - Partial reimbursement only Estimated # of channels \_\_\_\_\_

Include justification - age and condition of present recorder Estimated purchase date \_\_\_\_\_

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

**Additional positions** How many \_\_\_\_\_

Include justification - must include sample schedule that shows positions filled

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move Estimated date \_\_\_\_\_

Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019 - June 2020)**

**Budget Items**

**Logging recorder** - Partial reimbursement only Estimated # of channels \_\_\_\_\_

Include justification - age and condition of present recorder Estimated purchase date \_\_\_\_\_

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

**Additional positions** How many \_\_\_\_\_

Include justification - must include sample schedule that shows positions filled

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move Estimated date \_\_\_\_\_

Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020 - June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021 - June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Patricia Simpson \_\_\_\_\_  
6t02 2223 2210 \_\_\_\_\_  
602 223 2968 \_\_\_\_\_  
\_\_\_\_\_ 4/7/2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Janet Laird  
Phone #: 480-635-7007  
Fax #: 480-503-6541  
Date: April 26, 2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
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 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
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Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Chris Nadeau  
Phone #: 623-882-7658  
Fax #: 623-882-7657  
Date: 06/07/2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

**Logging recorder - Partial reimbursement only** Estimated # of channels \_\_\_\_\_  
 Include justification - age and condition of present recorder Estimated purchase date \_\_\_\_\_  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

**Additional positions** How many \_\_\_\_\_  
 Include justification - must include sample schedule that shows positions filled

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.  
 **PSAP move** Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

**Logging recorder - Partial reimbursement only** Estimated # of channels \_\_\_\_\_  
 Include justification - age and condition of present recorder Estimated purchase date \_\_\_\_\_  
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**Additional positions** How many \_\_\_\_\_  
 Include justification - must include sample schedule that shows positions filled

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.  
 **PSAP move** Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

**Budget Items**

**Logging recorder - Partial reimbursement only** Estimated # of channels \_\_\_\_\_  
 Include justification - age and condition of present recorder Estimated purchase date \_\_\_\_\_  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

**Additional positions** How many \_\_\_\_\_  
 Include justification - must include sample schedule that shows positions filled

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.  
 **PSAP move** Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

**PSAP move**

Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

**PSAP move**

Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: David Demers  
Phone #: 623-956-6641  
Fax #: \_\_\_\_\_  
Date: 12 July 2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
Fax: 602-495-3751  
email: liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
 Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
 Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
 Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Doreen Wasick  
Phone #: 480-644-4250  
Fax #: 480-644-5491  
Date: 5/4/16

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

- Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process
- Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_
- Additional positions**  
 Include justification - must include sample schedule that shows positions filled
- How many \_\_\_\_\_ 4 Recover what MFD removed

- The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.
- PSAP move
- Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

- Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process
- Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_
- Additional positions**  
 Include justification - must include sample schedule that shows positions filled
- How many \_\_\_\_\_

- The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.
- PSAP move
- Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

**Budget Items**

- Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process
- Estimated # of channels \_\_\_\_\_ 200, would not allow me to type  
 Estimated purchase date \_\_\_\_\_ Jul-19 When text messaging occurs,  
 we will need additional  
 functionality.
- Additional positions**  
 Include justification - must include sample schedule that shows positions filled
- How many \_\_\_\_\_

- The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.
- PSAP move
- Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Cari Zanella  
Phone #: 480-644-2130  
Fax #: 480-644-3059  
Date: 4/5/16

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date July 2018; getting this on the radar  
 Possible location 23100 N Lake Pleasant Pkwy

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Anje Reimer  
Phone #: 623-773-7011  
Fax #: 623-773-7030  
Date: May 2, 2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
 Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 10

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
 Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
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 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
 Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 2

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Martha Johnson  
Phone #: 602-256-3214  
Fax #: 602-495-5532  
Date: July 15, 2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

***Budget Items***

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

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 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

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PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

***Budget Items***

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 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

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PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

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Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

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PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

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Include justification - must include sample schedule that shows positions filled

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The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Curtis Thomas  
Phone #: 480-362-7970  
Fax #: 480-362-7130  
Date: 6/23/2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

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 Estimated purchase date \_\_\_\_\_

**Additional positions**  
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How many \_\_\_\_\_

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PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

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How many \_\_\_\_\_

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PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2020 (July 2019-June 2020)**

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How many \_\_\_\_\_

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PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

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Estimated purchase date \_\_\_\_\_

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PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

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Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Karen Sutherland  
Phone #: (480) 312-1961  
Fax #: (480) 312-9161  
Date: April 12, 2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

**Fiscal Year 2018 (July 2017-June 2018)**

***Budget Items***

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How many \_\_\_\_\_

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PSAP move

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**Fiscal Year 2020 (July 2019-June 2020)**

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Fiscal Year 2021 (July 2020-June 2021)

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Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_ 1

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PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2022 (July 2021-June 2022)

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Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: Domela Finnessey  
Phone #: 623-222-4323  
Fax #: 623-222-4001  
Date: April 20, 2016

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov



302 North 1st Avenue, Suite 300 ▲ Phoenix, Arizona 85003  
 Phone (602) 254-6300 ▲ FAX (602) 254-6490  
 E-mail: mag@azmag.gov ▲ Web site: www.azmag.gov

July 25, 2016

TO: Members of the MAG Management Committee  
 Members of the MAG 9-1-1 Oversight Team  
 Members of the MAG Public Safety Answering Point Managers Group  
 Intergovernmental Representatives

FROM: Dennis Smith, Executive Director

SUBJECT: MAG REGION 9-1-1 ADMINISTRATION AND PROPOSED MANAGED SERVICES

In September 1985, the MAG region 9-1-1 system was made available to the residents of this region. To administer the program, the MAG member agencies passed resolutions designating the City of Phoenix as the contracting agent to administer the Maricopa Region 9-1-1 system. The MAG 9-1-1 committee process makes recommendations through the Regional Council to the Arizona Department of Administration (ADOA) for equipment and funding decisions. The ADOA administers the funding. The ADOA, working with CenturyLink, is now working individually with the MAG member agencies regarding a managed services proposal, rather than through the MAG process.

The City of Phoenix, in its capacity as the regionally designated contracting agent for the 9-1-1 system, works through the MAG 9-1-1 committee process on funding recommendations, and the City of Phoenix provides the maintenance for the Public Safety Answering Points (PSAPs) operated by the MAG member agencies. The ADOA is now considering working with CenturyLink to change how service is delivered. On June 21, 2016, a presentation on proposed managed services for 9-1-1 in the MAG region was delivered by CenturyLink at a joint meeting of the MAG 9-1-1 Oversight Team and the MAG PSAP Managers Group. This was a well attended meeting and many questions were asked by the MAG member agencies.

At the conclusion of the June 21 meeting, our understanding was that the managed services proposal would be analyzed regionally by the MAG 9-1-1 committees. We have now been informed that CenturyLink is approaching the MAG members individually regarding the managed services proposal. Although CenturyLink is working individually with the PSAPs, the City of Phoenix, serving as the regionally designated 9-1-1 administrator, has not been provided a copy of the proposal.

We are concerned that CenturyLink is not taking a regional approach to address the delivery of service. Your PSAP may be contacted by CenturyLink in the near future. We will continue to request information from CenturyLink to consider their service through the regional process that was established for 9-1-1.

MAG staff has reached out to the Arizona Governor's Office to convey concerns regarding CenturyLink's approach to this matter. We are hopeful that a positive resolution can be found. We will provide updates as warranted. If you have any questions, please contact me or Nathan Pryor at the MAG Office at (602) 254-6300, or Liz Graeber, Maricopa Region 9-1-1 Administrator, at (602) 534-9775.

A Voluntary Association of Local Governments in the Maricopa Region