

July 3, 2013

TO: Members of the MAG PSAP Managers Group

FROM: Tonia Rogers, Tolleson Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, July 11, 2013 at 9:00 a.m.
MAG Office, Suite 200 - Saguaro Room
302 North 1st Avenue, Phoenix

A meeting of the MAG PSAP Managers Group has been scheduled for the time and place noted above. Members of the PSAP Managers Group may attend the meeting either in person, by videoconference, or by telephone conference call. In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP Managers Group does not meet the quorum requirement, members who have arrived at the meeting will be instructed a meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

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, Maricopa Region 9-1-1 Administrator, City of Phoenix Fire, at 602-534-9775, or Nathan Pryor, MAG, at 602-254-6300.

**MAG PSAP MANAGERS GROUP
TENTATIVE AGENDA
July 11, 2013**

COMMITTEE ACTION REQUESTED

- | | |
|--|---|
| <p>1. <u>Call to Order and Introductions</u></p> | |
| <p>2. <u>Call to the Audience</u></p> <p>An opportunity is provided to the public to address the PSAP Managers Group 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 PSAP Managers Group 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.</p> | <p>2. Information.</p> |
| <p>3. <u>Approval of April 11, 2013 Meeting Minutes</u></p> | <p>3. Review and approve the minutes of the April 11, 2013, meeting.</p> |
| <p>4. <u>MSAG/GIS/Mapping</u></p> <p>A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.</p> | <p>4. Information and discussion.</p> |
| <p>5. <u>Maricopa Region 9-1-1 Tech Team</u></p> <p>A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager.</p> | <p>5. Information and discussion.</p> |
| <p>6. <u>Community Emergency Notification System/Reverse 9-1-1 Update</u></p> <p>An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided.</p> | <p>6. Information and discussion.</p> |
| <p>7. <u>MAG FY 2015 PSAP Annual Element/Funding Request and FY 2015-2019 Equipment Program</u></p> <p>The committee will be asked to review and recommend for approval the MAG FY 2015 PSAP Annual Element/Funding Request and FY 2015-2019 Equipment Program. Justifications are attached for the</p> | <p>7. Information, discussion, and possible action to recommend approval of the MAG FY 2015 PSAP Annual Element/Funding Request and FY 2015-2019 Equipment Program.</p> |

agencies requesting new logging recorders and additional positions. Please refer to the enclosed material.

8. Arizona Department of Administration Report and State Wireless Update

The Administrator for the State 9-1-1 Office from the Arizona Department of Administration will provide an update regarding the overall coordination of 9-1-1 emergency telephone systems in other regions of the state and a report on the status of enhanced wireless in Arizona.

9. Text to 9-1-1 Proposals

The Federal Communications (FCC) has submitted a commission document (FCC 12-149) that proposes several paths for implementation of text to 9-1-1 services for PSAPs. The group should discuss the three options proposed by the FCC and is requested to make recommendations on the most appropriate path for the Maricopa Region. Please refer to the enclosed material for the three options. The entire document is posted on the FCC website at:
<http://www.fcc.gov/document/text-911-further-notice-proposed-rulemaking>.

10. Request for Future Agenda Items

Topics or issues of interest that the PSAP Managers Group would like to have considered for discussion at a future meeting will be requested.

Adjournment

8. Information and discussion.

9. Information, discussion, and possible action.

10. Information and discussion.

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
April 11, 2013
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	# Dan McNemee for Jesse Cooper, Phoenix
Cari Zanella, Mesa, Vice Chair	Rachel Harris for Curtis Thomas, Salt River
Lisa Eminhizer, Apache Junction	Pima-Maricopa Indian Community
# Mirela Borsan, Avondale	Karen Sutherland, Scottsdale
Jim Tortora, Buckeye	Domela Finnessey, Surprise
Martha Russo for Michelle Potts, Chandler	Del Web for Patrick Cutts, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	Ken Lutkiewicz, Wickenburg
* Janet Laird, Gilbert	*+ Lonny Foster, ASU
Loretta Hadlock, Glendale	*+ Barbara Jaeger, ADOA
Chris Nadeau, Goodyear	*+ Patty Simpson, DPS
* Paul Ellis, Maricopa County Sheriff's Office	#+ David Demers, Luke AFB
# Bonnie Ginka for John Bennett, Paradise Valley	+ Kasey Beal, Mesa Fire & Medical
Vicky Scott, Peoria	+ P. Jay Strebeck, Phoenix Fire
	*+ Ellen Anderson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Laurie Russo, Mesa PD
Angela Beatty, MR9-1-1	Robert Woodhull, Pinal County
William Boyd, MR9-1-1	Melissa Burns, Pinal County
Nate Nguyen, MR9-1-1	
Lisa Sheridan, CenturyLink	
Bob Bobbett, CenturyLink	

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Chair Toni Rogers, Tolleson Police Department, at 9:05 a.m. Self-introductions were made.

Chair Rogers advised that Liz Graeber will not be present today because she was attending a Homeland Security meeting to secure additional grant funding for the Community Emergency Notification System (CENS).

Chair Rogers reminded all to use the parking validation stamp if needed and to sign the sign in sheet.

Mike Benjamin advised that this was Telecommunicators Week.

Chair Rogers recognized Vicky Scott for her many years of service to the 9-1-1 industry and wished her well in retirement. She said Ms. Scott has served as PSAP Managers Group Chair from 2007-2009, MAG 3-1-1 committee representative, and has been very instrumental to a lot of things related to 9-1-1 especially in the West Valley.

2. Call to the Audience

An opportunity is provided to the public to address the PSAP Managers Group 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 PSAP Managers Group 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. There were no comments from the audience.

3. Approval of the January 10, 2013 PSAP Managers Group Meeting Minutes

Chair Rogers asked if there were any changes to the minutes. There were no changes to the minutes.

Chris Nadeau moved to approve the minutes of the January 10, 2013_MAG PSAP Managers Group meeting. Vicky Scott seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Chair Rogers advised that Angela Beatty would provide the report on behalf of Dave Eaton in his absence. Ms. Beatty stated that Mr. Eaton is working on a new GIS update that will be ready on May 22, 2013 and he will send out an email to advise when it is ready to run at your positions. He is also working on the upgrade to rMap servers that will allow load balancing and fail over protection.

Ms. Beatty asked if there were any questions. There were no questions.

5. Maricopa Region 9-1-1 Tech Team

Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, distributed the quarterly report of maintenance case counts. He said Nate Nguyen will provide more detail on the technical case activity and William Boyd will provide a report on technical projects. Mr. Benjamin advised there were no major staff changes over the last quarter, but the technical team has been down a technician for a fairly long period of time due to an industrial injury.

William Boyd, Maricopa Region 9-1-1 Project Coordinator, provided an update on 9-1-1 Technical projects. Mr. Boyd reported Surprise Police Department upgraded (8) positions to a Viper System and cut over on January 15, 2013. MR9-1-1 assisted the Gilbert Police Department with adding (2) new phone positions that were purchased by the Town of Gilbert and were put into service in February. They are currently working on installing a new Viper System at the Paradise Valley Police Department for (3) positions with a tentative cut over date of May 1, 2013. Mr. Boyd stated that Paradise Valley will be the 17th Viper System installation out of the (26) PSAPs that we support in the Maricopa Region. He said Goodyear Police Department is building a new facility and a move is scheduled for first quarter 2014; Goodyear PD has (5) positions and will hopefully get (3) more for a total of (8) positions. MCSO is building a new facility at 5th Avenue and Jackson Street. The PSAP is scheduled to move into the new facility sometime in February 2014. MCSO currently has (18) positions and is going to purchase (4) more for a total of (22) positions. Phoenix Fire is looking at options for purchasing a new 9-1-1 System for their current location and their new backup location. Mr. Boyd stated he is also working with CenturyLink and most of the PSAPs for MetroOptical Ethernet installation at their sites. There are currently (15) sites running on MetroOptical Ethernet. The remaining sites are waiting for construction. He said he appreciates the support received during this project from IT staff at all of the PSAPs.

Mr. Boyd asked if there were any questions on projects. There were none.

Nate Nguyen, Maricopa Region 9-1-1 Technical Supervisor, reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. Mr. Nguyen advised there was a 16 percent increase in cases this quarter: (421) total cases opened, (346) cases remedied, (81) cases with priority level 3 and above and (75) cases remain active this quarter. He said there are currently (246) outstanding cases and he is working with Intrado on (4) cases regarding MIS Issues.

Mr. Nguyen stated trouble issues worked on this quarter by category include: Viper cases (39), Power 9-1-1 cases (67), PBX Lifeline cases (40), Network and Connectivity cases (51), MIS cases (4), PowerMap/rMap cases (9), Circuit related cases (28), PC Hardware/Software cases (54). He stated that DPS and Phoenix Police Department 620 had a big spike in cases due to minor trunk related and hardware issues. He provided a breakdown of how the troubles were reported: (103) troubles opened after hours, (104) troubles reported by way of PSAPs calling in, (64) troubles reported by email, (101) troubles initiated by our Business Intelligence System.

Mr. Nguyen reported there is good news regarding an ALI fix that was applied. MR9-1-1

worked with the ALI Vender 911Datamasters who modified the steer parser so that the XY coordinates can be delivered to the ANI/ALI controllers. Bordering PSAPs to other counties will benefit from this change. Outside wireless calls will now map.

Mr. Benjamin provided a follow up statement in regards to the ALI fix and X/Y not passing on certain 9-1-1 calls. He stated this came to light when Town of Buckeye starting dispatching for Town of Maricopa. Town of Maricopa has a different wireless provider and routing and the XY is delivered in a different way that wasn't mapping. Mr. Benjamin stated all PSAPs in the Maricopa Region are now mapping properly.

Mr. Benjamin provided a report on some problem areas this quarter. He stated that Tmobile was taking down its connectivity to us into both of our network centers simultaneously on random nights during the week. When this occurred we believed calls were going through the Public Switch Telephone Network (PSTN) to your PSAP but it would have no ALI. This has stopped and is no longer an issue. Another issue with Tmobile is with their Tmobile at home service. It is a service that provides a cell tower/radio at your home that the phone connects to using a home internet connection to place calls. Tmobile was sending their Tmobile at home service customers to Yavapai County Sheriff's Office when they called 9-1-1. The fix sends the call to the correct PSAP but with no ALI. MR9-1-1 is still working with Tmobile to get updates on when this will be fixed.

Mr. Benjamin advised there was a MR9-1-1 data network issue that resulted in a loss of ALI on March 4, 2013. He said it was a Network hardware problem that caused the trouble. MR9-1-1 was making configuration changes to a piece of hardware. There were ALI delivery issues to all PSAPs that lasted for about an hour. Mr. Benjamin said we were able to back out the change and understand what happened so that we can identify processes that need to be put in place to minimize this type of problem in the future. He stated that in this case we were our own worst enemy.

Mr. Benjamin provided an update on Regional Infrastructure Projects. He stated there are ongoing efforts to bring fiber to the PSAPs. There are construction projects going on all across the valley. These projects will provide higher availability and access to increased bandwidth. Another element is the Regional Community Network provided by MAG. Currently there are (7) PSAPs on the RCN and it will increase to (11) in a few months. There are (13) sites with Cox, (13) with CenturyLink, and (6) PSAPs that have all three service providers. Mr. Benjamin advised he is working hard to get PSAPs with heavy call volume to have fiber from all three service providers.

Mr. Benjamin advised there was an issue at Phoenix Police Department on April 4, 2013 with their CAD network that caused the CAD System to go down at one of their sites. He said Phoenix PD has been taking 9-1-1 calls simultaneously at both of their sites for a few years. Since they already have call takers at both Phoenix PD locations, there was an orderly transition between the sites when one location was having trouble. This PSAP takes 3,000-4,000 9-1-1 calls a day so losing a prime resource was very significant.

Dan McNemee reported he was out sick on the day this occurred. He said the Network

wasn't allowing the CAD to communicate between the two buildings. For safety sake we switched call taking and dispatching to one site so there was not a communication issue. Mr. McNemee said it was about 3 ½ hours before things were back to normal.

Mr. Benjamin talked about Telephony Denial of Service (TDoS). He said it is getting a lot of recent hype and that NENA and APCO have put out a lot of information about it. Mr. Benjamin stated this is not a new vulnerability. He said it is not a direct physical threat from a personal perspective, but is a threat from a technological perspective if someone can flood your system with more calls than it can take. This causes invalid calls to get into the system. This type of attack is a stark reality; we are a hyper-connected world and it can be executed from anywhere. Mr. Benjamin advised that Maricopa Region 9-1-1 plans for this, designs for this, and expects to be a target. We watch all elements of our network that have a public facing feature. Hope is not a strategy. Complacency is bad, you need to be vigilant, and question everything. Do not give absolute trust to anyone or anything. Don't panic, listen to how others have been burned, and learn what to look for, be creative in looking at where your weaknesses may lay. The reality is 9-1-1 has always been at risk and the risk will always be growing.

Mr. Benjamin said he has additional notes on this subject from APCO and has a copy of the situational advisory from the state of Louisiana if anyone is interested in seeing them.

6. Community Emergency Notification System (CENS) Update

Chair Rogers provided the CENS report on behalf of Liz Graeber in her absence. Chair Rogers reported there are currently 13,235 cell phone self registrants and there have been (17) activations since January 1, 2013. She advised again that Ms. Graeber is at a Homeland Security meeting to try and secure additional grant funding for CENS. Chair Rogers stated Maricopa Region has one year of funding left for CENS; the additional funding will help CENS to continue, and hopefully Ms. Graeber will have good news to report from the meeting.

Chair Rogers asked if there were any questions. There were no questions.

7. Budget Limitations

Mike Benjamin provided the report on behalf of Liz Graeber in her absence. He stated there were no 9-1-1 fund sweeps scheduled for the next fiscal year, but you never know what can happen. The 5 year budget for 2015-2019 will be coming out in the following week. The Fiscal Year 2015 budget requests require justification. Ms. Graeber is available to assist any new PSAP Managers that need help with the budget process. The requests are due to Ms. Graeber by June 3, 2013.

8. Arizona Department Of Administration Report and State Wireless Update

Chair Rogers said to skip this item. Barbara Jaeger, State of Arizona 9-1-1 Administrator, was not present at the meeting and there was no representative from ADOA to provide the report on her behalf.

9. Condition 4 Routing

Lisa Sheridan, CenturyLink 9-1-1 Technical Project Manager, provided an overview of Condition 4 Routing. Ms. Sheridan distributed a handout of information that explained when Condition 4 Routing is utilized and listed a refresher of scenarios for Condition 4 Routing.

Ms. Sheridan stated that she sent each PSAP their Condition 4 Routing by email in October and there were (6) PSAPs that did not respond to the initial or second request so she will approach it differently in the future by copying Liz Graeber on the emails. She said that Condition 4 Routing will be needed even as we move to Next Generation because we will always have Central Offices that send out 9-1-1 calls to the 9-1-1 center.

Ms. Sheridan advised Condition 4 Routing is utilized when the calling party's originating end office (AKA CO/Central Office) is isolated from the 9-1-1 tandem. The purpose of Condition 4 Routing is to deliver the 9-1-1 call to a predetermined 10-digit telephone number. ANI will not be available during Condition 4 Routing.

Ms. Sheridan explained the scenarios for Condition 4 Routing.

Scenario #1 – Both 911 trunks and Public Switched Network (PSN) are down between the 9-1-1 Tandem and Central Office (CO). Calls can be re-routed to a 10 digit number which resides inside the boundaries of the remote CO, the host/standalone CO, or any other remote CO served by the Host/Stand-alone CO.

Ms. Sheridan stated a regular POTS line is needed to reroute 9-1-1 calls to (not a DID or PBX line). Phoenix Police Department, which has a massive amount of Central Offices within their boundary, has reached out to Circle K's, community centers, and many locations within its central office boundary and contracted with them so they can dispatch an officer to go there and take 9-1-1 calls and the officer radios back to the 9-1-1 center and then everything is dispatched from there. She stated there are many different options that can fulfill your Condition 4 Routing in case a CO goes down.

Scenario #2 – Only the 911 trunks are down between the 9-1-1 tandem and CO but the PSN is still operational. Calls can be re-routed to a 10 digit number which resides inside or outside of the boundaries of the office experiencing the 911 trunk failure. Basically this means anywhere because the PSN is up and working. She stated this is an easy number to fulfill.

Scenario #3 – Is for Remote CO's only – The umbilical between the Host/Stand-alone CO and the remote CO is down which turns the Remote CO into a huge intercom, no calls out and no calls in. Calls can be re-routed to a 10 digit number that resides within the boundaries (only)

of the remote CO that is experiencing the failure. The alternate number must be a "Plain Old Telephone Service (POTS) number. Ms. Sheridan advised remote central offices are installed in expanding areas where copper is not available and that not too many PSAPs in Maricopa County have remote central offices. Ms. Sheridan stated this needs to be a 24X7 manned number to re-route calls to. She said she understands this is a hard number to fulfill.

Ms. Sheridan advised a Condition 4 Routing number must be a CenturyLink Telephone Number. No other carrier can be accepted. If numbers are ported to another carrier, your Condition 4 Routing will have to be re-negotiated with a CenturyLink TN.

Ms. Sheridan asked if there were any questions. There were none.

10. Request for Future Agenda Items

Chair Rogers asked if there were any requests for future agenda items. There were no requests.

Chair Rogers reminded all about the upcoming APCO/NENA State Training Conference on July 7-9 at the Wigwam Golf Resort and Spa. She said presenters are needed and to go to the AZ APCO/NENA website for more information.

Adjournment

Loretta Hadlock motioned to adjourn the meeting at 9:47 a.m. Del Webb seconded, and the motion carried unanimously.



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

April 12, 2013

TO: Members of the MAG PSAP Managers Group

FROM: Liz Graeber, Maricopa Region 9-1-1 Administrator

SUBJECT: PREPARATION OF MAG FY 2015 PSAP EQUIPMENT FUNDING REQUEST AND MAG FY 2015-2019 PSAP EQUIPMENT PROGRAM

The Maricopa Association of Governments (MAG) is beginning the preparation of the 9-1-1 budget request to be submitted to the Arizona Department of Administration (ADOA) for FY 2015. In addition to preparing a request for FY 2015, we will continue preparation of a five-year equipment program, outlining future equipment needs of each of the region's PSAPs. To facilitate the preparation of the FY 2015 budget request and the five-year program, we have prepared the attached 9-1-1 PSAP Budget Request form. We are requesting that each MAG PSAP Manager complete and return this document to the Maricopa Region 9-1-1 Office **no later than June 3, 2013**.

Please refer to the MAG 9-1-1 System Manual, page 4, for further information regarding the budget process. **Justification documentation is required to accompany all FY 2015 requests in order to be considered through the committee process.**

Following our review of the completed documents from the MAG PSAPs, an overall budget request to ADOA for FY 2015 will be prepared. This effort will include consideration of the ADOA Order of Adoption that stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund. Please be advised that in addition to the ADOA requirements pertaining to allowable funding, other budgetary constraints will also be considered when preparing the overall request.

The completed upgrade request document will also be used to develop a draft FY 2015-2019 MAG PSAP Equipment Program. This five-year program will be used by 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.

It is anticipated that the overall request as well as the draft five-year program will be reviewed by the MAG PSAP Managers Group and the MAG 9-1-1 Oversight Team. Following recommendation of the 9-1-1 Oversight Team, the budget request will be forwarded to the MAG Management Committee and MAG Regional Council for review and approval.

Because accurate equipment information is very important to the planning process, **we are asking that you complete and return the document even if you are not requesting upgrades for FY 2015 no later than June 3, 2013**. If you have any questions, please contact me at (602) 534-9775.

cc: MAG 9-1-1 Oversight Team
MAG Intergovernmental Representatives

MAG FY 2014 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: 24-Jun-13

Fiscal Year	2014						2015					
TOTAL	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June

Wireline												
Maintenance:												
\$1,340,100	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675

911 Monthly Service:												
\$3,180,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000	\$265,000

Customer Premise Equipment												
\$5,000,000	\$50,000	\$50,000	\$50,000	\$4,000,000	\$50,000	\$800,000						

Special Projects/Misc maintenance												
\$201,666	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415	\$65,415

Wireless												
Maintenance:												
\$0												

911 Monthly Service:												
\$2,419,992	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666	\$201,666

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

Customer Premise Equipment												
\$0												

Special Projects												
\$3,000,000	\$2,000,000											

FY TOTALS												
\$15,185,758	\$2,704,756	\$693,756	\$693,756	\$4,654,756	\$693,756	\$1,443,756	\$654,756	\$643,756	\$643,756	\$654,756	\$643,756	\$643,756

Equipment:												
Upgrade Peripherals							50,000					
DPS	Logging recorder						50,000					
Mesa Fire	2 positions, logging recorder						\$50,000					
Phoenix PD	911 System Upgrade						\$4,000,000					
Scottsdale	Logging recorder						\$50,000					
Tempe	911 System Upgrade						\$800,000					

Equipment figures are only estimates - will have preliminary quotes before submitting to ADOA

\$5,000,000 Total

MAG FY2015-2019 PSAP Equipment Program

	FY2015	FY2016	FY2017	FY2018	FY2019
Apache Junction PD	*****	*****	*****	*****	*****
ASU PD	*****	*****	*****	*****	*****
Avondale PD	*****	*****	*****	*****	*****
Buckeye PD	*****	*****	*****	*****	*****
Chandler PD	*****	*****	*****	*****	*****
DPS	Logging recorder	No pending projects	No pending projects	No pending projects	No pending projects
Ft. McDowell	*****	*****	*****	*****	*****
Gilbert PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Glendale PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Goodyear PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Luke AFB	No pending projects	PSAP move	No pending projects	No pending projects	No pending projects
MCSO	No pending projects	No pending projects	4 additional positions	No pending projects	No pending projects
Mesa Fire	Logging recorder, 2 additional positions	No pending projects	No pending projects	No pending projects	No pending projects
Mesa PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Paradise Valley PD	*****	*****	*****	*****	*****
Peoria PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Phoenix Fire	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Phoenix PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Rural Metro PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Salt River PD	PSAP move	No pending projects	No pending projects	No pending projects	No pending projects
Scottsdale PD	Logging recorder	No pending projects	No pending projects	No pending projects	No pending projects
Surprise PD	No pending projects	1 additional position	No pending projects	No pending projects	No pending projects
Tempe PD	*****	*****	*****	*****	*****
Tolleson PD	No pending projects	Logging recorder, 1 additional position	No pending projects	No pending projects	No pending projects
Wickenburg PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects

Fiscal Year 2015 (July 2014-June 2015)

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 24 channels
 Estimated purchase date Jan-15 Estimate on file.

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 _____

Current logging recorders were purchased in 2007; expected life cycle is 8 years, according to the vendor. DPS has 2 recorders with 12 911 lines each.

Fiscal Year 2016 (July 2015-June 2016)

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 _____

None

Fiscal Year 2017 (July 2016-June 2017)

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 _____

None

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 _____

None

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 _____

None

Contact: Patty Simpson

Phone #: 602 223 2210

Fax #: 602 223 2968

Date: 05/21/2013

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 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

Budget Items

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 Estimated purchase date _____

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How many _____

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2017 (July 2016-June 2017)

Budget Items

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Estimated date _____
 Possible location _____

Fiscal Year 2018 (July 2017-June 2018)

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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 2019 (July 2018-June 2019)

Budget Items

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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: Janet Laird
Phone #: 480-635-7007
Fax #: 480-503-6541
Date: 05/31/13

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 2015 (July 2014-June 2015)

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How many _____

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2016 (July 2015-June 2016)

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2017 (July 2016-June 2017)

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2018 (July 2017-June 2018)

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Estimated purchase date _____

Additional positions
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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

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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: Loretta Hadlock
Phone #: 623-772-7660
Fax #: 623-772-7650
Date: May09, 2013

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 2015 (July 2014-June 2015)

Budget Items

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 Estimated purchase date _____

Additional positions
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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 2016 (July 2015-June 2016)

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How many _____

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2017 (July 2016-June 2017)

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 Estimated purchase date _____

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How many _____

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2018 (July 2017-June 2018)

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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 _____

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PSAP move
Estimated date _____
Possible location _____

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

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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 _____

Contact: Chris Nadeau
Phone #: 623-882-7658
Fax #: _____
Date: 6/2/2013

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 2015 (July 2014-June 2015)

Budget Items

Logging recorder - Partial reimbursement only
 Include justification - age and condition of present recorder
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Estimated # of channels _____
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Additional positions
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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 2016 (July 2015-June 2016)

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 Jul-15
 Possible location Luke AFB Building 122

Fiscal Year 2017 (July 2016-June 2017)

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 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
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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 #: 623-856-6641
Fax #: 623-856-3222
Date: 6 Amy 2013

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 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

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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 2017 (July 2016-June 2017)

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

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 2018 (July 2017-June 2018)

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 2019 (July 2018-June 2019)

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 _____

Contact: Lt. Paul Ellis
Phone #: 602-876-1888
FAX # 602-379-0065
Date: May 28, 2013

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



MARICOPA COUNTY SHERIFF'S OFFICE

JOSEPH M. ARPAIO
SHERIFF



May 28, 2013

Ms. Liz Graeber
911 Administrator
150 S. 12th Street
Phoenix, Arizona 85034

Dear Ms. Graeber,

The Maricopa County Sheriff's Office Communications Division will be moving into our new 911 center approximately January 15, 2014. We expect the Board of Supervisors to approve recommendations of a recent staffing study indicating the need of an increase of more than 15 personnel. Hiring that many dispatchers and then training them could take several years but will begin almost immediately.

With this in mind, we do not expect to request equipment or positions this budget cycle. However, as the new dispatchers come on-line, we will be requesting an additional 4 positions through a MAG Budget Request approximately FY July 2016 – June 2017.

Sincerely,

Lt. P. Ellis 814

Lt. Paul Ellis
Deputy Commander
Communications Division
Maricopa County Sheriff's Office
102 W. Madison St.
Phoenix, Arizona 85003



MESA REGIONAL DISPATCH CENTER
PO Box 1466
Mesa, Arizona 85211-1466



mesaaz.gov

TO: Liz Graeber, Maricopa Region 9-1-1 Administrator

FROM: Kasey Beal, Mesa Regional Dispatch Center, Deputy Chief

SUBJECT: MAG FY2015 PSAP EQUIPMENT FUNDING REQUEST AND MAG
FY2015-2019 PSAP EQUIPMENT PROGRAM

The Mesa Regional Dispatch Center (MRDC) may transition to a Secondary PSAP, concurrent with a scheduled MR911 upgrade in March/April 2014 for the Mesa Police Department Primary PSAP – Mesa Public Safety Communications (Mesa PSC). The MRDC and Mesa PSC are co-located at 161 E 6th Place in Mesa; the MRDC is proposing to ‘tie into the new IP based Viper Switch’ to become a fully functional Secondary PSAP. This proposed transition from a Regional Fire/Medical Dispatch Center to a full Secondary PSAP will likely require the installation of 4 to 6 MR911 phone positions alongside a new multi-line logging recorder.

While the MRDC Secondary PSAP concept is constantly evolving, our FY14-15 MAG/MR911 budget requests remain largely unchanged from last year’s requests. The MRDC is currently expanding from 4 fully-functional dispatch positions to 6 with an option to add 2 additional positions should we be approved to proceed as a Secondary PSAP in 2014.

Cc: Assistant Fire Chief Jim Bloomer
Executive Assistant Fire Chief Dan Stubbs
Fire Chief Harry Beck

Budget Requests for FY 2015 - FY 2019

(MFD) PSAP: Mesa Fire Dept.

Fiscal Year 2015 (July 2014-June 2015)

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 10-16
Estimated purchase date FY 2014-15

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

How many 4-6
2 New Calltaking / 2 Existing

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 _____
Consider w/o phones

Fiscal Year 2016 (July 2015-June 2016)

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 2017 (July 2016-June 2017)

Budget Items

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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 _____

3/4
05-28-2013
14:37:23
4806445491

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

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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 _____

Contact: Kasey Baul - MRDC Deputy Chief
Phone #: 480-644-5531 or 480-682-7806
Fax #: 480-644-5491
Date: May 28 2013

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

4/4
05-28-2013
14:37:36

4806445491

Fiscal Year 2015 (July 2014-June 2015)

Budget Items

Logging recorder - Partial reimbursement only
 Include justification - age and condition of present recorder
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Estimated # of channels _____
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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 2016 (July 2015-June 2016)

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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 _____

Fiscal Year 2017 (July 2016-June 2017)

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PSAP move
 Estimated date _____
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Fiscal Year 2018 (July 2017-June 2018)

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Additional positions
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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 _____

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 #: 480-644-2211
Fax #: _____
Date: 6/6/2013

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 2015 (July 2014-June 2015)

Budget Items

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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 _____

Fiscal Year 2016 (July 2015-June 2016)

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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

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 Possible location _____

Fiscal Year 2017 (July 2016-June 2017)

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PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2018 (July 2017-June 2018)

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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

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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 _____

Contact: Vicky Scott
Phone #: 623-773-7011
Fax #: 623-773-7030
Date: May 6, 2013

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 2015 (July 2014-June 2015)

Budget Items

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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 2016 (July 2015-June 2016)

Budget Items

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 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 2017 (July 2016-June 2017)

Budget Items

Logging recorder - Partial reimbursement only
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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 2018 (July 2017-June 2018)

Budget Items

Logging recorder - Partial reimbursement only
Include justification - age and condition of present recorder
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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 _____

Contact: Dori Beck
Phone #: 602-262-7496
Fax #: _____
Date: 6/2/2013

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 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

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 2017 (July 2016-June 2017)

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 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 _____

Contact: Myla Marovich
Phone #: 602 534 0300
Fax #: 602 534 1454
Date: 05/15/2013

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 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

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 2017 (July 2016-June 2017)

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 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 _____

Contact: Ellen White

Phone #: 480-627-6812

Fax #: _____

Date: 5/29/2013

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 2015 (July 2014-June 2015)

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 Jan-14
 Possible location Relocation-same building-move of equipment to new Com. room approx 30ft move

Fiscal Year 2016 (July 2015-June 2016)

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 2017 (July 2016-June 2017)

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 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 _____

Contact: Curtis Thomas
Phone #: 480-362-7970
Fax #: 480-362-7130
Date: 5/23/2013

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 2015 (July 2014-June 2015)

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 48
 Estimated purchase date 2/4/2013

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 2016 (July 2015-June 2016)

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 2017 (July 2016-June 2017)

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 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 _____

Contact: Karen Sutherland
Phone #: 480-312-1961
Fax #: 480-312-8165
Date: 5/21/2013

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



Police Department
*An Internationally Accredited
Police Agency Since 1991*

**Scottsdale Police Department
Via Linda District**

9065 E. Via Linda
Scottsdale, AZ 85258

PHONE 480-312-5000
FAX 480-312-5097
WEB www.scottsdalepd.com

May 21, 2013

MAG Budget Request

2012 – 2013 Logging Recorder Purchase Justification

Our previous logging recorder was purchased in 2006 and was past its useful life. Upgrades and patches were no longer available for the machine, and it was no longer reliable.

Our new Verint system was purchased through Goserco off of state contract. It has 48 channels and was installed in February, 2013. A copy of the invoice is attached.

Please let me know if you have additional questions.


Karen Sutherland

Communications Operations Manager

(480)312-1961

Fiscal Year 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

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 _____ 1

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 2017 (July 2016-June 2017)

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 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 _____

Contact: Domela Finnessey
Phone #: 623-222-4323
Fax #: 623-222-4001
Date: May 7th, 2013

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 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

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 1/16/1900
 Estimated purchase date _____

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

How many 1

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 2017 (July 2016-June 2017)

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 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 _____

Contact: Tonia Rogers
Phone #: 623-936-2738
Fax #: 623-907-2775
Date: May 23, 2013

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 2015 (July 2014-June 2015)

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 2016 (July 2015-June 2016)

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 2017 (July 2016-June 2017)

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 2018 (July 2017-June 2018)

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 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 _____

Contact: Ken Lutkiewicz
Phone #: 928-684-5411
Fax #: 928-684-7934
Date: 5/20/2013

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

network and messaging infrastructure, rather than by the carrier providing roaming. However, T-Mobile will not have location information when its subscriber is roaming, and thus can neither determine whether a roaming subscriber is in an area that supports text-to-911 nor route the 911 text to the appropriate PSAP.”³¹⁵ U.S. Cellular stresses “the need for the FNPRM to include a discussion regarding the need for requirements to address customers sending texts to 911 while roaming outside of their carrier’s network and for the resulting need to address interoperability across carrier networks.”³¹⁶ Finally, Sprint Nextel urges the Commission to refer technical considerations like roaming to technical working groups and standards-setting bodies for further discussion.³¹⁷

126. *Discussion.* We agree with NENA and APCO that it is critical for consumers who are roaming to have the ability to text-to-911 during an emergency, and we further note that current voluntary measures do not provide for text-to-911 service while a subscriber is roaming.³¹⁸ Accordingly, we seek comment on whether both the home and visited network operators must cooperate to support the delivery of the text to the appropriate PSAP serving the sender’s location when a consumer sends a text message to 911 while roaming. We also seek comment on T-Mobile’s assertion that its network is unable to collect location information on a roaming subscriber and is thus, technically limited from providing text-to-911 for roaming subscribers. Could the visited network intercept text-to-911 messages and determine the mobile device location? What technical and economic obstacles need to be addressed in order to provide text-to-911 service to consumers? How can these obstacles be overcome? We also seek comment on whether the same approach should apply to international roamers while they are located in the United States.

11. PSAP Options for Receiving Text-to-911

127. There appears to be general agreement that the NG911 architecture offers an IP standards-based interface protocol that supports the delivery of text messages, regardless of the technology used by the mobile device.³¹⁹ While some PSAPs are currently NG911-capable, or soon will be, many other PSAPs will not be NG911-capable for an extended period of time, limiting their options for handling text messages in the interim.³²⁰ Thus, in order to implement text-to-911, particularly on a nationwide basis, the Commission must take the disparate capabilities of PSAPs into account. Accordingly, we propose a set of near-term options that would enable all PSAPs to accept text messages transmitted by CMRS or interconnected text providers, regardless of whether the PSAPs are NG911-capable. This proposed approach provides non-NG911-capable PSAPs with the flexibility to handle text messages in the near term without requiring PSAPs to fund significant upfront investments or upgrades.³²¹ We seek comment on each option and the proposal as a whole.

³¹⁵ *Id.*

³¹⁶ Letter from Grant B. Spellmeyer, Esq., Executive Director, Federal Affairs & Public Policy, U.S. Cellular Corporation, to Marlene H. Dortch, Secretary, Federal Communications Commission (Nov. 6, 2012) at 1-2.

³¹⁷ Sprint Nextel Comments at 12-13.

³¹⁸ *See* Carrier-NENA-APCO Agreement at 3.

³¹⁹ *See e.g.*, NENA Reply Comments at 3; 4G Americas Comments at 2; Intrado Comments at 2; TCS Comments at 9; Neustar Comments at 12.

³²⁰ *See* NENA, “NENA Baseline Next Generation 9-1-1 Description,” *available at* http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/NENA_Baseline_NG9-1-1.pdf (last accessed Nov. 15, 2012) (describing the system functionality of NG9-1-1 and “a number of capabilities beyond E9-1-1 functions” and listing the “minimally required components or capabilities of baseline NG9-1-1....”).

³²¹ NENA notes that “how messages are received and processed in PSAPs is of equal importance to how they are originated from subscriber equipment. Because of the high cost of PSAP upgrades and the imminent need to (continued....)

a. NG911-Capable PSAPs

128. We propose that text-to-911 service providers deliver text messages to NG911-capable PSAPs using a standardized NG911 protocol, such as the NENA i3 protocol.³²² This will ensure a consistent format for delivery of text messages to all NG911-capable PSAPs. We seek comment on this proposal. Should the current NENA i3 protocol be the single protocol used for delivery of all text messages to NG911-capable PSAPs?³²³ How should we account for future releases of NENA i3 that may support additional protocol interfaces?

b. Non-NG911-Capable PSAPs

129. For non-NG911-capable PSAPs, several technical options are available that could be used for receipt of text messages. For its part, the Carrier-NENA-APCO Agreement allows PSAPs to “select the format for how messages are to be delivered.”³²⁴ We propose that non-NG911-capable PSAPs be allowed to choose among several options, and to designate a preferred option and one or more fallback options.

(i) Web Browser

130. Under this option, a PSAP would receive text messages via a web browser installed in the PSAP (typically at one or more terminals used by PSAP call-takers) and connected to a third-party service provider.³²⁵ Verizon Wireless and TCS have stated that with respect to Verizon’s roll-out of text-to-911, they will offer PSAPs the ability to receive text messages using the web browser approach.³²⁶ TCS states that it has “demonstrated a D-IP SMS client application that runs in a web browser and gives a PSAP call-taker who has connectivity to the IP-messaging network the ability to receive, view, and respond to the SMS 9-1-1 call.”³²⁷ This approach will require the PSAP to have Internet connectivity, but not full NG911 capability.³²⁸

131. We seek comment on the web browser approach. Because many PSAPs already have Internet connectivity even if they are not NG911-capable, we believe that this approach would offer PSAPs a cost-effective alternative for receiving text messages without having to upgrade to NG911. We seek comment on what costs, other than Internet access, a PSAP would have to incur when implementing a web browser solution. For example, T-Mobile contends that TCS’ web browser application would require PSAPs to upgrade their CPE.³²⁹ Is this accurate, and if so, what would the (Continued from previous page) _____ upgrade PSAP equipment, software, and service processes to NG9-1-1 capabilities, NENA considers it important that any interim text messaging solution leverage, to the maximum extent possible, existing assets and service processes.” NENA Comments at 4.

³²² We note that some PSAPs may be capable of receiving text messages via NG911-compliant protocols, even if they still receive voice 911 calls using legacy mechanisms.

³²³ For the current NENA i3 protocol for text, see “Detailed Functional and Interface Specification for the NENA i3 Solution – Stage 3,” Release 1, Section 4.1.8.3, dated Jun 14, 2011.

³²⁴ Carrier-NENA-APCO Agreement at 2.

³²⁵ In addition to text messages, the third-party service provider could also transmit IP-based real-time text messages over the web browser interface.

³²⁶ Verizon Wireless and TCS June 4 Ex Parte, Attachment 2, at 6.

³²⁷ TCS Comments at 7.

³²⁸ Moreover, the web browser would not even need to be integrated with the PSAP’s computer-aided dispatch (CAD) system.

³²⁹ T-Mobile Reply Comments at 13.

nature and cost of the required upgrade?

132. We also seek comment on how the web browser option should be implemented in a multi-party environment where multiple web browser options and applications may be available to both PSAPs and text-to-911 service providers. For example, it is possible that individual text-to-911 service providers could offer different web browser applications to the same PSAP, requiring the PSAP to either support all of the offered applications or to request that the providers use a common application. Alternatively, neighboring PSAPs could select different web browser applications from one another, requiring a text-to-911 service provider serving both PSAPs to support multiple applications or to request that the PSAPs choose a common application.

133. As a practical matter, we expect that many of these issues can be resolved through development by vendors of standards-based interoperable web applications that enable CMRS providers, interconnected text providers, and PSAPs to choose single-source solutions rather than having to support multiple solutions. Nevertheless, we seek comment on how such issues should be resolved where CMRS providers, interconnected text providers, and PSAPs cannot agree on a common web browser solution. Specifically, if the PSAP chooses to receive text messages via web-based delivery, under what circumstances should CMRS or interconnected text providers be obligated to accommodate the PSAP's choice of web browser application? If the PSAP uses a service provider ("text service provider") to render text messages to a web browser, as appears likely based on the service trials, a problem would arise only if two CMRS or third-party text providers use different service providers on their end to route text-to-911 messages. In that scenario, we proposed to allow the PSAP to designate its text service provider as the recipient of text messages under two conditions. First, the PSAP text service provider must accept text messages using industry-standard protocols, such as the NENA i3 standard. Second, the PSAP text service provider must not charge the CMRS or interconnected text provider a fee for delivering such messages. We seek comment on this proposal.

(ii) Text-to-Voice Gateway Centers

134. Under this option, a PSAP would receive text messages via a gateway center where emergency-trained telecommunicators would translate between text and voice. The gateway center would operate in a manner similar to a telematics call center of the kind that telematics providers such as OnStar use to handle emergency calls from their subscribers and transmit such calls to 911.³³⁰ Telematics providers use cell-site location to determine the caller's location, match the location to the associated PSAP, and then use VoIP-based routing to connect with the PSAP over its 911 trunks. Intrado has proposed a similar solution for delivery of text messages through a gateway.³³¹

135. Some commenters express concerns about implementing a gateway approach. T-Mobile notes that "a national SMS relay center does not exist today, and would have to be created and funded, which also cannot be accomplished rapidly."³³² Sprint submits that Intrado's proposal "would require the installation of extensive infrastructure to adapt wireless networks to the solution. Whether this proposal could ultimately be successful nationwide as an interim text-to-911 solution cannot be gauged, since testing has been very limited to date."³³³

136. We seek comment on the feasibility of establishing one or more gateway centers for translation and transmission of text messages to PSAPs. What are the potential costs of implementing

³³⁰ See OnStar *Ex Parte*.

³³¹ See Intrado Comments at 7-8.

³³² T-Mobile Reply Comments at 3.

³³³ Sprint Nextel Reply Comments at 5.