

July 1, 2014

TO: Members of the MAG PSAP Managers Group

FROM: Cari Zanella, Mesa, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, July 10, 2014, 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 10, 2014**

COMMITTEE ACTION REQUESTED

- | | |
|---|---|
| 1. <u>Call to Order</u> | |
| 2. <u>Call to the Audience</u>

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. | 2. Information. |
| 3. <u>Approval of the April 10, 2014, PSAP Managers Group Meeting Minutes</u> | 3. Review and approval of the minutes of the April 10, 2014, PSAP Managers Group meeting. |
| 4. <u>MSAG/GIS/Mapping</u>

A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager. | 4. Information and discussion. |
| 5. <u>Maricopa Region 9-1-1 Tech Team</u>

A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager. | 5. Information and discussion. |
| 6. <u>Community Emergency Notification System/Reverse 9-1-1 Update</u>

An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided. | 6. Information and discussion. |
| 7. <u>Next Generation 9-1-1 Update</u>

Next Generation 9-1-1 and its impact to the region will be discussed. | 7. Information and discussion. |

8. MAG FY 2016 PSAP Annual Element/Funding Request and FY 2016-2020 Equipment Program

The committee will be asked to review and recommend for approval the MAG FY 2016 PSAP Annual Element/Funding Request and FY 2016-2020 Equipment Program. Justifications are attached for the agencies requesting new logging recorders and additional positions. Please refer to the enclosed material.

9. Arizona Department of Administration Report and State Wireless Update

The Administrator for the State 9-1-1 System 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.

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, discussion and possible action to recommend approval of the MAG FY 2016 PSAP Annual Element/Funding Request and FY 2016-2020 Equipment Program.

9. Information and discussion.

10. Information

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
April 10, 2014
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

- | | |
|--|--|
| * Cari Zanella, Mesa Police Department, Chair | Karen Sutherland, Scottsdale Police Department |
| * Patricia Williams, Peoria Police Department, Vice Chair | Domela Finnessey, Surprise Police Department |
| * Lisa Eminhizer, Apache Junction Police Department | Patrick Cutts, Tempe Police Department |
| # Mirela Borsan, Avondale Police Department | Toni Rogers, Tolleson Police Department |
| Jim Tortora, Buckeye Police Department | Ken Lutkiewicz, Wickenburg Police Department |
| Michelle Potts, Chandler Police Department | |
| * Stephanie Beebe, Ft. McDowell Yavapai Nation | + Lonny Foster, ASU Police Department |
| # Janet Laird, Gilbert Police Department | + Barbara Jaeger, ADOA |
| Loretta Hadlock, Glendale Police Department | + Patty Simpson, DPS |
| * Chris Nadeau, Goodyear Police Department | *+ David Demers, Luke AFB Fire Department |
| * Rich Johnson, Maricopa County Sheriff's Office | + Doreen Wasick, Mesa Fire & Medical Department |
| * Michael Cole, Paradise Valley Police Department | + Dori Beck, Phoenix Fire Department |
| # Dan McNemee, Phoenix Police Department | + Ellen White, Rural Metro Fire Department/Southwest Ambulance |
| Rachel Harris for Curtis Thomas, Salt River Pima-Maricopa Indian Community Police Department | |

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

OTHERS PRESENT

- | | |
|------------------------------------|---|
| Liz Graeber, MR9-1-1 | Robert Woodhull, Pinal County Sheriff's |
| Mike Benjamin, MR9-1-1 | Melissa Burns, Pinal County Sheriff's |
| Angela Beatty, MR9-1-1 | Lisa Sheridan, CenturyLink |
| William Boyd, MR9-1-1 | Bob Bobbett, CenturyLink |
| Nate Nguyen, MR9-1-1 | James Scoffin, Goserco Inc. |
| Tom Whiting, MR9-1-1 | Geoff Goin, Goserco Inc. |
| Maria Hall, ADOA | Nathan Pryor, MAG |
| Sandra Gilstad, ADOA | Kelly Taft, MAG |
| Regina Milkovick, Tolleson Police | Michael Bjerke, Tempe Police |
| Martha Russo, Chandler Police | Anjie Reimer, Scottsdale Police |
| Michaelanne Acree, Glendale Police | Sahika Ryley, Horse Rhythm Foundation |
| Chuck Montgomery, Glendale Fire | |

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 9:03 a.m. by Past Chair Toni Rogers, Tolleson Police Department, who was filling in for Chair Cari Zanella in her absence. Self-introductions were made.

Acting Chair Rogers reminded all to use the parking validation stamp if needed and to turn on your microphone when speaking for the recording. She thanked Liz Graeber for bringing doughnuts today in honor of National Public Safety Telecommunicators Week which starts on Sunday, April 13, 2014.

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 9, 2014 PSAP Managers Group Meeting Minutes

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

Patrick Cutts moved to approve the minutes of the January 9, 2014 PSAP Managers Group meeting. Jim Tortora seconded and the motion passed unanimously.

4. Horse Rhythm Foundation

Sahika Ryley, CEO and founder of Horse Rhythm Foundation, gave a presentation on the Horse Rhythm Foundation and its programs. She stated the Horse Rhythm Foundation, a volunteer organization, wants to bring awareness to the 9-1-1 dispatch community and get help to those that may be suffering from issues relating to Post Traumatic Stress Disorder (PTSD). Ms. Ryley stated she is a Desert Storm War Veteran and Physician Assistant. The Horse Rhythm Foundation is a 501(c)3 nonprofit organization created by veterans for veterans and first responders. The foundation provides Equine Assisted Services in an effort to bridge the gap between traditional healing methodologies and true whole being wellness of the mind, body, and spirit for veterans suffering from war-time afflictions, first responders, and their families with mental health and physical disabilities.

Ms. Ryley stated the Horse Rhythm Foundation is run by veterans and first responders so it understands the needs that are out there. She said to watch for behavior changes in order to get them help as soon as possible. Horse Rhythm Foundation has decreased depression by 50

percent and pain level by 75 percent. They have a Therapeutic Riding Program which helps individuals with a physical disability. Another program is Equine Assisted Psychotherapy which is run by a licensed medical professional. Workers who used to be social can become very introverted, angry, get into trouble, or have a lack of emotion, which are signs of PTSD and will continue to get worse. Instead of writing them up please take a moment to pull them aside to see what may really be going on because it might not be what you think.

Ms. Ryley stated a lot of things are confidential and can't be discussed. She invited all to come out to a class to really understand. The programs give individuals the coping skills and mechanisms that are needed so they can transition back into society. The Foundation has worked with all different age ranges, nurses from Vietnam, first responders, and law enforcement, but has not had anyone from 9-1-1 dispatch. She said it was actually a first-responder DPS officer who was concerned and felt the Foundation needed to let the 9-1-1 community know about its services. Ms. Ryley stated that the Foundation has different programs to help deal with anger issues, substance abuse, sexual traumas, and suicide prevention. The horse usually represents something the person is trying to get over. Ms. Ryley passed out business cards with her personal cell phone. She said the office number takes 24-48 hours to get a call back because we are always out in the field.

Chuck Montgomery asked where the Foundation's facility is located. Ms. Ryley replied they are currently at 67th Avenue and West Pinnacle Peak Road but are in the process of trying to find a new and bigger facility. She said they are seeing about 100 people per month.

Acting Chair Rogers thanked Ms. Ryley for coming to the meeting.

5. Budget Update

Liz Graeber, Maricopa Region 9-1-1 (MR9-1-1) Administrator, provided an update on the current and future budgets of the Maricopa Region 9-1-1 system. She stated that PSAPs should have received the Fiscal Years 2016-2020 budget request forms. This process starts at PSAP Managers meeting, then it goes to the 9-1-1 Oversight Team, the Management Committee and then the Regional Council. Ms. Graeber reminded members if they need any items for fiscal year 2016, it requires documentation which includes a letter of intent and a quote. She requested that they also include any moves or remodels, which are not covered by the State, but MR9-1-1 needs to be aware of move and remodels so it can allocate resources. Ms. Graeber requested that members contact her if they have any questions.

Barbara Jaeger met with the Joint Budget Legislation Committee (JBLC) and the State 9-1-1 budget was approved that morning.

Ms. Graeber referenced prepaid wireless collections which started in January 2014. She indicated that they thought this would boost revenue, but it is a lot less than anticipated. The state 9-1-1 office gets a quarterly report and a total of \$80,000 was received in the first quarter. Ms. Graeber said the low collections may be because it is new and maybe all vendors are not submitting the tax.

Ms. Graeber said the budgets are due Friday June 6, 2014 soft or hard copy.

6. MSAG/GIS/Mapping

Angela Beatty, MR9-1-1, provided the report on behalf of Dave Eaton in his absence. Ms. Beatty reported that Mr. Eaton is continuing to refine and add functionality to rMap. There was an rMap discussion group meeting last week with personnel from 6 PSAPs participating (Chandler Police, DPS, Glendale Police, Phoenix Fire, Scottsdale Police, and Tempe Police). Current and future rMap functionality was discussed at the meeting. rMap issues that some users were seeing were defined and have been resolved. There was interest in having the rMap user group meeting again and they plan on having another one a week or so prior to the next PSAP Managers Meeting.

7. Maricopa Region 9-1-1 Tech Team

Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, distributed the quarterly report of maintenance case counts. Mr. Benjamin advised of a staff change. MR9-1-1 Technician Wynston Waller was promoted to another city department. He was with MR9-1-1 for about five years. Mr. Benjamin stated that Nate Nguyen will provide more detail on the technical case activity and William Boyd will provide a report on technical projects.

William Boyd, MR9-1-1 Project Coordinator, provided an update on 9-1-1 technical projects. Mr. Boyd reported MCSO cut over to a new Viper System on January 29, 2014, with (18) state funded positions and moved to a new facility at 550 W. Jackson Street, Phoenix. Four (4) additional positions were added a few weeks ago that were funded by MCSO. On February 12, 2014, we cutover (26) positions at Mesa Police Department and (6) additional positions for the Mesa Fire & Medical Department to a new Viper System. Two (2) of those positions were funded by Mesa Fire. They are currently working on installing a new Viper System for Goodyear Police Department at their new location at 145th Avenue and south of Van Buren Street. They have (5) positions and are purchasing an additional (3) positions for a total of (8) positions. The cut over is scheduled for May 6, 2014. Salt River Police Department is doing a remodel at their same location and installing new furniture so MR9-1-1 will have a MR9-1-1 technician go out to help move into their new quarters at same location. Next fiscal year projects, depending on funding availability, include Tempe Police Department, Scottsdale Police Department, DPS and Glendale Police Department.

Mr. Benjamin provided some comments relating to projects. He said that MCSO, Mesa, Tempe, DPS, Scottsdale, Glendale, Phoenix Fire are the largest highest call volume sites in the region. These sites have over 6,000 9-1-1 calls combined daily. They will no longer have Legacy PBX. Moving away from the Legacy equipment is good but the transition is the new equipment does not have the support. The hype for Next Generation 9-1-1 has plateaued and will not continue to increase. Those things are still on the horizon and still evolving. MR9-1-1 is working hard to make the transaction as minimally impacting to your centers as possible.

Nate Nguyen, MR9-1-1 Technical Supervisor, reported on the MR9-1-1 maintenance quarterly case activity. Mr. Nguyen advised there was a two percent decrease in cases this quarter: (367) total cases opened, (278) cases remedied, (53) cases with priority level 3 and above and (89) cases remain active this quarter. He said there are currently (357) outstanding cases; (127) are task cases to make the network and CPE better.

Mr. Nguyen stated that trouble issues worked on this quarter by category include: Viper cases (69) there were 42 last quarter, PC Hardware/Software cases (34), PowerMap/rMap cases (17), Power 9-1-1 cases (53), PBX/Lifeline cases (24), Network and Connectivity cases (36), MIS cases (15), Circuit related cases (29), ALI cases (13). He provided a breakdown of how the troubles were reported: (88) 17 percent troubles opened after hours, (122) 25 percent troubles reported by way of PSAPs calling in, (76) 15 percent troubles reported by email, (184) 37 percent troubles initiated by our Business Intelligence System. The Buckeye and Chandler Viper (4.1 PS3) and P911(5.5 PS3) software upgrade is completed. There were some issues with the antivirus software and they will put other sites on hold for this upgrade until they figure this out.

Mr. Nguyen stated that Mr. Waller was the site owner for Fort McDowell Police, ASU Police, Salt River and Scottsdale. Since MR9-1-1 does not have a tech assigned it will keep all staff assigned to those to PSAPs.

Mr. Benjamin advised there were three cases with significant issues that he wanted to highlight. The first one was during the Viper system upgrade for Chandler and integrating the Intrado provided software into our system through our security systems. Because they have IP as the transport they have to be very particular about any software that could exploit the IP infrastructure. Mr. Benjamin noted that Chandler Police was required to go into a make busy condition for much longer than anticipated. They had to get their software permitted that would be consistent with their security model. He expressed appreciation to Chandler for being understanding and they hope these issues have been addressed. Mr. Benjamin stated Tom Whiting will address some of these issues during his presentation.

Another item of significance occurred on January 23, 2014, at Network Center Two, which is co-located at the Mesa Police Department Communications facility where one of the selective routers is located. While troubleshooting a DC power issue, a licensed Electrician shorted their DC power system taking down call routing out of NC2. They were quickly able to restore power. This helps to justify the MR9-1-1 model for having its call routing platform spread across two geographically separate locations. The Mesa center being taken down in the middle of the day during a routing troubleshooting maneuver had little or no impact to 9-1-1 call delivery due to an independent facility in Phoenix to handle 9-1-1 calls. There were no injuries or damage to our equipment. This is a significant event in MR9-1-1 history because this equipment has not been turned off in an unscheduled basis in the last nine years of continuous running.

The third significant item occurred this week. Our first hosted Viper System out of Network Center Two serves Mesa Police and Mesa Fire Departments. During a routine maintenance event of moving the keyboard, mouse, video controllers from server to server it caused the

VOIP servers to crash. It is a documented concern in the version of LINUX that Intrado employs and was a painful lesson to learn. These servers are some of the few that are supported in our environment. Most of our servers are Windows based and Windows may lose a mouse during this type of maintenance procedure but does not crash a server. Technicians have all been instructed in a production environment not to use a routine keyboard, video, or mouse change during regular business hours without notifying the PSAP that there may be some impact.

Mr. Benjamin asked if there were any questions.

Mr. Boyd reported he is currently installing a Cassidian Vesta Phone 4 System at the Phoenix Fire Department to (25) positions at the existing site and (10) at the backup site. The tentative cut over date has been rescheduled to June 11, 2014, pending some additional configuration issues.

Mr. Cutts asked if the Viper System software upgrade issue that occurred at Chandler Police has been resolved or if it is still an outstanding issue with Intrado.

Mr. Benjamin stated most of that issue was based on MR9-1-1's own integration of the Intrado solution into its system. MR 9-1-1 has Application White Listing software which is similar to antivirus software and essentially says if I have not seen this software before I am not going to permit it to run. Mr. Benjamin remarked that because the software is given in advance there would be no problem but the problem occurs during the install process, even though you get the files in advance. The file is unpacked and appears to be a new file to the security system. Mr. Benjamin explained that some files were approved but some were not. They have looked at it and have not tested a new method get around that concern but are focused on figuring it out. Mr. Benjamin stated that they do not want to let their guard down and allow any unauthorized software, which is why an email will be sent from Tom Whiting within hours when a USB jump drive is plugged in to MR 9-1-1 equipment. We would like to get USB blanks for the 9-1-1 computers because we don't want to see what is on the devices that are being plugged in.

8. System Security Review

Tom Whiting, MR9-1-1 Senior Technician, provided an overview of the MR9-1-1 network and the security requirements that are in place. Mr. Whiting reported that MR 9-1-1 has a complex network that includes 24 PSAPs and almost 30 geographic locations. Mr. Whiting said they do not discuss security measures because that would create vulnerability. There are a total of 600 PCs and servers; all interconnected using a virtual private network with public and private IP connections. He said security measures have been in place for a long time since I started in 2004. Mr. Whiting stated that MR9-1-1 operates a very modern closed network with a lot of security measures on the edges. There are traditional firewalls, device access control lists, and internet proxies, application white listing, end point monitoring. Very few PCs are exposed directly to the Internet. A lot of the turnkey PSAP installations provided by vendors do not have a lot of security measures in place because they do not want a 9-1-1 call to not be answered because of the firewall on the computer. We configure the

PSAP so the technology can run on the 911 computers. Application White Listing has been in house for almost ten years. We have deployed it within the last year on the 9-1-1 PSAP computers that is why you are seeing USB reports. MR9-1-1 is notified when a device is plugged in. Mr. Whiting stated Windows XP is no longer supported by Microsoft and they are no longer providing security patches. Most PSAPs are running Windows XP and will run with no problems.

Chris Nadeau extended thanks to the Maricopa Region 9-1-1 crew, Dominick Zanfardino, Mike Benjamin and Tom Whiting. Mr. Nadeau said the communications center was having a long running and recurring challenging issue with calls not ringing through the way we expected them to and Dominick Zanfardino found a solution last week.

9. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. She advised Mr. Eaton is not here because he is attending the Homeland Security Grant Request meeting to secure funds for 2015. There were a total of (27) launches to date. Mesa and Apache Junction had launches on Sunday. Chandler is the leader with (8) activations. Ms. Graeber stated that she and Mr. Eaton will be meeting with the vendor to talk about the software upgrade which is still in development.

Patrick Cutts asked for an update on the alternate funding source for CENS and asked if each agency could contribute to CENS if Homeland Security does not work out. Ms. Graeber stated because of the budget crisis they felt it would be better to address this item when we are out of money. And once we have a year left of funding then we petition MAG for funds.

Nathan Pryor, MAG, said there are dues and assessments the MAG member agencies pay into MAG for 9-1-1 services. In recent years due to recession MAG has cut dues in half to be responsive to the needs of cities and town. Mr. Pryor said the reserves are now getting low and as we prepare our budget to bring to city managers and elected officials we are proposing moving those dues back up. Ms. Graeber said the more CENS is used as a tool, the more it helps to justify the need for it.

10. Next Generation 9-1-1 Update

Ms. Graeber stated that Michelle Potts put out a questionnaire on Next Generation 9-1-1 to get an idea of what the knowledge base was and she asked her to provide a summary of her findings.

Ms. Potts said there were 73 responses to the survey. Most people did not know what Next Generation 9-1-1 is. The majority of responses were about Texting. Most people thought there would just be an application to make texting work. Only 9 of 73 felt that had above average knowledge of NextGen 9-1-1. Ms. Potts said the priorities were all over the board so we will be able to have a good discussion regarding operations and technical issues. Ms. Potts said there were a lot of concerns on funding. She said the whole project was a whole lot

more than she anticipated and we as managers have to take control as to how we market it and sell it to our group and bring everyone to an understanding.

Ms. Graeber stated she just got back from 9-1-1 Goes to Washington and they were heavy in the presentations on Next Generation 9-1-1 and Text to 9-1-1 which is being fueled by the hearing impaired community. They gave examples of emergency situations of hearing impaired having problems because they could not communicate with their 9-1-1 center. One of them is North Central Council of Governments in Texas. Their administrator gave a presentation of how they started to do Text to 9-1-1 and preparing the people and the community for it. Ms. Graeber stated they are happy to share information and lessons learned to help us when we are ready. Ms. Graeber stated she has received many calls from managers about Smart 9-1-1. Smart 9-1-1 reached out to everyone's chief. They presented at a previous PSAP Managers meeting. Ms. Graeber said this will not be covered by 9-1-1 funds. It is based on citizen participation. She remarked that PSAPs have to weigh the cost of a PSAP getting citizen participation to enter personal information for a database that is out of their control. Ms. Graeber added that if PSAPs would like to purchase it MR9-1-1 will research how it interfaces with its system but will not be able to support it.

Ms. Jaeger stated one thing that has not been addressed is what HIPAA requirements the PSAP would have. She has asked Smart 9-1-1 about the HIPAA requirements but has not received a response yet. Ms. Graeber said there are agencies that have it.

Karen Sutherland said they do have the capabilities for texting but not sure how that would work with NG9-1-1. They have not turned it on where the citizen can text 9-1-1, only the PSAP can initiate. If they turn on the feature are there qualifiers where a PSAP has to be NG9-1-1 ready. Ms. Graeber said it is web based where you will be able text to a website.

Mr. Cutts stated it is web based there is a feeder on your ANI ALI dump so when the transfer from 9-1-1 equipment to CAD equipment it reads that and checks the database then populates an alert to your CAD system. There is no direct interface with the phone system. It is a separate window with their software.

Mr. Cutts asked if the presentation from North Texas was a text to 9-1-1 or a five digit code. Ms. Graeber stated it was Text to 9-1-1 directly and they didn't have it on all wireless carriers. When we come to that point we will have to put out demand letters to see what their costs are to prepare us for this. There are other products you can get to interface with CAD. We don't want text to TTY or web based interfaces. We will have go to the NG9-1-1 System and will populate on 9-1-1.

Mr. Cutts asked about TTY non-emergency text.

Ms. Graeber said the one concern with Text to TTY is the accuracy and it has not been a clean translation. We can check with those that are using Text to TTY to see what it is and Intrado to see if it is possible.

Mr. Benjamin stated you may be referring to the interface Intrado has integrated into their Power 9-1-1 product that looks like the TTY prompt and response screen but is not the TTY to text conversion. Mr. Benjamin stated he is not aware and no one has advised us of this feature.

Ms. Jaeger stated that in May all carriers are required to be able to send Text to 9-1-1, but is always up to the community if they will receive it or not. If you call 9-1-1 today there will be a message that says it is not available in this area. North Central Texas has a next generation 9-1-1 platform in place and it is for part of the Dallas/Fort Worth area, not entire state.

Ms. Graeber said May 19th is the Intrado user group meeting in Longmont. If you are interested in going please let us know. It is a good opportunity to see what is going on with Next Generation 9-1-1.

Ms. Graeber stated that Gilbert Police had an anomaly where a citizen dialed 923 and went into the 9-1-1 system like a back door. Ms. Graeber said MR9-1-1 is reaching out to Verizon to figure out the reason.

Mr. Benjamin stated it was an anonymous wireless call placed on wireline 9-1-1 trunk and there was no valid Pani, no call back number or location info. Ms. Graeber said it reminds here of what ALI used to look like with wireless calls from the 1990s.

Ms. Graeber said please email her if you want to be a part of the NextGen 9-1-1 working group.

11. Arizona Department of Administration Report and State Wireless Update

Ms. Jaeger, State of Arizona 9-1-1 Administration, reported that they continue to work on Greenlee, La Paz, and Coconino Counties wireless phase II projects. She noted that the sum of \$85,000 was collected in first quarter, however, the Department of Revenue estimate was \$2 million per year. Ms. Jaeger stated that \$2.7 million has been approved for MR9-1-1 upgrades. She suggested that letters be sent to Ms. Graeber to keep systems upgraded as needed. Ms. Jaeger stated that the State is developing an RFP for 9-1-1. The current contract expires the end of June. She noted that development of the RFP will be done by the end of month.

Sandy Gilstad advised Prescott Regional has received seven 9-1-1 calls from Verizon message that says your Verizon account has been frozen and to press 1. When you press 1 it goes to Prescott Regional. Verizon is researching this and will share the response with PSAP personnel.

12. Request for Future Agenda Items

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

Mesa Fire will become a secondary PSAP on August 18 and will take its own 9-1-1 calls and will be meeting with all the partner agencies.

Acting Chair Rogers advised the next PSAP Managers Group meeting is July 10, 2014 at 9:00 a.m. at the MAG offices.

Adjournment

Mr. Cutts motioned to adjourn the meeting at 10:41 a.m. Karen Sutherland seconded, and the motion passed unanimously.

MAG FY 2015 PSAP ANNUAL ELEMENT/FUNDING REQUEST

Agenda Item #8

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-14

Calendar Year	2015						2016					
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												
\$4,225,000	\$50,000	\$50,000	\$50,000	\$4,000,000	\$75,000							

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												
\$14,410,758	\$2,704,756	\$693,756	\$693,756	\$4,654,756	\$718,756	\$643,756	\$654,756	\$643,756	\$643,756	\$654,756	\$643,756	\$643,756

Equipment:												
Upgrade Peripherals							50,000					
Chandler	2 positions						50,000					
Mesa Fire	2 positions, logging recorder						\$50,000					
Phoenix PD	911 System Upgrade						\$4,000,000					
Wickenburg PD	3 positions						\$75,000					

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

\$4,225,000 Total

MAG FY2016-2020 PSAP Equipment Program

	FY2016	FY2017	FY2018	FY2019	FY2020
Apache Junction PD					
ASU PD					
Avondale PD					
Buckeye PD					
Chandler PD	2 additional positions	1 additional position	1 additional position	No pending projects	No pending projects
DPS					
Ft. McDowell	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
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					
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	2 additional positions	No pending projects	No pending projects	No pending projects
Mesa PD	No pending projects	5 additional positions	No pending projects	No pending projects	No pending projects
Paradise Valley PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Peoria PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Phoenix Fire					
Phoenix PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Rural Metro PD					
Salt River PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Scottsdale PD	No pending projects	No pending projects	No pending projects	No pending projects	No pending projects
Surprise PD	No pending projects	No pending projects	1 additional position	No pending projects	No pending projects
Tempe PD					
Tolleson PD	No pending projects	Logging recorder	No pending projects	No pending projects	No pending projects
Wickenburg PD	3 additional positions	No pending projects	No pending projects	No pending projects	No pending projects



Michelle Potts
250 East Chicago Street
Chandler, AZ 85225

June 6, 2014

Liz Graeber
Maricopa Region 9-1-1 Administrator
Phoenix Fire Dept – Maricopa Region 911 Services
150 South 12th Street
Phoenix, AZ 85034

Dear Ms. Graeber:

The Chandler Police Department is in the planning stages of our second phase of the dispatch center renovation, which initially began in FY 12-13. This second phase will include the addition of four dispatch positions. Our current schedule has staffing at or exceeding our current 12 consoles at 11 hours per week. We currently have four in training and an additional four trainees scheduled to begin on 6/23/14. Fully staffed, on duty staffing would exceed our current number of consoles approximately 40 hours per week.

We are requesting the following additional consoles:

- FY 15-16: 2 positions
- FY 16-17: 1 position
- FY 17-18: 1 position

In addition, the Chandler Police Department has begun the early planning stages with the Tempe Police Department to build a joint backup dispatch and training center. Preliminary discussions include building the center on undeveloped land at the current Chandler Desert Breeze Precinct at 251 North Desert Breeze Boulevard in Chandler (between Rural and McClintock on Ray Rd). The current Chandler backup center includes two radio/CAD positions, with no phone capabilities. The equipment requirements for Chandler would be seven phone positions, which includes one supervisor, four dispatcher and two call taker positions. Chandler is also requesting a logging recorder for both Tempe and Chandler to support the equipment in this backup center.

This project is currently in the Chandler Police Department's Master Plan and is in consideration for incorporation into the City's CIP plan. There is no definitive timeline identified yet on this project. As such, it is being included in the FY 15-16 budget request.

Sincerely,

A handwritten signature in black ink that reads "Michelle L. Potts". The signature is written in a cursive style with a large, stylized initial "M".

Michelle Potts
Communications Manager
Chandler Police Department

Budget Requests for FY 2016 - FY 2020

PSAP: CHANDLER PD

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

Additional positions

Include justification - must include sample schedule that shows positions filled

Estimated # of channels

Estimated purchase date

15-'16

How many

2 + 7/backup center

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

Backup center- new build

Estimated date

15-'16

Possible location

251 N. Desert Breeze Blvd.
Chandler

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

Additional positions

Include justification - must include sample schedule that shows positions filled

Estimated # of channels

Estimated purchase date

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 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

Additional positions

Include justification - must include sample schedule that shows positions filled

Estimated # of channels

Estimated purchase date

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 2019 (July 2018-June 2019)

Budget Items

Logging recorder - Partial reimbursement only

Include justification - age and condition of present recorder

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

Estimated # of channels _____

Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____

Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only

Include justification - age and condition of present recorder

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

Estimated # of channels _____

Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____

Possible location _____

*Contact: MICHELLE POTTS

Phone #: 480-782-4149

Fax #: 480-782-4155

Date: 6/6/2014

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

Budget Requests for FY 2016 - FY 2020

PSAP: Foer McDaniel PD

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 _____
 NOTHING AT THIS TIME

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 _____
 HOW MANY

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 _____

PSAP move

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

Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only

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

Estimated # of channels _____
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

PSAP move

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

Estimated date _____
Possible location _____

Contact: SGT STEPHANIE BOEBE
Phone #: 480-789-7517
Fax #: 480-789-7594
Date: April 22, 2014

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 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
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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 2018 (July 2017-June 2018)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move
 Estimated date _____
 Possible location _____

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
Possible location _____

Contact: Janet Laird
Phone #: 480-635-7007
Fax #: 480-503-6541
Date: May 7, 2014

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 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 _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only

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

Estimated # of channels _____
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____
Possible location _____

Contact: Waretta Hadlock
Phone #: 623-772-7660
Fax #: 623-772-7650
Date: June 5, 2014

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

EX-1016 BR



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



mesaaz.gov

To: Liz Graeber, Maricopa Region 911 Administrator

From: Doreen Wasick, Mesa regional Dispatch Center Administrator

Subject: MAG FY 2016 PSAP Equipment Funding Request and MAG FY 2016-2020 PSAP Equipment Program

The MRDC will be transitioning to a Secondary PSAP on August 18th. The MRDC currently has six fully functional dispatch consoles. With the additional call taking responsibilities the MRDC is requesting two additional call taking positions. The MRDC is currently co located with Mesa Police Public Safety Communications. The two agencies will continue to share the Mesa PSC Logging Recorder after August 18th. The MRDC would like to request a Logging Recorder dedicated to the MRDC.

Cc: Assistant Chief Cori Hayes

Fire Chief Harry Beck

April 1, 2014

TO: Members of the MAG PSAP Managers Group

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

SUBJECT: PREPARATION OF MAG FY 2016 PSAP EQUIPMENT FUNDING REQUEST
AND MAG FY 2016-2020 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 2016. In addition to preparing a request for FY 2016, 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 2016 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 6, 2014.**

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 2016 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 2016 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 2016-2020 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 2016 no later than June 6, 2014. If you have any questions, please contact me at (602) 534-9775.

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

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 10-16

Estimated purchase date FY 2015-16

Additional positions

Include justification - must include sample schedule that shows positions filled

How many 2

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

Estimated date _____

Possible location _____

Fiscal Year 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 10-16

Estimated purchase date FY 16-17

Additional positions

Include justification - must include sample schedule that shows positions filled

How many 2

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

Estimated date _____

Possible location _____

Fiscal Year 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 FDD

Possible location FDD

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

Estimated date _____
Possible location _____

Contact: DOREEN WASICK
Phone #: 480-644-4250
Fax #: 480-644-5491
Date: 5-19-2014

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

Budget Requests for FY 2016 - FY 2020

PSAP: Paradise Valley Police

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 _____ N/A
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

N/A
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 _____ N/A
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

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 _____ N/A
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

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 _____ N/A

- Additional positions**

Include justification - must include sample schedule that shows positions filled

How many _____

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

Estimated date _____
 Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____ N/A

- 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: SHAWN HENRIE
 Phone #: 480.348.3543
 Fax #: 480.348.3623
 Date: 4.14.2014

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 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 _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

Contact: Anje Reimer, Police Communications Manager
Phone #: 623-773-7011
Fax #: 623-773-7030
Date: June 4, 2014

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

Budget Requests for FY 2016 - FY 2020

PSAP: PADESNIQ

Fiscal Year 2016 (July 2015-June 2016)

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

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

Estimated # of channels _____

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

Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____

Possible location _____

Fiscal Year 2018 (July 2017-June 2018)

Budget Items

Logging recorder - Partial reimbursement only

Estimated # of channels _____

Include justification - age and condition of present recorder
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Additional positions

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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 _____

PSAP move

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

Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only

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

Estimated # of channels _____
Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

PSAP move

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

Estimated date _____
Possible location _____

Contact: DAVID MCDONNELL
Phone #: 534-7410
Fax #: 534-1454
Date: 4/18/14

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 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
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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 2017 (July 2016-June 2017)

Budget Items

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

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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

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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)

Budget Items

Logging recorder - Partial reimbursement only
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Estimated # of channels _____
Estimated purchase date _____

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PSAP move
Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

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: Curtis Thomas
Phone #: 480-362-7970
Fax #: 480-362-7130
Date: June 11, 2014

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 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

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Documents needed for reimbursement - copy of invoice and check
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Estimated # of channels _____
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 2018 (July 2017-June 2018)

Budget Items

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How many _____

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 PSAP move

Estimated date _____
Possible location _____

Budget Items

Logging recorder - Partial reimbursement only
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Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

Estimated date _____
Possible location _____

Contact: Karen Sutherland
Phone #: 480-312-1961
Fax #: 480-312-9161
Date: 6/25/14

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 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 _____
 Possible location _____

Fiscal Year 2017 (July 2016-June 2017)

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 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 _____ 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 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 _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only
Include justification - age and condition of present recorder
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Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
Possible location _____

Contact: Domela Finnessey
Phone #: 623-222-4323
Fax #: 623-222-4001
Date: April 21, 2014

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 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 16
 Estimated purchase date 9/1/2016

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 2018 (July 2017-June 2018)

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 _____

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

Logging recorder - Partial reimbursement only
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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 _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only
Include justification - age and condition of present recorder
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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: June 5, 2014

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 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 _____ 3

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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Estimated # of channels _____
 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 2018 (July 2017-June 2018)

Budget Items

Logging recorder - Partial reimbursement only
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Estimated # of channels _____
 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
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How many _____

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PSAP move
Estimated date _____
Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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Estimated # 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 #: 928-668-0535
Fax #: 928-684-7934
Date: 04-16-14

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