

August 4, 2016

TO: Members of the MAG PSAP Managers Group

FROM: Domela Finnessey, Surprise Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, August 11, 2016, 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
August 11, 2016**

COMMITTEE ACTION REQUESTED

1. Call to Order

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.

3. Approval of the May 12, 2016, and June 21, 2016, PSAP Managers Group Meeting Minutes

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

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

2. Information.

3. Review and approval of the minutes of the May 12, 2016, and June 21, 2016, PSAP Managers Group meetings.

4. Information, discussion and possible action to recommend approval of the MAG FY 2018 PSAP Annual Element/Funding Request and FY 2018-2022 Equipment Program.

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

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

In September 1985, the MAG region 9-1-1 system was made available to the residents of this region. To administer the program, the MAG member agencies passed resolutions designating the City of Phoenix as the contracting agent to administer the Maricopa Region 9-1-1 system. The MAG 9-1-1 committee process makes recommendations through the Regional Council to the Arizona Department of Administration (ADOA) for equipment and funding decisions. The ADOA administers the funding. Additional discussion of this topic is anticipated by the MAG 9-1-1 Oversight Team. Please refer to the enclosed material.

6. MSAG/GIS/Mapping

A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.

7. Maricopa Region 9-1-1 Tech Team

A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager.

8. Community Emergency Notification System/Reverse 9-1-1 Update

An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided.

5. Information, discussion and possible action to recommend that the MAG member agencies consider the managed services proposal through the existing regional process at MAG.

6. Information and discussion.

7. Information and discussion.

8. Information and discussion.

9. Next Generation 9-1-1 Update
The PSAPs will discuss Next Generation 9-1-1, its impact to the region, and the road ahead for Maricopa Region 9-1-1 on an IP platform.

10. 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.

11. New Meeting Time
A new time for the quarterly MAG PSAP Managers Group meeting has been proposed to be moved to 10:00 a.m.

12. 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

9. Information and discussion.

10. Information and discussion.

11. Information and discussion.

12. Information.

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
May 12, 2016
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

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

* Those members neither present nor represented by proxy.

@ Ex-Officio member

Attended by Teleconference

+Attended by videoconference

OTHERS PRESENT

- | | |
|------------------------------------|---|
| Liz Graeber, MR9-1-1 | Lisa Sheridan, CenturyLink |
| Mike Benjamin, MR9-1-1 | Chrisha Elmer, CenturyLink |
| Angela Beatty, MR9-1-1 | Maria Hall, ADOA |
| Dave Eaton, MR9-1-1 | Robert Woodhull, Pinal County Sheriff's |
| Nate Nguyen, MR9-1-1 | Laura Herrera, Pinal County Sheriff's |
| William Boyd, MR9-1-1 | Dave Martin, Pinal County Sheriff's |
| Dave Dansevicius, MR9-1-1 | Jennifer Hagen, Scottsdale PD |
| Barbara Jaeger, ADOA | Justin Bodlander, Mesa PD |
| Carlos Simmonds, CenturyLink | # Patti Simpson, DPS |
| Matt Florio, Airbus Communications | |

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 9:01 a.m. by Chair Domela Finnessey, Surprise Police Department. Self-introductions were made.

Chair Finnessey reminded all to turn on their microphone when speaking, and if using a speaker phone please mute phones when not speaking by pressing *6 and #6 to unmute.

Chair Finnessey introduced two new members to the PSAP Managers Group: Lynn Koliboski from DPS and Martha Johnson from the Phoenix Fire Department. Chair Finnessey also reminded all to validate their parking ticket and sign the sign in sheet.

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.

No public comment cards were received.

3. Approval of the February 11, 2016, PSAP Managers Group Meeting Minutes

Chair Finnessey asked if there were any changes to the minutes. There were no changes to the minutes. Chris Nadeau, Goodyear Police Department motioned to approve the minutes of the February 12, 2016, PSAP Managers Group meeting. Patrick Cutts seconded and the motion passed unanimously.

4. Incident Review

Ms. Liz Graeber provided a background on this agenda item. She said this incident review is for a major fire that happened in Gilbert. She said that Mr. Craig Robinson from the Gilbert Police Department, Ms. Cari Zanella from the Mesa Police Department, and Mr. Bob Tribbensee from the Mesa Fire Department would present what happened and how it affected their PSAP.

Mr. Craig Robinson, Gilbert Police Department Communications Supervisor, said that he was on duty when the fire broke out just before 6:00 P.M. and was on duty until about 5:00 A.M. the next morning. He advised when the fire broke out people saw the smoke and were calling 9-1-1 from everywhere. The fire broke out just before 6:00 P.M. From that point until about 8:30 P.M. when their phone lines went down due to damage from the fire they handled about 450 phone calls into their center. At that time they only had three call takers and four dispatchers on duty. They normally work two channels and they

had another channel up for fire so it was pretty taxing on their folks as far as being able to handle all of those calls.

Mr. Robinson reported that at 8:30 P.M. their 9-1-1 and administrative phone lines went down and they started receiving a bunch of phantom 9-1-1 calls which was a heads up that something was wrong. At that point another shift supervisor had joined him and immediately got on the PSAP channel to announce to Mesa Police Department that their phones were down. Mr. Robinson said that he immediately switched their make busy switch to transfer their calls to Mesa Police Department. Not very long after that they also had a homicide about half a mile from the fire. Mesa Police Department handled the calls for Gilbert.

Mr. Robinson noted that during the time when their phones were up they continued to get 9-1-1 phone calls constantly about the fire to make sure there were responders. At 8:30 P.M. they switched over to Mesa and they took over Gilbert's phones. They had three or four cell phones in their center that they distributed and got that out to other centers. They had a teletype sent on behalf of DPS because they also lost Internet access. They had a PSAP channel to communicate with the Mesa Police Department.

Ms. Cari Zanella from the Mesa Police Department stated they took over at 8:30 P.M. She said it was a normal call load and they were at full staffing so they were able to compete with it. Ms. Zanella stated that the homicide call came at 9:00 P.M. and the lines lit up. She said they handled about 350 calls. They set up a relay back to the Gilbert Police Department on the PSAP call channel that worked very well. They did not have any significant issues.

Ms. Zanella said that having Gilbert staff available was helpful to answer operational questions, such as do they handle animal control calls or what is the jurisdiction on a county island. Someone was sent over in the morning hours and from there it went really well. Ms. Zanella stated that the initial knowledge of 9-1-1 going down is the only challenge that stood out. After the initial fire they met ring times throughout the entirety of the incident. It went well.

Mr. Bob Tribbensee from the Mesa Fire Department said the fire came in a little before 6:00 P.M., which was fortunate for us because they had a shift change going on. They held some people over and they put out a call to have people come in. Mr. Tribbensee reported that they had one dispatcher and an additional alarm captain come in, which was helpful. They sent 63 total fire units there.

Mr. Tribbensee expressed appreciation to their partners for all their help. When they hit the six alarm level both dispatch centers realized they were tapped out for the rest of the Valley coverage so they started telling the fire people no more and they had to recycle resources on scene.

Mr. Tribbensee noted that in the first six hours of the event from 6:00 P.M. to midnight they entered 92 other CAD events, including helping out on the shooting call and

multiple calls for check smoke in the area. They had people calling from as far as northeast Mesa saying the fire is in the neighborhood next door to them. Their normal staffing is about six people and they ended up with eight dispatchers, one supervisor and two captains working the event. It was taxing for everybody.

Chair Finnessey asked if there were any questions.

Ms. Zanella asked if there was a briefing on field issues with the phone lines going down pertaining to the fire. She said she heard rumors that it was the fiber or that it was pertaining to the center and it was still a question as to what really happened with the phone situation.

Ms. Graeber said Mr. Benjamin or Mr. Nguyen can talk about what facilities were impacted that caused Gilbert's outage.

Mr. Benjamin stated CenturyLink representatives were present at the meeting who may want to speak about it. He said he did not know specifically what in their network went down. They do know from second hand information that there was flooding in some of their equipment areas in the vicinity. The flooding took out multiple fiber and copper pieces. Mr. Benjamin asked Mr. Carlos Simmonds, CenturyLink, if he has anything further.

Mr. Simmonds said that due to the heat there was some melting of copper. They have requested a request for outage information and will be happy to share that with the PSAPs as soon as they get it.

Ms. Graeber asked Mr. Robinson if connections to CenturyLink for Internet, fiber, and phones were lost for all of the Town of Gilbert buildings or just the center.

Mr. Robinson said that their internal phone lines were still up, but they did not have any external lines at the Civic Center nearby the fire. He said there were other buildings not in that vicinity that still had outside lines.

Mr. Zanella spoke of one of the things that happened that they did not expect. They thought that Gilbert Police Department had done a Business Call Routing to forward over the administrative lines but that had not happened. All the sudden, citizens that were meaning to call the administrative lines starting calling 9-1-1 and then their operators were turning the calls back around on their administrative lines. Ms. Zanella stated there was a weird misunderstanding.

Ms. Graeber said this brings up an operational issue. If the phone system is down that you are going to forward, can another line from another location do it on your behalf?

Mr. Robinson said he talked to his IT staff about this during that timeframe because they considered routing them to their back up lines, but those were also damaged from the fire. He reported that he was told that that functionality they would normally use to forward a

phone to another line had been removed with CenturyLink and they were unable to do that.

Mr. Benjamin said Mr. Robinson talked about flipping the make busy switch. Mr. Benjamin said the make busy switch would not be operable. The current design for make busy is the same design it has been for 25 years. It uses a facility that goes through analog two wire connections into the CenturyLink network. On an instance like this when you need calls moved and any time you throw a make busy switch they prefer that you contact Maricopa Region 9-1-1 support. The make busy switch has to do a lot of things. It has to notify four different selective routers operated by two different entities. Even if you flip the make busy switch for less facility impacting events you should still contact MR9-1-1 and they will contact CenturyLink to make sure that this 25-year-old design does signal all four selective routers. In this case since the facility was damaged flipping the make busy switch was as good as picking up the phone and was like flipping dead air.

5. MSAG/GIS/Mapping

Mr. Dave Eaton, MR9-1-1 GIS Manager, reported they receive the quarterly ALI Data Extract from Intrado. The records were geocoded by Angela Beatty and they are maintaining their highest level of accuracy with a 99.97 percent Address Match Rate. There are 651 records that are still being worked on out of two million records. He said that is pretty impressive for their team, which consists of him and Ms. Beatty.

Mr. Eaton advised that over the last quarter it seems that Verizon and AT&T are in a LTE race. He said he has been inundated with Wireless Routing Sheets. If you see any cell sectors that you believe should be going to another PSAP you can email 9-1-1 Support or email me directly. Right now they are at 27,000 cell sectors for the Valley.

Mr. Eaton said in addition to managing the wireless he has been working on upgrading their GIS Servers. Both NC1 and NC2 are now upgraded to the latest ESRI ArcGIS Server. They have seven sites that currently have Pictometry available to them. The code is ready for everybody. It takes a technician going to your site to turn up that capability. Mr. Eaton requested that PSAPs interested in getting Pictometry at their site to please let him know. It takes touching every position.

6. Maricopa Region 9-1-1 Tech Team

Mr. Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, provided an update. He stated staffing has remained consistent. They are still one position down and in the hiring process.

Liz Graeber stated that she sent an email a few weeks ago requesting a 24x7 number that would be answered. She said that the State 9-1-1 office needs these numbers for the carriers on outages. She said they have an audio example of an outage notification from CenturyLink that they will play for you.

Ms. Graeber said that is one from CenturyLink but all carriers have this responsibility to do notifications to the PSAPs if there are outages. The 24x7 numbers they had listed initially were all of the PSAPs office numbers. They felt like it needed to go to a 24x7 number. They also do email follow up and they had them direct those to go to the Maricopa Region 9-1-1 support email so that they can see it. Ms. Graeber suggested briefing supervisors or whoever will be answering the phones about this so they know and understand what they are listening to.

Ms. Karen Sutherland asked if they can get a copy of the audio so they can share with their staff so they know what it sounds like and they do not think that it is a telemarketer and hang up.

Ms. Graeber asked if there were any questions on outage notifications.

There were no questions.

Mr. Benjamin presented a few eye charts. He said the eye charts are available via pdf and email. The case counts this quarter are consistent with running averages over 44 quarters from 2005 when they started this ticket system. He said Mr. Nguyen will go over the details.

Mr. Nguyen stated there were a total of 395 cases this quarter. He said they got a B average for cases remedied. They like when there are fewer cases, which hopefully translates into fewer troubles being experienced at the PSAPs. Mr. Benjamin advised that Nate Nguyen will provide a more detailed report of the case activity during the quarter.

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 an upward trend in cases: 395 total cases opened, 84 percent cases remedied, 23 cases were serious and critical. Phoenix Fire Department, Mesa Police Department, Mesa Fire Department, and Gilbert Police Department had a slight increase case activity. Mr. Nguyen displayed a chart of Outstanding Open Cases by Priority. He said that as of today they have 284 outstanding cases: (1) Priority 2 Severe Case, (13) Priority 3 Serious Cases, (155) Priority 4 Important Cases, and (5) Priority 5 Task Cases.

Barbara Jaeger asked the type of cases were the 284 cases that are still outstanding.

Mr. Nguyen answered a lot of them are pending cases that they opened or the PSAP called in a trouble case and they go through the method of troubleshooting them. If they resolve them they normally hold them for a period of a week before they close them to make sure everything is copasetic. Fewer than half of the cases are task cases which are things that they try to do to improve the network and help the PSAP equipment function properly. There is a lot that they do in the background to improve the system at the network center and at the PSAP.

Mr. Benjamin said this is illustrated on the chart by the severity levels. Severity levels 4 and 5 are task and important items that are typically preventive maintenance or clean up items, such as improvement of labeling and placement of back room equipment.

Ms. Jaeger asked if any of the 284 outstanding cases have been active for six months or more.

Mr. Benjamin stated he does not have the information here but can provide a report later. He said anything that is level Serious or Above is likely not to be there very long. The task items may be very long outstanding items. They keep getting pushed down on the priority list and with being down one position they cannot always get out and get everything cleaned up.

Mr. Nguyen provided a slide on trouble reporting methods: 23 percent reported by PSAPs calling in, which is up five percent from last quarter, 23 percent reported by email, 34 percent MR9-1-1 Business Intelligence System monitoring, Shift Status 18 percent reported after hours.

Mr. Nguyen stated trouble issues worked on this quarter by category include: 58 Viper cases, 60 Power 9-1-1 cases (there were 65 last quarter), 23 Network and Connectivity cases (there were 36 last quarter), 13 ALI cases (there were eight last quarter), 44 PBX/Lifeline cases (there were 39 last quarter), 38 Vesta cases (there were 45 last quarter), 16 T1/Analog Circuit cases (there were 67 last quarter). There were cases consistent with last quarter: Seven pMIS cases, 13 Map cases, and 34 PC Hardware/Software cases.

Mr. Nguyen stated they requested the latest version of Power and Viper. They still seem to have a bug left with the previous release so they haven't released the software to us. He said he spoke to Jeff Murray at West a week ago and he assured it will be released soon. Mr. Nguyen advised as soon as they get the CDs they will make sure they upgrade the appropriate version.

Mr. Benjamin advised they would like to respond to a question that came from Scottsdale Police Department at the previous meeting about changing the way technical support is engaged. They would like to propose a change and play a proposed recording. Mr. Benjamin noted that the proposed recording is draft and has not been put into production. They would like to get feedback. He said the draft message is very similar to the previous message other than they have moved Scottsdale down to an option 5 which would only be needed in case the on-call technician was not reachable directly by pressing option 3.

Mr. Benjamin said their only technical hurdle is they would need to be able to change option 3 remotely if a technician was sick, or during holidays when they have shift changes. The system is run by the City of Phoenix. They have to go to a City Of Phoenix phone position to make a change. Their goal is to be able to change it remotely. Mr. Benjamin asked for feedback would you like to be able to hit option 3 to get directly connected with the on call technician.

Ms. Karen Sutherland said she likes it.

Chair Finnessey said her staff would like having the direct connection and not sure why they had to go to another agency to do something they could do on their own.

Mr. Benjamin said if this seems workable and there are no objections they will work to get past the technical hurdle and will change to option 3 to call the on-call technician directly. They will put out some notifications and they can email a copy of the recording so you can share it with your supervisors.

Mr. Benjamin provided an update on construction and projects. He said that Mesa Fire Department is a work in progress and they are working hard to rework a new building. There is construction and setting up and they have been involved in that project as well.

Mr. Benjamin stated that the last week they have turned up another connection in the MAG Regional Community Network -- this connection is to the Salt River Police Department. This is a difficult place to get telecommunications in, not because they are not well connected, but because they run their own telephone company and when you bring in other facilities from a Cox or CenturyLink it is not affordable to bring in the size of telecom that they need.

Mr. Benjamin stated that for the Salt River connection they were able to partner with MAG, City of Mesa, and the folks in the community there to get a connection that is separate from any other provider that they have there. They now have three providers. Those providers are not Cox or CenturyLink. They partnered with City of Phoenix for some connectivity, they use Internet access through SaddleBack Communications, the community's Internet Service Provider, and now the connection to the MAG Regional Community Network (RCN). The monthly recurring charges for all three connections are \$70 per month. That is the cheapest three-way connection that you are going to get. Mr. Boyd expressed that they are very happy with the partnership with MAG and the community. The City of Mesa has been instrumental in getting us this facility. The three connections are completely and totally separate from one another. They believe they have a survivable connection to the 9-1-1 Data Network.

Ms. Graeber asked if they are in diverse paths into that building.

Mr. Benjamin stated yes, they do not share any facility amongst themselves.

Mr. William Boyd provided an update on 9-1-1 Technical projects. He said they are currently installing a new Vesta 9-1-1 System at Luke Air Force Base and they have a tentative cutover date of June 7, 2016. They currently have three positions, but they funded an additional position so they are planning to cut over with four positions. Mesa Fire Department is in the planning stages and they are assisting them where they can.

Mr. Boyd stated that the ACD PSAPs are currently using a system called Power Monitor which is a queue display where they can display the status of their ACD calls. You can place alarms on the system when you meet a certain threshold. They worked with Intrado West and Brian Tobin in April and got some training on how to replace Power Monitor with Power Ops. They trained at Chandler Police Department along with Justin their partner at Mesa and rolled out Power Ops in four of their ACD PSAPs: Chandler Police, Glendale Police, Maricopa County Sheriff's Office (MCSO), and Mesa Police. Scottsdale Police and Tempe Police were currently on Power Ops; they cutover with their new Viper Systems.

Mr. Boyd noted that of their seven ACD sites, Phoenix is on a Lifeline, so Power Ops is not applicable. Power Ops is a data analyst tool that is primarily used by PSAP supervisors to monitor calls, positions, queues, and ring group activity. It provides supervisors and call takers with a clear and instantaneous understanding of what is happening with the 9-1-1 call center. He presented some screen shots of some of the PSAPs. He said Power Ops is configurable -- you can choose to show the status of your call takers, see who is logged in at a position, and how long they have been on certain calls. The colors mean something so supervisors can have some idea of what is taking place with their ACD activity. The 9-1-1 queues can be configured to change colors and set off alarms if you are overflowing 9-1-1 calls.

Mr. Boyd stated that they worked the PSAP Managers and customized the site for the PSAP based on what they want to see. They are looking at putting work stations on different monitors at MCSO because they have some very large screens. They are planning to remove desktop Power Monitor. That is the queue display for these sites that is on the desktop. Desktop Power Monitor is not going to go away but at some point when they roll out different versions it will not be supported. They have touched some PSAPs and replaced some with Qstats. Qstats adds the ability to display a panel for live viewing of ACD queue activity, which gives the call taker the ability to see what is going on with their ACD activity versus looking up at the screen.

Mr. Benjamin provided a report on notable outages this quarter. He said in the middle of February the Phoenix Fire Department had the beginning of a series of impacting events in their Vesta System. The first one was the most impacting -- it lasted for 30-40 minutes some calls that were inbound to the system and no position was able to answer a call and when the position tried to answer the call that appeared to be in queue it could not do anything and became locked up. They were down to just the folks that were not logged into queues.

Mr. Benjamin stated that since February they have had similar, less impacting events with the Vesta System. Their folks are aware to not try to chase those calls. There will be a Vesta upgrade later this month and they are anxious to see if this will clear up this issue. It will also get them to aversion that supports text-to-911.

Mr. Benjamin spoke of the April 23rd event at the Gilbert Police Department. Mr. Benjamin displayed a screen shot of network connectivity to the site. It showed the

CenturyLink facility, including metro Ethernet facility. He said there is one connection into Gilbert. Gilbert is connected with Cox and MAG RCN. If they had a more modern platform they still would have been able to receive their 9-1-1 calls. If this had occurred at DPS or Mesa their ability to receive 9-1-1 calls would not have been impacted.

Mr. Benjamin stated that over the last couple days they have had an issue with their data equipment at Mesa which represents a 25 percent diminished capacity. The inbound trunking from carriers is a 2-1 ratio so it does not put us in jeopardy of losing any calls.

Mr. Benjamin explained that the next slide is a comparison on analog trunking for wireless and trunking for wireless with IP as a transport. They have 30 trunks that go into the Phoenix Police Department. Without any specific funding, they are waiting from the state for funding for the Phoenix project. With every move every time they come off of the analog trunks. These are IP trunks that no longer need legacy leased trunking from a phone company. He indicated that Phoenix Fire is set up with 32 inbound trunks. You may still hear the Phoenix Fire recorded announcements but there is no queueing in their selective routers. They are happy to have a more resilient delivery of the call being delivered over IP -- increased capacity and reduced cost. These trunks have been in place for a couple years in Mesa.

Mr. Benjamin played an audio recording about the Las Vegas Metro 9-1-1 System crash. Las Vegas lost its 9-1-1 lifeline for six hours. A cell phone plugged into a computer caused the crash exposing a vulnerability. It was caused by someone in the 9-1-1 center. They are not calling it a security breach. There are about 130 access points to the 9-1-1 System and Metro will not be able to identify which one caused the crash. Metro believes whoever caused the crash did not do it on purpose. It is a tough lesson learned. They are now taking security clearances to a higher level to improve checks and balances.

Mr. Benjamin stated that USB pieces are dangerous. They have had a system in place since 2006 to keep files from coming into their networks and keep USB ports locked down and protected. Dave Dansevics will do a recap on this.

Mr. Dansevics said they do not know if it was a USB device that caused the outage at Las Vegas Metro. Maricopa Region 9-1-1 already has Bit 9 Parity which the company has recently been rebranded as Carbon Black Enterprise Protection installed on computers at your center to attempt to mitigate issues like this. It is deployed to provide USB protections. He presented the slide from his November 2015 PSAP Managers meeting presentation on Bit 9 Security. He said when you insert any device into a 9-1-1 PC they are notified by the rAlerts app, they then act on that notification and give you the date, time, and position so you can deal with the involved staff.

Mr. Benjamin said they know people are not looking to cause a problem they just want to charge their devices. It is not a good idea to plug into CAD.

Ms. Graeber said this shows what an impact it can have and they do not want this to happen with us at all. It is very important and is a good lesson learned.

7. Community Emergency Notification System (CENS) Update

Ms. Graeber provided the Community Emergency Notification System (CENS) Update. Ms. Graeber advised they are at record breaking numbers with 59 CENS activations this year. They hit 59 activations last year at the beginning of July and in August in 2014 so they are well ahead of the curve on their notifications.

Ms. Graeber said a couple of pointers for caution when putting out information on victims or looking for somebody that you do not want to violate any HIPAA laws by describing what is wrong with them. Keep that in mind when making your recording.

Ms. Graeber stated that there are some new CENS pamphlets from the Maricopa County Department of Emergency Management Office. Please take them back to a place where your citizens might see them to be able so they can do self-registrations. They had a drill with the Maricopa County Emergency Management Office at the Tonopah area for the PrepareAthon. They were able to participate in that and do a practice launch to 450 telephones. It is the second year that they have participated. She said anytime you have a drill that your agency may want to incorporate CENS and to please let her know.

Ms. Graeber reminded members that they only have 137 lines. If you are doing a large launch they may need to have a conversation about if you need to do mass notification. A launch over 5,000 could take hours and they have to see what is right for what launch you are doing or how long it will tie up the system. The Regional Arizona Council approved their Homeland Security grant. They will get an award letter and that will carry us another year. They are looking to see if they have funds to upgrade the system. They cannot change the system because that would cost a larger amount of money but there is a possibility to upgrade the software.

Ms. Graeber asked if there were any questions.

Chair Finnessey asked which PSAP is in the lead for notifications.

Ms. Graeber stated she did not do the counts by PSAP this time.

8. Next Generation 9-1-1 Update

Ms. Graeber provided an update on House Bill 2365. She said it passed through the House. It went over to the Senate and sat on the Senate President's desk; no action was taken on it so it died. It was very disheartening to hear that they did not want to do a study on the needs of 9-1-1.

Ms. Graeber said she sent out the five year budget request letters to the PSAP Managers. The first year budget requests need to have justifications. If you are asking for positions or logging recorder reimbursement you need to have justifications with that. The four years after that are just projections so you do not need justification paperwork.

Ms. Graeber stated that the State 9-1-1 Office for the last five years has not approved any additional positions, new PSAPs, or logging recorder reimbursement. That is in place again this year because of funding shortages. They still want to go through the process of asking the state for the money so they can create the trail in case the money becomes available. The five year budget requests are due to her in July.

Ms. Graeber stated that a text-to-9-1-1 demo is available at Phoenix Fire for West Intrado users. They need a head count and she requested that people please RSVP to let her know who from your agency would like to attend. You are welcome to send anybody. They just need to know how big of a demo they are going to be doing to show how text-to-9-1-1 interacts with your computer. If funding is ever made available to get that feature they want to make sure they understand it and how it fits into the system. One of the big issues is that the Phoenix Police Department's system that was installed in 2007 is not prepared for text-to-9-1-1. They need to upgrade that to be prepared for when text-to-9-1-1 happens.

Ms. Graeber advised that on June 21, 2016, at 9:00 a.m. at the MAG Office, Saguaro Room, will be a Managed Services presentation from CenturyLink. The State 9-1-1 Office will be there to answer questions. She said they sent out an invitation to the PSAP Manager's Group and the 9-1-1 Oversight Team. The service agreement paperwork for their area will not be available until they are closer to phase three of the implementation.

Ms. Jaeger said they want to get through the first phase of implementation. The first phase of implementation is all of the 10 counties but they are addressing Southern Arizona first, Frontier is phase two, and Maricopa Region is phase three. The first install of phase one will be done by the first quarter 2017. They have not chosen the PSAP yet. They are gathering signatures.

Ms. Graeber said this will be their opportunity to ask questions even though they will not be able to see the service agreement.

Ms. Graeber asked Ms. Jaeger if the State 9-1-1 Office will be able to release the Mission Critical Document to the PSAPs.

Ms. Jaeger stated only when you request for services or request funding.

Ms. Graeber asked clarification from Ms. Jaeger on when the consultant report would be released. Ms. Jaeger said everything is fluid right now and would release the information the sooner Maricopa Region approached the timeline of implementing Managed Services.

9. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger, State of Arizona 9-1-1 Administrator, stated the Fiscal Year 2017 budgets are being finalized and will be out by the middle of June. Annually, they have to go before the Joint Legislative Budget Committee for approval of wireless funding. They do not have to go through approval for any other funding, just wireless. The State

changed their billing financial systems this last year. They have had to do a lot of work to make sure they could get all the bills paid in a timely manner.

Ms. Jaeger stated that checks are going out from their Automated Financial Department and there is no more 13th month. When it closes it June it closes. The State has gotten away from a 13th month and want to go back to a traditional fiscal year budget. They need all of the bills by the middle of June. They need to pay them by June 30th. Anything that is not paid out they will do an appropriation and move it to the next fiscal year. For your two percent they will be doing an estimate based on their last quarter as to what you should get and they will true it up afterward.

Ms. Jaeger said Ms. Graeber already provided an update on the study committee House Bill 2365.

Ms. Jaeger provided a wireless report. She said they are coming to the end of a very long process for Wireless phase II projects. It has been more than ten years to deploy phase II in the state. The Northeastern Arizona Users Association, which consists of Navajo and Apache Counties outside of the Navajo nation are just finishing up their phase II projects. They have two PSAPs left to do drive testing with one carrier.

Ms. Jaeger stated that the approach has been with the state that any carrier that requests cost recovery they are not deploying because they can't increase their costs any longer. There are few areas out there that are still doing cost recovery. Maricopa Region 9-1-1 has bills for cost recovery that they still have to abide by until they cannot pay anymore.

Ms. Jaeger stated that they are doing some minor changes. The town of Maricopa has become a PSAP. They need to start a project to get their phase II calls. They are not getting phase II calls right now -- their calls are going to Buckeye Police Department. That will be resolved as soon as possible to get those calls off of Maricopa Region and to the Pinal County Sheriff's Office as an interim.

Ms. Jaeger noted that a couple of agencies have closed or are closing and are co-locating. Gila County is looking at co-locating. Due to a LATA line that divided their county years ago, they have had two sheriff dispatch centers -- one in the north and one in the south. They are going to co-locate with the Payson Police Department initially until they go to a Next Generation solution where that LATA boundary is no longer applicable. They do not know exactly yet, but they are moving that way to eliminate at least one of their PSAPs. The Town of Payson is finishing up negotiations to be able to take on their dispatchers.

Ms. Jaeger recalled that last fall, the Sedona Fire District, which was a primary PSAP, closed its doors for dispatch and moved all their calls partially to Cottonwood and partially to City of Sedona. The City of Sedona is in the process of doing drive testing now to become a primary for the wireless calls that originate within the City of Sedona. Everything else is going to the City of Cottonwood.

Ms. Jaeger advised there is a Federal lawsuit on text-to-9-1-1. It was turned over to the Attorney General's Office. When the state gets sued it goes to the Attorney General's Office. It is in the hands of the Attorney General's Office so she does not have any information. They did respond in the prescribed timeframe on the responses to the lawsuit. Ms. Jaeger indicated she has not heard anything since then and that was two weeks ago.

10. Request for Future Agenda Items

Ms. Graeber said a while ago the Peoria Police Department had asked for AZ Relay to give a presentation. The representative had agreed to come to this meeting but had a conflict and requested respectfully that they push it to a future meeting. They will discuss receiving calls from the hearing impaired community.

Patrick Cutts asked for clarification on the Managed Services issue. When it comes to the phase 3 process or until that timeframe comes up none of the documentation will be available for any review until an agency as a single part or a group makes a request to go to Managed Services.

Ms. Jaeger said that is the way it is currently set up. The issue is they may have some additional information coming up in the near future that will allow us to get that information out. They have a letter that will be going out at the end of the week to Maricopa Region regarding requests for funds for certain projects and until they get responses, things will probably be placed on hold.

Chair Finessey reminded all of the CenturyLink Managed Services Presentation on June 21, 2016, at 9:00 a.m. The presentation is expected to be about 45 minutes with a question and answer session.

Adjournment

Chair Finessey advised the next PSAP Managers Group meeting is August 11, 2016, at the MAG offices.

Patrick Cutts motioned to adjourn the meeting at 10:16 A.M. Toni Rogers seconded, and the motion passed unanimously.

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

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

MAG 9-1-1 OVERSIGHT TEAM MEMBERS ATTENDING

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

PSAP MANAGERS GROUP MEMBERS ATTENDING

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

* Those members neither present nor represented by proxy.

@ Ex-Officio member

Attended by Teleconference

+ Attended by videoconference

OTHERS PRESENT

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

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

1. Call to Order

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mr. Simmonds answered yes, that is correct.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mr. Doyle asked who does GIS for you today.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Vice Chair Locklin asked about asset management in five years.

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

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

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

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

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

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

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

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

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

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

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

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

Mr. Simmonds said yes.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3. Adjournment

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

MARICOPA ASSOCIATION OF GOVERNMENTS

INFORMATION SUMMARY... for your review

DATE:

August 4, 2016

SUBJECT:

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

SUMMARY:

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

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

PUBLIC INPUT:

None.

PROS & CONS:

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

CONS: None.

TECHNICAL & POLICY IMPLICATIONS:

TECHNICAL: None.

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

ACTION NEEDED:

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

PRIOR COMMITTEE ACTIONS:

None.

CONTACT PERSON:

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

MAG FY 2018 PSAP ANNUAL ELEMENT/FUNDING REQUEST

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

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

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

Wireline												
Maintenance:												
\$1,752,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000	\$146,000

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

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

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

Wireless												
Maintenance:												
\$0												

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

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

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

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

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

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

Equipment figures are only estimates - will have

preliminary quotes before submitting to ADOA

MAG FY2018-2022 PSAP Equipment Program

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

Fiscal Year 2018 (July 2017-June 2018)

Budget Items

Logging recorder - Partial reimbursement only

Estimated # of channels Up to 28

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

Estimated purchase date Install begins in July 2016

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____

Possible location _____

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

Logging recorder - Partial reimbursement only

Estimated # of channels _____

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

Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____

Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

Logging recorder - Partial reimbursement only

Estimated # of channels _____

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

Estimated purchase date _____

Additional positions

Include justification - must include sample schedule that shows positions filled

How many _____

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

PSAP move

Estimated date _____

Possible location _____

Fiscal Year 2021 (July 2020-June 2021)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
Possible location _____

Fiscal Year 2022 (July 2021-June 2022)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
Possible location _____

Contact: Patricia "Trish" Pryce

Phone #: 480-965-2599

Fax #: 480-727-7345

Date: 7/8/2016

Please return to:

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

Fiscal Year 2018 (July 2017 - June 2018)

Budget Items

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

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

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

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

Additional positions How many 0

Include justification - must include sample schedule that shows positions filled

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

PSAP move Estimated date _____

Possible location _____

Fiscal Year 2019 (July 2018 - June 2019)

Budget Items

Logging recorder - Partial reimbursement only Estimated # of channels _____

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

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

Additional positions How many _____

Include justification - must include sample schedule that shows positions filled

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

PSAP move Estimated date _____

Possible location _____

Fiscal Year 2020 (July 2019 - June 2020)

Budget Items

Logging recorder - Partial reimbursement only Estimated # of channels _____

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

Documents needed for reimbursement - copy of invoice and check

Must be purchased off of state contract or through bid process

Additional positions How many _____

Include justification - must include sample schedule that shows positions filled

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

PSAP move Estimated date _____

Possible location _____

Fiscal Year 2021 (July 2020 - June 2021)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

Fiscal Year 2022 (July 2021 - June 2022)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2021 (July 2020-June 2021)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

Fiscal Year 2022 (July 2021-June 2022)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2019 (July 2018-June 2019)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

Budget Items

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

Estimated # of channels _____
 Estimated purchase date _____

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

How many _____

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

PSAP move

Estimated date _____
 Possible location _____

Fiscal Year 2021 (July 2020-June 2021)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

Fiscal Year 2022 (July 2021-June 2022)

Budget Items

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

Estimated # of channels _____
Estimated purchase date _____

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

How many _____

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

PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

Budget Items

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

Additional positions How many _____
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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 2019 (July 2018-June 2019)

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PSAP move

Estimated date _____
Possible location _____

Fiscal Year 2022 (July 2021-June 2022)

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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 _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

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How many _____ 2

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PSAP move
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How many _____ 2

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PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

Budget Items

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- Estimated # of channels _____
 Estimated purchase date _____
- Additional positions**
 Include justification - must include sample schedule that shows positions filled
- How many _____ 4 Recover what MFD removed

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

Fiscal Year 2019 (July 2018-June 2019)

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- PSAP move
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 Possible location _____

Fiscal Year 2020 (July 2019-June 2020)

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

- The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.
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Fiscal Year 2021 (July 2020-June 2021)

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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 _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

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

Fiscal Year 2019 (July 2018-June 2019)

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PSAP move

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PSAP move

Estimated 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 _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

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How many _____ 2

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PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

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

PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

Fiscal Year 2018 (July 2017-June 2018)

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

PSAP move
Estimated date _____
Possible location _____

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

Please return to:

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

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How many _____ 1

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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 _____

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

Please return to:

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



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

July 25, 2016

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

FROM: Dennis Smith, Executive Director

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

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

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

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

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

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

A Voluntary Association of Local Governments in the Maricopa Region