



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

July 7, 2009

TO: Members of the MAG PSAP Managers Group

FROM: Vicky Scott, Peoria, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, July 16, 2009 - 9:00 a.m.  
Maricopa Association of Governments  
Suite 200 - Saguaro Room  
302 North 1<sup>st</sup> Avenue, Phoenix (please see enclosed map)

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 or by telephone conference call. Members wishing to participate remotely may contact Nathan Pryor or Valerie Day at the MAG office at 602-254-6300 to arrange the teleconference.

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, MAG 911 Administrator, City of Phoenix Fire, at 602-534-9775, or Nathan Pryor, MAG Senior Policy Planner, 602-254-6300.

A Voluntary Association of Local Governments in Maricopa County

City of Apache Junction ▲ City of Avondale ▲ Town of Buckeye ▲ Town of Carefree ▲ Town of Cave Creek ▲ City of Chandler ▲ City of El Mirage ▲ Fort McDowell Yavapai Nation ▲ Town of Fountain Hills ▲ Town of Gila Bend  
Gila River Indian Community ▲ Town of Gilbert ▲ City of Glendale ▲ City of Goodyear ▲ Town of Guadalupe ▲ City of Litchfield Park ▲ Maricopa County ▲ City of Mesa ▲ Town of Paradise Valley ▲ City of Peoria ▲ City of Phoenix  
Town of Queen Creek ▲ Salt River Pima-Maricopa Indian Community ▲ City of Scottsdale ▲ City of Surprise ▲ City of Tempe ▲ City of Tolleson ▲ Town of Wickenburg ▲ Town of Youngtown ▲ Arizona Department of Transportation

**MAG PSAP MANAGERS GROUP  
TENTATIVE AGENDA  
July 16, 2009**

**COMMITTEE ACTION REQUESTED**

1. Call to Order and Introductions

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 April 16, 2009 Meeting Minutes

4. MSAG/GIS/Mapping

A report on current MSAG/GIS projects will be provided by the Maricopa Region 911 GIS Manager.

5. Maricopa Region 911 Tech Team

A maintenance report will be provided by the Maricopa Region 911 Tech Team Technical Manager.

6. Maricopa Region Wireless 911 Project

An update on Maricopa Region's Wireless 911 will be provided as well as an update on the progress of the wireless trunk restructuring.

7. Community Emergency Notification System (CENS) Update

An update on the CENS program will be provided.

2. Information.

3. Review and approve minutes of April 16, 2009 meeting.

4. Information and discussion.

5. Information and discussion.

6. Information and discussion.

7. Information and discussion.

8. Legislative Update  
  
An update will be provided on legislative issues of interest.

9. Arizona Department of Administration Report and State Wireless Update  
  
The Arizona Department of Administration (ADOA) will provide an update regarding the overall coordination of 911 emergency telephone systems in other regions of the state and a report on the status of enhanced wireless in Arizona.

10. Qwest 911 Account Team Report  
  
Qwest will provide a report regarding service items of interest to the PSAP Managers Group.

11. Positron Account Team Report  
  
Positron will provide a report regarding service items of interest to the PSAP Managers Group.

12. MAG FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program  
  
The committee will be asked to review and recommend for approval the MAG FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program. Justifications are attached for the agencies requesting new logging recorders.

13. MAG FY 2010 PSAP Annual Element/Funding Request Amendment  
  
The Wickenburg Police Department and the Buckeye Police Department are requesting to amend the FY 2010 PSAP Annual Element/Funding Request for a logging recorder. The amount for each recorder is \$31,000. According to MAG policy, changes to approved PSAP Funding Requests that total less than 10 percent of the total approved equipment program require approval by the PSAP Managers Group. The justifications for these requests are enclosed. In addition, the

8. Information and discussion.

9. Information and discussion.

10. Information and discussion.

11. Information and discussion.

12. Information, discussion and possible action.

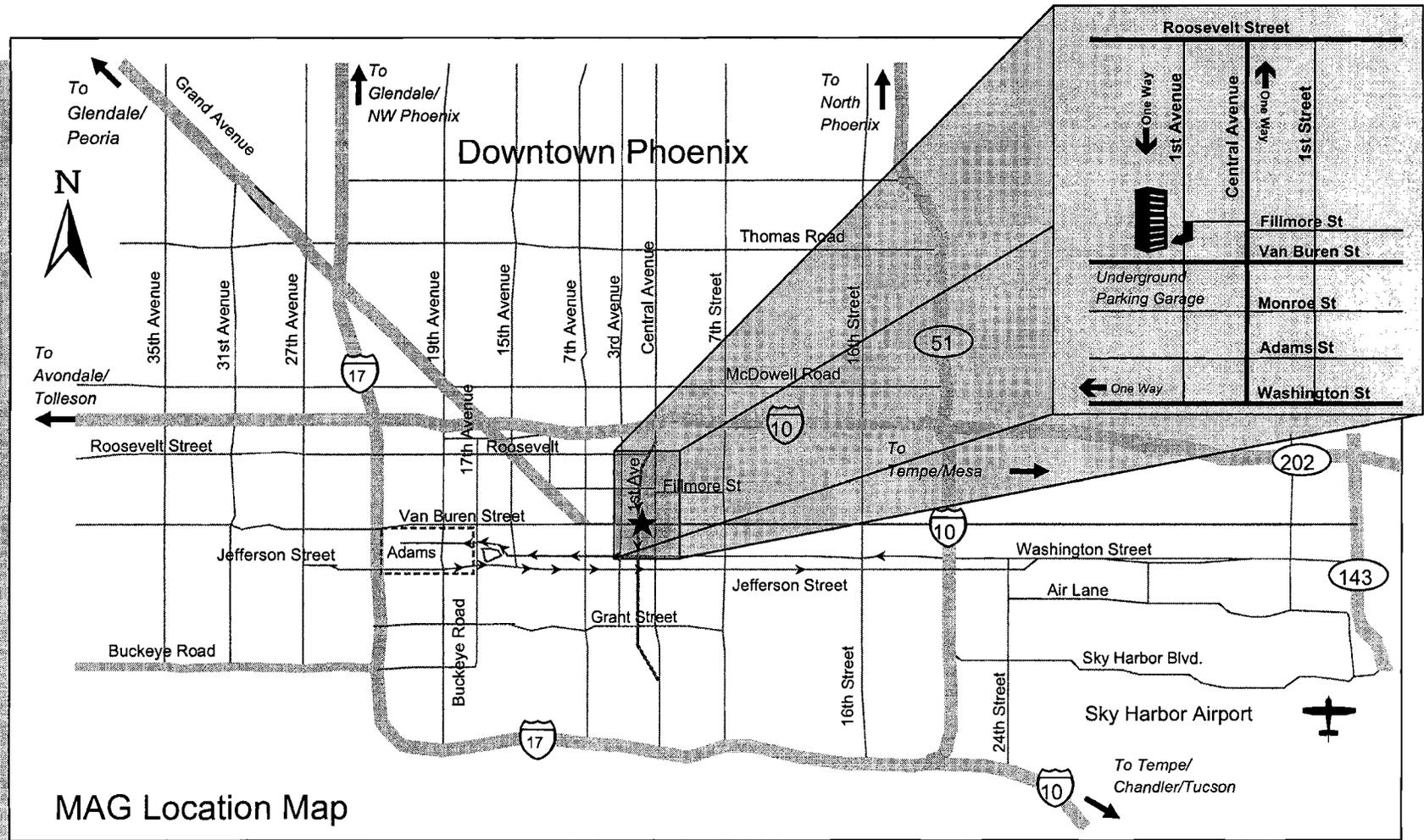
13. Information, discussion and possible action.

upgrade of the Gilbert Police Department phone system in the amount of \$330,000 was a scheduled FY 2011 project. Due to the equipment reaching the end of its life, the upgrade is being requested to be moved to FY 2010.

14. Topic Suggestions

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

14. Information and discussion.



MAG Location Map

Maricopa Association of Governments  
 302 North 1st Avenue, Suite 300, Phoenix, Arizona 85003  
 Phone (602) 254-6300, FAX (602) 254-6490

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
Chandler Police Department  
Chandler, Arizona  
April 16, 2009

MEMBERS ATTENDING

Vicky Scott, Peoria, Chairperson	* Darren Shortey for Curtis Thomas, Salt River
Lisa Eminhizer for Kathy Jeter, Apache Junction	Pima-Maricopa Indian Community
Mark Gorla, Avondale	Patrick Cutts, Scottsdale
Velma Washington, Buckeye	Carol Campbell, Surprise
Vicki Szczepkowski, Chandler	Karen Allen, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	Naomi Sloan for Toni Rogers, Tolleson
Janet Laird, Gilbert	* Ed Syzponik, Wickenburg
Loretta Hadlock, Glendale	+ Michelle Potts, ASU
Chris Nadeau, Goodyear	*+Barbara Jaeger, ADOA
Darin Douglass, Mesa	*+Nicole Ankenman, Capitol Police
Jesse Locksa, Maricopa County	+ Debbie Henry, DPS
Jim Tortora, Paradise Valley	*+David Demers Luke AFB
Jason Stokes, Phoenix	+ Louise Smith, Phoenix
	+ Mike Kalember for Ellen Anderson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Maria Hall, ADOA	Magdalena Castelamare, Buckeye
Mike Benjamin, MR911	Liz Graeber, MR911
William Boyd, MR911	Bob Bobbett, Qwest
Nate Nguyen, MR911	Angela Beatty, MR911
Wade Sanstra, Positron	Dave Eaton, MR911
Brian Tobin, Positron	

1. Call to Order and Introductions

The meeting was called to order by Chairperson Vicky Scott, Peoria Police Department, at 9:06 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the January 15, 2009 PSAP Managers Meeting Minutes

Upon a motion by Chris Nadeau and a second by Loretta Hadlock, the minutes of the January 15, 2009 meeting were approved.

4. MSAG/GIS/Mapping

Dave Eaton provided a GIS update. Mr. Eaton stated that he posted a GIS update in mid March. He also talked about CENS data. He said the data source for Mapped ALI and the CENS data is the same. There will be an updated notification layer next week that will include schools and health care facilities. Mr. Eaton is working on a layer for CENS to identify locations with multiple telephone numbers. He asked for feedback and ideas for additional CENS layers. His staff continues to work on the ALI errors encountered during the process of Geocoding addresses. He received a new ALI Data Extract last week and will compare it with old one. There was a question from the floor about CENS. Can the park name label on the map be changed because it is too busy on the map? Mr. Eaton responded that he could fix that problem. Mr. Eaton also addressed the issue of using the GIS map to determine boundary jurisdictions. He stressed not to rely only on the ESN color because it can be deceiving if you are not zoomed in close enough to see the boundary. It is best to use the identify tool to click on the ESN to determine the correct ESN jurisdiction information when near a boundary.

5. Maricopa Region 911 Tech Team

Mike Benjamin provided an update on maintenance of the 911 equipment. He said the 911 technical team's focus is on day to day maintenance functions and ongoing deployment of CENS machines. The team is also putting more focus on improving the management of PSAP resources and centralized services. For example, patches, fixes, backups, preventive maintenance, software contracts, and disaster and failure recovery. Mr. Benjamin talked about the dual live project for the Phoenix Police Department. He stated that Phoenix has assigned a project manager from operations and that there are several entities involved in this project including a PBX vendor, Positron, City of Phoenix – Communications Operations, City of Phoenix – Information Technology, Qwest, and MR911 resources.

William Boyd gave a report on current technical projects. Mr. Boyd stated Goodyear Police Department went from a Lifeline to Viper system on March 11, 2009. Buckeye Police Department is scheduled to receive two additional positions in May. Peoria Police Department will be replacing their Lifeline and adding four additional positions in June. Surprise Police Department is scheduled to receive two additional positions but no date has been set yet.

Nate Nguyen gave a report on the Maricopa Region 911 case activity. He provided a hand out of quarterly PSAP dispatch activity. He stated the total number of cases was 383 with 342 resolved as of today. He advised he is waiting for Positron regarding the Queue Display issue but they currently don't have a fix. Mr. Nguyen created a Queue button to help alleviate

the problem in the meantime. He reported there have been many hard drive failures, but few had major problems that were due to software. Hot fixes were applied to Viper sites.

Liz Graeber commended Nate Nguyen and Mike Benjamin's team for doing a tremendous amount of work to keep PSAPs up and running.

6. Maricopa Region Wireless 911 Project

Dave Eaton reported on a recent VOIP issue that was causing ALI problems. He stated the selective router was not translating correctly. It was sending the class of service in a field the selective router wasn't looking at. It was presenting calls as phase II and that problem has been resolved with a change to the selective router.

7. Community Emergency Notification System

Liz Graeber played the CENS video that was recently completed by MAG. The video will be released in a month after approval by the 911 Oversight Committee.

Ms. Graeber addressed the group regarding CENS. She stated the best defense is to have the PSAPs practice using CENS. The more you play with it the easier it will be. Ms. Graeber informed everyone to always use the PSAP three digit identifier when doing a launch and to use the email feature for reports because information is lost after 90 days.

8. Arizona Department of Administration Report and State Wireless Update

Maria Hall gave the report on behalf of Barbara Jaeger. Ms. Hall advised the last wireless carrier is being tested in Page and then they will be complete for phase 2 wireless. There is a project kickoff meeting on April 30, 2009 for Yavapai County. Cochise County mapping equipment is being installed. Final installation is scheduled for June and ready for service letters will be sent out. Ms. Hall reported they are conducting final reviews for mapping equipment in Mohave County. She said they are also working on two areas for enhanced 911, south Gila County and Greenlee County. Gila County's MSAG will be ready for review and they are in the process of scheduling kickoff meetings for both counties. Hopefully both will be fully enhanced with ANI/ALI by the end of the 2009 calendar year. Ms. Hall stated they are installing an enterprise network for Yavapai County to improve their mapping capabilities.

9. Legislative Update

Ms. Graeber reported there is a new bill #1048 being presented that will change the administrative percentage from three to five percent. The problem is the senate is not listening to any bills until the budget is balanced. Ms. Graeber stated she is in the process of working with intergovernmental representatives regarding talking with state legislators to emphasize the importance of GIS personnel for mapping of wireless 911 calls and keeping cell tower information updated. Last year, the same bill died on the floor -- not because anyone opposed it, but it was a victim of a standoff between legislators. The legislature will

take a tour of Phoenix Fire. The tour will include a 911 presentation and tour of the alarm room. Hopefully, they will see the light and importance of this bill and push it through.

Ms. Graeber discussed the issue of legislation for changing the requirement of having a database behind a PBX. She stated it is possible to solicit support for a bill next year, but she stressed the number one priority this year for legislation is to secure funding for 911.

Ms. Graeber asked the group for their thoughts. Karen Allen asked if NENA has a standard.

Ms. Allen also suggested legislation for not having “9” as dial out to decrease the number of people dialing 911 in error.

Liz Graeber addressed the issue regarding the FCC asking state 911 agencies nationwide where money was spent for 911. It is just at a survey stage now. Ms. Graeber expressed concern about the survey. She stated that she liked the idea of money being protected but doesn’t want to pay a price for money being swept from the fund. In some cases, 911 funds can’t be collected if fund is swept. Ms. Graeber said Barbara Jaeger, who was not in attendance, would be able to provide more detail on this matter.

10. Qwest 911 Account Team Report

Bob Bobett advised there was nothing new to report.

11. Positron Account Team Report

Tom Nudo, Service Area Manager, could not make it due to illness. Brian Tobin reported Positron created a new coordinator position to oversee escalated tickets and they are also doing daily reviews of service area management. They will be opening another help desk in Longmont, Colorado, at the Intrado office. Mr. Tobin talked about new MIS software and current projects in Goodyear, Buckeye, and Peoria.

Liz Graeber asked where the new position falls in the food chain and who they report to. Brian Tobin said he did not have that information yet.

12. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics. No suggestions were given.

Next meeting is scheduled for July 16, 2009 at 9:00 a.m. The meeting will be held at:

**Maricopa Association of Governments  
302 N. 1<sup>st</sup> Avenue, Saguaro Room  
Phoenix, AZ**

The meeting was adjourned at 10:06 a.m.

## MAG FY2011-2015 PSAP Equipment Program

	FY2011	FY2012	FY2013	FY2014	FY2015
Apache Junction PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
ASU PD	No response received				
Avondale PD	Logging recorder	3 positions	Nothing noted	Nothing noted	Nothing noted
Buckeye PD	Nothing noted	PSAP Move	2 positions	Nothing noted	Nothing noted
Capitol PD	No response received				
Chandler PD	PSAP Move	PSAP Move	Nothing noted	Nothing noted	Logging recorder
DPS	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Ft. McDowell	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Gilbert PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Glendale PD	Logging recorder	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Goodyear PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Logging recorder, 2 positions, PSAP move
Luke AFB	No response received				
MCSO	8 Positions/logging recorder, PSAP move	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Mesa PD	Logging recorder	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Paradise Valley PD	Nothing noted	Logging recorder	Nothing noted	Nothing noted	Nothing noted
Peoria PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Phoenix Fire	Nothing noted	18 positions / logging recorder	Nothing noted	Nothing noted	Nothing noted
Phoenix PD	Nothing noted	Nothing noted	Logging recorder	Nothing noted	Nothing noted
Rural Metro PD	PSAP Move	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Salt River PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	1 position
Scottsdale PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Logging recorder
Surprise PD	Nothing noted	Nothing noted	1 position	Nothing noted	Nothing noted
Tempe PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Tolleson PD	Logging recorder, PSAP Move	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Wickenburg PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted

## MAG FY 2011 PSAP ANNUAL ELEMENT/FUNDING REQUEST

SYSTEM IDENTIFICATION: Maricopa County 9-1-1 (33320)  
 AGENCY SUBMITTING: Phoenix Fire Department  
 ADDRESS: 150 S. 12th St., Phoenix, AZ 85034

CONTACT: Liz Graeber  
 TELEPHONE #: (602) 534-9775  
 DATE: 9-Jul-09

Fiscal Year	2010						2011					
TOTAL	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
<b>Wireline</b>												
Maintenance:												
\$1,340,100	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675
911 Monthly Service:												
\$4,704,480	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040	\$392,040
Customer Premise Equipment												
\$2,369,000	\$50,000	\$250,000	\$30,000	\$30,000	\$1,139,000	\$35,000	\$375,000	\$250,000	\$210,000			
Special Projects/Misc maintenance												
\$551,016	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918
<b>Wireless</b>												
Maintenance:												
\$0												
911 Monthly Service:												
\$3,244,800	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400	\$270,400
Addressing/Mapping/GIS												
\$20,000	\$20,000											
Customer Premise Equipment												
\$0												
Special Projects												
\$0												
<b>FY TOTALS</b>												
\$12,229,396	\$890,033	\$1,070,033	\$850,033	\$850,033	\$1,959,033	\$855,033	\$1,195,033	\$1,070,033	\$1,030,033	\$820,033	\$820,033	\$820,033

**Equipment:**

	Upgrade peripherals	50,000
Apache Junction	Viper upgrade	\$250,000
Avondale	Logging recorder	\$30,000
Glendale	Logging recorder	\$30,000
MCSO	Upgrade, 8 Positions	\$1,139,000
Mesa	Logging recorder	\$35,000
Rural Metro	Viper upgrade	\$375,000
Salt River	Viper upgrade	\$250,000
Tolleson	Viper upgrade and logging recorder	\$210,000

Equipment figures are only estimates - will have preliminary quote from Qwest before submitting to ADOA

**\$2,369,000 Total**

## Avondale Police Department

11485 W. Civic Center Dr.  
Avondale, AZ 85323

July 6, 2009

Liz Graeber

Dear Liz:

This is in regards to the justification for the Avondale Police Department logging recorder for the 2011 budget year. The current logging recorder is approximately 5years old and has a capacity of 24 recorded channels and associated site licenses from Goserco. It is anticipated with growth of the City of Avondale and expansion of our Communication area that additional that additional channels and updated technology will be required in 2011. The estimated cost for this upgrade is \$20,000.00

Sincerely,



Lt. Mark Gorla

Avondale PD Communications Manager



*a memorandum from the*

# **Glendale Police Department**

*Integrity • Courage • Excellence • Respect • Compassion • Dedication*

DATE: June 4, 2009  
TO: Liz Graeber, Maricopa Region 9-1-1 Administrator  
FROM: Loretta Hadlock, Police Operations Manager  
SUBJECT: Budget Request

## **REQUEST**

The Glendale Police Department Center is requesting funding to purchase one Logging Recorder in FY 2010/2011.

## **JUSTIFICATION**

The Glendale Police Departments current Logging Recorder was purchased and installed in September 2004. During this time, the City has continued to grow utilizing the logging recorder more and more each day. The upgrade for the Logging Recorder is simply due to the increasing age of the equipment and continuous daily use with all phone stations being recorded and the numerous additional requests for phone recordings from citizens, attorney's, law enforcement and others. The lifetime for this type of equipment for quality recordings is 5 years.

The estimate is \$78,000. Thank you in advance for your consideration



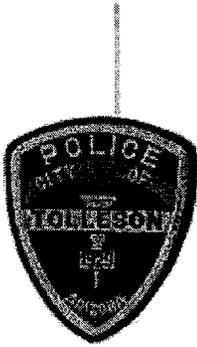
MESA POLICE DEPARTMENT  
INTEROFFICE MEMO



TO: Liz Graeber, Maricopa Region 911 Services  
FROM: Darin Douglass, PSAP Manager, Mesa Police  
DATE: 6/3/09  
SUBJ: 911 Budget – 2011-2015

Mesa Police is requesting consideration of partial reimbursement for the purchase of a new logging recorder system. Mesa's current logging recorder has been in place since April 2004. The current recorders, ASC Marathon Evolution recorders, are aging, limited in expandability, and parts for repair are becoming scarce. Modernizing these recorders has been estimated to cost two to three times the cost of a new recording system.

Mesa Police anticipates the purchase of a new logging recorder in the fall of 2009. Anticipated cost is \$200,000, with 120 channels of recording capacity.



## **Tolleson Police Memorandum**

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**To:** Liz Graeber, Maricopa Region 911 Administrator  
**From:** Tonia Rogers, Support Services Supervisor  
**Date:** July 2, 2009  
**Re:** Budget Request

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The Tolleson Police Department is requesting funding to purchase one logging recorder in fiscal year 2010 – 2011.

The Tolleson Police Department is scheduled to begin construction on a new Police facility in September 2009, with construction time frame of 12 – 16 months. The new Police facility will necessitate an upgrade in our current telephone system from an analog to a digital system and a subsequent upgrade of the logging recorder.

Our current logging recorder was purchased in August 2006 with the lifespan of this type of equipment being approximately five years. The upgrade and replacement request for fiscal year 2010 – 2011 falls in line with the equipment replacement dates as well.

The purchase of the voice logger will be done from the approved list of vendors on the State of Arizona contract. If you need any additional information, please contact me.

Thank you for your consideration.

Angela Beatty  
Phoenix Fire Department  
302 N 1<sup>st</sup> Avenue., Suite 300  
Phoenix, AZ 85003  
May 20, 2009

Dear Angela,

In March of this year the Buckeye Police Department purchased a new voice logger.

Our old recorder, a Teac LA2000, was installed in November 2002 by Goserco, Inc. Goserco provided support for this unit, but spare parts were difficult to find and the ability to support this unit into the future was no longer possible. Further, the functionality of that system was not meeting operational needs. There was no ability to dynamically access recorded audio from the dispatch positions. Also, we had only thirty (30) minutes of 9-1-1 voice traffic captured for instant recall on the Positron equipment.

Due to these issues, as well as others, there was a need to replace this equipment immediately. We purchased a 32 channel logger recorder at a cost of \$30,121.66. Of these, 5 channels are utilized for recording 9-1-1 calls.

We are requesting partial reimbursement of this cost.

Thank you in advance for your consideration.

Sincerely,

**Original Signed**

Velma Washington  
Communications Manager  
Buckeye Police Department

PURCHASE ORDER  
TOWN OF BUCKEYE

1101 E. ASH AVENUE  
BUCKEYE AZ 85326

PHONE: 623.349-6000

THIS PURCHASE ORDER #  
MUST BE ON ALL INVOICES  
OR RELATED PAPERWORK.

# 9854

PURCHASE ORDER DATE: 03/03/2009

ISSUED TO: GOSERCO, INC.  
4566 EAST INVERNESS AVENUE  
SUITE 201  
MESA AZ 85206

SHIP TO: POLICE DEPARTMENT  
100 N. APACHE ROAD STE D  
BUCKEYE AZ 85326

Contract Number: State AD040505

SHIPPING: FOB DESTINATION

CONTACT: HNORA

Requisition No. 0

Department POLICE

QUANTITY	PART NUMBER	
1		0,121.66
<u>DESCRIPTION</u>		<u>GLACCOU</u>
32 CHANNEL VOICE LOGGING MACHINE WITH A TWO (2) YEAR WARRANTY (ITEM IS C89-170-0003. 0011 & 03161		<u>NT</u> 102-50-643
<u>UNIT PRICE</u> 30,121.6600		

..

TOTAL

30,121.66

Freight/Mise

TOTAL

3

tax.

PURCHASING AGENT

CONSTRUCTION &  
PROCUREMENT MANAGER

Plus applicable sales

Manager's signature approval certifies that the amount shown above is required to meet a contract, agreement, obligation or expense of the Town, and has been lawfully appropriated, authorized, or directed for such purpose.

RECEIVING: (attach a copy of this P.O. to packing documents, sign/date and forward to NP)

All quantities, items, materials or services have been received, as ordered, and In good condition. Exceptions must be clearly marked "do not pay" on each appropriate line on the face of this purchase order. Exceptions will not be paid until cleared by the department Wi-dditional receiving documents.

~~~~t~~~~: 0, ~ \_\_\_\_\_ 4vt;V~ \_\_\_\_\_ Date: \_\_\_\_\_

.L/!~fj, f, 0~1 \_\_\_\_\_

Signature verifies receipt and authorizes this receiving package for payment as submitted (sign legibly).



Ave #201 Mesa, AZ 85206  
 480-964-8911 Metro Phoenix Area  
 800-285-0108 Toll Free 480-964-  
 8912 Fax [www.goserco.com](http://www.goserco.com)

# Sales Invoice

ate 3/11/2009

6092

4566 E. Inverness

Invoice /I

Bill To

BUCKEYE POLICE DEPARTMENT  
 1101 East Ash Ave,  
 Buckeye, AZ 85326  
 Accounts Payable

Ship To

BUCKEYE POLICE DEPARTMENT  
**100 North Apache Road**  
 Buckeye, AZ 85326  
**Velma Washington**

| P,O, Number | Terms          | Ship Date | Due Dale  | Ship Via | F.O.B, |
|-------------|----------------|-----------|-----------|----------|--------|
| 9854        | Due on receipt | 4/11/2009 | 3/11/2009 | Service  | Mesa   |

| Quantity | Item Code      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Rate     | Amount     |
|----------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------|
| 1        | C89- t 70-3003 | ARIZONA STATE CONTRACT 1/ AD040505<br>Audiolog Max-Pro, with 3X Hot-Swap 250GB 7200RPM<br><b>SATA Hard Drives (RAIDS 500GB total storage), Pentium4,<br/>           Windows XP Pro, MSDE, 4 avajlable PCI slots for record<br/>           boards with the following software included:</b><br><br><b>Audiolog Version 4 system license</b><br><br><b>2 seat licenses for Audiolog Remote Player Client (ALRC)</b><br><br><b>2 seat licenses for Audiolog Instant Recall Plus Client<br/>           (ALIR)</b><br><br><b>I seat license for Audiolog 4<sup>M</sup>Channel Player Client<br/>           (ALMCP4CLFITD)</b><br><br><b>2 concurrent licenses for Audiolog Interaction Review (AIR)</b> | 8,617.00 | 8,617,00T  |
| 5        | LRX-30A        | <b>Audiolog Management Console Server and Client licenses</b><br><b>Amplified telephone handset coupler for all digital logging<br/>           recorder systems,</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 60.00    | 300,00T    |
| 2        | C89-170-00 II  | <b>16-Channel Analog Card with 16 Channel Licenses</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 9,209.00 | 18,418,00T |

FederalID 86-0741513

**Sales Tax (8.05%)**

**Total**

**Payments/Credits**

**Balance Due**



85206  
 480-964-8911 Metro Phoenix Area  
 800-285-0108 Tal! Free 480-964-  
 8912 Fax [www.goserco.com](http://www.goserco.com)

# Sales Invoice

Invoice # 6092  
 Date 3/11/2009

4566 E. Inverness  
 Ave #201 Mesa, AZ

Invoice #

**Bill To**

BUCKEYE POLICE DEPARTMENT  
 1101 East Ash Ave.  
 Buckeye, AZ 85326  
 Accounts Payable

**Ship To**

BUCKEYE POLICE DEPARTMENT  
 100 North Apache Road  
 Buckeye, AZ 85326  
 Velma Washington

| P.O. Number | Terms          | Ship Date | Due Date  | Ship Via | F.O.B. |
|-------------|----------------|-----------|-----------|----------|--------|
| 9854        | Due on receipt | 4/11/2009 | 3/11/2009 | Service  | Mesa   |

| Quantity | Item Code         | Description                                                                                                                                                                                                                                                                                                                                                                                 | Rate      | Amount      |
|----------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------|
| 1        | C89- t 70-03 t 6  | Public Safety Client SofIwam Bundle; includes the following licenses:<br>• Site License for Audialog 4-Channel Playback CUell1<br>• Site License for Instant Recall Plus Client<br>• Site License for Audialog Remote Monitoring Client<br>• AudioJog 4-Channel Playback<br>1 Seat License for Audialog 16-Channel Playback Client<br>1 Seat License for AudioJog Management Console Client | 999.00    | 999.00T     |
| 1        | KEY/MOS/MON       | 17 Flat panel display with speakers, includes keyboard mouse                                                                                                                                                                                                                                                                                                                                | 500.00    | 500.00T     |
| 1        | PROFESSIONAL S    | Professional Services: includes installation services, training and all project management. See Statement of Work for details,                                                                                                                                                                                                                                                              | 3,500.00  | 3,500.00    |
|          | TRADE-INrrRAD ... | Less VERINT Trade-inrrrade-up program. Customer will be allowed to keep their existing recorder until it is no longer needed for playback.                                                                                                                                                                                                                                                  | -6,000.00 | -6,000.001' |
|          | DISCOUNT          | Less state contract discount.                                                                                                                                                                                                                                                                                                                                                               | -4,534.00 | -           |
| 2        | Gold EWP          | Gold Level EWP contract. See attached contract for terms and conditions, .. "Payment must be received in GOSERCO, Inc.'s Mesa office by the 15th of the month following the expiration date of the contract. If payment is not received by the 15th then any ...                                                                                                                            | 3,400.00  | 6,800.00    |

FederalID 86-0741513

**Sales Tax (8.05%)**

**Total**

**Payments/Credits**

Page 2

**Balance Due**





# WICKENBURG POLICE DEPARTMENT

Chief of Police  
A.E. Melendez

155 N. Tegner, Suite C • Wickenburg, Arizona 85390 • Telephone (928) 684-5411  
Phoenix Line (602) 506-1523 • FAX (928) 684-7934

June 22, 2009

To: Liz Graeber

From: Ed Syzponik

RE: Logging Recorder

The Wickenburg Police Department will be purchasing a new logging recorder within the next few months to replace our present recorder due to the fact we can no longer get parts for it and it is outdated (8 years old). If this item could be put in the present budget I would be grateful. Enclosed are letters concerning the future of our current recorder.

Thank you,

Ed Syzponik  
Wickenburg Police Department  
Communications Supervisor



4566 E. Inverness Ave. #201  
 Mesa, AZ 85206  
 480-964-8911  
 800-285-0108

### Sales Quote

| DATE       | QUOTE # |
|------------|---------|
| 12/19/2008 | 4120    |

|                                                                                                  |
|--------------------------------------------------------------------------------------------------|
| <b>QUOTED TO:</b>                                                                                |
| Wickenburg Police Dept<br>155 North Tegner St.<br>Suite C<br>Wickenburg, AZ 85390<br>Ed Syzponik |

|                                                                                                  |
|--------------------------------------------------------------------------------------------------|
| <b>QUOTED TO:</b>                                                                                |
| Wickenburg Police Dept<br>155 North Tegner St.<br>Suite C<br>Wickenburg, AZ 85390<br>Ed Syzponik |

| QUOTE GOOD FOR: | FOB      | PROJECT | Sales Rep |
|-----------------|----------|---------|-----------|
| 90 days         | Mesa, AZ |         | DC        |

| ITEM                  | DESCRIPTION                                                                                                                                                                                     | QTY | TOTAL                     |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------|
|                       | ARIZONA STATE CONTRACT # ADM0505                                                                                                                                                                |     |                           |
| VR-725                | Eventide VR-725 ATLAS digital voice logging recorder w/ single 9.4GB DVD combo drive, dual 250GB 41,250-ch hour drives RAID1, dual hot-swappable power supplies and blank front panel.          | 1   | 6,996.00T                 |
| 105183-016            | 16-ch. analog record board.                                                                                                                                                                     | 1   | 3,600.00T                 |
| 105183P-024           | 24-ch. Digital PBX Telephone Station Direct Record Card. Allows direct digital phone extension recording. *NOTE* Recorder must be placed within 80 feet of the telephone extension punch downs. | 1   | 8,309.00T                 |
| 105183P-008           | 8-ch. Digital PBX Telephone Station Direct Record Card. Allows direct digital phone extension recording. *NOTE* Recorder must be placed within 80 feet of the telephone extension punch downs.  | 1   | 3,897.00T                 |
| 271007                | Eventide MediaWorks client software for Windows 2000/XP. Up to 8 PC's may have the client software loaded on them.                                                                              | 1   | 995.00T                   |
| 105213HS-2501         | Upgrade to hot-swap RAID1 250GB ready for plug in expansion to RAID5 - 41,250 channel hours                                                                                                     | 1   | 1,360.00T                 |
| 105208-001            | Front panel mounted 7" active matrix touch screen control module for a VR-725.                                                                                                                  | 1   | 1,101.00T                 |
| Professional Services | Professional Services: includes installation services, training and all project management. See Statement of Work for details.                                                                  | 1   | 3,000.00                  |
| UPS                   | UPS for the above quoted system                                                                                                                                                                 |     | 300.00T                   |
| SEIKO LABEL PRINTER   | Seiko SG2 Label Printer for use with VR Series. SLP 410                                                                                                                                         |     | 325.00T                   |
| TRADE IN- EVENTIDE    | Trade in of Eventide voice logging recorder.                                                                                                                                                    |     | -1,500.00                 |
| <b>Subtotal</b>       |                                                                                                                                                                                                 |     | <b>\$28,383.00</b>        |
| Hello Ed              |                                                                                                                                                                                                 |     | <b>(8.05%) \$2,055.46</b> |
| <b>TOTAL</b>          |                                                                                                                                                                                                 |     | <b>\$30,438.46</b>        |

# Eventide®

September 14, 2007

Dear Customer and Dealer:

This letter confirms to your company that Eventide is discontinuing the manufacture of the VR320 Digital Logging Recorder. The last time buy for this product and spare parts for this product is December 15th 2008 and the last time shipment for this product is December 30th 2008.

Any return claims must be made under Eventide's current Return Material Authorization ("RMA") procedures. The applicable warranty period for making any return claims for discontinued products subject to this notice will be no later than twelve (12) months following delivery of the discontinued products. Eventide will accept all valid discontinued product warranty claims as replacement if the VR320 Digital Logging Recorder and spare parts can still be delivered from Eventide's remaining inventory.

As part of Eventide's ongoing effort to ensure the highest levels of customer support, we encourage you to begin a migration plan as soon as possible to the Atlas VR725 Advanced Technology Logging and Archiving System, which is our suggested replacement product.

On behalf of Eventide, we appreciate your understanding. We stand ready to assist you in placing your final orders or in providing any product information you require to make this a smooth transition. If you have any questions, please feel free to contact us.

Sincerely,

Jason Beck  
President

Wickenburg PD Call Recording System

**Subject:** Wickenburg PD Call Recording System

**From:** "Daryl" <daryl@goserco.com>

**Date:** Thu, 21 Aug 2008 11:10:21 -0700

**To:** <eds@ci.wickenburg.az.us>

Hello Ed:

Nice to chat with you this morning! My name is Daryl Collier and I am with Goserco, Inc the provider of your call recording equipment. I take care of all our Public Safety needs.

In reviewing your client record I see that Wickenburg P.D. is still using a Verint 320 for call recording—a machine that is out-dated –not Next Gen 911 ready and unfortunately, one we can no longer order parts for. Usually the life of a recording system is about 5 years, Wickenburg's is 7!

It would be my pleasure to come out and visit with you to do a demo for you and your team on some progressive equipment that would best fit your needs and budget.

We will be in the Wickenburg area sometime on Tuesday September 9<sup>th</sup>. Would anytime around 11:00 A.M. work for you??

Also, I am attaching information on Next Gen 911 and a list of PSAP references for your review.

My best and look forward to hearing from you,

Daryl Collier

Account Manager  
Public Safety Division  
Goserco, Inc  
[www.goserco.com](http://www.goserco.com)  
Office: 480.964.8911 x 117  
800.285.0108 x 117  
Fax: 480.964.8912  
4566 E Inverness Avenue. Ste 201  
Mesa, AZ 85206  
[daryl@goserco.com](mailto:daryl@goserco.com)  
[tech.support@goserco.com](mailto:tech.support@goserco.com)

No virus found in this incoming message.

Checked by AVG - <http://www.avg.com>

Version: 8.0.138 / Virus Database: 270.6.6/1627 - Release Date: 8/22/2008 6:48 AM