

August 16, 2018

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

FROM: John Locklin, Mesa Fire Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Wednesday, August 22, 2018 – **2:00 p.m.**  
MAG Office, Suite 200 – Ironwood Room  
302 North 1<sup>st</sup> Avenue, Phoenix

A meeting of the MAG 9-1-1 Oversight Team has been scheduled for the time and place noted above. Members of the Oversight Team 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 Oversight Team meeting 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.

## TENTATIVE AGENDA

### 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 the March 7, 2018, Meeting Minutes

4. MAG FY2020 PSAP Annual Element/Funding Request and FY2020-2024 Equipment Program

MAG FY2020 PSAP Annual Element/Funding Request and FY2020-2024 Equipment Program. The committee will be asked to review and recommend for approval the MAG FY2020 PSAP Annual Element/Funding Request and FY2020-2024 Equipment Program. 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 March 7, 2018, meeting.

4. Information, discussion and possible action to recommend approval of the MAG FY2020 PSAP Annual Element/Funding Request and FY2020-2024 Equipment Program.

- |   |                                   |
|---|-----------------------------------|
| 5. <u>MSAG/GIS/Mapping</u><br><br>A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.  | 5.    Information and discussion. |
| 6. <u>Text to 9-1-1 Report</u><br><br>An update on the Text to 9-1-1 System will be provided.   | 6.    Information and discussion. |
| 7. <u>Request for Future Agenda Items</u><br><br>Topics or issues of interest that the Management Committee would like to have considered for discussion at a future meeting will be requested.<br><br><u>Adjournment</u> | 7.    Information and discussion. |

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING  
March 7, 2018  
MAG Office Building, Cottonwood Room  
Phoenix, Arizona

MEMBERS ATTENDING

John Locklin, Mesa Fire Department, Chair	Jesse Cooper, Phoenix Police Department
Jeff McMenemy, Glendale Fire Department, Vice Chair	* Tom Melton, Scottsdale Police Department
Pat Lopez, Maricopa County Sheriff's Office	# Patrick Cutts for Brenda Buren, Tempe Police Department
# Roy Minter, Peoria Police Department	George Good, Tolleson Fire Department
Scott Walker, Phoenix Fire Department	

\* Those members neither present nor represented by proxy.  
# Attended by telephone conference call.                      + Attended by videoconference call.

OTHERS PRESENT

Mike Benjamin, MR 9-1-1	Michelle Potts, Chandler Police, MAG PSAP
Valerie Day, MAG	Managers Group Chair
Liz Graeber, MR 9-1-1 Administrator	Nathan Pryor, MAG
Barbara Jaeger, State 9-1-1 Administrator	

1.     Call to Order

The meeting of the MAG 9-1-1 Oversight Team was called to order by Chair John Locklin, Mesa Fire Department, at 2:30 p.m.

Chief Roy Minter and Mr. Patrick Cutts joined the meeting via teleconference.

Self introductions followed.

2.     Call to the Audience

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

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

3. Approval of the September 28, 2017, Meeting Minutes

Chief George Good moved to approve the minutes of the September 28, 2017, meeting. Mr. Jesse Cooper seconded, and the motion passed unanimously.

4. Text to 9-1-1 Regional Policies

Ms. Liz Graeber, Maricopa Region 9-1-1 Administrator, stated that proposed regional policies to guide Text to 9-1-1 was included in the agenda packet. Ms. Graeber stated that the draft policies were reviewed and recommended for approval on February 8, 2018, by the MAG Public Safety Answering Point (PSAP) Managers Group. She explained that the multi-agency Next Generation 9-1-1 Working Group, which included fire and law enforcement PSAPs, developed the draft Text-to-9-1-1 policies.

Ms. Graeber stated that Maricopa Region 9-1-1 conferred with agencies in other states about their text to 9-1-1 policies. She noted that having regionwide policies keep the text-to-9-1-1 service consistent throughout the region. Ms. Graeber noted that verbiage of messages can be customized by the PSAP. Ms. Graeber commented that handing off a text call is more complex than handing off a voice call and the regional policies provide guidance on this.

Mr. Nathan Pryor, MAG Government Relations Manager, stated that this item was on the agenda for potentially a recommendation to the Management Committee. He indicated that the Management Committee could make a recommendation to the Regional Council, who meets on March 28.

Chair Locklin asked for clarification that text to 9-1-1 would be handled like Phase 1 calls.

Ms. Graeber replied that was correct. The PSAP needs to get the location of the texter because text messages do not supply x/y coordinates provided by Phase 2. She added that the FCC has not yet mandated text to 9-1-1 provide this.

Chair Locklin asked about the limit of five rebids.

Ms. Graeber replied that this has more to do with the map display; there is no limit actually. She explained that the rebid would only occur if the texter is moving and would show the different cell towers that are receiving the texts.

Chair Locklin asked those on teleconference if they had questions. None were noted.

Chief George Good asked about translations to another language if the PSAP does not have bilingual personnel and no translations service on the application is available.

Ms. Graeber replied that the issue of translation services on the application not being available has been experienced in Texas and California. She indicated that PSAPs have translators, but there is a difference between verbal and written language and some PSAPs would not want to take the risk. Ms. Graeber stated that the language line services do not have text capabilities and professional translation services do not apply yet to text. She said that the vendor is working on Google Translate, but that

also has questions. Ms. Graeber stated that all major metro areas that have implemented text to 9-1-1 have emphasized that translation services are unavailable with the text to 9-1-1 application.

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

Mr. Jesse Cooper moved to recommend approval of the Text to 9-1-1 Policies for Maricopa Region 9-1-1. Assistant Chief Scott Walker seconded, and the motion passed unanimously.

5. Text-to-9-1-1 Implementation

Ms. Graeber stated that on March 1, 2018, they began turning up Text-to-9-1-1 at PSAPs whose carrier is Verizon. She reported that this includes Mesa, Phoenix Police, and the Maricopa County Sheriff's Office. Ms. Graeber stated that the PSAPs were very excited to see this new feature implemented.

Ms. Graeber stated that text to 9-1-1 is still in the testing phase. She indicated that beginning next week, they will turn on text to 9-1-1 at PSAPs whose carriers are AT&T and Sprint, with T-Mobile the third week of March. Ms. Graeber stated that additional testing will take place the end of March.

Mr. Cooper asked if someone sends a text message to a PSAP whose carrier is not on the list of those that have been implemented, will they get a bounceback.

Ms. Graeber replied people whose service is from a larger carrier will receive back a message telling them they need to make a voice call to 9-1-1 and that texting service is unavailable. Those whose service is from a smaller carrier will receive a bounceback, due to the FCC not yet mandating this feature.

Mr. Cooper asked for confirmation that the implementation of text to 9-1-1 is scheduled for April 2, 2018. Ms. Graeber replied that was correct.

Mr. Pryor stated that staff are currently planning a media event tentatively scheduled for 10:00 a.m. on April 2. He requested that members save the date on their calendars. Mr. Pryor stated that event details, such as location, are still being finalized. He said that the tagline will be "Call if you can, text if you can't." Mr. Pryor stated that staff are working with the hearing impaired community on their involvement in the testing and the media event. He said that he would provide more details next week and he added that they would like to have uniformed personnel at the event. Mr. Pryor stated that it might be similar to the press conference for the 30th Anniversary of Maricopa Region 9-1-1, which was a very successful event led by Scottsdale Mayor W.J. "Jim" Lane, who was MAG Regional Council Chair at the time.

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

Ms. Graeber provided an update on the Community Emergency Notification System (CENS)/Reverse 9-1-1 program. She said that there were 94 total activations in 2017, which is less than the record number activations in 2016. Ms. Graber stated that they are looking at upgrading to another platform,

which provides more flexibility and will lessen the chance of a hardware failure. She added that this upgrade will occur after the implementation of text to 9-1-1.

Chair Locklin asked members if they had questions.

Mr. Cooper asked if the CENS program was still funded by a grant from the Urban Areas Security Initiative (UASI).

Ms. Graeber replied yes, the UASI board has been very generous to fund CENS, which fits with their goal of a regional system. She indicated that the ability of both police and fire to activate the CENS makes it the type of regional system they are looking for.

7. Next Generation 9-1-1 Update

Ms. Graeber reported that they are in the process of upgrading the PSAPs for Next Generation 9-1-1. She said that funding was obtained for Avondale, Peoria, Gilbert, Arizona State University, and Fort McDowell to an Internet Protocol (IP)-based platform. Ms. Graeber stated that the upgrade to Fort McDowell has been completed, and Gilbert will be upgraded March 14, 2018. This will be followed by Peoria, then Avondale, and ASU after school is over for the year.

Ms. Graeber stated that funding for the Next Generation selective routers for the region was approved by the State. She said the routers will allow Maricopa Region 9-1-1 to upgrade to a Next Generation 9-1-1 platform and this strengthens the network.

8. Request for Future Agenda Items

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

No requests were noted.

9. Comments from the Committee

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

Mr. Cooper asked the status of the litigation by the hearing impaired community.

Mr. Pryor stated that a settlement has been filed, but a decision by the court is pending. He remarked that MAG is operating in a good faith effort to include the plaintiffs in the media event.

Adjournment

There being no further business, the meeting adjourned at 2:50 p.m.

# MAG FY 2020 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: 3-Aug-18

Calendar Year	2019						2020					
TOTAL	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June

<b>Wireline</b>												
Maintenance:												
\$1,800,996	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083	\$150,083

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

Customer Premise Equipment												
\$3,421,008	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084	\$285,084

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

<b>Wireless</b>												
Maintenance:												
\$566,496	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208	\$47,208

911 Monthly Service:												
\$1,347,084	\$112,917	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197	\$112,197

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

NG911												
\$1,200,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000

<b>FY TOTALS</b>												
\$12,189,584	\$1,023,792	\$1,012,072	\$1,012,072	\$1,023,072	\$1,012,072	\$1,012,072	\$1,023,072	\$1,012,072	\$1,012,072	\$1,023,072	\$1,012,072	\$1,012,072

<b>Equipment:</b>												
Upgrade Peripherals												\$50,000
Mesa	911 System Upgrade											\$1,000,000
Paradise Valley	911 System Upgrade											\$165,000
Surprise	911 System Upgrade											\$350,000
ASU	1 Position											\$30,000
Avondale	Logging Recorder											\$100,000
Mesa PD	4 Positions											\$100,000
Paradise Valley	1 Position											\$30,000
Peoria	Logging Recorder											\$100,000
Phoenix Fire	Logging Recorder											\$100,000
Tolleson	1 Position											\$30,000
Apache Junction FY19	911 System Upgrade											\$207,000
Buckeye FY19	911 System Upgrade											\$217,000
Chandler FY19	911 System Upgrade											\$400,000
Salt River FY19	911 System Upgrade											\$220,000
Tolleson FY19	911 System Upgrade											\$157,000
Wickenburg FY19	911 System Upgrade											\$165,000
Equipment Total											\$3,421,000	

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

## MAG FY2018-2022 PSAP Equipment Program

	FY2020	FY2021	FY2022	FY2023	FY2024
Apache Junction PD					
ASU PD	1 Position	No Requests	No Requests	No Requests	No Requests
Avondale PD	Logging recorder	Remodel	2 Positions	No Requests	No Requests
Buckeye PD	PSAP Move	No Requests	No Requests	No Requests	No Requests
Chandler PD	No Requests	No Requests	No Requests	No Requests	No Requests
Ft. McDowell	No Requests	No Requests	No Requests	No Requests	No Requests
Gilbert PD	Remodel	Logging Recorder, 6 Positions	No Requests	No Requests	No Requests
Glendale PD	No Requests	Logging Recorder	No Requests	No Requests	No Requests
Goodyear PD	No Requests	No Requests	Logging recorder, 1 Positions	No Requests	No Requests
Luke AFB	No Requests	No Requests	No Requests	No Requests	No Requests
MCSO	No Requests	Logging Recorder,	No Requests	No Requests	No Requests
Mesa Fire	No Requests	2 Positions	2 Positions	2 Positions	2 Positions
Mesa PD	4 Positions	Logging Recorder	No Requests	No Requests	No Requests
Paradise Valley PD	1 Position, Remodel	No Requests	No Requests	No Requests	No Requests
Peoria PD	Logging recorder	No Requests	No Requests	No Requests	No Requests
Phoenix Fire	Logging recorder	3 Positions	3 Positions	3 Positions	3 Positions
Phoenix PD	No Requests	No Requests	No Requests	No Requests	No Requests
Rural Metro PD					
Salt River PD	No Requests	No Requests	No Requests	Logging recorder, PSAP Move	No Requests
Scottsdale PD	No Requests	No Requests	No Requests	No Requests	No Requests
Surprise PD	No Requests	No Requests	No Requests	No Requests	No Requests
Tempe PD	No Requests	No Requests	No Requests	No Requests	Remodel
Tolleson PD	1 Position	No Requests	No Requests	No Requests	No Requests
Wickenburg PD	PSAP Move	No Requests	No Requests	No Requests	No Requests

**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 1

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

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

PSAP Remodel 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 \_\_\_\_\_

PSAP Remodel 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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Patricia Pryce

Phone #: 480-965-2599

Fax #: 480-727-7345

Date: June 7, 2018

**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



June 19, 2017

Liz Graeber  
Phoenix Fire Department – Regional 911 Services  
150 S. 12<sup>th</sup> St.  
Phoenix, AZ 85034

Ms. Graeber,

The Arizona State University Police Department is requesting reimbursement for one phone position purchased during the 2017-18 fiscal year, and requesting one additional position for the FY2020-2024.

In 2017 we completed a dispatch remodel to include one additional console. The remodel left two consoles without phone positions. The purchase of the fifth phone position now allows us to have five fully operational consoles leaving the sixth as only a radio position.

We anticipate growth within the ASU community and in our department with the addition of twenty-five officers over the next five years. The university is planning year-round events within our jurisdiction which will require up to three additional dispatchers to work these events. Before the purchase of the fifth phone position, these events would have depleted our phone resources. The additional phone positions will be beneficial in ensuring our staff can effectively and efficiently assist the community and units in the field.

Our current Dispatch staffing levels include four shift supervisors and ten dispatchers. Four additional lines will be requested to meet the growing needs of the community and the department.

Sincerely,

Patricia Pryce  
Communications Manager

**ASU POLICE COMMUNICATIONS**

**MONDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
1										6								
4														9				
			5											10				

**TUESDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
1										6								
2														7				
			5											10				

**WEDNESDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
1														6				
2														7				
			3															
										8								

**THURSDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
1														6				
2														7				
			3															
										8								

**FRIDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
2														7				
4				3										9				
										8								

**SATURDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
4				3										9				
Sup2										8				10				
			5															
												Sup 4						

**SUNDAY**

0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300	2400
4														9				
Sup 1				5										10				
										Sup 3								

**Fall 2017**

**Leave**

SCHEDULED LEAVE / TRADES					
EMPLOYEE	Leave Type	Date/Hours	Date / Approv	EMPLOYEE	Leave

0100	0200	0300	0400	0500	Day Shift	Night Shift
					Supervisors not listed on Schedule	

0100	0200	0300	0400	0500		

0100	0200	0300	0400	0500		
					<b>Supervisor Meetings</b>	
					Supervisors are off the floor	

0100	0200	0300	0400	0500		

0100	0200	0300	0400	0500		

0100	0200	0300	0400	0500		

0100	0200	0300	0400	0500		

**UNSCHEDULED LEAVE**

Leave Type	Hours	Date / Approved

## Current Schedule - 20

	Monday	Tuesday	Wed.	Thursday	Friday	Saturday	Sunday	Monday
Line 1	Days	Days	Days	Days				Days
Line 2		Days	Days	Days	Days			
Line 3			Mid Day	Mid Day	Mid Day	Mid Day		
Line 4	Days				Days	Days	Days	Days
Line 5	Mid Day	Mid Day				Mid Day	Mid Day	Mid Day
Line 6	Swing	Swing	Nights	Nights				Swing
Line 7		Nights	Nights	Nights	Nights			
Line 8			Swing	Swing	Swing	Swing		
Line 9	Nights				Nights	Nights	Nights	Nights
Line 10	Nights	Nights				Nights	Nights	Nights
Line 11	Days Sup	Days Sup	Days Sup	Days Sup				Days Sup
Line 12				Days Sup	Days Sup	Days Sup	Days Sup	
Line 13	N. Sup	N. Sup	N. Sup	N. Sup				N. Sup
Line 14				N. Sup	N. Sup	N. Sup	N. Sup	
	3d/2s/3n	3d/2s/3n	3d/2s/3n	3d/2s/3n	3d/2s/3n	2d/3s/2n	2d/2s/2n	3d/2s/3n

\*2 Week View to reflect pay period

\*\*Supervisors are counted

# 18-19

Tuesday	Wed.	Thursday	Friday	Saturday	Sunday
Days	Days	Days			
Days	Days	Days	Days		
	Mid Day	Mid Day	Mid Day	Mid Day	
			Days	Days	Days
Mid Day				Mid Day	Mid Day
Swing	Nights	Nights			
Nights	Nights	Nights	Nights		
	Swing	Swing	Swing	Swing	
			Nights	Nights	Nights
Nights				Nights	Nights
Days Sup	Days Sup	Days Sup			
		Days Sup	Days Sup	Days Sup	Days Sup
N. Sup	N. Sup	N. Sup			
		N. Sup	N. Sup	N. Sup	N. Sup
3d/2s/3n	3d/2s/3n	3d/2s/3n	3d/2s/3n	2d/3s/2n	2d/2s/2n

**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 20  
 Estimated purchase date 7/1/2018

**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 \_\_\_\_\_

PSAP Remodel

**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 7/1/2019  
 Possible location Remodel current location

PSAP Remodel

**Fiscal Year 2022 (July 2021-June 2022)**

**Budget Items**

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

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

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

How many 2

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

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

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Mike Folia  
Phone #: 623-333-7363  
Fax #: 623-333-0701  
Date: 4/4/2018

**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 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 \_\_\_\_\_ **NONE**

**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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_ **NONE**

**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 --New Center**  
 Estimated date Mar-21  
 Possible location ?? **Projected on the City CIP**

PSAP Remodel

**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 \_\_\_\_\_ **NONE**

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

**NONE**

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: James Tortora  
Phone #: 623-349-6408  
Fax #: 623-386-3575  
Date: 06/06/2018

**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 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 N/A  
 Estimated purchase date \_\_\_\_\_

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

How many 0

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 \_\_\_\_\_

PSAP Remodel 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 N/A  
 Estimated purchase date \_\_\_\_\_

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

How many 0

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 \_\_\_\_\_

PSAP Remodel 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 N/A  
 Estimated purchase date \_\_\_\_\_

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

How many 0

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 \_\_\_\_\_

PSAP Remodel Possible location N/A

Fiscal Year 2023 (July 2022-June 2023)

Budget Items

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

Additional positions
Include justification - must include sample schedule that shows positions filled
How many 0

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

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

Budget Items

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

Additional positions
Include justification - must include sample schedule that shows positions filled
How many 0

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
N/A

PSAP Remodel

Contact: Michelle Potts
Phone #: 480-782-4149
Fax #: 480-782-4155
Date: 7/1/2018

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 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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

**Fiscal Year 2021 (July 2020-June 2021)**

**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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

**Fiscal Year 2022 (July 2021-June 2022)**

**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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

NOT LOOKING FOR ANYTHING AT THIS TIME

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_
- PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_
- PSAP Remodel

Contact: SGT STEPHANIE BEEBE  
Phone #: 480-789-7517  
Fax #: 480-789-7596  
Date: APRIL 14, 2018

**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 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 Winter 2019  
 Possible location \_\_\_\_\_

PSAP Remodel

**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 100  
 Estimated purchase date Jun-21

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

How many 6

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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Ron Willis, Core Services Administrator

Phone #: (480) 635-7015

Fax #: (480)

Date: May 30, 2018

**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 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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

**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 2/17/1900  
 Estimated purchase date 2022

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Loretta L. Hadlock

Phone #: 623-772-7660

Fax #: 623-772-7650

Date: June 26th, 2018

**Please return to:**

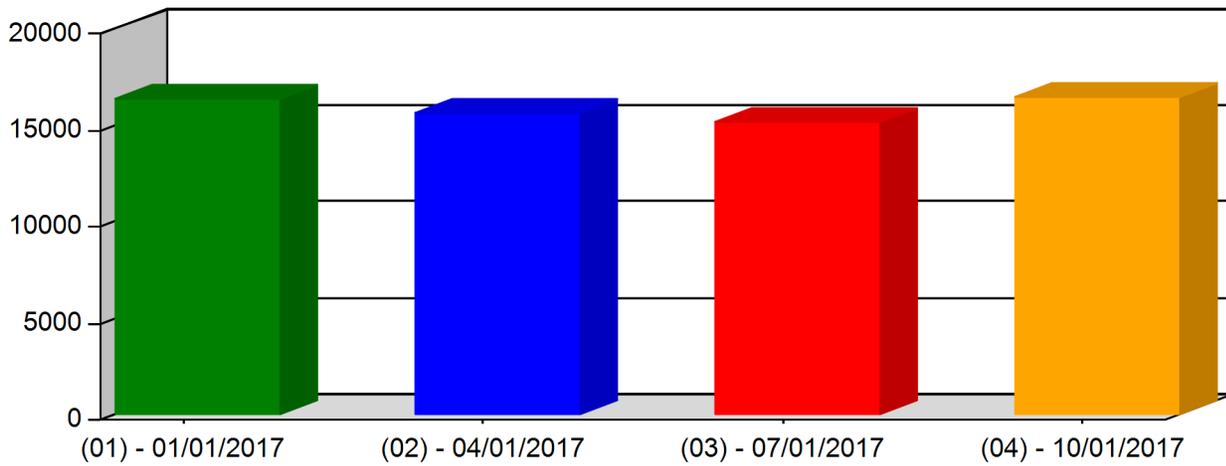
Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

# Call Volume per Quarter

From: 01/01/2017 00:00:00  
Trunk Group/Pool: TG - 911

To: 12/31/2017 23:59:59

Number of Calls : 63,530



Quarter	Number of Calls	Percentage (%)	Cumulative (%)
(01) - 01/01/2017	16,344	25.73	25.73
(02) - 04/01/2017	15,609	24.57	50.30
(03) - 07/01/2017	15,141	23.83	74.13
(04) - 10/01/2017	16,436	25.87	100.00
	<b>63,530</b>	<b>100.00</b>	

Budget Requests for FY 2020 - FY 2024

PSAP: GOODYEAR - J. COSTELLO

**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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

**Fiscal Year 2021 (July 2020-June 2021)**

**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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

**Fiscal Year 2022 (July 2021-June 2022)**

**Budget Items**

**Logging recorder** - Partial reimbursement only Estimated # of channels 8  
 Include justification - age and condition of present recorder Estimated purchase date 10/21  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

**Additional positions** How many 1  
 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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: J. Costello  
Phone #: 623-882-7458  
Fax #: \_\_\_\_\_  
Date: 4-24-18

**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 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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

**Fiscal Year 2021 (July 2020-June 2021)**

**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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

**Fiscal Year 2022 (July 2021-June 2022)**

**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 \_\_\_\_\_

PSAP Remodel Possible location \_\_\_\_\_

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: David Demers

Phone #: 623-856-6641

Fax #: \_\_\_\_\_

Date: 20 June 2018

**Please return to:**

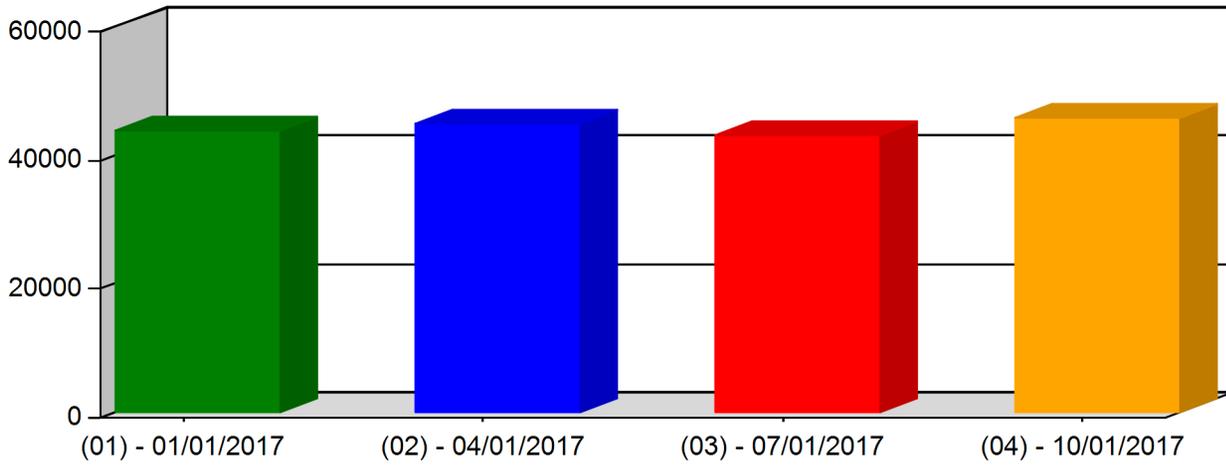
Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov

# Call Volume per Quarter

From: 01/01/2017 00:00:00

To: 12/31/2017 23:59:59

Number of Calls : 177,465



<u>Quarter</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
(01) - 01/01/2017	43,781	24.67	24.67
(02) - 04/01/2017	44,849	25.27	49.94
(03) - 07/01/2017	43,064	24.27	74.21
(04) - 10/01/2017	45,771	25.79	100.00
	<b>177,465</b>	<b>100.00</b>	

**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 \_\_\_\_\_

PSAP Remodel

**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 Fall 2020

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

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

Requesting additional or upgraded storage drive - current capacity is just barely retaining beyond our agency retention period. Increase in capacity will ensure we are able to meet any increased call volume.

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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: James Stilwell

Phone #: 602-876-1675

Fax #: \_\_\_\_\_

Date: 6/25/18

**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 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 \_\_\_\_\_ 4

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

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

PSAP Remodel

**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 200  
 Estimated purchase date 7/19/2020

**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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Christine Pantoja-Young

Phone #: 480-644-2238

Fax #: 480-644-3059

Date: 6/20/18

**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



MESA POLICE DEPARTMENT  
INTEROFFICE MEMO



TO: MR911  
FROM: Christine Pantoja-Young  
DATE: June 19, 2018  
SUBJ: Fiscal Year Budget 2020

Four additional 911 phone positions are being requested at Mesa Police to accommodate growth in our 911 Center as well as to serve the expanding population in Mesa. The population in the City of Mesa has steadily grown since 2010. The growth trend for Mesa is estimated to be 11.1%. From 2010, the population has grown from 450,00 to 496,401. It is estimated to grow to 534,052 by 2022. Mesa police will be expanding its 911 Center to place it on par with the population growth. Mesa will be adding 6 additional positions and estimate we will need to staff at least 4 911 operators at those workstations to handle 911 calls within national standards.

In the last year, overall call volume has increased from 742,291 to 761,703. The average 911 call volume since 2012 is 253,000. To meet ringtimes within national standards, new positions need to be staffed on swing shift. New positions will be installed in the current fiscal year to accommodate growth. The City of Mesa has approved hiring of additional personnel which would be used to staff these positions.

**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 \_\_\_\_\_

PSAP Remodel

**Fiscal Year 2021 (July 2020-June 2021)**

**Budget Items**

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

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

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

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

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

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

PSAP Remodel

**Fiscal Year 2022 (July 2021-June 2022)**

**Budget Items**

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

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

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

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

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

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

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**Budget Items**

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

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

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

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

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

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

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**Budget Items**

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

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

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

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

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

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

PSAP Remodel

Contact: Doreen Wasick

Phone #: 480-644-4250

Fax #: 480-644-5491

Date: 4/5/18

s

**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



Mesa Regional Dispatch Center  
PO Box 1466  
Mesa, AZ 85211-1466



[www.mesaaz.gov](http://www.mesaaz.gov)

April 5, 2018

Dear Liz Graber,

Mesa Regional Dispatcher Center moved into our new facility on March 29<sup>th</sup>, 2017. We went live with 12 fully functioning dispatch positions. Our center was designed with the potential to have 30 positions over the next 25 years.

Our call volume has risen slightly and we are in negotiations with another agency to begin dispatching for them as well. We continue to build programs to serve the needs of our community. We believe these programs will continue to grow as the public becomes more aware of them. If we add additional agencies and these programs take off, we predict our call volume will increase.

Please see the attached MIS report showing call volume and a staff schedule to support the additional console positions. Please let me know if you need any further information.

Respectfully,

Doreen M. Wasick  
Administrator  
Mesa Regional Dispatch Center

480.644.4895 (tel)  
480.644.5491 (fax)

Mesa FD Bid  
39 Slots

	MONb	MONe	TUEb	TUEe	WEDb	Wede	THUb	THUe	FRIB	FRLe	SATb	SATe	SUNb	SUNe
F-1	6:00	16:00	6:00	16:00	6:00	16:00	6:00	16:00						
F-2	6:00	14:00	6:00	18:00	6:00	18:00	6:00	14:00						
F-3			6:00	14:00	6:00	18:00	6:00	18:00	6:00	14:00				
F-4					6:00	10:00	6:00	18:00	6:00	18:00	6:00	18:00		
F-5							6:00	14:00	6:00	18:00	6:00	14:00	6:00	18:00
F-6							6:00	14:00	6:00	18:00	6:00	18:00	6:00	18:00
F-7	6:00	14:00							6:00	14:00	6:00	18:00	6:00	18:00
F-8	6:00	18:00	6:00	18:00							6:00	14:00	6:00	14:00
F-9	6:00	18:00	6:00	18:00	6:00	14:00							6:00	14:00
F-10	6:00	18:00	6:00	14:00	6:00	14:00							6:00	18:00
F-11							6:00	16:00	6:00	16:00	6:00	16:00	6:00	16:00
F-12	14:00	0:00	14:00	0:00	14:00	0:00	14:00	0:00						
F-13	14:00	22:00	10:00	22:00	10:00	22:00	14:00	22:00						
F-14					10:00	22:00	14:00	22:00	10:00	22:00	14:00	22:00		
F-15					14:00	22:00	10:00	22:00	14:00	22:00	10:00	22:00		
F-16							16:00	2:00	16:00	2:00	16:00	2:00	16:00	2:00
F-17							16:00	0:00	12:00	0:00	12:00	0:00	16:00	0:00
F-18	10:00	22:00	14:00	22:00							14:00	22:00	10:00	22:00
F-19	10:00	22:00	10:00	22:00	14:00	22:00							14:00	22:00
F-20	22:00	6:00	18:00	6:00	18:00	6:00	22:00	6:00						
F-21			22:00	6:00	18:00	6:00	18:00	6:00	22:00	6:00				
F-22					22:00	6:00	18:00	6:00	18:00	6:00	22:00	6:00		
F-23					22:00	6:00	22:00	6:00	18:00	6:00	18:00	6:00		
F-24							22:00	6:00	18:00	6:00	18:00	6:00	22:00	6:00
F-25	22:00	6:00							22:00	6:00	18:00	6:00	18:00	6:00
F-26	18:00	6:00	22:00	6:00							22:00	6:00	18:00	6:00
F-27	18:00	6:00	18:00	6:00	22:00	6:00							22:00	6:00
F-28	18:00	6:00	18:00	6:00	18:00	22:00							18:00	6:00
F-29											6:00	16:00	6:00	16:00
F-30	6:00	16:00	6:00	16:00	6:00	16:00	6:00	16:00						
F-31	6:00	14:00	6:00	18:00	6:00	18:00	6:00	14:00						
F-32							6:00	14:00	6:00	18:00	6:00	14:00	6:00	18:00
F-33							6:00	14:00	6:00	18:00	6:00	18:00	6:00	18:00
F-34	14:00	0:00	14:00	0:00	14:00	0:00	14:00	0:00						
F-35	14:00	22:00	10:00	22:00	10:00	22:00	14:00	22:00						
F-36					10:00	22:00	14:00	22:00	10:00	22:00	14:00	22:00		
F-37					14:00	22:00	10:00	22:00	14:00	22:00	10:00	22:00		
F-38							22:00	6:00	18:00	6:00	18:00	6:00	22:00	6:00
F-39	22:00	6:00	18:00	6:00	18:00	6:00	22:00	6:00						

**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 1

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

PSAP move  
 Estimated date @ Q1 2020  
 Possible location \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**Budget Items**

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

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

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

How many 1

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

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

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Shauna Henne  
Phone #: 480-348-3543  
Fax #: 480-348-3623  
Date: 6/22/2018

**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

Protective



Vigilance

**TOWN OF  
PARADISE VALLEY**

6433 E. Lincoln Drive

Town of Paradise Valley, Arizona 85253-432

PHONE  
(480) 948-7418

FAX:  
(480) 998-0877

**POLICE  
DEPARTMENT**

June 22, 2018

Liz Graeber  
Phoenix Fire Dept – Maricopa Region 911 Services  
150 S 12<sup>th</sup> St  
Phoenix, AZ 85034

Shauna Henrie  
Paradise Valley Police Communications  
6433 E Lincoln Drive  
Paradise Valley, AZ 85253

Liz,

I am attaching our budget request for an additional position in FY 2020. Our department has grown from 4.5 dispatchers to 7 (5 FTE and 2 PTE) over the past year and we have seen a rapid increase in dispatch activity and calls for service as well as responsibilities placed on our dispatchers. With this in mind, we are increasing the staffing of our center to two dispatchers during the busy day time hours and will be adding a floor supervisor.

We currently have only 2 dispatch positions in our center so we will need to remodel and add another position to accommodate a third person (the supervisor) working.

Thank you for consideration of this request, if you need any additional information please contact me.



**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 56  
 Estimated purchase date Oct-2014

**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 \_\_\_\_\_

PSAP Remodel  
 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 \_\_\_\_\_

PSAP Remodel  
 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 \_\_\_\_\_

PSAP Remodel  
 Possible location \_\_\_\_\_

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: Anje Reimer

Phone #: 623-773-7011

Fax #: 623-773-7030

Date: June 26, 2018

**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



Peoria Police Department  
**MEMORANDUM**

---

**DATE:** June 26, 2018  
**TO:** Liz Graeber, Maricopa Region 9-1-1 Administrator  
**FROM:** Anje Reimer, Police Communications Manager  
**SUBJECT:** Budget Requests for FY 2020 – FY 2024

I am requesting to be considered for receiving funding for new logging equipment in the 2020 fiscal year for the Peoria Police Communications PSAP Center.

Peoria Police Department needs to ensure that we are prepared to meet legal and operational requirements for continued 911 compliance recording. Our current logging equipment (Goserco Eventide NEXLOG) was purchased in October 2014 and the standard life expectancy is 5-7 years. Our current logging recorder has fifty-six (56) analog channels and 14 screen recorder channels and is on a current operating system. The recorder is under a maintenance contract and receives regular updates as recommended by the manufacturer. As NextGen911 is added, we will need to increase capacity and add digital recording cards/licenses for that data.

The estimated cost of replacement is \$92,500.00. This includes server replacement, channel board replacement, NAS upgrade, and installation.

Thank you.

**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 96  
 Estimated purchase date 12/1/2019

**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 \_\_\_\_\_

PSAP Remodel

**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 3

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

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

PSAP Remodel

**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 3

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

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

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_ 3

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

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

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_ 3

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

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

PSAP Remodel

Contact: Felicia D. Austin

Phone #: (602) 262-6524

Fax #: (602) 495-5532

Date: July 31, 2018

**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



## City of Phoenix

**Date:** July 31, 2018

**To:** Liz Graeber  
Maricopa Region 9-1-1 Administrator

**From:** Felicia D. Austin  
Fire Communications Supervisor

**Subject:** Budget Requests for FY 2020 – FY 2024

I am requesting to be considered for funding for new logging equipment in the 2020 fiscal year for the Phoenix Fire Department Communications PSAP Center.

Phoenix Fire Department needs to ensure that we are prepared to meet legal and operational requirements for continued 9-1-1 compliance recording. Our current Verint logging equipment, was purchased in October 2012. The standard life expectancy is 5-7 years. The recorder is under a maintenance contract and receives regular updates as recommended by the manufacturer.

The estimated cost of replacement is \$160,035.95. This includes server replacement, channel board replacement, upgrades, and installation.

**PHX FIRE SUMMARY**

For communications recording budgetary planning 2019-2024

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Replacements/Upgrades	\$ 192,560.95	\$ 160,035.95	N/A	N/A	N/A
EWP and Maintenance	\$ 45,000.00	\$ 45,955.37	\$ 94,208.51	\$ 98,918.93	\$ 103,864.88
	<b>\$ 237,560.95</b>	<b>\$ 205,991.32</b>	<b>\$ 94,208.51</b>	<b>\$ 98,918.93</b>	<b>\$ 103,864.88</b>

**2019 (recommended)**

Upgrade all AHQ2 systems from **Audiolog Version 5 to Verint Version 15.2** for Public Safety

**\$ 192,560.95** Detail available in 2019 UPG tab

*Notes:*

This upgrade would be accomplished by upgrading the AHQ1 equipment, and running it in parallel at AHQ2, and moving At

This upgrade includes all servers needed for this site, as well as fully redundant data center servers

This upgrades includes first year on-site warranty repair and 24x7 support

This upgrade budgetary information is calculated at list prices, and PHX FIRE will qualify for one or more discounts at purch

There are additional opportunity for savings (if absolutely necessary) with the system proposed:

Eliminate new expansion chassis and analog cards (possible, but not recommended)

Eliminate contact closure cards and use VESTA voltage signaling from SAM units instad

Eliminate redundant data center server (possible, but not recommended)

Reduce recorded analog channel counts (the site may really only require 96

**2020 (recommended)**

Upgrade all AHQ1 systems from **Audiolog Version 5 to Verint Version 15.2** for Public Safety

**\$ 160,035.95** Detail available in 2020 UPG tab

*Notes:*

This upgrade would be accomplished by upgrading the old AHQ2 equipment, now located at AHQ1

This upgrade includes all servers needed for this site, but uses the fully redundant data center servers at AHQ2

This upgrades includes first year on-site warranty repair and 24x7 support

This upgrade budgetary information is calculated at list prices, and PHX FIRE will qualify for one or more discounts at purch

There are additional opportunity for savings (if absolutely necessary) with the system proposed:

Eliminate new expansion chassis and analog cards (possible, but not recommended)

Eliminate contact closure cards and use VESTA voltage signaling from SAM units instad

Reduce recorded analog channel counts (the site may really only require 96

If this site is truly "rarely" used, it may not require a current system at all, except perhaps th

**2019 to 2024 Maintenance (rough estimates)**

*Notes:*

These estimates are based on list pricing, and make the assumption that 24/7 coverage is desired

These estimates make the assumption (for illustrative purposes) that the proposed upgrades for each year take place on Ja

These estimates make the assumption that maintenance increases 5% per year, and is purchased year to year without spec

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Goserco, 24x7 AHQ2	N/A	\$ 34,660.97	\$ 36,394.02	\$ 38,213.72	\$ 40,124.41

Verint S/W Maint. AHQ2		N/A	\$	11,294.40	\$	11,859.12	\$	12,452.08	\$	13,074.68
Goserco, 24x7 AHQ1	\$	35,000.00		N/A	\$	34,660.97	\$	36,394.02	\$	38,213.72
Verint S/W Maint. AHQ1	\$	10,000.00		N/A	\$	11,294.40	\$	11,859.12	\$	12,452.08
	\$	<b>45,000.00</b>	\$	<b>45,955.37</b>	\$	<b>94,208.51</b>	\$	<b>98,918.93</b>	\$	<b>103,864.88</b>

**2024**

N/A

\$ 109,058.12

**\$ 109,058.12**

1Q2's old equipment to AHQ1

ase

ase

Motorola recorder (Goserco is open to discussion on this)

n 1.

ial contract

**2024**

\$ 42,130.63

\$ 13,728.41  
\$ 40,124.41  
\$ 13,074.68  
**\$ 109,058.12**

**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 \_\_\_\_\_

PSAP Remodel

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

**Fiscal Year 2021 (July 2020-June 2021)**

**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 \_\_\_\_\_

PSAP Remodel

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

**Fiscal Year 2022 (July 2021-June 2022)**

**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 \_\_\_\_\_

PSAP Remodel

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

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel

Contact: DAN McNEECE  
Phone #: 602-262-6070  
Fax #: \_\_\_\_\_  
Date: 6/14/18

**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 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 \_\_\_\_\_ 0

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 \_\_\_\_\_

PSAP Remodel  
 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 \_\_\_\_\_ 0

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 \_\_\_\_\_

PSAP Remodel  
 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 \_\_\_\_\_ 0

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 \_\_\_\_\_

PSAP Remodel  
 Possible location \_\_\_\_\_

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_ 5

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 \_\_\_\_\_ 2023  
Possible location \_\_\_\_\_ New Police Headquarters (New Building)

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_ 0

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 \_\_\_\_\_

PSAP Remodel

Contact: Acting Communications Manager G Bury

Phone #: 480-850-9230

Fax #: \_\_\_\_\_

Date: 06/23/2018

**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 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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

PSAP Remodel (17 work stations)

Contact: Karen Sutherland

Phone #: (480) 312-1961

Fax #: (480) 312-9161

Date: April 5, 2018

**Please return to:**

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

Budget Requests for FY 2020 - FY 2024

PSAP: Surprise Police Dept

Fiscal Year 2020 (July 2019-June 2020)	
<b>Budget Items</b>	
<input type="checkbox"/> <b>Logging recorder</b> - 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 _____
<input type="checkbox"/> <b>Additional positions</b> 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.	
<input type="checkbox"/> PSAP move	Estimated date _____ Possible location _____
<input type="checkbox"/> PSAP Remodel	_____
Fiscal Year 2021 (July 2020-June 2021)	
<b>Budget Items</b>	
<input type="checkbox"/> <b>Logging recorder</b> - 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 _____
<input type="checkbox"/> <b>Additional positions</b> 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.	
<input type="checkbox"/> PSAP move	Estimated date _____ Possible location _____
<input type="checkbox"/> PSAP Remodel	_____
Fiscal Year 2022 (July 2021-June 2022)	
<b>Budget Items</b>	
<input type="checkbox"/> <b>Logging recorder</b> - 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 _____
<input type="checkbox"/> <b>Additional positions</b> 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.	
<input type="checkbox"/> PSAP move	Estimated date _____ Possible location _____
<input type="checkbox"/> PSAP Remodel	_____

**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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**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 \_\_\_\_\_

PSAP Remodel

Fiscal Year 2024 (July 2023-June 2024)

**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 May-24  
Possible location \_\_\_\_\_

PSAP Remodel

Contact: Patrick W. Cutts

Phone #: 480-350-8756

Fax #: \_\_\_\_\_

Date: 05/25/2018

**Please return to:**

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

Budget Requests for FY 2020 - FY 2024

PSAP: Tolleson PD

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

**Budget Items**

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

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

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

How many 2

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

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

**PSAP Remodel**

**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 \_\_\_\_\_

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

**PSAP Remodel**

**Fiscal Year 2022 (July 2021-June 2022)**

**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 \_\_\_\_\_

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

**PSAP Remodel**

Fiscal Year 2023 (July 2022-June 2023)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
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Estimated purchase date \_\_\_\_\_

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Include justification - must include sample schedule that shows positions filled

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

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

**PSAP Remodel**

Fiscal Year 2024 (July 2023-June 2024)

**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 \_\_\_\_\_

**PSAP Remodel**

Contact: Adrián Colón  
Phone #: 623-474-4973  
Fax #: 623-936-8202  
Date: 6-27-18

**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



# CITY OF TOLLESON

8350 West Van Buren • Tolleson, AZ 85353 • 623.936.7186 • fax 623.936.8202 • TDD 623.936.2792

June 27, 2018

Liz Graeber  
Phoenix Fire Dept – Maricopa Region 911 Services  
150 S 12<sup>th</sup> St  
Phoenix, AZ 85034

Ms. Graeber:

Attached is the proposed budget request for the City of Tolleson PSAP. The budget memo following will include requests for Fiscal Year 2020, along with justification for the requests that include a sample schedule for our PSAP. Additionally, for additional justification, two years' worth of 911 call volume totals are provided.

Tolleson PSAP request:

## **1 Additional Position**

In January 2017, the Tolleson PSAP took over dispatch operations for the City of El Mirage. In dispatching for an additional city, as well as the Tohono O'dham West Valley Casino, our previous operation of two positions increased to three, with the third position currently funded by our PSAP.

In March of 2018 our PSAP was audited by APCO International, the Association of Public Safety Communications Officials. During this time, three subject matter experts visited our communications center and provided recommendations for minimum staffing in relation to the call volume that is being received. APCO requested statistical data, that included administrative call volume, 911 call volume and officer initiated traffic, and compared totals that for 2016, before El Mirage and 2017, when services for El Mirage commenced.

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In 2016, our PSAP received a total of 12,300 911 calls, when our services only extended to the City of Tolleson. In 2017, our 911 call volume increased to 22,842. APCO International recommended that we have a minimum staffing of 3 filled positions at all time, with a 4<sup>th</sup> position filled with a lead dispatcher/working supervisor at least part time. This additional position requested would be utilized by a lead dispatcher/working supervisor in order to alleviate escalated call volume that has occurred since El Mirage was acquired.

To fill each position per APCO recommendations, the following staffing model would be implemented:

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>0600 – 1800</b>	Dispatcher A/D	Dispatcher A	Dispatcher A	Dispatcher A	Dispatcher D	Dispatcher D	Dispatcher D
<b>0600 – 1800</b>	Dispatcher B/E	Dispatcher B	Dispatcher B	Dispatcher B	Dispatcher E	Dispatcher E	Dispatcher E
<b>0600 – 1800</b>	Dispatcher C/F	Dispatcher C	Dispatcher C	Dispatcher C	Dispatcher F	Dispatcher F	Dispatcher F
<b>1800 – 0600</b>	Dispatcher G/J	Dispatcher G	Dispatcher G	Dispatcher G	Dispatcher J	Dispatcher J	Dispatcher J
<b>1800 – 0600</b>	Dispatcher H/K	Dispatcher H	Dispatcher H	Dispatcher H	Dispatcher K	Dispatcher K	Dispatcher K
<b>1800 – 0600</b>	Dispatcher I/L	Dispatcher I	Dispatcher I	Dispatcher I	Dispatcher L	Dispatcher L	Dispatcher L
<b>1200 - 0000</b>	Supervisor A/B	Supervisor A	Supervisor A	Supervisor A	Supervisor B	Supervisor B	Supervisor B

In this staffing model, the Communications staff would work one 36 hour week and the following week would be a 48 hour week, where Sunday would be the switch off day. The supervisors would work varying hours dependent on need for those particular working days.

The intention for and location of the additional position would be in the Supervisor office. This would allow the working supervisor to seamlessly switch from supervisory duties, to answering 911 calls for our cities, as needed.

Thank You,

Adriana Colòn  
 Communications Supervisor  
 City of Tolleson

**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 0  
 Estimated purchase date \_\_\_\_\_

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

How many 0

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 n/a

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 0  
 Estimated purchase date \_\_\_\_\_

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

How many 0

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 possible!

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

**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 \_\_\_\_\_

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PSAP move possible!

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

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 0  
Estimated purchase date \_\_\_\_\_

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

How many 0

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 n/a

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

Fiscal Year 2023 (July 2022-June 2023)

Budget Items

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

Estimated # of channels 0  
Estimated purchase date \_\_\_\_\_

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

How many 0

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 n/a

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

Contact: Lt. Amy Sloane  
Phone #: 928-684-5411  
Fax #: 928-684-7934  
Date: 06/26/18

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 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     0      
 Estimated purchase date           

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

How many           0          

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     unknown      
 Possible location     unknown    

PSAP Remodel

**Fiscal Year 2021 (July 2020-June 2021)**

**Budget Items**

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Estimated # of channels     0      
 Estimated purchase date           

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

How many           0          

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     unknown      
 Possible location     unknown    

PSAP Remodel

**Fiscal Year 2022 (July 2021-June 2022)**

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**Logging recorder** - Partial reimbursement only  
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Estimated # of channels     0      
 Estimated purchase date           

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

How many           0          

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     unknown      
 Possible location     unknown    

PSAP Remodel

Fiscal Year 2023 (July 2022-June 2023)

**Budget Items**

<input type="checkbox"/> <b>Logging recorder</b> - Partial reimbursement only	Estimated # of channels	<u>0</u>
Include justification - age and condition of present recorder	Estimated purchase date	<u>          </u>
Documents needed for reimbursement - copy of invoice and check		
Must be purchased off of state contract or through bid process		
<input type="checkbox"/> <b>Additional positions</b>	How many	<u>0</u>
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.

<input checked="" type="checkbox"/> PSAP move	Estimated date	<u>unknown</u>
	Possible location	<u>unknown</u>
<input type="checkbox"/> PSAP Remodel		

Fiscal Year 2024 (July 2023-June 2024)

**Budget Items**

<input type="checkbox"/> <b>Logging recorder</b> - Partial reimbursement only	Estimated # of channels	<u>0</u>
Include justification - age and condition of present recorder	Estimated purchase date	<u>          </u>
Documents needed for reimbursement - copy of invoice and check		
Must be purchased off of state contract or through bid process		
<input type="checkbox"/> <b>Additional positions</b>	How many	<u>0</u>
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.

<input checked="" type="checkbox"/> PSAP move	Estimated date	<u>unknown</u>
	Possible location	<u>unknown</u>
<input type="checkbox"/> PSAP Remodel		

Contact: Lieutenant Amy Sloane  
Phone #: 928-684-5411  
Fax #: 928-684-7934  
Date: 06/27/2018

**Please return to:**

Liz Graeber  
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