

## **SPECIAL NOTICE REGARDING PUBLIC MEETINGS**

Due to the risks to public health caused by the possible spread of the COVID-19 virus at public gatherings, the Maricopa Association of Governments has determined that public meetings will be indefinitely held through technological means. Meetings will be open to the public through technological means. In reliance on and compliance with the March 13, 2020 opinion issued by Attorney General Mark Brnovich, the Maricopa Association of Governments provides this special advance notice of the technological means through which public meetings may be accessed. While this special notice is in effect, public comment at meetings will only be accepted through written submissions, which may or may not be read aloud during meetings.

### **To attend the meeting noticed below, members of the public may:**

1. To watch a live video stream of the meeting, [click here](#) to go to MAG's YouTube channel.
2. Members of the public may submit written comments relating to this meeting to [azmag.gov/comment](http://azmag.gov/comment). Comments may be sent at any time leading up to the meeting, but must be received at least one hour prior to the posted start time for the meeting.

If any member of the public has difficulty connecting to the meeting, please contact MAG at (602) 254-6300 for support.

August 6, 2020

TO: Members of the MAG Public Safety Answering Point Managers Group

FROM: Mike Folia, Avondale Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA FOR THE  
MAG PUBLIC SAFETY ANSWERING POINT MANAGERS GROUP

Thursday, August 13, 2020 – 10:00 a.m.

**VIRTUAL MEETING**

The MAG Public Safety Answering Point Managers Group meeting has been scheduled at the time noted above. The meeting will be **held as a virtual meeting only**, with no in-person attendance options available at this time. Instructions on how to participate will be provided via email to members of the group. Members of the public will be able to view and listen to the meeting via a live video stream. You can watch the meeting online [by clicking here](#) to go to MAG's YouTube channel. Public comments can be provided in written format through the MAG website at [azmag.gov/comment](http://azmag.gov/comment). If you have questions, please contact the MAG office at (602) 254-6300.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the Public Safety Answering Point Managers Group meeting does not meet the quorum requirement, members who have joined the meeting will be notified that a legal meeting cannot occur and the meeting will end. Your participation in 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 MAG at (602) 254-6300.



# MAG Public Safety Answering Point

## TENTATIVE AGENDA

August 13, 2020

### 1. **Call to Order and Introductions**

---

### 2. **Approval of the May 14, 2020 Public Safety Answering Point Managers Group Meeting Minutes**

**Action Requested:**

Approval.

---

### 3. **Administrator Report**

The 9-1-1 Administrator will provide a report to the PSAP Managers on activities and programs managed by Maricopa Region 9-1-1.

**Action Requested:**

Information.

---

### 4. **Budget Working Group Report**

MAG FY2022 PSAP Annual Element/Funding Request and FY2022-2027 Equipment Program. The committee will be asked to review and recommend for approval the MAG FY2022 PSAP Annual Element/Funding Request and FY2022-2027 Equipment Program. Justifications are attached for the agencies requesting new logging recorders and additional positions. Please refer to the enclosed material.

**Action Requested:**

Information, discussion and possible action to recommend approval of the MAG FY2022 PSAP Annual Element/Funding Request and FY2022-FY2027.

---

**5. Emerging 9-1-1 Working Group Report**

The Emerging Working Group will provide a report on the on-going discussion on emerging technology, best practices, innovative processes in 9-1-1 and its impact to the region.

**Action Requested:**

Information and discussion.

---

**6. Maricopa Region 9-1-1 Technical Update**

The Maricopa Region 9-1-1 will provide a report on technical updates and 9-1-1 System upgrade projects.

**Action Requested:**

Information and discussion.

---

**7. 9-1-1 Saves Act Congressional H.R. 1629**

Shauna Henrie, City of Goodyear Police Department, will lead a discussion on a proposed bill introduced to Congress on the reclassification of 9-1-1 personnel and revisions to the Standard Occupational Classification System.

**Action Requested:**

Information and discussion.

---

**8. Request for Future Agenda Items**

Topics or issues of interest that the PSAP Managers would like to have considered for discussion at a future meeting will be requested. There is a request for the meeting to be scheduled for November 12, 2020.

**Action Requested:**

Information and discussion.

---

**9. Comments from the Committee**

An opportunity will be provided for PSAP Managers members to present a brief summary of current events. The PSAP Managers Group 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.

**Action Requested:**

Information.

---

**Adjournment**

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
May 14, 2020  
Held via Adobe Connect

#	Mike Folia, Avondale Police Department, Chair		#	Kim Clark, Salt River Pima-Maricopa Indian Community Police Department
#	Patrick Cutts, Tempe Police Department, Vice Chair		#	Karen Sutherland, Scottsdale Police Department
#	Craig Robinson, Apache Junction Police Department		#	Domela Finnessey, Surprise Police Department
#	Jim Tortora, Buckeye Police Department		#	Michelle Potts, Chandler Police Department
X	Stephanie Beebe, Ft. McDowell Yavapai Nation		#	Adriana Colon, Tolleson Police Department
#	Kim Weber, Gilbert Police Department		X	Amy Sloane, Interim, Wickenburg Police Department
#	Loretta Hadlock, Glendale Police Department		X	Trish Pryce, ASU Police Department
X	Lt Scott Benson, Goodyear Police Department		#@	Lynn Koliboski, DPS
#	James Stilwell, Maricopa County Sheriff's Office		#@	David Demers, Luke AFB Fire Department
#	Christine Pantoja-Young, Mesa Police Department		#@	Doreen Wasick, Mesa Fire & Medical Department
X	Shauna Henrie, Paradise Valley Police Department		X	George Freund, Phoenix Fire Department
#	Brittany Brunet, Peoria Police Department			Ian Wolter, Rural Metro Fire
X	Dan McNemee, Phoenix Police Department			
X	Those members neither present nor represented by proxy			
@	Ex-Officio member			
#	Attended by Teleconference			
+	Attended by videoconference			
	<u>OTHERS PRESENT</u>			
	Liz Graeber, MR9-1-1		#@	Bob Woodhull, PCSO
	Mike Benjamin, MR9-1-1			
	Nate Nguyen, MR9-1-1			
	Dave Eaton, MR9-1-1			
	Anna Baum, DPS			

1. Call to Order and Introductions

Chair Mike Folia, Avondale Police Department welcomes all to the May 14, 2020, PSAP Manager Meeting. Chair Folia conducted a roll-call since this was a virtual meeting and determined a quorum was present. The meeting of the MAG Public Safety Answering Point Committee was called to order. Introductions were made.

2. Call to the Audience

An opportunity will be provided to the members of the public to address the PSAP on items that are not on the agenda that are of MAG or on items on the agenda for discussion but not for actions. 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 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.

Chair Folia asks Ms. Graeber if there are any items or agenda items from the audience? Ms. Graeber advised Chair Folia that Greg Brooks from Solacom had requested to speak. Mr. Brooks indicated he no longer wished to speak during call to the audience.

Chair Folia reminded all since the meeting was virtual, that all voting would be done by roll-call.

3. Approval of the February 6, 2020, Meeting Minutes

Chair Folia asked if there was a motion for approval of the February 6, 2020, meeting minutes. Ms. Loretta Hadlock motioned to approve the February 6, 2020 meeting minutes. Ms. Karen Sutherland seconded, and all present at the meeting voted in favor.

Roll Call Voting Aye:

Craig Robinson, Apache Junction PD  
Mike Folia, Avondale PD  
Jim Tortora, Buckeye PD  
Michelle Potts, Chandler PD  
Kim Weber, Gilbert APD  
Loretta Hadlock, Glendale PD  
Scott Benson, Goodyear PD  
Jim Stilwell, MCSO  
Christine Pantoja-Young, Mesa PD  
Brittany Brunet, Peoria PD  
Kim Clark, SRPMIC PD  
Karen Sutherland, Scottsdale PD  
Domela Finnessey, Surprise PD  
Patrick Cutts, Tempe PD  
Adriana Colon, Tolleson PD

Voting Nay: 0  
Abstaining: 0

#### 4. Administrator Report

**CENS Activations:** 57 activations YTD. 57 activations past year through July 27, 2019.

**Text to 911:** new quarter = 2002, an average of 500 texts per month.

Ms. Graeber led the discussion on a 911.gov webinar – invest of machine translation to 911; what looks like for application for OP to have text translated while typed. Not successful so far, only 50% accurate. We lean on Spanish, but need is for all language. No language line services available for voice to text yet. Some employees used to translate to Spanish; electronic translators more difficult to use for Spanish because of punctuation.

**Legislation:** Corporation Commission Docket #T-01051B-19-0001, for 911 Outages.

Meeting in early May Corporation Commission announced they will open an Outages and Reliability Investigation; Order to Show Cause (OSC). Ms. Graeber has been monitoring the Commission meetings and recently watched the video discussion, which will be sent to all. Ms. Graeber will advise when future meetings are scheduled. Ms. Sutherland has also been monitoring the Commission meetings where CenturyLink has been pushing back.

Ms. Sutherland is learning how to translate outages. CenturyLink had an outage last week and as a result, she started thinking about what is happening in the PSAPs? An Outage Notice is received from CenturyLink with the number of houses out of communication but no information about the type of outage in what area(s)? The length of time, etc. The PSAP needs to know what to do with the information received, such as: 11,000 people with no dial tone to call 911. The PSAP needs more information from notifications to know how to get that information out to the public. Suggestions for a Public Service Announcements or social media posts to advise affected population to use their cell phones to call 9-1-1 with an estimated outage time.

Ms. Sutherland has questions about information received from T-Mobile; their messages are very cryptic, she is not sure what they are notifying of and does not know if the information impacts the PSAP. PSAPs also need to know if they are operationally affected or if an outage only affects residential customers.

Ms. Potts wants to know what is external and what is internal for PSAP. She has tried to interpret. Perhaps the R911 Group can to interpret what the message is? How do PSAP's train and prepare people for these situations? The Corporation Commission is asking CenturyLink how they do business? Using ANI/ALI? Ms. Potts will send the link to all for review. Mr. Folia asked if PSAPs are notified when service is restored? He also asked Ms. Graeber if she has any contacts around the country that she could check if any have any new resolutions to this problem. Mike Benjamin said information CenturyLink sends is not decipherable even to those who speak the Information Technology language. There is no information from the company; no response from CenturyLink when requests for more information is made and no descriptions. Mr. Benjamin will track and try to correlate anything in Phoenix system related to ALI, misrouted calls, other parts of the State, etc.

Ms. Graeber said the FCC notification rule (2013) states they are only required to 'notify'; there are no rules or guidelines on what they are to say, what information should be given or what action is needed by the PSAP/Agency. Ms. Graeber wants the FCC to put more teeth into the rule to establish defined communication requirements. All outages need to be lodged with the Corporation Commission as PSAP issues. Ms. Graeber said PSAP's in the northern part of the State need to be looked at. Ms. Graber will follow protocol to take this issue up with the Corporation Commission and urges others to communicate but to do so within established communication protocols.

FYI note: HB 2830 – Limit of Unmarked Law Enforcement Vehicles, Bill was not moved forward.

#### 5. FY 2021 Budget and Budget Working Group Report

Patrick Cutts and Liz Graeber will provide the report. This item will require action after the meeting.

An on-going discussion on the 9-1-1 budget. Report given by the Budget Working Group.  
FY20-21 Budget: PSAPs are not asking for enough funding. \$11million was requested from the State. Just under \$10million was authorized, which will impact what can be done.  
Logging recorder refunds have been pulled from the budget. Systems can be updated to keep them running.

Ms. Graeber went through the State budget. There are concerns for requests to add positions; the State is not sure how to handle adding positions. There is no formula for adding positions, so the group is working on developing a formula. The group is waiting for prices for the RFP. Non-funded positions were able to be absorbed.

James Stillwell reports MCSO was told money was left on the table, so they spent it. They were then told they could not have additional funds. He said the rules need to be changed. Patrick Cutts explained how grant funding is structured. Ms. Graeber explained that money was on table from FY19-20 because of the Budget management switch to City of Phoenix procurement system and because the contracts had not been fully loaded in the system yet. Contract purchases cannot be made until the contracts are completed in the system and the contract spending authority is approved and released by City Council.

Karen Ziegler, State 911 Program talked about the State budget process. 'Money was left on the table' referring to funding that was asked for vs. money that was spent. The State will have close to \$2 million that agencies have not spent based on what was requested vs. what was spent through the Statewide MR911 Region model. If money is going to be left on table, Agencies can use the budget modification process to add items to their budget that were not asked for up front. Reallocation of funds during the FY is used to help use awarded funds.

Mr. Cutts asked what is the formula/methodology for new positions?

Ms. Ziegler said they are using Rapid Deploy for analytical information to see what is going on across the State to help develop criteria for adding positions. A lot of factors such as number of

calls, population, the number of households the State would support, etc. will be considered for position support. Ms. Ziegler said based on the formula, positions will not lose funding. Ms. Ziegler wants to make sure all stakeholders are represented.

Mr. Cutts reminded all the budget request cycle is starting with a change from 5-year cycle to a 6-year budget cycle. Be aware of tight deadlines so wish lists and supporting documents must be returned by the deadline. Ms. Graeber discussed budget amendments, budget review process, reporting dates, etc. and advised the FY2022 Budget Letter will be sent this afternoon. Please make sure all required documentation is attached to your packets when they are returned. Also, please fill in your PSAP name and sign the packet last page *even if no budget requests are made*. Mr. Cutts said vehicles are needed for the 9-1-1 process as they support the PSAPs and most are quite old. Ms. Graeber suggested they talk with Ms. Ziegler off line.

6. Emerging 9-1-1 Work Group Report

Ms. Potts reports a continuity plan is being worked on. The rough draft with a layer of resiliency of the Hub is finished and needs to be approved by the PSAP Managers Group. Discussions on where and how call has been routed: Rmap for overflow calls is not operational yet. Will need to recognize the red bar on the map. Other agency calls will show on PSAPs maps. The Group worked on an overflow plan, backup centers, etc.

The recent shots fired call in Chandler overflowed to two cities. One caller was transferred seven times. We have a technical piece and an operational piece.

7. Public Outreach and Education

Ms. Graeber reports on the April MAG Regional Council meeting, Chair Mayor Gallego request that MAG staff coordinate doing a public awareness announcement emphasizing the availability of Text-to-9-1-1 to be released as soon as possible. This would help remind domestic violence victims during their Covid19 quarantine that they can contact law enforcement's help through text if a phone call cannot be made to 9-1-1. This would come out during the month of May during Domestic Violence Month. She will send the package of information to Mr. Folia.

8. Governance Working Group

The Governance Working Group did not meet over the last quarter, no report needed.

9. Maricopa Region 9-1-1 Technical Report

A report on technical updates and 9-1-1 System upgrade projects will be provided by the Maricopa Region 9-1-1.

Dave Eaton reports that access to the Rapid SOS portal is not jurisdictional so are exploring how to move forward for the whole region.

“What 3 Words” app at “3words.com”. Globe mapped in 10-meter sections; all have three words to describe the location. Rapid SOS location immediate when the user sends three words to relate location information. The link is sent during open text message – it is not initiated to the caller from the PSAP. Has been tested in some PSAPs.

Mike Benjamin reports on the Multinode Viper, Intrado Viper 7, and Vesta upgrade locations and schedules.

10. Request for Future Agenda Items

None presented.

Adjournment

Vice Chair Cutts motioned to adjourn the meeting. Ms. Pantoja-Young seconded, and the motion passed unanimously.

# MR9-1-1 FY 2022

System Identification: **Maricopa Region 9-1-1**  
 Submitting Agency: **Phoenix Fire Department**  
 Address: **150 S. 12th St., Phoenix, AZ 85034**

Contact: **Liz Graeber**  
 Telephone: **602-534-9775**  
 Date: **7/9/2020**

Calendar Year	2021					2022						
TOTAL	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June

**Wireline**  
 Maintenance:

1,503,590	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17	\$125,299.17
-----------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------

9-1-1 Monthly Service:

2,820,160	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33	235,013.33
-----------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------

Customer Premise Equipment

1,757,000													
-----------	--	--	--	--	--	--	--	--	--	--	--	--	--

**Wireless**  
 Maintenance:

434,681	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43	\$36,223.43
---------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------

9-1-1 Monthly Service:

780,108	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00	\$65,009.00
---------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------

Addressing/Mapping/GIS

485,000	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67	40,416.67
---------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------

**NG9-1-1**  
 Maintenance:

1,215,753	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75	\$101,312.75
-----------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------

NG9-1-1 Network

372,312	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026	\$31,026
---------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

Equipment

510,000													
---------	--	--	--	--	--	--	--	--	--	--	--	--	--

**9-1-1 Administration**

178,682	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17	\$14,890.17
---------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------

**PSAP Requests**

753,000													
---------	--	--	--	--	--	--	--	--	--	--	--	--	--

**FY2022 TOTALS**

10,810,286
------------

**9-1-1 CPE Projects:**

AMR Upgrade	\$350,000
Ft McDowell PD Upgrade	\$269,000
Scottsdale PD Upgrade	\$519,000
Tempe PD Upgrade	\$569,000
Project Peripherals	\$50,000

**NG9-1-1 Projects:**

End Point Security Upgrade	\$60,000
VMWare System Upgrade	\$450,000

**PSAP Requests:**

Gilbert PD	3 positions	\$150,000
Gilbert PD	Logging Recorder	\$30,000
Glendale PD	Logging Recorder	\$105,000
Goodyear PD	Logging Recorder	\$8,000
Mesa PD	Logging Recorder	\$150,000
Mesa PD	6 positions	\$300,000
Paradise Valley PD	Logging Recorder	\$10,000
		<b>\$753,000</b>

\$1,757,000

\$510,000

\$753,000

WLN Maint	Monthly	Equip	WLS Maint	Monthly	AMG	NG911 Main	Monthly	Equip	911 Admin'	PSAP	
250,000.00	2,800,000.00	350,000.00	434,681.16	38,500.00	50,000.00	558,553.00	188,400.00	60,000.00	6,000.00	150000	Gilbert PD
20,000.00	9,600.00	269,000.00		30,000.00	35,000.00	657,200.00	100,000.00	100,000.00	151,990.00	30000	Gilbert PD
1,031,890.00	3,000.00	50,000.00		78,000.00	400,000.00		26,000.00	450,000.00	2,000.00	105000	Glendale PD
26,700.00	4,500.00	519,000.00		18,000.00			55,512.00		18,692.00	30000	Goodyear PD
20,000.00	2,400.00	569,000.00		612,000.00			2,400.00			150000	Mesa PD
30,000.00	420.00			3,600.00						300,000.00	Mesa PD
125,000.00	240.00									10,000.00	Paradise Valley PD

1,503,590.00	2,820,160.00	1,757,000.00	434,681.16	780,100.00	485,000.00	1,215,753.00	372,312.00	610,000.00	178,682.00	775,000.00	10,932,278.16
125,299.17	235,013.33		36,223.43	65,008.33	40,416.67	101,312.75	31,026.00				

4,500.00 tablets  
4,500.00 cell  
1,500.00 isis  
3,200.00 rsa  
13,000.00 cox  
  
26,700.00

Maricopa Region PSAP Six Year Budget FY2022 - FY2027

DRAFT

+911WS= Addtl Workstations

LR = Logging Recorder

PSAP-R=Remodel

PSAP-M=Move

NBIN=No Budgeted Items Needed

	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027
Apache Junction PD	NBIN	1+911WS	NBIN	1+911WS, Upgrade	NBIN	1+911WS, LR
ASU PD	NBIN	1+911WS	LR, Upgrade	NBIN	NBIN	NBIN
Avondale PD	NBIN	NBIN	PSAP-R, Upgrade	2+911WS	NBIN	2+911WS, LR
Buckeye PD				Upgrade		
Chandler PD	NBIN	NBIN	NBIN	NBIN, Upgrade	NBIN	NBIN
Ft. McDowell	Upgrade					
Gilbert PD	3+911WS, LR, PSAP-R	3+911WS, LR, PSAP-R	NBIN, Upgrade	NBIN	NBIN	NBIN
Glendale PD	LR	NBIN	NBIN	NBIN	NBIN	NBIN, Upgrade
Goodyear PD	LR	NBIN	NBIN	NBIN	NBIN	NBIN, Upgrade
Luke AFB		Upgrade				
MCSC	NBIN	NBIN	NBIN	NBIN	NBIN	NBIN, Upgrade
Mesa Fire	NBIN	LR	NBIN	NBIN	NBIN, Upgrade	NBIN
Mesa PD	6+911WS, LR	LR	NBIN	NBIN	NBIN, Upgrade	NBIN
Paradise Valley PD	LR	PSAP-R	NBIN	NBIN	NBIN, Upgrade	NBIN
Peoria PD	NBIN	NBIN	NBIN, Upgrade	NBIN	NBIN	NBIN
Phoenix Fire						Upgrade
Phoenix PD		Upgrade				
Rural Metro PD	Upgrade					
Salt River PD	NBIN	NBIN	NBIN	NBIN, Upgrade	LR	NBIN
Scottsdale PD	PSAP-R, Upgrade	NBIN	NBIN	NBIN	NBIN	NBIN
Surprise PD	NBIN	NBIN	NBIN	NBIN	NBIN, Upgrade	NBIN
Tempe PD	NBIN, Upgrade	PSAP-R	NBIN	NBIN	NBIN	NBIN
Tolleson PD	NBIN	NBIN	NBIN	NBIN, Upgrade	NBIN	NBIN
Wickenburg PD			Upgrade			

























**MARICOPA REGION 9-1-1  
6-Year Budget Forecast**

PSAP NAME: City of Chandler Communications

REQUEST PREPARED BY: Michelle Potts

**FY2022 REQUIRED PSAP REQUEST DOCUMENTATION DUE MONDAY, JUNE 19, 2020:**

Please use this list to ensure all required documentation is included with your request. Missing documentation or late submittal may result in requests not being added to the FY2022 Forecast.

- Completed Six Year Budget Form
- Demographics of Center
  - o Total number of work stations
  - o Number of radio work stations
  - o Number of call taking work stations
  - o Authorized number of staff
- Justification of need and/or circumstances for need
- Letter from Chief authorizing funding requests
- Reports for past 3-years of 9-1-1; Non-emergency; and Busiest Hour Call Volume
- Copy of Logging Recorder invoice with the number of channels purchased

FY2022 (July 2021 to June 2022)	
<b><i>Requested Budget Items – Supporting Documentation REQUIRED</i></b>	
<input style="width: 100%;" type="text" value="0"/>	Logging Recorder
<input style="width: 100%;" type="text" value="0"/>	Additional work stations      How Many:
<input style="width: 100%;" type="text" value="0"/>	*PSAP move      Estimated Date: Location if known:
<input style="width: 100%;" type="text" value="0"/>	PSAP Remodel      Estimated Date:
<i>*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.</i>	









**POLICE  
COMMUNICATIONS  
SECTION**

**MARICOPA REGION 9-1-1  
FY2022 FUNDING REQUEST  
&  
FY2022—FY2027 EQUIPMENT REQUEST**

June 16<sup>th</sup>, 2020

Liz Graeber, Maricopa Region 911 Administrator  
150 S. 12<sup>th</sup> St.  
Phoenix, AZ 85034

Re: MAG PSAP FY2022 Funding Request & FY2022-FY2027 Equipment Request

Dear Ms. Graeber,

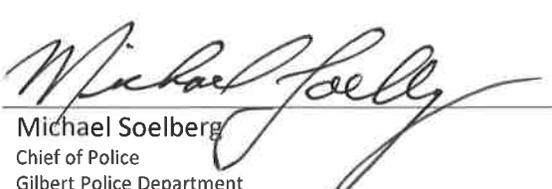
The Town of Gilbert has the third-highest population growth in the Maricopa region with an anticipated population of 350,000 by 2030. It is also the fastest-growing large city in the country with a population increase of 90% (U.S. Census Bureau, Census 2000 and 2010 Census). Although the population does not directly impact the ADOA's decision for funding of 9-1-1 equipment, it does impact our level of service to our citizens. Our police department has worked steadily to grow the number of department employees to meet the needs of our community as a result of the steady population growth. The Communications Section, in particular, experienced rapid personnel growth within the last two years. We have a need to increase our work stations to keep in line with the increase in personnel who in turn can then effectively handle the Town's increase in call volume and call for service.

The Gilbert Police Department had requested funds for 3 additional work stations as part of the FY2021 Funding Request. Unfortunately, that request was not adopted into the FY2021 ADOA budget approval. We are seeking again to have the 3 additional work stations be funded in the FY2022 budget package. Additionally, we would like to request that the next scheduled upgrade of our logging recorder be funded through the FY2022 process.

In the following budget request package, you will find the required supporting documentation to help you and the MAG 9-1-1 Oversight Team make the most informed decision as it relates to the FY2022 ADOA budget request.

Thank you for your consideration of our request. If you should have any questions, please feel free to contact us.

Sincerely,

  
Michael Soelberg  
Chief of Police  
Gilbert Police Department  
75 East Civic Center Drive  
Gilbert, AZ 85296  
Office: (480) 635-7272  
Michael.soelberg@gilbertaz.gov

  
Kim Weber  
Police Communications Manager  
Gilbert Police Department  
75 East Civic Center Drive  
Gilbert, AZ 85296  
Office: (480) 635-7007  
Kim.weber@gilbertaz.gov

# Contents

Maricopa Region 9-1-1: 6-Year Budget Forecast.....	4
Demographics of Center .....	8
Work Stations— .....	8
Staffing— .....	8
Justification of Need .....	8
Additional Work Stations— .....	8
Logging Recorder— .....	9
Attachments .....	10
• FY21 Staffing Model – SAMPLE Schedule.....	10
• MIS Reports.....	10
• 3 years of 911 Call Volume.....	10
• 3 years of Non-Emergency/Admin Call Volume.....	10
• Recent Daily Busiest Hour for 911 .....	10
• Recent 1-week Busiest Hour for 911.....	10
• Recent Daily Busiest Hour for Non-Emergency/Admin .....	10
• Recent 1-week Busiest Hour for Non-Emergency/Admin.....	10
• Logging Recorder Receipts from 2016 purchase .....	10

## Maricopa Region 9-1-1: 6-Year Budget Forecast

PSAP NAME:  Gilbert Police Department

REQUEST PREPARED BY:  Kim Weber

### **FY2022 REQUIRED PSAP REQUEST DOCUMENTATION DUE MONDAY, JUNE 19, 2020:**

Please use this list to ensure all required documentation is included with your request. Missing documentation or late submittal may result in requests not being added to the FY2022 Forecast.

- Completed Six Year Budget Form
- Demographics of Center
  - Total number of work stations
  - Number of radio work stations
  - Number of call taking work stations
  - Authorized number of staff
- Justification of need and/or circumstances for need
- Letter from Chief authorizing funding requests
- Reports for past 3-years of 9-1-1; Non-emergency; and Busiest Hour Call Volume
- Copy of Logging Recorder invoice with the number of channels purchased

FY2022 (July 2021 to June 2022)	
<input checked="" type="checkbox"/>	<b>Requested Budget Items – Supporting Documentation REQUIRED</b> <b>Logging Recorder</b> *See Memo & Supporting Documentation
<input checked="" type="checkbox"/>	<b>Additional work stations</b> <b>How Many: 3</b> *If not acquired in FY21, will be moved to FY22
<input type="checkbox"/>	*PSAP move <b>Estimated Date:</b> <b>Location if known:</b>
<input checked="" type="checkbox"/>	<b>PSAP Remodel</b> <b>Estimated Date:</b> *If not started in Q1 of FY21, will be moved to FY22—this is to add 3 work stations in the existing space
<i>*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.</i>	
FY2023 (July 2022 to June 2023)	
<b>Forecast Budget Items – No Documentation Required</b>	

Logging Recorder

Additional work stations      How Many:

\*PSAP move      Estimated Date:  
Location if known:

**PSAP Remodel      Estimated Date: Q1 of FY26—expansion within  
existing building with full build out to 24 work stations**

*\*Even though the State does not fund PSAP moves, please include PSAP  
move information for the Maricopa Region 9-1-1 Team.*

**INFO FOR MR911 TEAM: PSAP upgrade will have to include SIP  
License**

**FY2024 (July 2023 to June 2024)**

***Forecast Budget Items – No Documentation Required***

Logging Recorder

Additional work stations      How Many:

\*PSAP move      Estimated Date:  
Location if known:

PSAP Remodel      Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP  
move information for the Maricopa Region 9-1-1 Team.*

**FY 2025 (July 2024 to June 2025)**

***Forecast Budget Items – No Documentation Required***

Logging Recorder

Additional work stations      How Many:

<input type="checkbox"/>	<b>*PSAP move</b>	<b>Estimated Date:</b>
		<b>Location if known:</b>
<input type="checkbox"/>	<b>PSAP Remodel</b>	<b>Estimated Date:</b>
<i>*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.</i>		

FY 2026 (July 2025 to June 2026)		
<i>Forecast Budget Items – No Documentation Required</i>		
<input type="checkbox"/>	<b>Logging Recorder</b>	
<input type="checkbox"/>	<b>Additional work stations</b>	<b>How Many:</b>
<input type="checkbox"/>	<b>*PSAP move</b>	<b>Estimated Date:</b>
		<b>Location if known:</b>
<input type="checkbox"/>	<b>PSAP Remodel</b>	<b>Estimated Date:</b>
<i>*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.</i>		

FY 2027 (July 2026 to June 2027)		
<i>Forecast Budget Items – No Documentation Required</i>		
<input type="checkbox"/>	<b>Logging Recorder</b>	
<input type="checkbox"/>	<b>Additional work stations</b>	<b>How Many:</b>
<input type="checkbox"/>	<b>*PSAP move</b>	<b>Estimated Date:</b>
		<b>Location if known:</b>
<input type="checkbox"/>	<b>PSAP Remodel</b>	<b>Estimated Date:</b>
<i>*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.</i>		

**Requester Signature**

A handwritten signature in black ink, appearing to be "Liz Graeber", written over a horizontal line.

Date

6/17/2020

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 9-1-1 Services  
150 S 12th St  
Phoenix, AZ 85034  
email: [liz.graeber@phoenix.gov](mailto:liz.graeber@phoenix.gov)

C: FY2022 Requested Budget Items Supporting Documentation

## Demographics of Center

### Work Stations—

The Gilbert PD Communications center is comprised of 12 work stations. 8 of those workstations are cross-functional for both call taking and radio dispatching; the remaining 4 are call take only positions. Of the 12 work stations, 2 are designated as supervisor positions.

### Staffing—

As of June 2016, Gilbert Communications is approved for the following staffing numbers:

MANAGER	SHIFT SUPERVISORS	DISPATCHER I (call take only)	DISPATCHER II (cross-trained)
1	6	8	26.5

It is anticipated that by start of FY2021, Gilbert Communications will be approved for the following staffing numbers:

MANAGER	SHIFT SUPERVISORS	DISPATCHER I (call take only)	DISPATCHER II (cross-trained)
1	6	8	33.5

## Justification of Need

### Additional Work Stations—

Gilbert PD Communications will require an additional 3 consoles in order to have the necessary number of seats for personnel on duty. Staffing numbers have been increased to account for the Police Department's increase in 911 and Admin call volume (Table 1) as well as the need for 2 main channels and 2 information channels. This is to replace the over-burdened 1 main channel and 1 information channel that has not seen relief even with the increased number of calls for service.

Fiscal Year	911 Volume	Admin Volume
July 2016-June 2017	58,726	201,002 <i>*Prior to phone tree</i>
July 2017-June 2018	64,505	165,447 <i>*part of FY prior to phone tree</i>
July 2018-June 19, 2019	65,080	82,656 <i>*with implementation of phone tree</i>
July 2019-June 16 <sup>th</sup> , 2020	67,121	98,003

Table 1: 3 year 911 and Admin Call Volume

The increase in staffing allows our Center to properly meet the new minimum staffing requirements: 1 supervisor, 2-3 Dispatcher I's, and 6 Dispatcher II's. A sample schedule (attached) shows that our potential maximum number of persons on duty at a time can be as great as 17 (Figure 1); and more often than not more than 12 which is greater than our current capacity of 12 work stations.

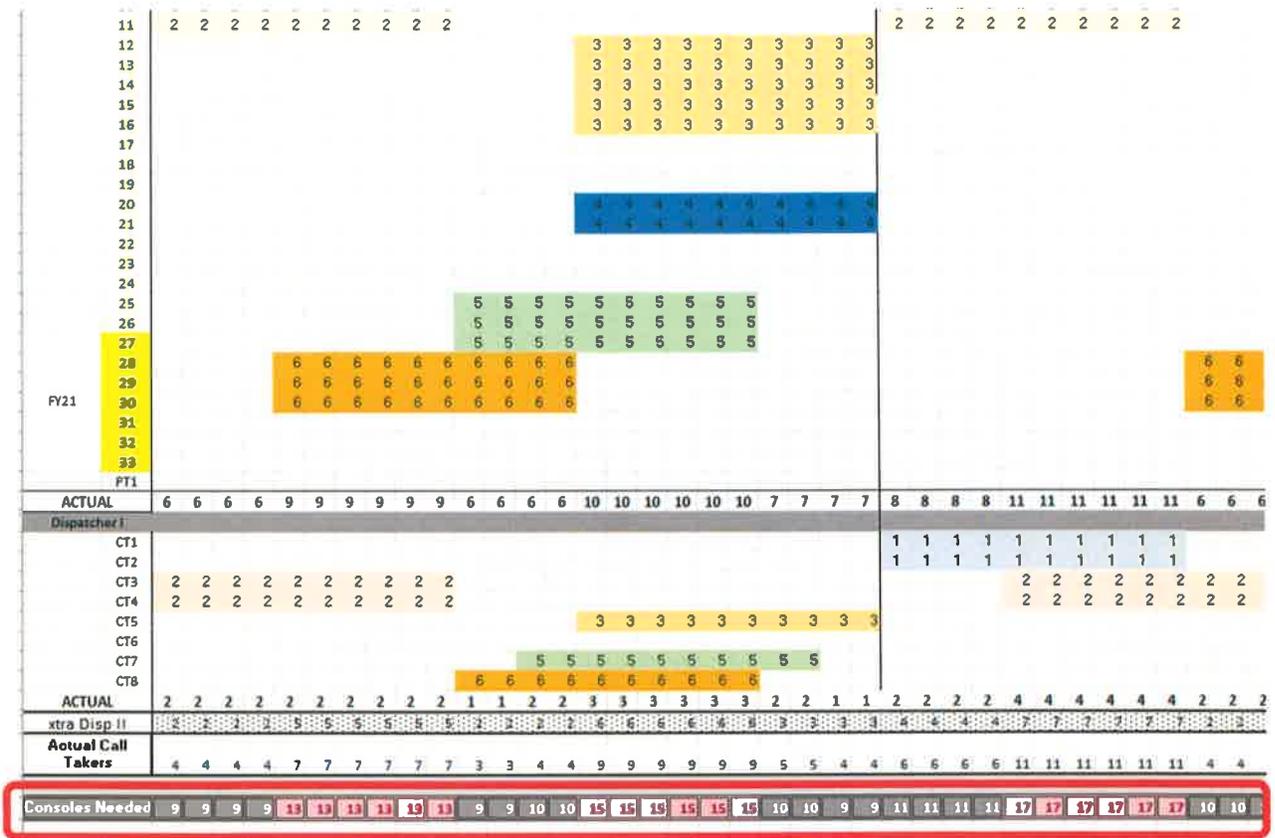


Figure 1: Excerpt of Sample Schedule – Consoles Needed

### Logging Recorder—

Our current logging recorder, Eventide, is currently 3.5 years old and will come up for replacement in FY2022. We currently have 100 channels: 64 analog, 8 digital, 12 screen capture, and 12 IP channels. We have not initiated the process to purchase a new logging recorder for FY 2022. However, attached is the invoice we had from the purchase in 2016 to use as a base line as to how much we spent in the past (\$87,684.15).

## Attachments

Attached to this budget package for the requisite supporting documentation is the:

- FY21 Staffing Model – SAMPLE Schedule
- MIS Reports
- 3 years of 911 Call Volume
- 3 years of Non-Emergency/Admin Call Volume
- Recent Daily Busiest Hour for 911
- Recent 1-week Busiest Hour for 911
- Recent Daily Busiest Hour for Non-Emergency/Admin
- Recent 1-week Busiest Hour for Non-Emergency/Admin
- Logging Recorder Receipts from 2016 purchase









# Call Volume per Call Taker

From : 07/01/2017 00:00:00  
Trunk Group/Pool: TG - 911

To : 03/31/2018 23:59:59

Number of Calls : 43,401

<u>Call Taker</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
Abbey	173	0.40	0.40
Abeyta	344	0.79	1.19
Aguirre	389	0.90	2.09
Breese	429	0.99	3.08
Burleson	3,323	7.66	10.73
Cain	529	1.22	11.95
Cavender	2,390	5.51	17.46
Davison	1,205	2.78	20.23
Demaree	213	0.49	20.73
Dubois	1,639	3.78	24.50
Dyas, Amanda	499	1.15	25.65
Effio	679	1.56	27.22
Farr	3,271	7.54	34.75
Fleming-Hudson	367	0.85	35.60
Galbraith	372	0.86	36.46
Gort	425	0.98	37.43
Gregor	551	1.27	38.70
Heller	440	1.01	39.72
Jaeckel	1,328	3.06	42.78
Keller	3,065	7.06	49.84
Kilgore	4,542	10.47	60.31
Martin	308	0.71	61.01
Meendering	4,551	10.49	71.50
Miller	817	1.88	73.38
O'Connor	222	0.51	73.89
Pacuk	2,764	6.37	80.26
Pierce	609	1.40	81.67
Platt	386	0.89	82.56
Roman	610	1.41	83.96
Saenz	4,032	9.29	93.25
Vega, S	718	1.65	94.91
Warrick	1,861	4.29	99.19
Youngs	350	0.81	100.00
	<b>43,401</b>	<b>100.00</b>	



## Call Volume per Call Taker

From : 07/01/2017 00:00:00  
Trunk Group/Pool: TG - Admin

To : 03/31/2018 23:59:59

Number of Calls : 139,649

<u>Call Taker</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
911tech	19	0.01	0.01
Abbey	2,008	1.44	1.45
Abeyta	1,570	1.12	2.58
Aguirre	3,121	2.23	4.81
Breese	1,862	1.33	6.14
Burleson	7,820	5.60	11.74
Cain	2,414	1.73	13.47
Cavender	5,547	3.97	17.44
Davison	4,006	2.87	20.31
Demaree	1,448	1.04	21.35
Dubois	5,942	4.25	25.60
Dyas, Amanda	2,059	1.47	27.08
Effio	3,239	2.32	29.40
Farr	9,561	6.85	36.25
Fleming-Hudson	1,890	1.35	37.60
Galbraith	1,654	1.18	38.78
Gort	1,788	1.28	40.06
Gregor	3,150	2.26	42.32
Heller	2,018	1.45	43.76
Hughes	1	0.00	43.76
Jaeckel	3,084	2.21	45.97
Keller	9,639	6.90	52.88
Kilgore	11,509	8.24	61.12
Martin	2,512	1.80	62.92
Meendering	11,947	8.56	71.47
Miller	5,212	3.73	75.20
O'Connor	1,016	0.73	75.93
Pacuk	7,165	5.13	81.06
Pierce	2,325	1.66	82.73
Platt	1,975	1.41	84.14
pos10	10	0.01	84.15
Roman	2,323	1.66	85.81
Saenz	10,147	7.27	93.08
Vega, S	2,763	1.98	95.06
Warrick	4,660	3.34	98.39
Youngs	2,245	1.61	100.00
	<b>139,649</b>	<b>100.00</b>	

# Call Volume per Any Route

**From:** 03/01/2019 00:00:00      **To:** 06/30/2019 23:59:59  
**PSAP:** GilbertPD, Undefined  
**Trunk Group/Pool:** TG - 911

Number of Records : 21,104

<u>Route</u>	<u>Incoming</u>	<u>Abandoned</u>	<u>Number of Records</u>
911 (Q6021)	20,070	865	20,935
No Value	0	169	169
	<u>20,070</u>	<u>1,034</u>	<u>21,104</u>

## Call Volume per Any Route

**From:** 03/01/2019 00:00:00      **To:** 06/30/2019 23:59:59  
**PSAP:** GilbertPD, Undefined  
**Trunk Group/Pool:** TG - Admin

---

Number of Records : 25,798

<u>Route</u>	<u>Incoming</u>	<u>Abandoned</u>	<u>Number of Records</u>
Admin (Q6022)	25,793	0	25,793
No Value	5	0	5
	<u>25,798</u>	<u>0</u>	<u>25,798</u>

## Call Volume per Any Route

**From:** 07/01/2018 00:00:00      **To:** 06/19/2019 23:59:59  
**PSAP:** GilbertPD, Undefined  
**Trunk Group/Pool:** TG - 911

Number of Records : 65,080

<u>Route</u>	<u>Incoming</u>	<u>Abandoned</u>	<u>Number of Records</u>
911 (Q6021)	62,923	1,880	64,803
No Value	0	277	277
	<u>62,923</u>	<u>2,157</u>	<u>65,080</u>

## Call Volume per Any Route

**From:** 07/01/2018 00:00:00      **To:** 06/30/2019 23:59:59  
**PSAP:** GilbertPD, Undefined  
**Trunk Group/Pool:** TG - Admin

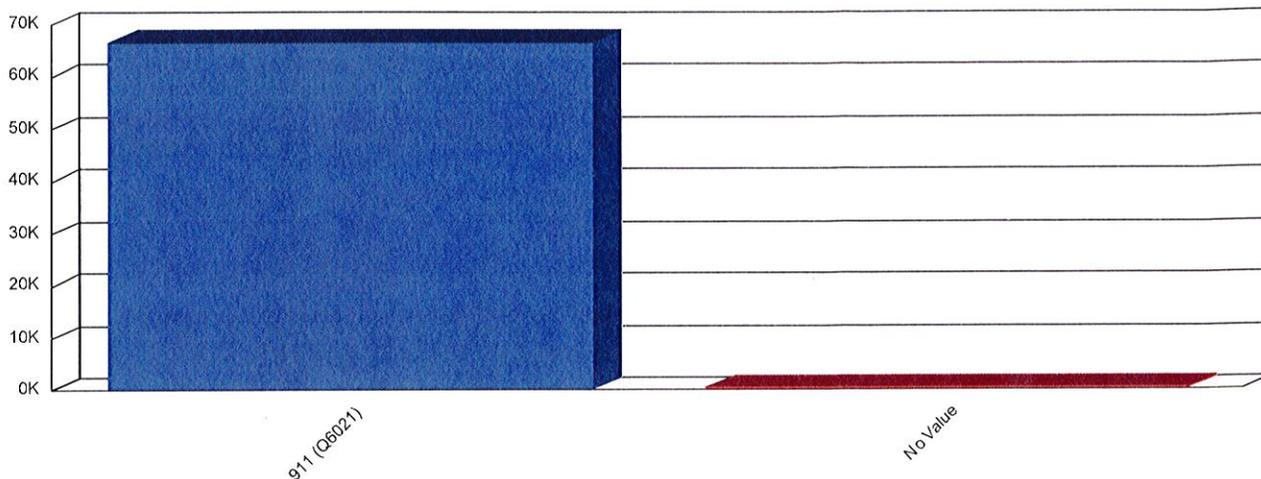
Number of Records : 82,656

<u>Route</u>	<u>Incoming</u>	<u>Abandoned</u>	<u>Number of Records</u>
Admin (Q6022)	82,636	0	82,636
No Value	20	0	20
	<u>82,656</u>	<u>0</u>	<u>82,656</u>

## Call Volume per Any Route

**From:** 07/01/2019 00:00:00      **To:** 06/16/2020 23:59:59  
**PSAP:** GilbertPD, Undefined  
**Trunk Group/Pool:** TG - 911

Number of Records : 67,121

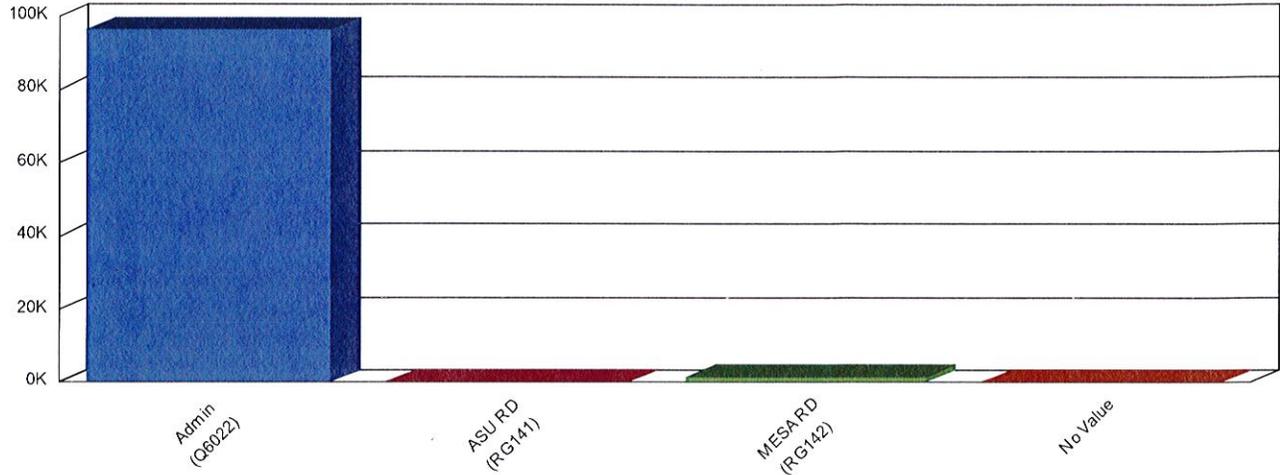


<u>Route</u>	<u>Incoming</u>	<u>Abandoned</u>	<u>Number of Records</u>
911 (Q6021)	63,782	2,836	66,618
No Value	0	503	503
	<b>63,782</b>	<b>3,339</b>	<b>67,121</b>

# Call Volume per Any Route

**From:** 07/01/2019 00:00:00      **To:** 06/16/2020 23:59:59  
**PSAP:** GilbertPD, Undefined  
**Trunk Group/Pool:** TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown  
 MES, TG - Supervisor

Number of Records : 98,003



<u>Route</u>	<u>Incoming</u>	<u>Abandoned</u>	<u>Number of Records</u>
Admin (Q6022)	96,557	0	96,557
ASU RD (RG141)	12	0	12
MESA RD (RG142)	1,432	0	1,432
No Value	2	0	2
	<b>98,003</b>	<b>0</b>	<b>98,003</b>

## Call Volume per Range of Answer Time for the Busiest Hour of the Week

From: 06/01/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/07/2020 23:59:59

Total Calls in the Report Period : 1,325

Week	Busiest Hour			Average Busiest Hour	AVG	Nb Calls		Total	Nb Calls	Standard Level %	0.00-10 Excellent Call Answer Time				
	Date	Day of Week	Hour			MIN	MAX				0.00-10 Excellent Call Answer Time	10.001-20 Good	20.001-30 Average	30.001-40 Poor	40.001+ Unaccepta ble
(23) 05/31/2020	06/06/2020	Saturday	18:00	17:00	13.33	10	18	80	21	100.00	19	2	0	0	0
(24) 06/07/2020	06/07/2020	Sunday	22:00	22:00	23.00	23	23	23	23	100.00	21	2	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Week

From: 06/01/2020 00:00:00

To: 06/07/2020 23:59:59

PSAP: GilbertPD, Undefined

Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 3,154

Week	Busiest Hour			Average Busiest Hour	AVG	Nb Calls		Total	Nb Calls	Standard Level %	0.00-10 Excellent Call Answer Time				
	Date	Day of Week	Hour			MIN	MAX				0.00-10 Excellent Call Answer Time	10.001-20 Good	20.001-30 Average	30.001-40 Poor	40.001+ Unaccepta ble
(23) 05/31/2020	06/01/2020	Monday	19:00	13:00	32.50	29	39	195	46	97.83	39	3	3	1	0
(24) 06/07/2020	06/07/2020	Sunday	14:00	14:00	27.00	27	27	27	27	100.00	26	1	0	0	0

\* A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/09/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/09/2020 23:59:59

Total Calls in the Report Period : 217

<u>Date</u>	<u>Busiest Hour</u>		<u>Nb Calls</u>	<u>Standard Level %</u>	<u>0.00-10</u>	<u>10.001-20</u>	<u>20.001-30</u>	<u>30.001-40</u>	<u>40.001+</u>
	<u>Day of Week</u>	<u>Hour</u>			<u>Excellent Call Answer Time</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Unacceptable</u>
06/09/2020	Tuesday	20:00	17	100.00	17	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/09/2020 00:00:00

To: 06/09/2020 23:59:59

PSAP: GilbertPD, Undefined

Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 415

<u>Date</u>	<u>Busiest Hour</u>		<u>Nb Calls</u>	<u>Standard Level %</u>	<u>0.00-10</u>	<u>10.001-20</u>	<u>20.001-30</u>	<u>30.001-40</u>	<u>40.001+</u>
	<u>Day of Week</u>	<u>Hour</u>			<u>Excellent Call Answer Time</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Unacceptable</u>
06/09/2020	Tuesday	12:00	41	100.00	40	1	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/10/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/10/2020 23:59:59

Total Calls in the Report Period : 187

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/10/2020	Wednesday	19:00	17	100.00	17	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/10/2020 00:00:00 To: 06/10/2020 23:59:59  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 422

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/10/2020	Wednesday	16:00	38	100.00	38	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/11/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/11/2020 23:59:59

Total Calls in the Report Period : 211

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/11/2020	Thursday	16:00	26	92.31	19	4	1	1	1

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/11/2020 00:00:00 To: 06/11/2020 23:59:59  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 424

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/11/2020	Thursday	16:00	48	100.00	46	1	1	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/11/2020 00:00:00 To: 06/11/2020 23:59:59  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 424

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/11/2020	Thursday	16:00	48	100.00	46	1	1	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/12/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/12/2020 23:59:59

Total Calls in the Report Period : 241

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/12/2020	Friday	17:00	30	100.00	30	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/12/2020 00:00:00 To: 06/12/2020 23:59:59  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 483

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/12/2020	Friday	17:00	37	100.00	36	1	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/13/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/13/2020 23:59:59

Total Calls in the Report Period : 196

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/13/2020	Saturday	15:00	15	100.00	15	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/13/2020 00:00:00 To: 06/13/2020 23:59:59  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 439

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/13/2020	Saturday	14:00	38	100.00	38	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/14/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/14/2020 23:59:59

Total Calls in the Report Period : 165

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/14/2020	Sunday	11:00	15	100.00	15	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/14/2020 00:00:00 To: 06/14/2020 23:59:59

PSAP: GilbertPD, Undefined

Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 324

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/14/2020	Sunday	18:00	30	100.00	30	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/15/2020 00:00:00  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - 911

To: 06/15/2020 23:59:59

Total Calls in the Report Period : 198

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/15/2020	Monday	14:00	17	100.00	17	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds

## Call Volume per Range of Answer Time for the Busiest Hour of the Day

From: 06/15/2020 00:00:00 To: 06/15/2020 23:59:59  
 PSAP: GilbertPD, Undefined  
 Trunk Group/Pool: TG - Admin, TG - AfterHours, TG - Backup, TG - Intercom, TG - Rindown ASU, TG - Ringdown MES, TG - Supervisor

Total Calls in the Report Period : 473

Date	Busiest Hour		Nb Calls	Standard Level %	0.00-10	10.001-20	20.001-30	30.001-40	40.001+
	Day of Week	Hour			Excellent Call Answer Time	Good	Average	Poor	Unacceptable
06/15/2020	Monday	11:00	38	100.00	38	0	0	0	0

• A call is considered within the standards if answered within 30.000 seconds



Goserco, Inc.

7165 E. University Drive, #180  
Mesa, AZ 85207-6414  
480-964-8911 Metro Phoenix Area  
800-285-0108 Toll Free  
480-964-8912 Fax  
ROC302489  
www.goserco.com

# Sales Invoice

Date	Invoice #
5/9/2016	9036

PAID  
05/30/2016

<b>Bill To</b> GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird	<b>Ship To</b> GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird
---	---

P.O. Number	Terms	Ship Date	Rep	Due Date	Ship Via	Quote
g-08339	Due on receipt	5/9/2016	SA	5/9/2016		

Item Code	Quantity	Description	Rate	Amount
NexLog740 1155-000	0.5	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, 1st year warranty.	6,956.00	3,478.00T
108233-000	0.5	Dual hot-swap power supplies, 120/240VAC		0.00T
105301	0.5	Integrated 7" Color LCD Touch Screen Display	1,127.00	563.50T
105321	0.5	One DVD-RAM Drive		0.00T
105314	0.5	Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage	2,506.00	1,253.00T
108109	0.5	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740)	392.00	196.00T
105284-024	1	24-Channel Analog Card, 24 Ch. Licenses	5,220.00	5,220.00T
105284-016	0.5	16-Channel Analog Card, 16 Ch. Licenses	3,480.00	1,740.00T
105183P-008	0.5	8-ch. Digital PBX Telephone Station Direct Record Card. Allows direct digital phone extension recording. *NOTE* Recorder must be placed within 80 feet of the telephone extension punch downs.	3,785.00	1,892.50T
108121	0.5	24 port GPIO PCI Card (non-isolated; 12 inputs)	692.00	346.00T
271083	0.5	MediaWorks Plus Concurrent Access for 8 Users	866.00	433.00T
271008	1	Eventide MediaAgent instant recall client software for Windows 2000/XP- 8 users.	866.00	866.00T
271098	0.5	Geo Search/View (Requires Lat/Lon, MW PLUS, Google Maps)	866.00	433.00T
271109	0.5	Eventide SSL enabler license	0.00	0.00T
271111	0.5	Eventide MP3 Option for MediaWorks Plus	170.00	85.00T
271077	0.5	Quality Factor Option: 20 Agents (Mediaworks Express req'd)	2,175.00	1,087.50T
271072	0.5	Screen Recording system license w/ 15 PC licenses	3,045.00	1,522.50T
209029	0.5	NENA standard generic (Positron, Plant etc.) CAD spill integration.	3,041.00	1,520.50T
GOSIMP	0.5	Implementation Services	11,630.00	5,815.00
SHIPPING CHARGE	0.5	Freight charges by manufacturer	300.00	150.00T
264242-003	2	9 ft. Connector Cable for Analog or Digital PBX card	80.00	160.00T
UPS SMC1500	0.5	APC model SC1500 rackmount UPS	230.00	115.00T

Federal ID 86-0741513  A/R: Cheryl Walters 480-964-8911 Ext 5102 800-285-0108 Ext 5102 cwalters@goserco.com  Maintenance Contracts Admin: Kit Ricci 480-964-8911 Ext 5106 800-285-0108 Ext 5106 kricci@goserco.com	<b>Subtotal</b>
	<b>Sales Tax (8.05%)</b>
	<b>Total</b>
	<b>Payments/Credits</b>
	<b>Balance Due</b>



**Goserco, Inc.**

7165 E. University Drive, #180  
 Mesa, AZ 85207-6414  
 480-964-8911 Metro Phoenix Area  
 800-285-0108 Toll Free  
 480-964-8912 Fax  
 ROC302489  
**www.goserco.com**

# Sales Invoice

Date	Invoice #
5/9/2016	9036

**PAID**  
**05/30/2016**

<b>Bill To</b>	<b>Ship To</b>
GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird	GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird

P.O. Number	Terms	Ship Date	Rep	Due Date	Ship Via	Quote
g-08339	Due on receipt	5/9/2016	SA	5/9/2016		

Item Code	Quantity	Description	Rate	Amount
RMNAS6TB	0.5	Rackmount NAS 6TB, 1U RS814+ w/ 4x3TB SATA HDD (RAID5 + Hot Spare) and Rail Kit	1,850.00	925.00T
Miscellaneous parts	0.5	Contact closure drawer	55.00	27.50T
Miscellaneous parts	1	Center mount rack shelf	70.00	70.00T
Platinum EWP	0	Platinum Level (7/24, 365) EWP contract. See attached contract for terms and conditions. Payment must be received in GOSERCO, Inc.'s Mesa office by the 15th of the month following the expiration date of the contract. If payment is not received by the 15th then any service calls will be billed at our standard hourly rate.	9,778.44	0.00
Prepay - EWP	0	Attached, please find our Extended Warranty Plan. This contract will be considered accepted upon payment. 5% Discount for pre-payment of 3 years Additional EWP coverage	-1,466.77	0.00T

Federal ID 86-0741513	<b>Subtotal</b>	\$27,899.00
A/R: Cheryl Walters 480-964-8911 Ext 5102 800-285-0108 Ext 5102 cwalters@goserco.com	<b>Sales Tax (8.05%)</b>	\$1,777.76
Maintenance Contracts Admin: Kit Ricci 480-964-8911 Ext 5106 800-285-0108 Ext 5106 kricci@goserco.com	<b>Total</b>	\$29,676.76
	<b>Payments/Credits</b>	-\$29,676.76
	<b>Balance Due</b>	\$0.00



**Goserco, Inc.**

7165 E. University Drive, #180  
 Mesa, AZ 85207-6414  
 480-964-8911 Metro Phoenix Area  
 800-285-0108 Toll Free  
 480-964-8912 Fax  
 ROC302489  
 www.goserco.com

# Sales Invoice

Date	Invoice #
6/8/2016	9104

**PAID**  
**06/30/2016**

<b>Bill To</b>	<b>Ship To</b>
GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird	GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird

P.O. Number	Terms	Ship Date	Rep	Due Date	Ship Via	Quote
g-08339	Due on receipt	6/8/2016	SA	6/8/2016		06/2016 - 05/

Item Code	Quantity	Description	Rate	Amount
NexLog740 1155-000	0.5	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, 1st year warranty.	6,956.00	3,478.00T
108233-000	0.5	Dual hot-swap power supplies, 120/240VAC		0.00T
105301	0.5	Integrated 7" Color LCD Touch Screen Display	1,127.00	563.50T
105321	0.5	One DVD-RAM Drive	0.00	0.00T
105314	0.5	Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage	2,506.00	1,253.00T
108109	0.5	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740)	392.00	196.00T
105284-024	1	24-Channel Analog Card, 24 Ch. Licenses	5,220.00	5,220.00T
105284-016	0.5	16-Channel Analog Card, 16 Ch. Licenses	3,480.00	1,740.00T
105183P-008	0.5	8-ch. Digital PBX Telephone Station Direct Record Card. Allows direct digital phone extension recording. *NOTE* Recorder must be placed within 80 feet of the telephone extension punch downs.	3,785.00	1,892.50T
108121	0.5	24 port GPIO PCI Card (non-isolated; 12 inputs)	692.00	346.00T
271083	0.5	MediaWorks Plus Concurrent Access for 8 Users	866.00	433.00T
271008	1	Eventide MediaAgent instant recall client software for Windows 2000/XP- 8 users.	866.00	866.00T
271098	0.5	Geo Search/View (Requires Lat/Lon, MW PLUS, Google Maps)	866.00	433.00T
271109	0.5	Eventide SSL enabler license	0.00	0.00T
271111	0.5	Eventide MP3 Option for MediaWorks Plus	170.00	85.00T
271077	0.5	Quality Factor Option: 20 Agents (Mediaworks Express req'd)	2,175.00	1,087.50T
271072	0.5	Screen Recording system license w/ 15 PC licenses	3,045.00	1,522.50T
209029	0.5	NENA standard generic (Positron, Plant etc.) CAD spill integration.	3,041.00	1,520.50T
GOSIMP	0.5	Implementation Services	11,630.00	5,815.00
SHIPPING CHARGE	0.5	Freight charges by manufacturer	300.00	150.00T
264242-003	2	9 ft. Connector Cable for Analog or Digital PBX card	80.00	160.00T
UPS SMC1500	0.5	APC model SC1500 rackmount UPS	230.00	115.00T

Federal ID 86-0741513  A/R: Cheryl Walters 480-964-8911 Ext 5102 800-285-0108 Ext 5102 cwalters@goserco.com  Maintenance Contracts Admin: Kit Ricci 480-964-8911 Ext 5106 800-285-0108 Ext 5106 kricci@goserco.com	<b>Subtotal</b>
	<b>Sales Tax (8.05%)</b>
	<b>Total</b>
	<b>Payments/Credits</b>
	<b>Balance Due</b>



**Goserco, Inc.**

7165 E. University Drive, #180  
 Mesa, AZ 85207-6414  
 480-964-8911 Metro Phoenix Area  
 800-285-0108 Toll Free  
 480-964-8912 Fax  
 ROC302489  
**www.goserco.com**

# Sales Invoice

Date	Invoice #
6/8/2016	9104

**PAID**  
**06/30/2016**

<b>Bill To</b>	<b>Ship To</b>
GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird	GILBERT POLICE DEPARTMENT 50 East Civic Center Drive Gilbert, AZ 85296 Attn: Janet Laird

P.O. Number	Terms	Ship Date	Rep	Due Date	Ship Via	Quote
g-08339	Due on receipt	6/8/2016	SA	6/8/2016		06/2016 - 05/

Item Code	Quantity	Description	Rate	Amount
RMNAS6TB	0.5	Rackmount NAS 6TB, 1U RS814+ w/ 4x3TB SATA HDD (RAID5 + Hot Spare) and Rail Kit	1,850.00	925.00T
Miscellaneous parts	0.5	Contact closure drawer	55.00	27.50T
Miscellaneous parts	1	Center mount rack shelf	70.00	70.00T
Platinum EWP	3	Platinum Level (7/24, 365) EWP contract. See attached contract for terms and conditions. Payment must be received in GOSERCO, Inc.'s Mesa office by the 15th of the month following the expiration date of the contract. If payment is not received by the 15th then any service calls will be billed at our standard hourly rate.	9,778.44	29,335.32
Prepay - EWP	1	Attached, please find our Extended Warranty Plan. This contract will be considered accepted upon payment. 5% Discount for pre-payment of 3 years Additional EWP coverage	-1,466.77	-1,466.77T

Federal ID 86-0741513	<b>Subtotal</b>	\$55,767.55
A/R: Cheryl Walters 480-964-8911 Ext 5102 800-285-0108 Ext 5102 cwalters@goserco.com	<b>Sales Tax (8.05%)</b>	\$1,659.69
Maintenance Contracts Admin: Kit Ricci 480-964-8911 Ext 5106 800-285-0108 Ext 5106 kricci@goserco.com	<b>Total</b>	\$57,427.24
	<b>Payments/Credits</b>	-\$57,427.24
	<b>Balance Due</b>	\$0.00









Goodyear Telecommunicaitons  
CALL Volumes 2017-2020

Year	Emergency	Non-Emergency	Total Calls
2020	56,192	42,164	60,408
2019	35,580	86,356	121,939
2018	31,700	86,066	117,766
2017	37,698	83,213	120,911

To June



July 15, 2020

Goodyear Telecommunications Center Demographics

Total Number of Work Stations	8
Number of Radio Work Stations	8 (All Stations are Radio and Call Taking)
Number of Call Taking Work Stations	8
Authorized Number of Staff	19 + Manager

A handwritten signature in blue ink, appearing to read "SH", is positioned above the name of the signatory.

Shauna Henrie  
Telecommunications Manager

**City of Goodyear**  
Goodyear Police Department



Date July 16, 2020

Name Liz Graeber  
Company MR 911  
City Phoenix, AZ

Liz:

I am attaching documentation for the purchase we made of a new Verint recorder. The previous recorder was 6 years old and the application was at end of support in 2023 so needed to be replaced.

Sincerely,

Shauna Henrie   
Telecommunications Manager  
GOODYEAR POLICE DEPARTMENT

Santiago Rodriguez  
Chief of Police

We have prepared a quote for you

**Verint upgrade to 15.2-Software,  
install/support costs, and software  
maintenance**

Quote #009780 v3

Prepared for  
**GOODYEAR POLICE DEPARTMENT**

Prepared by  
**Shaun Andrews**

Thursday, July 25, 2019

GOODYEAR POLICE DEPARTMENT

Lisa Dailey  
14455 West Van Buren Bldg. F  
Goodyear, AZ 85338  
lisa.dailey@goodyearaz.gov

Dear Lisa,

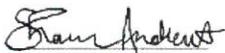
This quote is for replacement of the existing Verint servers and to upgrade to version 15.2. To make things more efficient and cost effective, we've consolidated recording to two servers. (Primary & secondary redundant) We've also eliminated the CAS and added a NAS instead. We've heard 911 analog trunks are going away soon and everything will be SIP, so we've eliminated the trunk channels and account for position recording only, for phone. This proposed solution will also save you around \$10k or more on maintenance, per year, by going from 4 servers to 2 plus a NAS. We've designed the system more lean, while still having redundancy. Goodyear PD benefits from the software upgrade pricing, by going from Verint version 5 to 15.2. *\*Quality Assurance and screen recording is not in this quote but can be quoted if needed.*

**Recorder 1 -Primary(IP)**

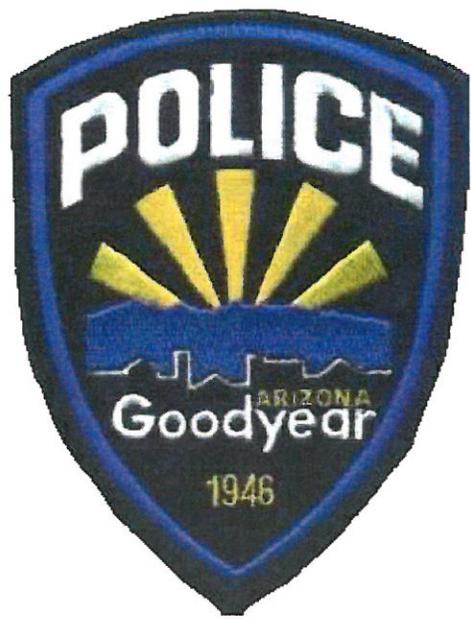
VIPER-8 positions IP  
Existing Motorola AIS(18 talk groups)  
26 channels total IP

**Recorder 2-(Backup analog)**

40 analog channels(8 VPM, 8 Viper analog, up to 24 trunks)



Shaun Andrews  
Sales Account Manager  
Goserco HQ



Consolidated IP recorder Software		*Declined Option(s)	Price	Qty	Ext. Price
	<b>Recording License Options</b>				
93-630-0011	<b>Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat)to Verint Public Safety Call Recording( Channel based) V15.2</b> Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat)to Verint Public Safety Call Recording( Channel based) V15.2		\$208.00	8	\$1,664.00
93-630-0012	<b>Upgrade from AL5.x - Trunked Radio Talkgroup to Verint Public Safety Named Radio Talkgroup V15.2</b>  Upgrade from AL5.x - Trunked Radio Talkgroup to Verint Public Safety Named Radio Talkgroup V15.2		\$104.00	18	\$1,872.00
93-630-0020	<b>Upgrade from AL5.x - Verint Recording Public Safety Integration Package V15.2</b> Upgrade from AL5.x - Verint Recording Public Safety Integration Package V15.2		\$1,000.00	1	\$1,000.00
			Subtotal:		<b>\$4,536.00</b>

Backup recorder software		*Declined Option(s)	Price	Qty	Ext. Price
	<b>Recording License Options</b>				
93-630-0011	<b>Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat)to Verint Public Safety Call Recording( Channel based) V15.2</b> Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat)to Verint Public Safety Call Recording( Channel based) V15.2		\$208.00	37	\$7,696.00
			Subtotal:		<b>\$7,696.00</b>

Verint Maintenance		*Declined Option(s)	Price	Qty	Ext. Price
C89-170-3312	<b>Audiolog Premium Software Maintenance (per annum). This line item is paid directly to Verint for support.</b>		\$733.92	1	\$733.92
			Subtotal:		<b>\$733.92</b>

Professional Services		*Declined Option(s)	Price	Qty	Ext. Price
CG-SVC-Implementation Pkg	<b>Comprehensive installation package: includes all project management, installation, configuration, and testing, all travel time and expenses, and 1st year support (M-F 8am-5pm)</b>		\$9,700.00	1	\$9,700.00
			Subtotal:		<b>\$9,700.00</b>

## Verint upgrade to 15.2-Software, install/support costs, and software maintenance

**Quote Information:**

Quote #: 009780  
 Version: 3  
 Delivery Date: 07/25/2019  
 Expiration Date: 08/31/2019

**Prepared for:**

GOODYEAR POLICE DEPARTMENT  
 14455 West Van Buren Bldg. F  
 Goodyear, AZ 85338  
 Lisa Dailey  
 lisa.dailey@goodyearaz.gov  
 623-882-7863

**Prepared by:**

Goserco HQ  
 Shaun Andrews  
 480-964-8911 x 5117  
 Fax 480-964-8912  
 sandrews@goserco.com



Quote Summary		Amount
Consolidated IP recorder Software		\$4,536.00
Backup recorder software		\$7,696.00
Verint Maintenance		\$733.92
Professional Services		\$9,700.00
	Subtotal	<b>\$22,665.92</b>
	Tax	<b>\$1,015.26</b>
	Total	<b>\$23,681.18</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

**E-Signature Confirmation**

Initials: \_\_\_\_\_  
 IP Address: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 PO Number: 21901244  
 Date: 06/24/2019 11:29 AM

We have prepared a quote for you

## Verint upgrade to 15.2-Hardware ONLY

Quote #009779 v1

Prepared for

**GOODYEAR POLICE DEPARTMENT**

Prepared by

**Shaun Andrews**

Thursday, April 18, 2019

GOODYEAR POLICE DEPARTMENT  
Lisa Dailey  
14455 West Van Buren Bldg. F  
Goodyear, AZ 85338  
lisa.dailey@goodyearaz.gov

Dear Lisa,

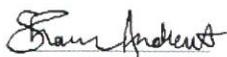
This quote is for replacement of the existing Verint servers and to upgrade to version 15.2. To make things more efficient and cost effective, we've consolidated recording to two servers. (Primary & secondary redundant) We've also eliminated the CAS and added a NAS instead. We've heard 911 analog trunks are going away soon and everything will be SIP, so we've eliminated the trunk channels and account for position recording only, for phone. This proposed solution will also save you around \$10k or more on maintenance, per year, by going from 4 servers to 2 plus a NAS. We've designed the system more lean, while still having redundancy. Goodyear PD benefits from the software upgrade pricing, by going from Verint version 5 to 15.2. *\*Quality Assurance and screen recording is not in this quote but can be quoted if needed.*

**Recorder 1 -Primary(IP)**

VIPER-8 positions IP  
Existing Motorola AIS(18 talk groups)  
26 channels total IP

**Recorder 2-(Backup analog)**

40 analog channels(8 VPM, 8 Viper analog, up to 24 trunks)



Shaun Andrews  
Sales Account Manager  
Goserco HQ



Verint Consolidated Server-IP recording		Price	Qty	Ext. Price
	<b>Audiolog Chassis Options</b>			
C89-270-0001	<b>6000 platform Consolidated Server L0 (SVR6KH1-CON-L0)</b> 6000 platform Consolidated Server L0 (SVR6KH1-CON-L0)	\$9,164.00	1	\$9,164.00
	<b>Hard Drives</b>			
89-270-0068	<b>Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5) V15.2</b> Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5) V15.2	\$2,744.00	1	\$2,744.00
	<b>Misc Items</b>			
C89-270-0013	<b>Add on Quad Port Intel I350-AE4 GbE I/O Module</b> Add on Quad Port Intel I350-AE4 GbE I/O Module	\$702.40	1	\$702.40
CA-NAS-RMRPNAS4TB	<b>RP Rackmount NAS 4TB, 1U RS815RP+ w/ 4x2TB SATA HDD (RAID5 + Hot Spare) and Rail Kit</b> RP Rackmount NAS 4TB, 1U RS815RP+ w/ 4x2TB SATA HDD (RAID5 + Hot Spare) and Rail Kit	\$2,700.00	1	\$2,700.00
Subtotal:				<b>\$15,310.40</b>

Backup recorder HW-Analog		Price	Qty	Ext. Price
	<b>Audiolog Chassis Options</b>			
89-270-0075	<b>6000 platform Recorder Server (SVR6KLE2-REC)</b> 6000 platform Recorder Server (SVR6KLE2-REC)	\$5,900.00	1	\$5,900.00
	<b>Audio cards and contact closure-Approx 21 for 911 Trunks, 8 Viper positions, 8 Moto VPM</b>			
89-270-0015	<b>6000 Series AudioCodes LD Card 24 analog Ports (PCI-e) V15.2</b>  6000 Series AudioCodes LD Card 24 analog Ports (PCI-e) V15.2	\$3,288.00	1	\$3,288.00

Backup recorder HW-Analog		Price	Qty	Ext. Price
89-270-0019	<b>Add on AudioCodes LD Card 8 analog Ports (PCI-e)</b> Add on AudioCodes LD Card 8 analog Ports (PCI-e)	\$1,344.00	2	\$2,688.00
C89-170-4838	<b>USB Contact Closure to 32 Optically Isolated Inputs Digital Interface Adapter</b> USB Contact Closure to 32 Optically Isolated Inputs Digital Interface Adapter	\$823.65	1	\$823.65
Subtotal:				<b>\$12,699.65</b>

## Verint upgrade to 15.2-Hardware ONLY

**Quote Information:**

Quote #: 009779  
 Version: 1  
 Delivery Date: 04/18/2019  
 Expiration Date: 06/30/2019

**Prepared for:**

GOODYEAR POLICE DEPARTMENT  
 14455 West Van Buren Bldg. F  
 Goodyear, AZ 85338  
 Lisa Dailey  
 lisa.dailey@goodyearaz.gov  
 623-882-7863

**Prepared by:**

Goserco HQ  
 Shaun Andrews  
 480-964-8911 x 5117  
 Fax 480-964-8912  
 sandrews@goserco.com



Quote Summary		Amount
Verint Consolidated Server-IP recording		\$15,310.40
Backup recorder HW-Analog		\$12,699.65
	Subtotal	<b>\$28,010.05</b>
	Tax	<b>\$2,254.79</b>
	Total	<b>\$30,264.84</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature \_\_\_\_\_

Date \_\_\_\_\_



PSAP Remodel Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY2024 (July 2023 to June 2024)**

**Forecast Budget Items – No Documentation Required**

Logging Recorder

Additional work stations How Many:

\*PSAP move Estimated Date:  
Location if known:

PSAP Remodel Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY 2025 (July 2024 to June 2025)**

**Forecast Budget Items – No Documentation Required**

Logging Recorder

Additional work stations How Many:

\*PSAP move Estimated Date:  
Location if known:

PSAP Remodel Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY 2026 (July 2025 to June 2026)**

**Forecast Budget Items – No Documentation Required**

Logging Recorder



**CITY OF GLENDALE**  
**POLICE DEPARTMENT**

To protect the lives and property of the people we serve



Date: June 15<sup>th</sup>, 2020  
 To: Maricopa Region 911  
 From: Loretta Hadlock, Police Operations Manager, Glendale Police Department  
 Ref: Budget Justifications

In reference to the justification of purchasing a new logging recorder for the Glendale Police Department PSAP the following information is presented:

- The Glendale PSAP has a total of 16 workstations located in our primary center. There are an additional 8 positions located in our back up center that can be utilized for both radio and non-emergency phone system that is maintained by the City of Glendale.
- The Glendale PSAP has a total of 6 radio positions located in our primary center and 4 radio positions located in our back up center as well as 1 laptop radio.
- The Glendale PSAP has a total of 13 call-taking stations (these positions have MR911 equipment which allows 911 and non-emergency calls) that are in our primary center. There are 8 positions located in the back up center that have the capability of taking non-emergency calls that are maintained by the City of Glendale.
- The authorized staffing for Glendale PD PSAP is as follows:
  - 38.5 Personnel (Comm. Specialists, Supervisors and Manager)
    - 32 are FTE Communications Specialists
    - .5 is a part time Communications Specialist
    - 5 Communications Supervisors
    - 1 Communications Manager
- The current logging recorder was purchased in 2010 and installed in 2011. During this time the City has continued to grow utilizing the logging recorder more and more each day. The new logging recorder is simply needed due to the end of life of the equipment and continuous daily use with all phone stations being recorded and numerous requests for phone recordings from citizens, attorney’s, law enforcement and others.
- Reports for past 3 years of 911, non-emergency, and Busiest hour call volume reports available if needed.

Glendale PD year report 2017 thru 2019			
	2017	2018	2019
<b>Total Incoming Non-Emergency</b>	194,768	187,243	196,268
<b>Total Incoming 911</b>	156,540	158,248	154,008
<b>Total Incoming Calls Overall</b>	351,308	345,491	350,276
<b>Busiest Hour of Day/Total per year</b>	1600 hrs. @ 25,546	1500 hrs. @ 25,647	1500 hrs. @ 26,007

- We are looking to purchase a NICE logging recorder. Please see attached Budgetary estimate. This request will be in our IT steering committee purchase request for the next fiscal year
- The Police Chief approval letter will be forwarded later

If there are any questions, please contact me.

# CITY OF GLENDALE, AZ

NICE RECORDING SOLUTION

JANUARY 24, 2020

## BUDGETARY ESTIMATE

The design, technical, pricing, and other information ("Information") furnished with this budgetary submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions. The Information provided in this budgetary submission is provided for evaluation purposes only and does not constitute a binding offer to sell or license any Motorola Solutions product or services. Motorola Solutions is making no representation, warranties, or commitments with respect to pricing, products, payment terms, credit, or terms and conditions. A firm offer would require more information and further detailed analysis of the requirements.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2019 Motorola Solutions, Inc. All rights reserved.

SECTION 1

# NICE LOGGING SOLUTION

## Budgetary Estimate

Budgetary Estimate Reference #:

PS-000098474

January 24, 2020

## INTRODUCTION

Motorola Solutions Inc. (“Motorola”) is providing this budgetary estimate to assist you with defining your budget and project funding requirements, as well as your solution requirements for equipment and services. Upon request, your Motorola account executive will provide a detailed proposal with firm pricing that is more specifically tailored to your goals, which will include verification of all assumptions contained in this document.

The design, technical, pricing, and other information (“Information”) furnished with this budgetary submission is proprietary information of Motorola and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola. The Information provided in this submission is provided for evaluation and budgetary purposes only and does not constitute a binding offer to sell or license any Motorola product or services. Motorola is making no representation, warranties, or commitments with respect to pricing, products, payment terms, credit, or terms and conditions. A firm offer would require more information and further detailed analysis of the requirements.

## SOLUTION OVERVIEW

Glendale currently has Verint logging system at its primary dispatch location. The Verint system includes Verint trunked logging recorders (TLR) for long term audio recording of the ASTRO P25 radio system talkgroups and analog logging recorders (ALR) for long term audio recording of VoIP phones, 911 CAMA trunks, and Radio and Phone console stations.

The proposed solution is intended to serve as a replacement of the present Verint logging system including replacement of the current Verint TLR recorder, the ALR recorder, the audio archiving solution and the call management and playback solution.

The TLR recorder will be replaced with a non-redundant NICE 24 channel Motorola IP logger. This logger will consist of two HP DL360 servers. The first server will host the logging solution itself and the second will become the Logger Backup Server (LBS). The LBS will be used to back up the SQL database and audio archive of the primary logging server. This allows for 150,000 hours of redundant storage to the IP logger and 500,000 hours of long-term archiving.

The ALR recorder will be replaced with a NICE Inform Recorder (NIR) consisting of a non-redundant HP ML350 server with a RAID 1 HDD array of mirrored 2TB hard drives. This array



will be used for initial audio archiving with redundant and long-term archiving being done on the new Inform server.

The Inform server will consist of an HP DL380 server with a RAID 1 HDD array of mirrored 6TB hard drives. This array will allow for redundant audio storage of the NIR recorder and long-term storage of the NIR audio. This server will also host several applications for system operation and management. Those applications include Inform version 9 Professional, Evidence Management, Organizer and Media Player. Event monitoring of the NICE system will be via NICE Inform Health Manager. This software will also be installed on the Inform server.

The proposed solution includes Windows O/S 2016 for all servers as well as a new instance of SQL data base. Five SQL client licenses to manage the new servers have been included.

## Space and Power requirements

The following table is an estimation of the physical rack space and power that the City of Glendale will need to provide for the proposed solution:

Equipment Dimensions and Power Requirements													
Component	Imperial					Height in Units (U)	Watts (joules/sec)	Thermal Diss BTU/hr.	Voltage			Static IP Address Required	Network Drops Required
	Weight (lbs.)*	Height (in)	Width (in)	Depth (in)	110				Amps	Inlets (# of PSU's)			
Motorola IP Logger (HP DL 360p Gen10)	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1		
Motorola IP Logger Backup (HP DL 360p Gen10)	33.3	1.70	17.2	27.5	1.0	500	1979	4.55	2	1	1		
NICE Inform Server (HP DL380p Gen9 or Gen10)	51.0	3.44	17.5	28.8	2.0	800	3207	7.27	2	1	1		
NRX Server - ML350 Gen9 or Gen10	121.0	8.58	17.5	29.4	5.0	500	1979	4.55	2	1	1		
Monitor/Keyboard/Mouse	42.0	1.80	19.0	23.6	1.0	24	82	0.22	1	0	0		
KVM	38.1	1.75	19.0	17.5	1.0	48	164	0.44	1	0	0		
	318.7				11.0	2372.0	9390.0	21.6	10.0	4.0	4.0		
* Maximum possible weight. Configured server may weigh less													

## BUDGETARY ASSUMPTIONS

Motorola has made several assumptions in preparing this proposal, which are noted below. Motorola will need to verify all assumptions or seek alternate solutions in the case of inaccurate assumptions.

- The existing equipment location will have sufficient space available for the system described as required/specified by Motorola's R56 Guidelines for Communications sites
- The Customer will be responsible for providing ANI/ALI data to the rear (demarc) of the NICE recorder or capture device server. If ANI/ALI is delivered via RS232 the cable supplied by the customer must be terminated in a DB9 FEMALE connector.



- Main and backup power at the proposed site location is sufficient and capable of supporting the additional equipment. Any upgrades required are the responsibility of the city of Glendale.
- The Mitel interface quoted is for passive recording via a SPAN port. The PBX is assumed to be set up to send audio to the sets in a decrypted format.
- Where necessary, Glendale will provide a dedicated delivery point, such as a warehouse, for receipt, inventory, and storage of equipment prior to delivery to the sites.
- The existing logging solution will remain in place for legacy audio retention and will Glendale will be responsible for support and eventual decommissioning after the retention period is met.
- Playback workstation(s) provided by Glendale.

## SYSTEM IMPLEMENTATION

Motorola has included System Integration services for the proposed solution as part of this budgetary estimate. These services include:

- Installation, optimization, and programming of all proposed equipment
- Acceptance Testing and System Documentation.
- Project Management, System Technologist, and Post Sale Engineering support.
- Warranty services for one year from System Acceptance to include:
  - Technical Support.
  - Dispatch Service and Call Management.
  - Infrastructure Repair.
  - On-Site Infrastructure Response (24x7).



# BUDGETARY ESTIMATE

Motorola's estimate for the proposed solution is as follow:

Description	Price
Glendale NICE Logging Solution	\$315,000.00

<b>Account Manager:</b> Jimmy Trivedi	<b>PS-000098474</b> jehil.trivedi@motorolasolutions.com	<b>January 24, 2020</b> 630-862-5104
--	--	---

Upon request, Motorola can provide Glendale with a firm proposal tailored to address your unique solution requirements. We appreciate the opportunity to support your communications needs and look forward to continuing a strong collaboration that achieves your vision.











# ROUTING SLIP



-326

Description: MR911 Budget Request (FY 2021/22)

	<u>Date Received</u>	<u>Date Reviewed</u>	<u>Initials</u>	<u>Approved</u>	<u>Not Approved</u>
Christine Pantoja-Young Communications Administrator	<u>see attached</u>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mike Dvorak Communications	<u>6/15/20</u>	<u>6/16/20</u>	<u>MD</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pat Phelps PDIT	<u>EMAILED 6/16/20</u>	<u>6/19/20</u>	<u>SEE EMAIL ATTACHED</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Krisa York/ Fiscal	<u>6-16-20</u>	<u>6-16-20</u>	<u>EMAIL ATTACHED</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Legal Unit				<input type="checkbox"/>	<input type="checkbox"/>
Lee Rankin Assistant Chief				<input type="checkbox"/>	<input type="checkbox"/>
Ed Wessing Operations Assistant Chief				<input type="checkbox"/>	<input type="checkbox"/>
Dan Butler Administration Assistant Chief				<input type="checkbox"/>	<input type="checkbox"/>
Other				<input type="checkbox"/>	<input type="checkbox"/>
Ken Cost Police Chief		<u>6-22-20</u>	<u>R</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Return to:	<u>Communications CMDR. DVORAK</u>				
No later than:	<u>06/22/20</u>				

## Ruby Wall

---

**From:** Patrick Phelps  
**Sent:** Friday, June 19, 2020 8:25 AM  
**To:** Ruby Wall  
**Cc:** Daniel Butler; Krisa York; Michael Dvorak  
**Subject:** Re: MR911 Budget Request

Ruby/Krisa- I don't have any technology concerns about this.

Assuming no increase in maximum peak usage (of dispatcher and call taker) there will not be an increase in CAD costs. If we do at some point increase that it is an annual cost of \$1,000 per seat.

Also, we should note that the upgrade to the Goserco recorder is already budgeted for in DoIT lifecycle. According to Christine, if we are approved the City could be reimbursed for the 911 specific portion of the upgrade.



**Patrick Phelps**  
Mesa Police Department  
Police Technical Services Manager  
480.644.4465  
Patrick.phelps@mesaaz.gov

---

**From:** Ruby Wall <Ruby.Wall@mesaaz.gov>  
**Date:** Wednesday, June 17, 2020 at 5:11 PM  
**To:** Patrick Phelps <Patrick.Phelps@MesaAZ.gov>  
**Cc:** Daniel Butler <Daniel.Butler@mesaaz.gov>, Krisa York <Krisa.York@MesaAZ.gov>, Michael Dvorak <Michael.Dvorak@mesaaz.gov>  
**Subject:** RE: MR911 Budget Request

Hi Pat,

I was hoping to check the status of this request if I could please (due 06/22/20).a

Thank you.

*Ruby*

**From:** Ruby Wall  
**Sent:** Tuesday, June 16, 2020 2:31 PM  
**To:** Patrick Phelps <Patrick.Phelps@MesaAZ.gov>  
**Cc:** Daniel Butler <Daniel.Butler@mesaaz.gov>; Krisa York <Krisa.York@MesaAZ.gov>; Michael Dvorak <Michael.Dvorak@mesaaz.gov>  
**Subject:** RE: MR911 Budget Request

Good afternoon Pat,

For your review/approval please.

Thank you.

*Ruby*

**From:** Krisa York <[Krisa.York@MesaAZ.gov](mailto:Krisa.York@MesaAZ.gov)>  
**Sent:** Tuesday, June 16, 2020 9:10 AM  
**To:** Michael Dvorak <[Michael.Dvorak@mesaaz.gov](mailto:Michael.Dvorak@mesaaz.gov)>  
**Cc:** Daniel Butler <[Daniel.Butler@mesaaz.gov](mailto:Daniel.Butler@mesaaz.gov)>; Ruby Wall <[Ruby.Wall@mesaaz.gov](mailto:Ruby.Wall@mesaaz.gov)>  
**Subject:** FW: MR911 Budget Request

Good Morning

I have reviewed the MR911 Budget Request and have the following comments:

- I'm assuming by the term "positions" you are referring to workstations and not requesting additional personnel?
- As this relates to software, PDIT should review and weigh-in. On-going costs also need to be considered along with recommended funding

Otherwise, approved by Fiscal.

Thanks  
Krisa

**From:** Michael Dvorak <[Michael.Dvorak@mesaaz.gov](mailto:Michael.Dvorak@mesaaz.gov)>  
**Sent:** Tuesday, June 16, 2020 6:16 AM  
**To:** Krisa York <[Krisa.York@MesaAZ.gov](mailto:Krisa.York@MesaAZ.gov)>  
**Cc:** Daniel Butler <[Daniel.Butler@mesaaz.gov](mailto:Daniel.Butler@mesaaz.gov)>; Christine Pantoja-Young <[Christine.Pantoja-Young@mesaaz.gov](mailto:Christine.Pantoja-Young@mesaaz.gov)>  
**Subject:** MR911 Budget Request

Hello-

Attached is the six-year budget request Communications is proposing for submittal to MR911. It is being routed as all agencies are required to submit a letter (enclosed) from the Chief's Office with their submittal. Please let me know if you need anything additional.

Thank you!

## Ruby Wall

---

**From:** Krisa York  
**Sent:** Tuesday, June 16, 2020 9:10 AM  
**To:** Michael Dvorak  
**Cc:** Daniel Butler; Ruby Wall  
**Subject:** FW: MR911 Budget Request  
**Attachments:** 061520 - MR911 Budget Request (FY 2021-22).pdf

Good Morning

I have reviewed the MR911 Budget Request and have the following comments:

- I'm assuming by the term "positions" you are referring to workstations and not requesting additional personnel?
- As this relates to software, PDIT should review and weigh-in. On-going costs also need to be considered along with recommended funding

Otherwise, approved by Fiscal.

Thanks  
Krisa

**From:** Michael Dvorak <Michael.Dvorak@mesaaz.gov>  
**Sent:** Tuesday, June 16, 2020 6:16 AM  
**To:** Krisa York <Krisa.York@MesaAZ.gov>  
**Cc:** Daniel Butler <Daniel.Butler@mesaaz.gov>; Christine Pantoja-Young <Christine.Pantoja-Young@mesaaz.gov>  
**Subject:** MR911 Budget Request

Hello-

Attached is the six-year budget request Communications is proposing for submittal to MR911. It is being routed as all agencies are required to submit a letter (enclosed) from the Chief's Office with their submittal. Please let me know if you need anything additional.

Thank you!



MESA POLICE DEPARTMENT  
INTEROFFICE MEMO



TO: MR911  
FROM: Mesa Police  
DATE: 6/11/20  
SUBJ: 911 Budget Request Fiscal Year 2021/2022

Attached is the 6-year Mesa Police Public Safety Answering Point budget request. The attached documents are included for review of the request:

- Completed Six Year Budget Form
- Letter from Chief authorizing funding requests
- Justification of need and/or circumstances for need
- Demographics of Center
  - Total number of work stations
  - Number of radio work stations
  - Number of call taking work stations
  - Authorized number of staff
- Reports for past 3-years of 9-1-1; Non-emergency; and Busiest Hour Call Volume
- Copy of Logging Recorder invoice (estimate) with the number of channels purchased

X

A handwritten signature in blue ink that reads "Christine Pantoja Young".

Christine Pantoja Young, Administrator

X

A handwritten signature in black ink that reads "Michael Dvorak".

Michael Dvorak, Commander









Mesa Police Department  
PO Box 1466  
Mesa, Arizona 85211-1466

mesaaz.gov

June 15, 2020

Attention: Liz Graeber  
Maricopa Region 911 Director  
302 N 1<sup>st</sup> Ave, Suite 300  
Phoenix, AZ 85003

Maricopa Region 911,

The Mesa Police Public Safety Answering Point (PSAP) has reviewed 911 resources and determined a need for 6 additional 911 positions. Their request to fund 6 additional 911 positions and for logging recorder reimbursement has been reviewed and is authorized by Mesa Police Department.

Thank you for your consideration. If you have questions, please contact the Mesa Police Communications PSAP Manager Christine Pantoja-Young at 480-644-2238.

Sincerely,

Chief Kenneth Cost



MESA POLICE DEPARTMENT  
INTEROFFICE MEMO



TO: MR911  
FROM: Christine Pantoja-Young  
DATE: June 1, 2020  
SUBJ: 911 Phone Positions Fiscal Year Budget 2021/22

Six additional 911 phone positions are being requested by Mesa Police to accommodate growth in our 911 Center, to establish safe social distancing protocols, and to serve the expanding population in Mesa. In assessing our need for additional consoles, we considered the following issues critical for consideration and current environmental standards:

- Pandemic outbreak
  - Social distancing required for safety
  - Increasing call volumes during the pandemic outbreak and civil unrest protests is creating needs for additional consoles for staff to be available
- Approved staff expansion creating need for additional 911 positions
- Approved 5<sup>th</sup> Police District creating need for additional positions
- Need to be able to staff as a major back-up Center for 911 calls for Phoenix, Gilbert, and Chandler (ability to absorb other agencies)

Mesa Police has prioritized standards to create a safe working environment for employees during pandemics such as Covid-19. A need for spacing furniture and creating safe zones has been identified for all employees, and especially those who have a compromised immune system so that as little equipment as possible be shared. Additionally, social distancing challenges have presented themselves in training employees while establishing a 6-foot safety zone for teaching. Without additional consoles to station trainers during our busiest hours, social distancing has become problematic. In the long-term, a solution needs to be in place for pandemics and flu seasons. The Covid-19 pandemic has made this need evident. Long term planning must account for the safety of employees during pandemics as well as yearly flu seasons.

The population in the City of Mesa has grown by 17.7% since 2010. From 2010, the population has grown from 439,00 to 511,334. It is estimated to grow to 548,809 by 2024. In 2019 Mesa police

replaced console equipment in its 911 Center and added 4 911 desks to place it on par with the population growth. In 2020, Mesa Police will be hiring 9 additional 911 operators from the previously authorized number of 35 to improve the workload on personnel and to increase employee retention. We estimate we will need to staff a total 6 additional 911 workstations to handle 911 calls within national standards. Additionally, a 5<sup>th</sup> police district has been authorized and will need additional staffing and an additional fully integrated phone position.

Increased 911 consoles will assist Mesa in its mission to meet ring times within national standards during the busiest hours, which requires new positions to be staffed on swing shift. Four new console positions were installed in 2019 and 2 more have been requested for 2020. The City of Mesa has approved hiring of additional personnel which would be used to staff these positions. A review of the last three years shows the City of Mesa's 911 volume remains steady even with increasing additional online resources. While call volumes remain steady, additional personnel have been deemed necessary in our calltaking positions because of added responsibilities. These 911 positions are now used to handle calls along with Municipal Security, online tips, and text-to-911. The increase workload has created the need to add additional staff and 911 positions during the busiest hours to distribute tasks evenly.

The final consideration includes having seating available as a back-up Center to assist with call volumes when needed. Mesa serves as a back-up to Gilbert, Chandler and Phoenix. Additionally, Mesa has cooperative agreements with Gilbert, Apache Junction, and Mesa Fire to absorb certain operations in the event of emergencies. Added 911 consoles provide necessary resources needed to support East Valley agencies both for back-up 911 overflow services and for evacuation purposes.

Additionally, a request for reimbursement for a logging recorder upgrade will be submitted in fiscal year 2021/2022. Once the transaction is completed, final receipts will be submitted for a reimbursement request regarding 32 Viper Channels which will be recorder on a primary and secondary recorder. An estimate for purchase is attached.

# Demographics

## 30 Total Workstations

- Radio workstations: 11
- Call taking workstations: 15
- CAD workstations with no phone equipment: 4
- Future planned call taking workstations: 2

## Authorized Staff:

- 12 supervisors
- 45 full time dispatchers
- 8 part time dispatchers
- 43 full time 911 operators
- 11 part time 911 operators
- Total positions: 119 (19 are part-time)



Compiled by PSC Admin Pantoja-Young

<b>CALL VOLUME</b> (Data Generated from MIS/Positron System)	2017	2018	2019
Inbound Calls - Non-Emergency	338,520	346,203	<b>330,474</b>
911 Calls <sup>1</sup>	239,762	241,105	<b>238,364</b>
Outbound Calls	183,412	172,218	<b>167,209</b>
<b>Total Call Volume</b>	<b>761,694</b>	<b>759,526</b>	<b>752,169*</b>
911 calls busiest hour Volume: 1700	<b>15,080</b>	<b>14,976</b>	<b>14,646</b>

\* 10 days of data missing in July 2019

## Project Scope Detail

**Comprehensive installation package: includes all project management, installation, configuration, and testing, all travel time and expenses, and 1st year support (M-F 8am-5pm)**

### Project Scope Detail

- Pre-installation build, configuration, and ground shipping to site
- Remote project management, planning, and documentation
- On-site system installation, configuration, and recording testing during business hours
- Deployment of search/playback/export client environment
- Configuration of network archival to customer-furnished network-attached storage
- Configuration of access security per customer-furnished information
- Configuration of NTP time synchronization, and system e-mail notifications
- End-user system administrator and supervisor client training
- All travel time and expenses included
- 1st year on-site warranty repair service, with unlimited remote support to M-F 8am-5pm

## Hardare upgrade and software upgrade to 15.2

**Quote Information:**

Quote #: 009701  
 Version: 1  
 Delivery Date: 02/21/2019  
 Expiration Date: 03/29/2019

**Prepared for:**

MESA POLICE DEPARTMENT COMM  
 161 EAST 6TH PLACE  
 MESA, AZ 85201  
 Christine Pantoja-Young  
 christine.pantoja-young@mesaaz.gov  
 480-644-2238

**Prepared by:**

Goserco HQ  
 Shaun Andrews  
 480-964-8911 x 5117  
 Fax 480-964-8912  
 sandrews@goserco.com



Quote Summary		Amount
Data Center Hardware		\$10,746.00
Recorder HW		\$17,234.00
Recorder Software		\$40,616.00
Verint Maintenance-Recorder 1		\$2,436.96
Recorder 2 HW		\$32,682.00
Recorder 2 Software		\$13,104.00
Verint Maintenance-Recorder 2		\$786.24
Professional Services		\$24,000.00
Desktop Analytics for CAD integration		\$29,736.00
Professional Services for Desktop Analytics		\$34,825.00
	<b>Subtotal</b>	<b>\$206,166.20</b>
	Tax	\$11,495.83
	<b>Total</b>	<b>\$217,662.03</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Professional Services for Desktop Analytics		Price	Qty	Ext. Price
89-555-8046	<b>IPS/ADW Consultation - IS-MM</b> IPS/ADW Consultation - IS-MM	\$5,400.00	1	\$5,400.00
89-555-1746	<b>DPA - Advanced Desktop Analytics IS-MM</b> DPA - Advanced Desktop Analytics IS-MM	\$5,400.00	1	\$5,400.00
89-555-1747	<b>DPA - Event (qty) IS-MM</b> DPA - Event (qty) IS-MM	\$2,250.00	1	\$2,250.00
	<b>Training</b>			
89-555-1901	<b>DPA Training (Base Req) MM</b> DPA Training (Base Req) MM	\$7,050.00	1	\$7,050.00
89-555-1902	<b>Training Advanced Desktop Administration Consulting MM</b> Training Advanced Desktop Administration Consulting MM	\$5,850.00	1	\$5,850.00
<b>Subtotal:</b>				<b>\$34,825.00</b>

Recorder 2 Software		Price	Qty	Ext. Price
	<b>Recording License Options</b>			
93-630-0011	<b>Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat)to Verint Public Safety Call Recording( Channel based) V15</b> Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat)to Verint Public Safety Call Recording( Channel based) V15	\$208.00	63	\$13,104.00
		Subtotal:		<b>\$13,104.00</b>

Verint Maintenance-Recorder 2		Price	Qty	Ext. Price
C89-170-3312	<b>Audiolog Premium Software Maintenance (per annum). This line item is paid directly to Verint for support.</b>	\$786.24	1	\$786.24
		Subtotal:		<b>\$786.24</b>

Professional Services		Price	Qty	Ext. Price
CG-SVC-Installation Pkg	<b>Comprehensive installation package: includes all project management, installation, configuration, and testing, all travel time and expenses, and 1st year support. (24x7)</b> Comprehensive installation package: includes all project management, installation, configuration, and testing, all travel time and expenses, and 1st year support (M-F 8am-5pm)	\$24,000.00	1	\$24,000.00
		Subtotal:		<b>\$24,000.00</b>

Desktop Analytics for CAD integration		Price	Qty	Ext. Price
93-530-6876	<b>Advanced Desktop Analytics MM</b> Advanced Desktop Analytics MM	\$210.00	120	\$25,200.00
	<b>Software Maintenance</b>			
89-555-0101	<b>Standard Maintenance-1 year</b> Standard Maintenance	\$4,536.00	1	\$4,536.00
		Subtotal:		<b>\$29,736.00</b>

Professional Services for Desktop Analytics		Price	Qty	Ext. Price
CG-SVC-Installation Pkg	<b>Project Management</b> Goserco Project Management	\$4,600.00	1	\$4,600.00
89-555-8031	<b>DPA - Event Non-Standard (qty) Implementation Services MM</b> DPA - Event Non-Standard (qty) Implementation Services MM	\$4,275.00	1	\$4,275.00

Recorder Software		Price	Qty	Ext. Price
93-630-0030	<b>Conversion from AL5.x - Audiolog Screen Recording to Verint Public Safety Screen Capture (Channel-based) V15</b>	\$70.00	32	\$2,240.00
	Conversion from AL5.x - Audiolog Screen Recording to Verint Public Safety Screen Capture (Channel-based) V15			
93-630-0020	<b>Upgrade from AL5.x - Verint Recording Public Safety Integration Package V15</b> Upgrade from AL5.x - Verint Recording Public Safety Integration Package V15	\$1,000.00	1	\$1,000.00
Subtotal:				<b>\$40,616.00</b>

Verint Maintenance-Recorder 1		Price	Qty	Ext. Price
C89-170-3312	<b>Audiolog Premium Software Maintenance (per annum). This line item is paid directly to Verint for support.</b>	\$2,436.96	1	\$2,436.96
Subtotal:				<b>\$2,436.96</b>

Recorder 2 HW		Price	Qty	Ext. Price
	<b>Audiolog Chassis Options</b>			
89-270-0006	<b>6000 platform Recorder Server (SVR6KH2-REC) V15</b> 6000 platform Recorder Server (SVR6KH2-REC) V15	\$12,812.00	1	\$12,812.00
89-270-0068	<b>Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5)</b> Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5)	\$3,430.00	1	\$3,430.00
89-270-0015	<b>Add on AudioCodes LD Card 24 analog Ports (PCI-e) V15</b> Add on AudioCodes LD Card 24 analog Ports (PCI-e) V15	\$4,110.00	4	\$16,440.00
Subtotal:				<b>\$32,682.00</b>

Recorder Software		Price	Qty	Ext. Price
93-630-0012	<b>Upgrade from AL5.x - Trunked Radio Talkgroup to Verint Public Safety Named Radio Talkgroup V15</b>	\$104.00	59	\$6,136.00
	Upgrade from AL5.x - Trunked Radio Talkgroup to Verint Public Safety Named Radio Talkgroup V15			
93-630-0014	<b>Conversion from AL5.x Audiolog Operational QM (per Audiolog Seat) to Verint Public Safety Quality Management V15</b>	\$68.00	2	\$136.00
	Conversion from AL5.x Audiolog Operational QM (per Audiolog Seat) to Verint Public Safety Quality Management V15			

Data Center Hardware		Price	Qty	Ext. Price
	<b>Audiolog Chassis Options</b>			
C89-270-0007	<b>6000 Platform Data Center (SVR6KH1-DC)</b> 6000 Platform Data Center (SVR6KH1-DC)	\$10,746.00	1	\$10,746.00
			<b>Subtotal:</b>	<b>\$10,746.00</b>

Recorder HW		Price	Qty	Ext. Price
	<b>Audiolog Chassis Options</b>			
C89-270-0005	<b>6000 platform Recorder Server (SVR6KH1-REC)</b> 6000 platform Recorder Server (SVR6KH1-REC)	\$11,246.00	1	\$11,246.00
89-270-0068	<b>Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5)</b> Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5)	\$3,430.00	1	\$3,430.00
89-270-0013	<b>Add on Quad Port Intel I350-AE4 GbE I/O Module V15</b> Add on Quad Port Intel I350-AE4 GbE I/O Module V15	\$878.00	1	\$878.00
89-270-0019	<b>Add on AudioCodes LD Card 8 analog Ports (PCI-e) V15</b> Add on AudioCodes LD Card 8 analog Ports (PCI-e) V15	\$1,680.00	1	\$1,680.00
			<b>Subtotal:</b>	<b>\$17,234.00</b>

Recorder Software		Price	Qty	Ext. Price
	<b>Recording License Options</b>			
93-630-0005	<b>Public Safety Quality Management V15</b> Public Safety Quality Management V15	\$170.00	112	\$19,040.00
93-630-0011	<b>Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat) to Verint Public Safety Call Recording( Channel based) V15</b> Conversion from AL5.x - Audiolog Operational Recording (per Audiolog Seat) to Verint Public Safety Call Recording( Channel based) V15	\$208.00	58	\$12,064.00



Thursday, February 21, 2019

MESA POLICE DEPARTMENT COMM  
Christine Pantoja-Young  
161 EAST 6TH PLACE  
MESA, AZ 85201  
christine.pantoja-young@mesaaz.gov

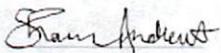
Dear Christine,

This proposed recording solution is to upgrade the existing V5 systems, to Version 15.2, with a CAD integration to Versaterm. The solution proposal will be done in 3 servers and configured in detail below.

- **Database server**
- **Recording Server 1 Hybrid**-59 IP talk groups for Motorola, 32 Viper IP positions, 22 Siemen IP Openscape phones , 4 Supervisor analog phones, & screen recording
- **Recording Server 2 analog redundant recording**-32 Viper analog, 20 Control station analog, 11 Motorola VPM analog positions

DPA

While the goal with DPA (as a CAD integration) is to insert the following into an active 911 call: Incident ID, Incident Type, Agent ID, Incident Ph. #, Incident Address, and possibly other Incident other detail, actual functionality will be subject to additional discovery and testing in a live environment. Actual functionality, in terms of successful retrievable data, cannot be guaranteed without the subsequent discovery and testing.



Shaun Andrews  
Sales Account Manager  
Goserco HQ

We have prepared a quote for you

## Hardare upgrade and software upgrade to 15.2

Quote #009701 v1

Prepared for  
**MESA POLICE DEPARTMENT COMM**

Prepared by  
**Shaun Andrews**



**FY2023 (July 2022 to June 2023)**

***Forecast Budget Items – No Documentation Required***

**Logging Recorder**

**Additional work stations      How Many:**

**\*PSAP move      Estimated Date:  
   Location if known:**

**PSAP Remodel      Estimated Date:**

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY2024 (July 2023 to June 2024)**

***Forecast Budget Items – No Documentation Required***

**Logging Recorder**

**Additional work stations      How Many:**

**\*PSAP move      Estimated Date:  
   Location if known:**

**PSAP Remodel      Estimated Date:**

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*













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 19, 2020

Maricopa Region 9-1-1  
6-Year Budget Forecast Information  
Paradise Valley Police Department

### Demographics of Center

- Total Workstations = 3
- Total Radio work stations = 2
- Total Call taking Station = 3
- Authorized Staff = 7 (1 supervisor, 4 FT and 2 PT)
  - We will be adding 1 additional FT after July 1, 2020

### Justification of Need

- Our Current recorder, a Revcord, is out of date ( Installed 2014) and is having recording quality issues as well as being unable to record meta-data as needed for NG911. The Revcord is a basic audio recorder and we are now in need of a recorder able to handle more complex recording processes.

### Letter from Chief

- Attached

### Call Volume Reports

- Attached

### Copy of Logging Recorder Invoice

- Budgeted, not purchased. Quote is attached.

## Paradise Valley Police Call Stats 2017-2020

### 2020:

911 Calls:	3,293
Non-Emergency:	8,838
Total Calls:	11,585

Busiest Hour by Call Volume: 10AM – 716 calls  
12PM – 669 calls  
11AM – 653 calls

### 2019:

911 Calls:	7,386
Non Emergency:	18,209
Total Calls:	25,595

Busiest Hour by Call Volume: 2PM – 543 calls  
3PM – 524 calls  
10AM – 520 calls

### 2018:

911 Calls:	8,325
Non Emergency:	19,200
Total Calls:	27,525

Busiest Hour by Call Volume: 10AM – 420 calls  
9AM – 412 calls  
12PM – 411 calls

### 2017:

911 Calls:	5,583
Non Emergency:	19,746
Total Calls:	25,329

Busiest Hour by Call Volume: 2PM – 348 calls  
3PM – 333 calls  
10AM – 332 calls



## PARADISE VALLEY POLICE DEPARTMENT

6433 E. Lincoln Drive  
Paradise Valley, Arizona 85253-4328



Peter Wingert  
Chief of Police

[www.ParadiseValleyPD.com](http://www.ParadiseValleyPD.com)

Phone: (480) 948-7418  
Fax: (480) 998-0877

---

June 24, 2020

Maricopa Regional 911 Committee  
Budget Subcommittee

Dear Members of the MR 911 Budget Subcommittee,

The Town of Paradise Valley has budgeted to replace a failing recording system for 911 calls and radio traffic during Fiscal Year 20/21. The budget figure approved for this project is \$30,000.

Due to the COVID-19 pandemic, any funding that the MR 911 Budget Subcommittee can assist in financing this project would be helpful.

Thank you for your consideration.

Best regards,

A handwritten signature in blue ink, appearing to read "Peter Wingert".

Peter Wingert  
Paradise Valley Chief of Police  
[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)

We have prepared a quote for you

## Eventide Quote

Quote #010241 v1

Prepared for  
**Paradise Valley Police Department**

Prepared by  
**Shaun Andrews**

Thursday, February 06, 2020

Paradise Valley Police Department  
Shauna Henrie  
6433 E. Lincoln Dr  
Paradise Valley, AZ 85253  
shenrie@paradisevalleyaz.gov

Dear Shauna,

Attached, is a proposal for a 24 analog channel recording solution. The following items are quoted, to be recorded, based on our telephone conversation 2-6-20.

**Up to 24 analog channels**

- 9 trunks
- 2 positions, a third will be added in the future(phone and radio)
- select audio for radio but possible recording of 7500 console up to 6 talk groups
- Ani/Alti integration-can be removed if preferred, to save money
- The quote includes installation, training, and first year support. (Mon-Fri 8-5)



Shaun Andrews  
Sales Account Manager  
Goserco HQ



Eventide NexLog Hardware		Price	Qty	Ext. Price
CE-740-NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1st year warranty.	\$6,475.95	1	\$6,475.95
	<b>Display Options</b>			
CE-740-FP-105301	Integrated Front Panel with 7" Touchscreen NexLog740	\$1,048.95	1	\$1,048.95
	<b>Removable Archive Options</b>			
CE-740-AD-105321	Equip with 1 Multi-Drive for DVD-RAM (standard)	\$0.00	1	\$0.00
	<b>Internal Storage Options</b>			
CE-740-ST-105314	Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage	\$2,332.80	1	\$2,332.80
	<b>Rack Slide Options</b>			
CE-740-RM-324430	Rack Mount Slides - 4 Post, 3U (for NexLog 740)	\$291.60	1	\$291.6
	<b>Record Boards-Approx 9 trunks, 2 dispatch/call taking positions(+1 more in future), 6 radio channels currently being recorded by position select audio.. Option to record 7500 console for unselected audio(up to 6 TGs)</b>			
CE-AUD-105284-024	24-Channel Analog Card, 24 Ch. Licenses	\$4,860.00	1	\$4,860.00
CA-NAS-RMNAS4TB	Rackmount NAS 4TB, 1U w/ 4x2TB SATA HDD (RAID5 + Hot Spare) and Rail Kit Rackmount NAS 4TB, 1U w/ 4x2TB SATA HDD (RAID5 + Hot Spare) and Rail Kit	\$1,632.00	1	\$1,632.00
CE-CBL-109033-003	Quick Install Kit (9ft. Connector Cable & Punch Block) Quick Install Kit (9ft. Connector Cable & Punch Block)	\$178.20	1	\$178.20
CE-AUD-108121	24 port GPIO PCI Card/Cable Kit (non-isolated; 12 inputs) 24 port GPIO PCI Card/Cable Kit (non-isolated; 12 inputs)	\$643.95	1	\$643.95
		Subtotal:		<b>\$17,463.45</b>

Eventide NexLog Software		Price	Qty	Ext. Price
CE-SW-271083	MediaWorks PLUS: Concurrent Access for 8 Users	\$805.95	1	\$805.95

Eventide NexLog Software		Price	Qty	Ext. Price
CE-INT-209029	<b>NENA ANI/ALI CAD Spill Integration or SMDR</b> NENA ANI/ALI CAD Spill Integration or SMDR	\$2,830.95	1	\$2,830.95
<b>Subtotal:</b>				<b>\$3,636.90</b>

Professional Services		Price	Qty	Ext. Price
CG-SVC-Implementation Pkg	<b>Comprehensive installation package: includes remote project management, on-site installation, configuration, testing, and all travel time and expenses.</b> Comprehensive installation package: includes remote project management, on-site installation, configuration, testing, and all travel time and expenses.	\$4,900.00	1	\$4,900.00
<b>Subtotal:</b>				<b>\$4,900.00</b>

## Eventide Quote

**Quote Information:**

Quote #: 010241  
 Version: 1  
 Delivery Date: 02/06/2020  
 Expiration Date: 04/06/2020

**Prepared for:**

Paradise Valley Police Department  
 6433 E. Lincoln Dr  
 Paradise Valley, AZ 85253  
 Shauna Henrie  
 shenrie@paradisevalleyaz.gov  
 480-948-7418

**Prepared by:**

Goserco HQ  
 Shaun Andrews  
 480-964-8911 x 5117  
 Fax 480-964-8912  
 sandrews@goserco.com



Quote Summary		Amount
Eventide NexLog Hardware		\$17,463.45
Eventide NexLog Software		\$3,636.90
Professional Services		\$4,900.00
	<b>Subtotal</b>	<b>\$26,000.35</b>
	<b>Tax</b>	<b>\$1,751.32</b>
	<b>Total</b>	<b>\$27,751.67</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

## Project Scope Detail

**Comprehensive installation package: includes all project management, installation, configuration, and testing, all travel time and expenses, and 1st year support (M-F 8am-5pm)**

### Project Scope Detail

- Pre-installation build, configuration, and ground shipping to site
- Remote project management, planning, and documentation
- On-site system installation, configuration, and recording testing during business hours
- Deployment of search/playback/export client environment
- Configuration of network archival to customer-furnished network-attached storage
- Configuration of access security per customer-furnished information
- Configuration of NTP time synchronization, and system e-mail notifications
- End-user system administrator and supervisor client training
- All travel time and expenses included
- 1st year on-site warranty repair service, with unlimited remote support to M-F 8am-5pm

## Statement of Work

# Paradise Valley Police Department

## Communications Recording Solution Upgrade or Implementation

Prepared for: Paradise Valley Police Department ("the customer")

Prepared by: Goserco, Inc. ("Goserco")

Project: Communications Recording Solution (Upgrade or Implementation)

### Statement of Work (SOW) and Statement of Purpose

Goserco, Inc. is pleased to submit this statement of work to Paradise Valley Police Department for services to deliver: the applicable installation, configuration, testing, training, and the relevant project management, for a new or upgrade communications recording solution. This document outlines, the services that Goserco, Inc. will provide, as well as those expected to be provided by Paradise Valley Police Department, or its relevant vendors, in planning for and implementing this project. It may also describe specific services to be customized to your environment. Specifically, this SOW is only for the applicable installation, configuration, testing, training, and the relevant project management, for a communications recording solution.

In the event of overlap, any specific terms and conditions agreed to by Goserco by other device (contract, RFP response, or other written agreement) shall take precedence over this statement of work. With authorized signature by both parties, and in the absence of such an outside agreement, the terms and conditions specified in this statement of work shall apply, and constitute agreement to such terms and conditions by both parties.

Changes to this Statement of Work will be processed in accordance with the procedures described in "Appendix B. Project Change Control Procedure". A Change Authorization must be approved and accepted by both parties to initiate scope changes under this agreement. The investigation and the implementation of changes may result in modifications to any aspect of the project schedule, pricing/invoiced charges, and/or other terms of this agreement. Without signatures of acceptance, specific pricing (if any) in this Statement of Work expires 60 days following the date of its preparation.

### Project Scope

The scope – the customized and detailed list of specific items that define what will be considered "in-scope" for this project, is written in a separate section that follows titled, "Project Scope Detail". The Project Scope Detail is considered part of this statement of work.

### Assumptions

#### General

- The customer will provide a single point of contact that will act as the project owner and who will be the primary individual to sign off on the project phases at completion
- All work under this statement of work will occur Monday-Friday between the hours of 8:00 am and 5:00 pm; no installations, configuration, moves, site visits, or other related work will be scheduled over weekends, evenings, or Goserco, Inc.-declared holidays, without mutual agreement in advance from the Goserco, Inc. project manager and the customer project manager
- Goserco, Inc. and the customer will jointly create any project documentation, where customer involvement is required. The customer must approve the final installation schedule and final versions of project documentation to ensure it coincides with all expectations

- Goserco, Inc. and the customer will jointly create any special requirements for defining “project acceptance” in writing, and with mutual agreement to such requirements, those requirements will become part of a written cutover plan (or installation checklist)
- “Project acceptance” (via a signed installation service ticket or other written acknowledgement) should follow (within 24 hours) completion of the written project plan, and a successful support turnover call, and Goserco’s delivery to the customer of “as-built” system configuration documentation

#### **Premises Work**

- The customer will be responsible for all carpentry or mechanical work not explicitly detailed in this proposal
- The customer location does not require the use of union labor
- The customer assumes all responsibility for compliance with local and federal laws and regulations as they relate to recording telephone, radio, and other electronic or audio conversations, as well as other electronic communications (including visual) such as desktop screen recording and application usage tracking, etc.
- Cabling or termination of telecom, Ethernet, or electrical supply wiring, is not included in this SOW. Additional information follows in the section titled, “Specific Technical and Other Provisions”
- Hours spent troubleshooting problems outside of the project scope of in this SOW will be billed at \$150 per hour (via remote access) or \$225 per hour (on-site). The project managers will be contacted and will approve any additional charges prior to execution of any work that could result in additional charges

#### **Shipping Management and or Special Requirements**

- In general, all shipments for this project will be via local delivery or “UPS Ground”
- Any expedited shipping charges that result from customer request or customer delay will be passed on to the customer at actual cost

#### **Deposits, Invoicing, and Scheduling**

- Order Deposit – Unless other contractual arrangements or quoted payment terms exist (within this proposal package), whether governmental or private sector, a deposit equal to 50% of all hardware and software is due at the time the order is placed, and required to begin implementation project management. Services are invoiced at project completion
- Invoicing – Invoices for equipment and software (or for remaining balance on any equipment and software) to be installed as part of this implementation, will be generated when the equipment and software is delivered to the customer site(s). Invoices for services will be generated at the completion of those services (based on either a specific project milestone invoicing schedule or at general “project acceptance”)
- Payment - for all invoices is due with 30 days of invoice date (NET 30), and the customer may take a 2% discount (of invoice total) for any invoice paid within 10 days of invoice date (NET 10)
- Postponement/Project Schedule Delay - If the project schedule is postponed or delayed by the customer after any equipment has been ordered, the customer agrees to pay any balance due (less services not performed) within 30 days of the originally scheduled (a mutually agreed upon) installation date
- On-site Cancellation/Postponement Charges - If the installation is cancelled or postponed for reasons beyond the control of Goserco, Inc. once a technician is on-site, the cost of taking the technician out of service at \$150 per hour (for actual time out of service), and related travel expenses (at cost) will be passed on to the customer
- On-site Project Delay - If the project is unreasonably delayed while a technician is on-site for reasons such as, but not limited to: access to appropriate buildings or specific areas within buildings, lack of access to, or unavailability of assigned or appropriate customer personnel, delay due to a third party, waiting, etc. the cost of the technician being out of service at \$150 per hour (for actual time out of service), will be passed on to the customer

#### **Goserco, Inc. Team Responsibilities**

##### **Pilot System**

- If a pilot system is required (for multi-site installations only), it will be coordinated through the project planning process

#### **Project Management**

- The Goserco, Inc. project manager (or designated backup) will work with the customer for the life of the project. He or she will manage each phase of the project to include shipping, installation, training and all other contacts regarding this project
- The Goserco, Inc. project manager will handle escalation of problem solving within Goserco, Inc. internal teams as well as contacts within the Customer organization
- The Goserco, Inc. project manager should be the first point of contact for any project issue
- The Goserco, Inc. project manager will handle communication issues regarding equipment procurement and/or transportation within Goserco, Inc.
- The Goserco, Inc. project manager will review all documentation
- The Goserco, Inc. project manager will maintain a project schedule and tasks list

#### **Installation Services**

- All services under this statement of work will occur between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, or on otherwise suitable days and times as mutually agreed to by the customer project manager and the Goserco, Inc. project manager
- All installation teams will consist of 1-2 Goserco, Inc. technicians
- Installation and training is for Eventide NexLog recording equipment and client software as quoted/described
- Each technician will bring appropriate tools to complete their assigned tasks
- Any issues that may delay, or prevent the completion of the installation, will be escalated to the Goserco, Inc. project manager for resolution. Every effort will be made to overcome any issues while the technician is on-site
- All work areas will be neat, and free of recording system installation materials and packaging prior to leaving the site
- Goserco, Inc. is not responsible for any pre-existing network conditions that prevent normal operation, or delay the installation process (i.e., network configuration, network viruses, domain restrictions, IP address assignments/changes, PBX configuration/changes, etc.

#### **Training Services**

- All services under this statement of work will occur between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, or on otherwise suitable days and times as mutually agreed to by the customer project manager and the Goserco, Inc. project manager
- Training content is dictated by the stated project scope
- Training scheduling will be mutually agreed upon by the customer and Goserco, Inc. project manager. Although the customer is responsible for coordination of classroom facilities (where applicable), scheduling and attendance of appropriate participants, and production of any printed materials (from electronic documentation provided by Goserco, Inc.), the Goserco, Inc. project manager will assist in the organization and planning with the customer project manager.

#### **Goserco, Inc. Contacts**

- Project Manager: TBA
- Backup Project Manager: TBA
- Lead Technician: TBA
- Account Rep: TBA
- Other technicians and personnel, as assigned: Office 480-964-8911 Option 1

#### **Customer Responsibilities**

## General

The responsibilities listed in this section are in addition to those responsibilities specified in any Goserco, Inc. quoted sales terms and all services by the customer are to be provided at no charge to Goserco, Inc. Goserco, Inc.'s performance is predicated upon the following responsibilities being fulfilled by the customer

## Project Management

Prior to the beginning any work in the project calendar or plan, the customer will designate a Project Manager to whom all Goserco, Inc. communications will be addressed and who has the authority to act for the customer within the terms of this agreement. The Customer's project manager will be the focal point for the following activities:

- Serve as the communications interface between Goserco, Inc. and all Customer departments participating in this project.
- Coordinate and ensure the provision of all required customer information (as needed for proper implementation) and delivery of requirements (hardware, technical support, and services) as needed to perform this Statement of Work. Answers and information should be provided within three working days of Goserco, Inc. request, unless the Customer and Goserco, Inc. mutually agree to an extended response time
- Assignment of personnel to the project to be on-site at the time of equipment delivery and installation for verification and acceptance. Goserco, Inc. will coordinate the schedule with the Customer Project Manager
- Help resolve and escalate as needed project issues and problems within the customer staff
- Administer Project Change Control in conjunction with the Goserco, Inc. Project Manager
- Receive, review, and maintain Goserco, Inc.-prepared documentation
- Accept responsibility for the security of all equipment shipped to the Customer's location(s)
- Arrange for any security clearances required for all Goserco, Inc. personnel
- Arrange for payment of deposits and invoices

## Customer Contacts

- Project manager: TBA
- Customer telephony contact: TBA
- Customer 911 telephony contact: N/A
- Customer radio contact: TBA
- Customer I.T. servers/network contact: TBA
- Customer I.T. desktop contact: TBA
- Customer operations (site) contact: TBA

## Specific Technical Services and Other Provisions

### Equipment -Environment

- Customer will ensure adequate UPS power and power distribution for all servers to be installed
- Customer will ensure adequate rack mounting space and proper environmental control where any equipment is to be installed - standard 19" 4-post rack rail hardware is typically supplied with new systems purchased from Goserco, Inc., however in cases where the standard supplied rack rail hardware will not accommodate a proper installation, the customer will provide and install suitable rack shelving or other mounting hardware as may be required by local building/equipment installation codes
- Each server must be located within Ethernet standard distances of the switch it connects to, and have a minimum of two available ports for network access - one dedicated for network traffic (CTI connection, client connections, and CAS server upload), and one for IP recording capture (or spare)

## Operating System and Anti-Virus Software

- For Windows -based systems only, Operating System Critical Updates are the responsibility of the customer for Microsoft Windows -based systems (Manufacturer -tested update levels will be provided by Goserco, Inc. on regular basis, as QA'd and released by the manufacturer – typically semi-monthly)
- Anti-virus software (and proper configuration thereof) for the server(s) are the responsibility of the customer and are required – note: there may be mandatory file extension type exclusions for Windows -based servers (including any that are virtualized).

#### **Equipment Access and Remote Access**

- Customer will ensure access to any locked facilities (i.e.: equipment rooms) so as to prevent a technician from experiencing any delays on-site while attempting to access an installation location
- The customer will provide uninterrupted remote access to all Goserco, Inc.-installed servers (and potentially relevant clients) during any period in which Goserco, Inc. provides installation or configuration services, technical support or maintenance/extended warranty services

#### **Networking, Clients, and Desktop Installations**

- All server systems will require network connectivity with static IP addresses, valid subnet, gateway, and DNS addresses, as well as an NTP
- Network administrative configuration of the recording servers is the responsibility of the customer – Note: there may be specific network environment requirements for the system(s) and it is advised that the customer check with Goserco, Inc. prior implementation of configuration or changes – e.g. Audiolog servers are typically required to be joined to the domain in a separate OU with no policies pushed (including any servers that are virtualized), and a domain Audiolog administrative user account with local administrator privilege on the Audiolog is required for application services. While Eventide servers are Linux-based, there may be specific required network configuration
- Any new client user PC's must meet the minimum requirements listed in the system documentation CD
- An appropriate customer network technician will be on-hand and available (on installation and testing days) to assist with installation and client software installation as needed, as well as produce client software load procedure documentation in conjunction with a Goserco, Inc. technician at the installation
- All network configuration required to produce a successful implementation is the responsibility of the customer, and will be provided to Goserco, Inc. free of charge. A successful implementation includes both server connectivity and client pc network connectivity and configuration. Additionally, it is the responsibility of the customer to provide and ensure LAN/WAN connectivity and configuration that will allow for proper client access from within, or off-site, if applicable (including firewall configuration where necessary)
- Customer will provide a list of client pc's, AD user names, actual user names, and a seating chart (to include desired channel-level security restrictions) if Goserco, Inc. is to perform any installation of client software and restrict access to the system on a per-user basis

#### **Telephone/PBX, Radio System, and or IP Dispatch Console Integration and Requested Configuration Information**

- For integrated recording of any telephone/PBX, digital radio, or IP dispatch console communications system, the customer will provide or otherwise arrange for purchase, installation, and configuration of all telephone/PBX, digital radio, and or IP dispatch console hardware and software (including any required licensing that may be necessary to support recording in the customer environment). The customer will provide or otherwise arrange for purchase, installation, and configuration of any and all related/required network infrastructure (such as switches, firewalls, communications circuits, etc.). The customer will provide or otherwise arrange for purchase of all telephone/PBX, digital radio, and or IP dispatch console configuration, testing, and troubleshooting services, as well as any required network configuration (including SPAN ports if required), testing, and troubleshooting necessary to establish or support proper recording connectivity and communications to the telephone/PBX, digital radio, and or IP dispatch consoles, and the customer network
- Customer will provide a complete list of requested telephone/PBX, digital radio, and or IP dispatch console information: including, but not limited to, hardware and software versions, IP addresses, protocols, etc. as well as details that may be needed to ensure a successful integration and proper recording such as: agents, extensions,

device identifying information, channels, talk groups, and frequency ID's and or names, etc.

## Wiring

### Traditional Device Monitoring, and Other Wiring Notes

- In general, Goserco, Inc. will provide a demarcation point (typically 1 or more 66 blocks) and cable connection from this demarcation point to the recorder(s). The customer is responsible to provide feed wiring for any and all audio sources to be recorded, and cross-connect to the provided demarcation point
- For direct digital station tapping, the customer is responsible to provide feed wiring for any extension to be recorded. This is typically accomplished (for supported handset models), by passing the cross-connect wiring from the designated PBX output pair, through the provided recording demarcation point (punch without cut/termination), and on to the designated premise wiring/jack pair for the phone to be recorded. Goserco will re-cross connect existing phones so that they pass through the recording demark in cases where the customer can identify all phones to be recorded (e.g. produce a list of devices required to be recorded) and identify and mark existing extension punch down locations for at least one side of the existing cross connects of phones to be recorded (PBX port pair, or premise wiring pair)
- For analog recording (full-time or record-on-demand) of digital or VoIP phones via logger patch, analog feed wiring in the form of a CAT5 cable home run from within 5' of phone (terminated as an RJ11), to recorder demarcation block (non-terminated) is to be provided to Goserco, Inc. at no charge for each phone to be recorded. Goserco, Inc. will typically provide and install the required analog logger patches – note: a standard 110V AC power outlet within 5' of the phone is also required
- Intrado/Positron: For analog recording of LIFELINE100 and VIPER systems, CCB/SONIC analog feed wiring for position audio and E911 CAMA trunks (if applicable) is to be provided to Goserco, Inc. at no charge. If ANI/ALI integration is included, a standard DB9M serial connector (providing standard CDR from the Viper system) is required, and will be provided to Goserco, Inc. at no charge.
- Airbus/Cassidian: For analog recording of VESTA and systems, ACU/SAM analog feed wiring for position audio and E911 CAMA trunks (if applicable) is to be provided to Goserco, Inc. at no charge. If ANI/ALI integration is included, a standard DB9M serial connector (providing the ANI/ALI CAD spill) is required, and will be provided to Goserco, Inc. at no charge.
- For analog recording of radio, the customer is responsible to provide feed wiring that provides combined transmit/receive audio for any channel, frequency, or console to be recorded to Goserco, Inc. at no charge
- Signal strength (when audio is present) for analog VOX recording is typically optimal for recording in a range of -10dBm to 0dBm

## Pricing

### Pricing Per Quotation

Pricing for the services listed in this statement of work is as "a fixed amount, complete package".

## APPENDIX A - Deliverable Guidelines

### Status Reports

Purpose: The Goserco, Inc. project manager will typically provide weekly project plans or status reports via e-mail, advising the customer project team of the progress and status of Goserco, Inc. related activities. The report will outline and describe the status of tasks worked on during that period and document significant accomplishments, milestones, and problems identified

Content: The report may consist of the following, as appropriate for the project:

- A regularly updated project schedule, noting key events, planned travel, and training schedules

- Activities performed during the week/month
- Activities planned for the next week/month
- Issues or concerns about activities, which occurred in the previous week/month
- Recommendations relating to problems or issues
- Any other items that Goserco, Inc. reasonably anticipates may have an effect on the schedule or otherwise materially impact on the project
- Billing information if needed
- Project change control summary (See "Appendix B. Project Change Control Procedures" in Appendix B for details.)

#### **Installation Checklist/Cutover Plan (if applicable)**

Purpose: An installation checklist/cutover plan document will provide a detailed plan for cutover and contingency planning and or back-out procedures for the installation services. The installation checklist/cutover plan document will also provide a brief outline/timeline of expected activities for on-site time, and will require customer approval prior to installation. The combination of a completed customer -approved installation checklist and a completed service ticket by the installing technician will be presented to the customer for signature, and customer signature will constitute project acceptance. Minor exceptions, deviations, and other changes noted in the installation checklist shall not delay project acceptance if follow-up support or resolution has been initiated and communicated in writing, and such deviations do not materially impact the primary use and functions of the deployed system(s).

#### **Copies of All System Software and Documentation**

One copy of all system software and documentation will be provided for each site. In most cases documentation is provided in .PDF format on CD or DVD. Customers are responsible for the safe-keeping of software and documentation

#### **Other Project Documentation**

Other project documentation will be delivered as deemed beneficial to the project and may included such items as: specific technical documentation, specific project planning documentation, and specific site-specific configuration details documentation

#### **Administrator and End -User Training**

System administrator and end-user training sessions will be scheduled and provided, as dictated by the scope of the project. A training plan that details the training content, formats, and relevant audience(s) will be provided prior to training

#### **APPENDIX B - Project Change Control**

##### **Procedures**

The following provides a detailed process to follow if a change to the scope or directly from the Customer to this Statement of Work is required:

A Project Change Request (PCR) will be the vehicle for communicating change (to be completed by Goserco, Inc. at customer or Goserco, Inc. request)

- The Project Change Request must describe the rational for the change and the affect the change will have on the project
- The Customer and Goserco, Inc. Project Managers will review the proposed change and approve it or revise it as required. Goserco, Inc. will specify any charges for such change. If the Customer Project Manager authorizes the change, in writing, this constitutes approval for the change charge(s). Goserco, Inc. will invoice the Customer for ar such charges. The Customer will be responsible for the affect that the change will have on price, schedule, and other terms and conditions of the Agreement

- A written Project Change Request must be signed by the Customer and Goserco, Inc. to authorize implementation for the changes

## APPENDIX C – Legal Agreements

### Invoices and Payment

Unless otherwise specified in a Sales or Services Agreement or other contract, you agree to pay Goserco, Inc. the Purchase Price for Products and/or Services and the license fee(s) for Licensed Software, less any deposit paid previously, within thirty (30) days of the delivery of any Products or Licensed Software and/or the provision of any Service. You also agree to pay Goserco, Inc. amounts equal to any applicable sales, use, property, value-added, or any other taxes, except income tax, resulting from any transaction under this Agreement or any Sales or Services Agreements. Any applicable tax will be based on those taxes imposed by the taxing authorities in the jurisdiction to which you request the Products or Licensed Software delivered or in which Services are performed. Unless otherwise agreed and indicated on documentation provided by Goserco, Inc. to you, such as an invoice, or otherwise provided herein, you will pay all shipping costs for Equipment, Product or Licensed Software you purchase from Goserco, Inc. In the event you dispute any amount on an invoice, you must provide written notification of the dispute to Goserco, Inc. within ten (10) days after you receive the disputed invoice. Goserco, Inc. agrees to provide supporting documentation concerning any disputed amount or invoice within ten (10) days after written notification of the dispute to Goserco, Inc. Both parties agree to use their best efforts to resolve such dispute within thirty (30) days after you provide written notification of the dispute. You shall have no obligation during the thirty (30) day period specified above to pay any amount that you reasonably dispute hereunder, but you agree to pay the undisputed portion of the invoice.

### Shipping; Risk of Loss

All risk of loss or damage to the Products shall be the responsibility of the party upon whose premises the Products are located at the time of such loss or damage. In the event the loss or damage occurs during shipping or delivery, the party in charge of arranging for such shipping or delivery shall bear the responsibility for the loss or damage. You agree, upon delivery of Equipment or Products, and prior to the transfer of title and/or license rights to you, to insure such Equipment or Products with a conventional commercial insurance policy sufficient to protect Goserco, Inc.'s interest in such Equipment or Products and to provide Goserco, Inc. evidence of such insurance upon its reasonable request.

### Non-Solicitation

Each party recognizes that the other party's employees are critical to the business operations of the other party. For the term of this Agreement and for six (6) months after its termination, each party agrees that it and any parent company, subsidiary, partner, limited partner, joint venture, or any entity related in any manner to it by common ownership ("Related Entities"), will not employ, hire, or compensate in any manner or capacity, including as an employee or independent contractor ("Employ") any employee of the other party that it was introduced to by, and who was directly connected with, such party's performance under this agreement. Each party further agrees not to employ any former employee of the other party unless the employer-employee relationship has been terminated for not less than one hundred eighty (180) days. In the event of breach of this provision by a party or any Related Entities, such party shall be liable to the other party for the principal sum of Twenty Five Thousand and No/100 Dollars (\$25,000.00) as liquidated damages, and not as a penalty for said breach.

### Confidentiality

All documentation and information which are either designated as confidential or proprietary or would reasonably be considered to be confidential or proprietary, including without limitation, drawings, listings, techniques, algorithms, processes and technical and marketing information, business data and employee information which are transferred between the parties in connection with this agreement ("Proprietary Information") (other than documentation and information intended for general distribution to third parties) shall be held in strict confidence by the parties, and shall not be disclosed or used in any fashion other than pursuant to the terms of this agreement without the other party's prior written consent. Each party's proprietary information and all other items related thereto, including, without limitation, programs, methods of processing, specific design

and structure of individual programs and their interaction, and the unique programming techniques employed therein, and all enhancements, modifications, updates, and derivative works thereof are and shall remain the sole and exclusive property of such party and shall not be sold, revealed, used, disclosed, transmitted or otherwise communicated, directly or indirectly, by the other party except as expressly provided for in this Agreement. Each party agrees to protect the others' proprietary Information with the same standard of care and procedures that it uses to protect its own trade secrets and Proprietary Information of a confidential nature.

**Force Majeure**

Neither party shall be deemed to be in default or to have breached any provision of this Agreement as a result of any delay, failure in performance or interruption of service resulting directly or indirectly from acts due to events of nature, acts of civil or military authorities, civil disturbances, wars, strikes or other labor disputes, fires, transportation contingencies, laws, regulations, acts or orders of any government or agency or officials thereof, other catastrophes or any other similar occurrences beyond such party's reasonable control. In every case, the delay or failure in performance or interruption of service must be without fault or negligence of the party claiming excusable delay and the party claiming excusable delay must promptly notify the other party of such delay. Performance time under this Agreement shall be considered extended for a period of time equivalent to the time lost because of any delay, which is excusable under this paragraph, provided, however, that if any such delay continues for a period of more than sixty (60) days, the party not claiming excusable delay shall have the option of terminating the order or service upon written notice to the party claiming excusable delay.

**APPENDIX D - Signatures****Paradise Valley Police Department**

Communications Recording Solution Upgrade or Implementation

Document prepared for signature on February 06, 2020

We, the undersigned representatives of Paradise Valley Police Department and Goserco, Inc. have read and understand this statement of work and the details contained herein. We agree to this Statement of Work as attached, the services to be provided as detailed in project scope detail, as well as the terms, conditions, specific responsibilities, provisions, and appendices:

**Paradise Valley Police Department****Goserco, Inc.**

---

Signature of authorized customer representative

---

Signature of authorized Goserco, Inc. representative

---

Printed Name

---

Printed Name

---

Title

---

Title

---

Date: (MM/DD/YYYY)

---

Date: (MM/DD/YYYY)



Maricopa Region 9-1-1  
6-Year Budget Forecast Information  
Paradise Valley Police Department  
June 2020

#### **Demographics of Center**

- Total Workstations = 3
- Total Radio work stations = 2
- Total Call taking Station = 3
- Authorized Staff = 7 (1 supervisor, 4 FT and 2 PT)
  - We will be adding 1 additional FT after July 1, 2020

#### **Justification of Need**

- Our Current recorder, a Revcord, is out of date ( Installed 2014) and is having recording quality issues as well as being unable to record meta-data as needed for NG911. The Revcord is a basic audio recorder and we are now in need of a recorder able to handle more complex recording processes.

#### **Letter from Chief**

- Attached

#### **Call Volume Reports**

- Attached

#### **Copy of Logging Recorder Invoice**

- Budgeted, not purchased. Quote is attached.

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 19, 2020

Maricopa Region 9-1-1  
6-Year Budget Forecast Information  
Paradise Valley Police Department

### Demographics of Center

- Total Workstations = 3
- Total Radio work stations = 2
- Total Call taking Station = 3
- Authorized Staff = 7 (1 supervisor, 4 FT and 2 PT)
  - We will be adding 1 additional FT after July 1, 2020

### Justification of Need

- Our Current recorder, a Revcord, is out of date ( Installed 2014) and is having recording quality issues as well as being unable to record meta-data as needed for NG911. The Revcord is a basic audio recorder and we are now in need of a recorder able to handle more complex recording processes.

### Letter from Chief

- Attached

### Call Volume Reports

- Attached

### Copy of Logging Recorder Invoice

- Budgeted, not purchased. Quote is attached.

## Paradise Valley Police Call Stats 2017-2020

### 2020:

911 Calls:	3,293
Non-Emergency:	8,838
Total Calls:	11,585

Busiest Hour by Call Volume:	10AM – 716 calls
	12PM – 669 calls
	11AM – 653 calls

### 2019:

911 Calls:	7,386
Non Emergency:	18,209
Total Calls:	25,595

Busiest Hour by Call Volume:	2PM – 543 calls
	3PM – 524 calls
	10AM – 520 calls

### 2018:

911 Calls:	8,325
Non Emergency:	19,200
Total Calls:	27,525

Busiest Hour by Call Volume:	10AM – 420 calls
	9AM – 412 calls
	12PM – 411 calls

### 2017:

911 Calls:	5,583
Non Emergency:	19,746
Total Calls:	25,329

Busiest Hour by Call Volume:	2PM – 348 calls
	3PM – 333 calls
	10AM – 332 calls



## PARADISE VALLEY POLICE DEPARTMENT

6433 E. Lincoln Drive  
Paradise Valley, Arizona 85253-4328



Peter Wingert  
Chief of Police

[www.ParadiseValleyPD.com](http://www.ParadiseValleyPD.com)

Phone: (480) 948-7418  
Fax: (480) 998-0877

---

June 24, 2020

Maricopa Regional 911 Committee  
Budget Subcommittee

Dear Members of the MR 911 Budget Subcommittee,

The Town of Paradise Valley has budgeted to replace a failing recording system for 911 calls and radio traffic during Fiscal Year 20/21. The budget figure approved for this project is \$30,000.

Due to the COVID-19 pandemic, any funding that the MR 911 Budget Subcommittee can assist in financing this project would be helpful.

Thank you for your consideration.

Best regards,

A handwritten signature in blue ink, appearing to read "Peter Wingert".

Peter Wingert  
Paradise Valley Chief of Police  
[pwingert@paradisevalleyaz.gov](mailto:pwingert@paradisevalleyaz.gov)

We have prepared a quote for you

## Eventide Quote

Quote #010241 v1

Prepared for  
**Paradise Valley Police Department**

Prepared by  
**Shaun Andrews**

Thursday, February 06, 2020

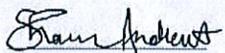
Paradise Valley Police Department  
Shauna Henrie  
6433 E. Lincoln Dr  
Paradise Valley, AZ 85253  
shenrie@paradisevalleyaz.gov

Dear Shauna,

Attached, is a proposal for a 24 analog channel recording solution. The following items are quoted, to be recorded, based on our telephone conversation 2-6-20.

**Up to 24 analog channels**

- 9 trunks
- 2 positions, a third will be added in the future(phone and radio)
- select audio for radio but possible recording of 7500 console up to 6 talk groups
- Ani/Alti integration-can be removed if preferred, to save money
- The quote includes installation, training, and first year support. (Mon-Fri 8-5)



Shaun Andrews  
Sales Account Manager  
Goserco HQ



Eventide NexLog Hardware		Price	Qty	Ext. Price
CE-740-NexLog740	<b>NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1st year warranty.</b>	\$6,475.95	1	\$6,475.95
	<b>Display Options</b>			
CE-740-FP-105301	<b>Integrated Front Panel with 7" Touchscreen NexLog740</b>	\$1,048.95	1	\$1,048.95
	<b>Removable Archive Options</b>			
CE-740-AD-105321	<b>Equip with 1 Multi-Drive for DVD-RAM (standard)</b>	\$0.00	1	\$0.00
	<b>Internal Storage Options</b>			
CE-740-ST-105314	<b>Upgrade to 4 x 1TB Hot Swap h/w-RAID5 = 3TB storage</b>	\$2,332.80	1	\$2,332.80
	<b>Rack Slide Options</b>			
CE-740-RM-324430	<b>Rack Mount Slides - 4 Post, 3U (for NexLog 740)</b>	\$291.60	1	\$291.60
	<b>Record Boards-Approx 9 trunks, 2 dispatch/call taking positions(+1 more in future), 6 radio channels currently being recorded by position select audio.. Option to record 7500 console for unselected audio(up to 6 TGs)</b>			
CE-AUD-105284-024	<b>24-Channel Analog Card, 24 Ch. Licenses</b>	\$4,860.00	1	\$4,860.00
CA-NAS-RMNAS4TB	<b>Rackmount NAS 4TB, 1U w/ 4x2TB SATA HDD (RAID5 + Hot Spare) and Rail Kit</b>	\$1,632.00	1	\$1,632.00
	<b>Rackmount NAS 4TB, 1U w/ 4x2TB SATA HDD (RAID5 + Hot Spare) and Rail Kit</b>			
CE-CBL-109033-003	<b>Quick Install Kit (9ft. Connector Cable &amp; Punch Block)</b>	\$178.20	1	\$178.20
	<b>Quick Install Kit (9ft. Connector Cable &amp; Punch Block)</b>			
CE-AUD-108121	<b>24 port GPIO PCI Card/Cable Kit (non-isolated; 12 inputs)</b>	\$643.95	1	\$643.95
	<b>24 port GPIO PCI Card/Cable Kit (non-isolated; 12 inputs)</b>			
<b>Subtotal:</b>				<b>\$17,463.45</b>

Eventide NexLog Software		Price	Qty	Ext. Price
CE-SW-271083	<b>MediaWorks PLUS: Concurrent Access for 8 Users</b>	\$805.95	1	\$805.95

Eventide NexLog Software		Price	Qty	Ext. Price
CE-INT-209029	<b>NENA ANI/ALI CAD Spill Integration or SMDR</b> NENA ANI/ALI CAD Spill Integration or SMDR	\$2,830.95	1	\$2,830.95
<b>Subtotal:</b>				<b>\$3,636.90</b>

Professional Services		Price	Qty	Ext. Price
CG-SVC-Implementation Pkg	<b>Comprehensive installation package: includes remote project management, on-site installation, configuration, testing, and all travel time and expenses.</b> Comprehensive installation package: includes remote project management, on-site installation, configuration, testing, and all travel time and expenses.	\$4,900.00	1	\$4,900.00
<b>Subtotal:</b>				<b>\$4,900.00</b>

## Eventide Quote

**Quote Information:**

Quote #: 010241  
 Version: 1  
 Delivery Date: 02/06/2020  
 Expiration Date: 04/06/2020

**Prepared for:**

Paradise Valley Police Department  
 6433 E. Lincoln Dr  
 Paradise Valley, AZ 85253  
 Shauna Henrie  
 shenrie@paradisevalleyaz.gov  
 480-948-7418

**Prepared by:**

Goserco HQ  
 Shaun Andrews  
 480-964-8911 x 5117  
 Fax 480-964-8912  
 sandrews@goserco.com



Quote Summary		Amount
Eventide NexLog Hardware		\$17,463.45
Eventide NexLog Software		\$3,636.90
Professional Services		\$4,900.00
	<b>Subtotal</b>	<b>\$26,000.35</b>
	Tax	\$1,751.32
	<b>Total</b>	<b>\$27,751.67</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

## Project Scope Detail

**Comprehensive installation package: includes all project management, installation, configuration, and testing, all travel time and expenses, and 1st year support (M-F 8am-5pm)**

### Project Scope Detail

- Pre-installation build, configuration, and ground shipping to site
- Remote project management, planning, and documentation
- On-site system installation, configuration, and recording testing during business hours
- Deployment of search/playback/export client environment
- Configuration of network archival to customer-furnished network-attached storage
- Configuration of access security per customer-furnished information
- Configuration of NTP time synchronization, and system e-mail notifications
- End-user system administrator and supervisor client training
- All travel time and expenses included
- 1st year on-site warranty repair service, with unlimited remote support to M-F 8am-5pm

## Statement of Work

# Paradise Valley Police Department

## Communications Recording Solution Upgrade or Implementation

Prepared for: Paradise Valley Police Department ("the customer")

Prepared by: Goserco, Inc. ("Goserco")

Project: Communications Recording Solution (Upgrade or Implementation)

### Statement of Work (SOW) and Statement of Purpose

Goserco, Inc. is pleased to submit this statement of work to Paradise Valley Police Department for services to deliver: the applicable installation, configuration, testing, training, and the relevant project management, for a new or upgrade communications recording solution. This document outlines, the services that Goserco, Inc. will provide, as well as those expected to be provided by Paradise Valley Police Department, or its relevant vendors, in planning for and implementing this project. It may also describe specific services to be customized to your environment. Specifically, this SOW is only for the applicable installation, configuration, testing, training, and the relevant project management, for a communications recording solution.

In the event of overlap, any specific terms and conditions agreed to by Goserco by other device (contract, RFP response, or other written agreement) shall take precedence over this statement of work. With authorized signature by both parties, and in the absence of such an outside agreement, the terms and conditions specified in this statement of work shall apply, and constitute agreement to such terms and conditions by both parties.

Changes to this Statement of Work will be processed in accordance with the procedures described in "Appendix B. Project Change Control Procedure". A Change Authorization must be approved and accepted by both parties to initiate scope changes under this agreement. The investigation and the implementation of changes may result in modifications to any aspect of the project schedule, pricing/invoiced charges, and/or other terms of this agreement. Without signatures of acceptance, specific pricing (if any) in this Statement of Work expires 60 days following the date of its preparation.

### Project Scope

The scope – the customized and detailed list of specific items that define what will be considered "in-scope" for this project, is written in a separate section that follows titled, "Project Scope Detail". The Project Scope Detail is considered part of this statement of work.

### Assumptions

#### General

- The customer will provide a single point of contact that will act as the project owner and who will be the primary individual to sign off on the project phases at completion
- All work under this statement of work will occur Monday-Friday between the hours of 8:00 am and 5:00 pm; no installations, configuration, moves, site visits, or other related work will be scheduled over weekends, evenings, or Goserco, Inc.-declared holidays, without mutual agreement in advance from the Goserco, Inc. project manager and the customer project manager
- Goserco, Inc. and the customer will jointly create any project documentation, where customer involvement is required. The customer must approve the final installation schedule and final versions of project documentation to ensure it coincides with all expectations

- Goserco, Inc. and the customer will jointly create any special requirements for defining “project acceptance” in writing, and with mutual agreement to such requirements, those requirements will become part of a written cutover plan (or installation checklist)
- “Project acceptance” (via a signed installation service ticket or other written acknowledgement) should follow (within 24 hours) completion of the written project plan, and a successful support turnover call, and Goserco’s delivery to the customer of “as-built” system configuration documentation

#### **Premises Work**

- The customer will be responsible for all carpentry or mechanical work not explicitly detailed in this proposal
- The customer location does not require the use of union labor
- The customer assumes all responsibility for compliance with local and federal laws and regulations as they relate to recording telephone, radio, and other electronic or audio conversations, as well as other electronic communications (including visual) such as desktop screen recording and application usage tracking, etc.
- Cabling or termination of telecom, Ethernet, or electrical supply wiring, is not included in this SOW. Additional information follows in the section titled, “Specific Technical and Other Provisions”
- Hours spent troubleshooting problems outside of the project scope of in this SOW will be billed at \$150 per hour (via remote access) or \$225 per hour (on-site). The project managers will be contacted and will approve any additional charges prior to execution of any work that could result in additional charges

#### **Shipping Management and or Special Requirements**

- In general, all shipments for this project will be via local delivery or “UPS Ground”
- Any expedited shipping charges that result from customer request or customer delay will be passed on to the customer at actual cost

#### **Deposits, Invoicing, and Scheduling**

- Order Deposit – Unless other contractual arrangements or quoted payment terms exist (within this proposal package), whether governmental or private sector, a deposit equal to 50% of all hardware and software is due at the time the order is placed, and required to begin implementation project management. Services are invoiced at project completion
- Invoicing – Invoices for equipment and software (or for remaining balance on any equipment and software) to be installed as part of this implementation, will be generated when the equipment and software is delivered to the customer site(s). Invoices for services will be generated at the completion of those services (based on either a specific project milestone invoicing schedule or at general “project acceptance”)
- Payment - for all invoices is due with 30 days of invoice date (NET 30), and the customer may take a 2% discount (of invoice total) for any invoice paid within 10 days of invoice date (NET 10)
- Postponement/Project Schedule Delay - If the project schedule is postponed or delayed by the customer after any equipment has been ordered, the customer agrees to pay any balance due (less services not performed) within 30 days of the originally scheduled (a mutually agreed upon) installation date
- On-site Cancellation/Postponement Charges - If the installation is cancelled or postponed for reasons beyond the control of Goserco, Inc. once a technician is on-site, the cost of taking the technician out of service at \$150 per hour (for actual time out of service), and related travel expenses (at cost) will be passed on to the customer
- On-site Project Delay - If the project is unreasonably delayed while a technician is on-site for reasons such as, but not limited to: access to appropriate buildings or specific areas within buildings, lack of access to, or unavailability of assigned or appropriate customer personnel, delay due to a third party, waiting, etc. the cost of the technician being out of service at \$150 per hour (for actual time out of service), will be passed on to the customer

#### **Goserco, Inc. Team Responsibilities**

#### **Pilot System**

- If a pilot system is required (for multi-site installations only), it will be coordinated through the project planning process

### **Project Management**

- The Goserco, Inc. project manager (or designated backup) will work with the customer for the life of the project. He or she will manage each phase of the project to include shipping, installation, training and all other contacts regarding this project
- The Goserco, Inc. project manager will handle escalation of problem solving within Goserco, Inc. internal teams as well as contacts within the Customer organization
- The Goserco, Inc. project manager should be the first point of contact for any project issue
- The Goserco, Inc. project manager will handle communication issues regarding equipment procurement and/or transportation within Goserco, Inc
- The Goserco, Inc. project manager will review all documentation
- The Goserco, Inc. project manager will maintain a project schedule and tasks list

### **Installation Services**

- All services under this statement of work will occur between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, or on otherwise suitable days and times as mutually agreed to by the customer project manager and the Goserco, Inc. project manager
- All installation teams will consist of 1-2 Goserco, Inc. technicians
- Installation and training is for Eventide NexLog recording equipment and client software as quoted/described
- Each technician will bring appropriate tools to complete their assigned tasks
- Any issues that may delay, or prevent the completion of the installation, will be escalated to the Goserco, Inc. project manager for resolution. Every effort will be made to overcome any issues while the technician is on-site
- All work areas will be neat, and free of recording system installation materials and packaging prior to leaving the site
- Goserco, Inc. is not responsible for any pre-existing network conditions that prevent normal operation, or delay the installation process (i.e., network configuration, network viruses, domain restrictions, IP address assignments/changes, PBX configuration/changes, etc.

### **Training Services**

- All services under this statement of work will occur between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, or on otherwise suitable days and times as mutually agreed to by the customer project manager and the Goserco, Inc. project manager
- Training content is dictated by the stated project scope
- Training scheduling will be mutually agreed upon by the customer and Goserco, Inc. project manager. Although the customer is responsible for coordination of classroom facilities (where applicable), scheduling and attendance of appropriate participants, and production of any printed materials (from electronic documentation provided by Goserco, Inc.), the Goserco, Inc. project manager will assist in the organization and planning with the customer project manager.

### **Goserco, Inc. Contacts**

- Project Manager: TBA
- Backup Project Manager: TBA
- Lead Technician: TBA
- Account Rep: TBA
- Other technicians and personnel, as assigned: Office 480-964-8911 Option 1

### **Customer Responsibilities**

## General

The responsibilities listed in this section are in addition to those responsibilities specified in any Goserco, Inc. quoted sales terms and all services by the customer are to be provided at no charge to Goserco, Inc. Goserco, Inc.'s performance is predicated upon the following responsibilities being fulfilled by the customer

## Project Management

Prior to the beginning any work in the project calendar or plan, the customer will designate a Project Manager to whom all Goserco, Inc. communications will be addressed and who has the authority to act for the customer within the terms of this agreement. The Customer's project manager will be the focal point for the following activities:

- Serve as the communications interface between Goserco, Inc. and all Customer departments participating in this project.
- Coordinate and ensure the provision of all required customer information (as needed for proper implementation) and delivery of requirements (hardware, technical support, and services) as needed to perform this Statement of Work. Answers and information should be provided within three working days of Goserco, Inc. request, unless the Customer and Goserco, Inc. mutually agree to an extended response time
- Assignment of personnel to the project to be on-site at the time of equipment delivery and installation for verification and acceptance. Goserco, Inc. will coordinate the schedule with the Customer Project Manager
- Help resolve and escalate as needed project issues and problems within the customer staff
- Administer Project Change Control in conjunction with the Goserco, Inc. Project Manager
- Receive, review, and maintain Goserco, Inc.-prepared documentation
- Accept responsibility for the security of all equipment shipped to the Customer's location(s)
- Arrange for any security clearances required for all Goserco, Inc. personnel
- Arrange for payment of deposits and invoices

## Customer Contacts

- Project manager: TBA
- Customer telephony contact: TBA
- Customer 911 telephony contact: N/A
- Customer radio contact: TBA
- Customer I.T. servers/network contact: TBA
- Customer I.T. desktop contact: TBA
- Customer operations (site) contact: TBA

## Specific Technical Services and Other Provisions

### Equipment -Environment

- Customer will ensure adequate UPS power and power distribution for all servers to be installed
- Customer will ensure adequate rack mounting space and proper environmental control where any equipment is to be installed - standard 19" 4-post rack rail hardware is typically supplied with new systems purchased from Goserco, Inc., however in cases where the standard supplied rack rail hardware will not accommodate a proper installation, the customer will provide and install suitable rack shelving or other mounting hardware as may be required by local building/equipment installation codes
- Each server must be located within Ethernet standard distances of the switch it connects to, and have a minimum of two available ports for network access - one dedicated for network traffic (CTI connection, client connections, and CAS server upload), and one for IP recording capture (or spare)

### Operating System and Anti-Virus Software

- For Windows -based systems only, Operating System Critical Updates are the responsibility of the customer for Microsoft Windows -based systems (Manufacturer -tested update levels will be provided by Goserco, Inc. on regular basis, as QA'd and released by the manufacturer – typically semi-monthly)
- Anti-virus software (and proper configuration thereof) for the server(s) are the responsibility of the customer and are required – note: there may be mandatory file extension type exclusions for Windows -based servers (including any that are virtualized).

#### **Equipment Access and Remote Access**

- Customer will ensure access to any locked facilities (i.e.: equipment rooms) so as to prevent a technician from experiencing any delays on-site while attempting to access an installation location
- The customer will provide uninterrupted remote access to all Goserco, Inc.-installed servers (and potentially relevant clients) during any period in which Goserco, Inc. provides installation or configuration services, technical support or maintenance/extended warranty services

#### **Networking, Clients, and Desktop Installations**

- All server systems will require network connectivity with static IP addresses, valid subnet, gateway, and DNS addresses, as well as an NTP
- Network administrative configuration of the recording servers is the responsibility of the customer – Note: there may be specific network environment requirements for the system(s) and it is advised that the customer check with Goserco, Inc. prior implementation of configuration or changes – e.g. Audiolog servers are typically required to be joined to the domain in a separate OU with no policies pushed (including any servers that are virtualized), and a domain Audiolog administrative user account with local administrator privilege on the Audiolog is required for application services. While Eventide servers are Linux -based, there may be specific required network configuration
- Any new client user PC's must meet the minimum requirements listed in the system documentation CD
- An appropriate customer network technician will be on-hand and available (on installation and testing days) to assist with installation and client software installation as needed, as well as produce client software load procedure documentation in conjunction with a Goserco, Inc. technician at the installation
- All network configuration required to produce a successful implementation is the responsibility of the customer, and will be provided to Goserco, Inc. free of charge. A successful implementation includes both server connectivity and client pc network connectivity and configuration. Additionally, it is the responsibility of the customer to provide and ensure LAN/WAN connectivity and configuration that will allow for proper client access from within, or off-site, if applicable (including firewall configuration where necessary)
- Customer will provide a list of client pc's, AD user names, actual user names, and a seating chart (to include desired channel -level security restrictions) if Goserco, Inc. is to perform any installation of client software and restrict access to the system on a per-user basis

#### **Telephone/PBX, Radio System, and or IP Dispatch Console Integration and Requested Configuration Information**

- For integrated recording of any telephone/PBX, digital radio, or IP dispatch console communications system, the customer will provide or otherwise arrange for purchase, installation, and configuration of all telephone/PBX, digital radio, and or IP dispatch console hardware and software (including any required licensing that may be necessary to support recording in the customer environment). The customer will provide or otherwise arrange for purchase, installation, and configuration of any and all related/required network infrastructure (such as switches, firewalls, communications circuits, etc.). The customer will provide or otherwise arrange for purchase of all telephone/PBX, digital radio, and or IP dispatch console configuration, testing, and troubleshooting services, as well as any required network configuration (including SPAN ports if required), testing, and troubleshooting necessary to establish or support proper recording connectivity and communications to the telephone/PBX, digital radio, and or IP dispatch consoles, and the customer network
- Customer will provide a complete list of requested telephone/PBX, digital radio, and or IP dispatch console information: including, but not limited to, hardware and software versions, IP addresses, protocols, etc. as well as details that may be needed to ensure a successful integration and proper recording such as: agents, extensions,

device identifying information, channels, talk groups, and frequency ID's and or names, etc.

## Wiring

### Traditional Device Monitoring, and Other Wiring Notes

- In general, Goserco, Inc. will provide a demarcation point (typically 1 or more 66 blocks) and cable connection from this demarcation point to the recorder(s). The customer is responsible to provide feed wiring for any and all audio sources to be recorded, and cross -connect to the provided demarcation point
- For direct digital station tapping, the customer is responsible to provide feed wiring for any extension to be recorded. This is typically accomplished (for supported handset models), by passing the cross -connect wiring from the designated PBX output pair, through the provided recording demarcation point (punch without cut/termination), and on to the designated premise wiring/jack pair for the phone to be recorded. Goserco will re-cross connect existing phones so that they pass through the recording demark in cases where the customer can identify all phones to be recorded (e.g. produce a list of devices required to be recorded) and identify and mark existing extension punch down locations for at least one side of the existing cross connects of phones to be recorded (PBX port pair, or premise wiring pair)
- For analog recording (full-time or record-on-demand) of digital or VoIP phones via logger patch, analog feed wiring in the form of a CAT5 cable home run from within 5' of phone (terminated as an RJ11), to recorder demarcation block (non-terminated) is to be provided to Goserco, Inc. at no charge for each phone to be recorded. Goserco, Inc. will typically provide and install the required analog logger patches – note: a standard 110V AC power outlet within 5' of the phone is also required
- Intrado/Positron: For analog recording of LIFELINE100 and VIPER systems, CCB/SONIC analog feed wiring for position audio and E911 CAMA trunks (if applicable) is to be provided to Goserco, Inc. at no charge. If ANI/ALI integration is included, a standard DB9M serial connector (providing standard CDR from the Viper system) is required, and will be provided to Goserco, Inc. at no charge.
- Airbus/Cassidian: For analog recording of VESTA and systems, ACU/SAM analog feed wiring for position audio and E911 CAMA trunks (if applicable) is to be provided to Goserco, Inc. at no charge. If ANI/ALI integration is included, a standard DB9M serial connector (providing the ANI/ALI CAD spill) is required, and will be provided to Goserco, Inc. at no charge.
- For analog recording of radio, the customer is responsible to provide feed wiring that provides combined transmit/receive audio for any channel, frequency, or console to be recorded to Goserco, Inc. at no charge
- Signal strength (when audio is present) for analog VOX recording is typically optimal for recording in a range of -10dBm to 0dBm

## Pricing

### Pricing Per Quotation

Pricing for the services listed in this statement of work is as "a fixed amount, complete package".

## APPENDIX A - Deliverable Guidelines

### Status Reports

Purpose: The Goserco, Inc. project manager will typically provide weekly project plans or status reports via e-mail, advising the customer project team of the progress and status of Goserco, Inc. related activities. The report will outline and describe the status of tasks worked on during that period and document significant accomplishments, milestones, and problems identified

Content: The report may consist of the following, as appropriate for the project:

- A regularly updated project schedule, noting key events, planned travel, and training schedules

- Activities performed during the week/month
- Activities planned for the next week/month
- Issues or concerns about activities, which occurred in the previous week/month
- Recommendations relating to problems or issues
- Any other items that Goserco, Inc. reasonably anticipates may have an effect on the schedule or otherwise materially impact on the project
- Billing information if needed
- Project change control summary (See "Appendix B. Project Change Control Procedures" in Appendix B for details.)

#### **Installation Checklist/Cutover Plan (if applicable)**

Purpose: An installation checklist/cutover plan document will provide a detailed plan for cutover and contingency planning and or back-out procedures for the installation services. The installation checklist/cutover plan document will also provide a brief outline/timeline of expected activities for on-site time, and will require customer approval prior to installation. The combination of a completed customer -approved installation checklist and a completed service ticket by the installing technician will be presented to the customer for signature, and customer signature will constitute project acceptance. Minor exceptions, deviations, and other changes noted in the installation checklist shall not delay project acceptance if follow-up support or resolution has been initiated and communicated in writing, and such deviations do not materially impact the primary use and functions of the deployed system(s).

#### **Copies of All System Software and Documentation**

One copy of all system software and documentation will be provided for each site. In most cases documentation is provided in .PDF format on CD or DVD. Customers are responsible for the safe-keeping of software and documentation

#### **Other Project Documentation**

Other project documentation will be delivered as deemed beneficial to the project and may included such items as: specific technical documentation, specific project planning documentation, and specific site-specific configuration details documentation

#### **Administrator and End -User Training**

System administrator and end-user training sessions will be scheduled and provided, as dictated by the scope of the project. A training plan that details the training content, formats, and relevant audience(s) will be provided prior to training

### **APPENDIX B - Project Change Control**

#### **Procedures**

The following provides a detailed process to follow if a change to the scope or directly from the Customer to this Statement of Work is required:

A Project Change Request (PCR) will be the vehicle for communicating change (to be completed by Goserco, Inc. at customer or Goserco, Inc. request)

- The Project Change Request must describe the rationale for the change and the affect the change will have on the project
- The Customer and Goserco, Inc. Project Managers will review the proposed change and approve it or revise it as required. Goserco, Inc. will specify any charges for such change. If the Customer Project Manager authorizes the change, in writing, this constitutes approval for the change charge(s). Goserco, Inc. will invoice the Customer for any such charges. The Customer will be responsible for the affect that the change will have on price, schedule, and other terms and conditions of the Agreement

- A written Project Change Request must be signed by the Customer and Goserco, Inc. to authorize implementation for the changes

## APPENDIX C – Legal Agreements

### Invoices and Payment

Unless otherwise specified in a Sales or Services Agreement or other contract, you agree to pay Goserco, Inc. the Purchase Price for Products and/or Services and the license fee(s) for Licensed Software, less any deposit paid previously, within thirty (30) days of the delivery of any Products or Licensed Software and/or the provision of any Service. You also agree to pay Goserco, Inc. amounts equal to any applicable sales, use, property, value-added, or any other taxes, except income tax, resulting from any transaction under this Agreement or any Sales or Services Agreements. Any applicable tax will be based on those taxes imposed by the taxing authorities in the jurisdiction to which you request the Products or Licensed Software delivered or in which Services are performed. Unless otherwise agreed and indicated on documentation provided by Goserco, Inc. to you, such as an invoice, or otherwise provided herein, you will pay all shipping costs for Equipment, Product or Licensed Software you purchase from Goserco, Inc. In the event you dispute any amount on an invoice, you must provide written notification of the dispute to Goserco, Inc. within ten (10) days after you receive the disputed invoice. Goserco, Inc. agrees to provide supporting documentation concerning any disputed amount or invoice within ten (10) days after written notification of the dispute to Goserco, Inc. Both parties agree to use their best efforts to resolve such dispute within thirty (30) days after you provide written notification of the dispute. You shall have no obligation during the thirty (30) day period specified above to pay any amount that you reasonably dispute hereunder, but you agree to pay the undisputed portion of the invoice.

### Shipping; Risk of Loss

All risk of loss or damage to the Products shall be the responsibility of the party upon whose premises the Products are located at the time of such loss or damage. In the event the loss or damage occurs during shipping or delivery, the party in charge of arranging for such shipping or delivery shall bear the responsibility for the loss or damage. You agree, upon delivery of Equipment or Products, and prior to the transfer of title and/or license rights to you, to insure such Equipment or Products with a conventional commercial insurance policy sufficient to protect Goserco, Inc.'s interest in such Equipment or Products and to provide Goserco, Inc. evidence of such insurance upon its reasonable request.

### Non-Solicitation

Each party recognizes that the other party's employees are critical to the business operations of the other party. For the term of this Agreement and for six (6) months after its termination, each party agrees that it and any parent company, subsidiary, partner, limited partner, joint venture, or any entity related in any manner to it by common ownership ("Related Entities"), will not employ, hire, or compensate in any manner or capacity, including as an employee or independent contractor ("Employ") any employee of the other party that it was introduced to by, and who was directly connected with, such party's performance under this agreement. Each party further agrees not to employ any former employee of the other party unless the employer-employee relationship has been terminated for not less than one hundred eighty (180) days. In the event of breach of this provision by a party or any Related Entities, such party shall be liable to the other party for the principal sum of Twenty Five Thousand and No/100 Dollars (\$25,000.00) as liquidated damages, and not as a penalty for said breach.

### Confidentiality

All documentation and information which are either designated as confidential or proprietary or would reasonably be considered to be confidential or proprietary, including without limitation, drawings, listings, techniques, algorithms, processes and technical and marketing information, business data and employee information which are transferred between the parties in connection with this agreement ("Proprietary Information") (other than documentation and information intended for general distribution to third parties) shall be held in strict confidence by the parties, and shall not be disclosed or used in any fashion other than pursuant to the terms of this agreement without the other party's prior written consent. Each party's proprietary information and all other items related thereto, including, without limitation, programs, methods of processing, specific design

and structure of individual programs and their interaction, and the unique programming techniques employed therein, and all enhancements, modifications, updates, and derivative works thereof are and shall remain the sole and exclusive property of such party and shall not be sold, revealed, used, disclosed, transmitted or otherwise communicated, directly or indirectly, by the other party except as expressly provided for in this Agreement. Each party agrees to protect the others' proprietary Information with the same standard of care and procedures that it uses to protect its own trade secrets and Proprietary Information of a confidential nature.

#### **Force Majeure**

Neither party shall be deemed to be in default or to have breached any provision of this Agreement as a result of any delay, failure in performance or interruption of service resulting directly or indirectly from acts due to events of nature, acts of civil or military authorities, civil disturbances, wars, strikes or other labor disputes, fires, transportation contingencies, laws, regulations, acts or orders of any government or agency or officials thereof, other catastrophes or any other similar occurrences beyond such party's reasonable control. In every case, the delay or failure in performance or interruption of service must be without fault or negligence of the party claiming excusable delay and the party claiming excusable delay must promptly notify the other party of such delay. Performance time under this Agreement shall be considered extended for a period of time equivalent to the time lost because of any delay, which is excusable under this paragraph, provided, however, that if any such delay continues for a period of more than sixty (60) days, the party not claiming excusable delay shall have the option of terminating the order or service upon written notice to the party claiming excusable delay.

**APPENDIX D - Signatures****Paradise Valley Police Department**

Communications Recording Solution Upgrade or Implementation

Document prepared for signature on February 06, 2020

We, the undersigned representatives of Paradise Valley Police Department and Goserco, Inc. have read and understand this statement of work and the details contained herein. We agree to this Statement of Work as attached, the services to be provided as detailed in project scope detail, as well as the terms, conditions, specific responsibilities, provisions, and appendices:

**Paradise Valley Police Department****Goserco, Inc.**

---

Signature of authorized customer representative

---

Signature of authorized Goserco, Inc. representative

---

Printed Name

---

Printed Name

---

Title

---

Title

---

Date: (MM/DD/YYYY)

---

Date: (MM/DD/YYYY)









**MARICOPA REGION 9-1-1  
6-Year Budget Forecast**

PSAP NAME: Salt River Tribal Police Dept.

REQUEST PREPARED BY: Kimberly Clark

**FY2022 REQUIRED PSAP REQUEST DOCUMENTATION DUE MONDAY, JUNE 19, 2020:**

Please use this list to ensure all required documentation is included with your request. Missing documentation or late submittal may result in requests not being added to the FY2022 Forecast.

- Completed Six Year Budget Form
- Demographics of Center
  - o Total number of work stations – **8 - 6 Primary, 2 Extension Location**
  - o Number of radio work stations – **8**
  - o Number of call taking work stations – **6 at this time; will be 8 after 2 positions installed at Extension Location**
  - o Authorized number of staff – **21 – Fully Staffed**
- Justification of need and/or circumstances for need – **No current needs**
- Letter from Chief authorizing funding requests
- Reports for past 3-years of 9-1-1; Non-emergency; and Busiest Hour Call Volume
- Copy of Logging Recorder invoice with the number of channels purchased

FY2022 (July 2021 to June 2022)	
<b><i>Requested Budget Items – Supporting Documentation REQUIRED</i></b>	
<b>N</b>	<b>Logging Recorder</b> – replaced logging recorder in May 2020; cycle replacement is 5 years out
<b>N</b>	<b>Additional work stations      How Many:</b> Currently self-funding 2 primary and 2 back-up 911 workstations. Request that maintenance for these 4 positions be state-funded, along with future upgrades and/or replacement.
<b>N</b>	<b>*PSAP move      Estimated Date:</b> <b>Location if known:</b>
<b>N</b>	<b>PSAP Remodel      Estimated Date: n/a</b>
<p><i>*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.</i></p>	

**FY2023 (July 2022 to June 2023)**

***Forecast Budget Items – No Documentation Required***

**N** Logging Recorder

**N** Additional work stations      How Many:  
Currently self-funding 2 primary and 2 back-up 911 workstations. Request that maintenance for these 4 positions be state-funded, along with future upgrades and/or replacement.

**N** \*PSAP move      Estimated Date:  
Location if known:

**N** PSAP Remodel      Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY2024 (July 2023 to June 2024)**

***Forecast Budget Items – No Documentation Required***

**N** Logging Recorder

**N** Additional work stations      How Many: 0  
Currently self-funding 2 primary and 2 back-up 911 workstations. Request that maintenance for these 4 positions be state-funded, along with future upgrades and/or replacement.

**N** \*PSAP move      Estimated Date:  
Location if known:

**N** PSAP Remodel      Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

FY 2025 (July 2024 to June 2025)

***Forecast Budget Items – No Documentation Required***

**N** Logging Recorder

**N** Additional work stations      How Many:  
Currently self-funding 2 primary and 2 back-up 911 workstations. Request that maintenance for these 4 positions be state-funded, along with future upgrades and/or replacement.

**N** \*PSAP move      Estimated Date:  
Location if known:

**N** PSAP Remodel      Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

FY 2026 (July 2025 to June 2026)

***Forecast Budget Items – No Documentation Required***

**Y** Logging Recorder – Yes – 5 year cycle replacement of Nice logging recorder

**N** Additional work stations      How Many: 0  
Currently self-funding 2 primary and 2 back-up 911 workstations. Request that maintenance for these 4 positions be state-funded, along with future upgrades and/or replacement.

**N** \*PSAP move      Estimated Date:  
Location if known:

PSAP Remodel      Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**Forecast Budget Items – No Documentation Required**

**N** Logging Recorder

**N** Additional work stations      How Many:  
Currently self-funding 2 primary and 2 back-up 911 workstations. Request that maintenance for these 4 positions be state-funded, along with future upgrades and/or replacement.

**N** \*PSAP move      Estimated Date:  
Location if known:

**N** PSAP Remodel      Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

Requester Signature



Date

6/17/20

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 9-1-1 Services  
150 S 12th St  
Phoenix, AZ 85034  
email: [liz.graeber@phoenix.gov](mailto:liz.graeber@phoenix.gov)

C: FY2022 Requested Budget Items Supporting Documentation



PSAP Remodel Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY2024 (July 2023 to June 2024)**

**Forecast Budget Items – No Documentation Required**

Logging Recorder

Additional work stations How Many:

\*PSAP move Estimated Date:  
Location if known:

PSAP Remodel Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY 2025 (July 2024 to June 2025)**

**Forecast Budget Items – No Documentation Required**

Logging Recorder

Additional work stations How Many:

\*PSAP move Estimated Date:  
Location if known:

PSAP Remodel Estimated Date:

*\*Even though the State does not fund PSAP moves, please include PSAP move information for the Maricopa Region 9-1-1 Team.*

**FY 2026 (July 2025 to June 2026)**

**Forecast Budget Items – No Documentation Required**

Logging Recorder

Additional work stations How Many:



Scottsdale Police Department

MARICOPA REGION 9-1-1

6 Year Budget Forecast

As required by the FY2022 budget request for a remodeled Communications Center, the following information is submitted as supporting documentation.

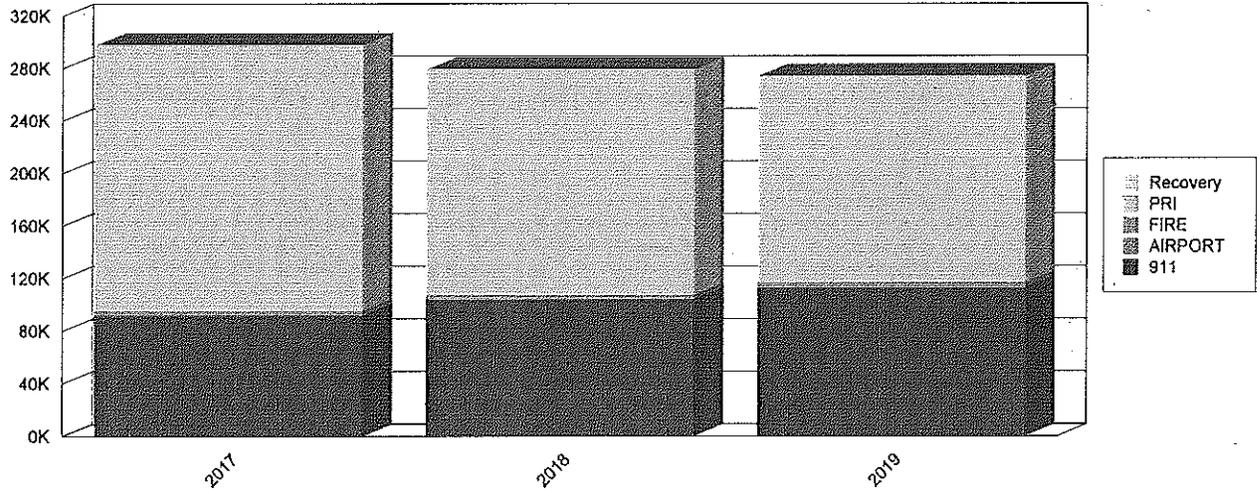
- Completed Six Year Budget Form attached
- Demographics: Scottsdale Police Department consists of 17 total work stations including 2 workstations located in our training room. 15 work stations include both radio and phone positions and 2 are phone positions only. Scottsdale Police Communications is authorized for 38 dispatchers and 8 supervisors.
- Justification of need and/or circumstances for need: The Scottsdale Police Communications Center was last remodeled in 2006 and the consoles are nearing the end of their lifecycle.
- Letter from Chief authorizing funding requests
- Reports for past 3 years of 9-1-1, Administrative Calls, and Busy Hour:
  - 2019 Reports
    - 113,116 9-1-1 calls
    - 179,964 Administrative calls
    - Busy Hour - 1700
  - 2018 Reports
    - 104,087 9-1-1 calls
    - 181,940 Administrative calls
    - Busy Hour - 1400
  - 2017 Reports
    - 92,148 9-1-1 calls
    - 205,748 Administrative calls
    - Busy Hour - 1500

Scottsdale PD

Yearly Call Type Volume per Trunk Group

From : 01/01/2017 00:00:00 To : 12/31/2019 23:59:59  
 Call Type: Abandoned, Incoming

Number of Calls : 851,560



Year	Trunk Group	Incoming	Outgoing	Abandoned	Number of Calls
2017	911	88,401	0	3,747	92,148
	AIRPORT	332	0	0	332
	FIRE	3,062	0	0	3,062
	PRI	202,272	0	0	202,272
	Recovery	82	0	0	82
		<b>294,149</b>	<b>0</b>	<b>3,747</b>	<b>297,896</b>
2018	911	99,888	0	4,199	104,087
	AIRPORT	412	0	0	412
	FIRE	3,158	0	0	3,158
	PRI	171,770	0	0	171,770
	Recovery	22	0	0	22
		<b>275,250</b>	<b>0</b>	<b>4,199</b>	<b>279,449</b>
2019	911	98,143	0	14,973	113,116
	AIRPORT	433	0	0	433
	FIRE	3,417	0	0	3,417
	PRI	157,089	0	0	157,089
	Recovery	160	0	0	160
		<b>259,242</b>	<b>0</b>	<b>14,973</b>	<b>274,215</b>
		<b>828,641</b>	<b>0</b>	<b>22,919</b>	<b>851,560</b>

























