



City Council Report

Date: July 20, 2026
To: City Council
Through: Ken Cost, Assistant City Manager
From: Kim Meza, Mesa Public Safety Support Department Director
Matt Ohmer, Interim Communications Manager, Mesa Public Safety Support
Subject: Intergovernmental Agreement with the City of Phoenix for Next Generation 9-1-1 Policy Routing Function (PRF) Backup Services for Police, Fire and Emergency Medical Communications (Citywide)

Purpose and Recommendation

The Mesa Public Safety Support Department respectfully requests City Council approval of an Intergovernmental Agreement (IGA) between the City of Mesa and the City of Phoenix for reciprocal Next Generation 9-1-1 (NG9-1-1) Policy Routing Function (PRF) backup services.

Staff recommends that the City Council approve the resolution authorizing the City Manager to execute the IGA on behalf of the City.

Background

The Mesa Fire and Medical Department (MFMD) and the Phoenix Fire Department (PFD) have maintained a longstanding cooperative relationship for emergency communications backup services for more than 20 years. Throughout that time, both agencies have provided contingency support to one another to help ensure continuity of emergency communications operations during outages, emergencies, and other operational disruptions.

As public safety communications systems continue to transition to Next Generation 9-1-1 (NG9-1-1) technology, agencies must establish reliable and documented contingency plans to ensure uninterrupted emergency communications services. The proposed IGA formalizes the existing operational partnership between Mesa and Phoenix by establishing a reciprocal Policy Routing Function (PRF) backup arrangement within the NG9-1-1 environment.

Under the agreement, each agency will serve as a designated backup Public Safety Answering Point (PSAP) for the other, ensuring fire and emergency medical 9-1-1 calls continue to be answered and processed when the primary communications center is unable to receive calls.

Discussion

The IGA establishes operational responsibilities and procedures for PRF backup services between the participating agencies. When activated, the backup PSAP will receive and answer incoming 9-1-1 calls routed from the affected agency, obtain necessary caller information, relay incident details to the appropriate jurisdiction for dispatch, and maintain communication with

the requesting agency until normal operations are restored.

Mesa Public Safety Support and the Mesa Fire and Medical Department will serve as the backup PSAPs for Phoenix Fire Department operations, while Phoenix Fire Department will provide backup services for Mesa Public Safety Support and the Mesa Fire and Medical Department operations. The agreement ensures continuity of police, fire and emergency medical communications during planned maintenance activities, technology outages, staffing shortages, or emergency events affecting either communications center.

The reciprocal backup arrangement established by this agreement is used infrequently and is typically activated during planned maintenance activities, technology outages, significant call-volume events, staffing shortages, or other operational disruptions. Recent examples include support provided during major holiday call-volume surges, communications system maintenance activities, and other temporary operational disruptions. While detailed historical reporting is not available, both agencies have successfully relied on this partnership for more than two decades to maintain continuity of emergency communications services when needed.

The agreement enhances regional resiliency and continuity of operations by leveraging existing emergency communications infrastructure and partnerships. The arrangement supports the reliable delivery of emergency fire and medical services to residents and visitors in both communities while meeting operational requirements associated with NG9-1-1 implementation.

The agreement will become effective upon execution and will remain in effect for five years or until terminated by either party with ninety (90) days written notice or by mutual agreement of the parties.

Alternatives

The City Council may elect not to approve the proposed IGA. However, staff does not recommend this option because the agreement enhances continuity of operations for police, fire and emergency medical communications services. Without this agreement, Mesa would have fewer options available to ensure uninterrupted 9-1-1 call handling during significant operational disruptions. The reciprocal arrangement with the City of Phoenix strengthens regional emergency communications resiliency and helps ensure emergency calls are answered and processed during outages, emergencies, or other service interruptions.

Fiscal Impact

There is no direct fiscal impact associated with approval of this agreement. Each agency will utilize existing personnel, equipment, and communications infrastructure to provide backup services as outlined in the IGA. No exchange of funds is required under the agreement.

Coordinated With

This IGA has been coordinated with the City of Phoenix, Mesa Fire and Medical Department, Mesa Public Safety Support Department, and the City Attorney's Office.