

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING

May 9, 2002  
MAG Office Building, Cholla Room  
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department,  
Chairman  
Jim Gibson, Glendale Fire Department  
Steve Werner, Maricopa County Sheriff's Office  
Ron Poulin for Dennis L. Donna, Mesa  
Police Department  
Mike Fusco, Emergency Management, Peoria

Tami DeRuiter for Blake McClelland,  
Phoenix Police Department  
Helen Gandara-Zavala, Scottsdale Police Dept.  
Jay Spradling for Cliff Jones,  
Tempe Fire Department  
\*Lawrence Rodriguez, Tolleson Police Dept.

\*Those members neither present nor represented by proxy.

OTHERS PRESENT

Barbara Jaeger, State 9-1-1 Office  
Valerie Day, MAG  
Susan MacFarlane, Phoenix Fire Department

Tom Melton, Maricopa County Sheriff's Office  
Joe Noce, Mesa  
Bob Bobbett, Qwest

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:10 p.m.

2. Approval of the June 21, 2001 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, Chairman Beck asked for a motion to approve. Mike Fusco moved to approve the minutes of the June 21, 2001 meeting. Steve Werner seconded, and the motion carried unanimously.

3. FY 2004 MAG PSAP Equipment Funding Request

Susan MacFarlane, Phoenix, 9-1-1 Administrator, provided a review of the FY 2004 MAG PSAP Equipment Funding Request and Five-Year Plan. The funding request includes monthly service, maintenance, and requests for additional equipment. Ms. MacFarlane stated that each agency's justification for their request was included in the agenda packet. She noted that the PSAP Managers Group recommended approval of the FY 2004 Annual Funding Request and FY 2004-2008 PSAP Equipment Program.

Chairman Beck asked Ms. MacFarlane if there had been ample communication to the PSAP Managers to determine equipment needs. Ms. MacFarlane replied that there was ample communication and good response to the request was received.

Mr. Werner asked about the controls in place for processing requests. Ms. MacFarlane replied that the State has no guidelines in place for requests, and the professional integrity of each agency is generally relied on when requests are submitted. Ms. MacFarlane added that the MAG 9-1-1 Office and the PSAPs also review the requests. Mr. Werner asked if there was an onsite inspection of facilities. Ms. MacFarlane replied that there are not specifically onsite inspections, however, Ms. MacFarlane and Ms. Dysinger-Franklin make onsite visits to each PSAP twice a year.

Mr. Werner commented that because an accounting could be requested, perhaps a process is needed. Ms. MacFarlane stated that when a PSAP requests a position, they have already gone through their own city budget process. Because the requested PSAP equipment is only for 9-1-1 equipment, other equipment, other costs need to be funded by a jurisdiction. Chairman Beck asked if that meant a city needs to make a significant upfront investment first. Ms. MacFarlane replied that was correct.

Mr. Werner stated that in his job, requests need justification. He stated that he did not want to rubber stamp requests. Barbara Jaeger stated that by next fiscal year, a reporting system that she is developing is expected to be in place. Mr. Werner asked if questions are asked whether the requests are reasonable? Ms. Jaeger replied that all requests are examined by the State 9-1-1 Office and the MAG 9-1-1 Office.

Chairman Beck stated that even though there is not a written procedure, there is a level of experience and professionalism of the PSAPs. He stated that the PSAPs, who represent their communities, put the requests together. Those requests are brought to the Oversight Team, who determine if the requests will go to the next level. Chairman Beck noted that submitting a request shows need, otherwise there would not be a record that there was ever any need. Ms. Jaeger commented that alternative funding sources may need to be in place for the future.

Joe Noce commented that staffing has been a key issue, and there is no national standard. He stated that efforts are underway nationally to establish a standard. Mr. Noce stated that he and Karen Allen are on the national committee.

Mr. Fusco moved to recommend approval of the MAG FY 2004 PSAP Funding Request and MAG FY 2004-2008 PSAP Equipment Program, and the request for 9-1-1 operating funds for submittal to the Arizona Department of Administration. Mr. Werner seconded, and the motion carried unanimously.

Chairman Beck extended his appreciation to the PSAPs for their efforts on the requests. Ms. Jaeger commented that the request process will be improved over time. Chairman Beck noted that more intense justification of requests may be needed as time goes on.

#### 4. Emergency Warning System Update

Chairman Beck stated that the Arizona Department of Environmental Quality (ADEQ) approached MAG about a funding opportunity for an Emergency Warning System. He stated that a representative from ADEQ came to the Oversight Team meeting in October 2000. At that meeting, the Oversight Team recommended that MAG accept the responsibility for the management and administration of the County-wide notification system. Since then, the State not only discovered that there was no mechanism to pass the funds along to MAG, but the private sector was contacting them

about the project. Chairman Beck stated that ADEQ decided that there should be an RFP process, and they have issued a Request for Offer (RFO).

Ms. MacFarlane stated that responses are due to ADEQ on May 17, 2002. She remarked that the RFO is extensively detailed, and she is responding to the RFO based on comments from the October 2000 Oversight meeting. Ms. MacFarlane stated that MAG is assisting with the RFO on the terms and conditions. She noted that payment will be similar to the 9-1-1 assessment pass through. Ms. MacFarlane stated that she wanted to ensure that the philosophy is still agreed to from a policy and procedure standpoint.

Chairman Beck stated that the issue is ongoing funding. If MAG chooses to accept the funding, a funding source to maintain the system in the future will need to be developed. He remarked that a notification system may become statewide. Chairman Beck stated that the costs, yet unknown, may be passed along as an assessment. He stated that a structure to support the ongoing funding is needed. Chairman Beck stated that the funding offered by ADEQ may give up to two years maintenance. He stated that the cost would be lower to MAG than to the private sector because the costs would be offset by the 9-1-1 system that is in place. Chairman Beck stated that activation would be a major cost. He stated that the threshold for system activation and whether the agency that activates the system pays the costs need to be decided.

Mr. Fusco stated that one way to package this would be as a model that could be expanded. Part of the marketing would be that it is expandable and/or connectable. This may have a larger appeal. Ms. Jaeger stated that Yuma has a reverse 9-1-1 system in place, which has been activated two to three times.

Ms. MacFarlane stated that other agencies, such as Flood Control, may want to be at the table. Mr. Fusco stated that Bob Spencer may be interested. Mr. Werner brought up Homeland Security. Tom Melton asked if the funds from ADEQ would cover the entire setup cost, and if it cost more, would the MAG system be responsible for the cost? Ms. MacFarlane replied that from the analysis done by Jim Wortham, there should be no problem with the setup cost being more than the \$2.5 million funding amount. She mentioned the ongoing costs, such as updates to GIS, could be costly.

Jay Spradling asked if the system would only be activated for emergencies. Ms. MacFarlane stated that payment per incident for non-emergency activation had been discussed.

Mr. Werner commented on the Amber Project, a statewide warning system that would involve state police through the radio system. Mr. Melton stated that it could become too cost prohibitive because of the range.

Mr. Spradling stated that the City of Tempe was considering buying a similar notification system. He stated his support for a user fee.

Chairman Beck stated that initially, a statement had to be prepared for the ADEQ that the system would be used for situations posing an imminent danger to the community. He added that ADEQ is interested in a commitment that the system would be used for the benefit of the community. Chairman Beck stated that a recommendation was already received from the Oversight Team, but the committee could meet again if it is determined that more discussion is needed.

Ms. MacFarlane stated that input on the review of the RFO is welcome. Chairman Beck noted that the RFO requires an involvement in the community by those submitting responses. Ms. Jaeger and Ms. MacFarlane reported receiving numerous calls from vendors about the RFO. Ms. MacFarlane stated that some do not have a stake in our community. She stated that the RFO requests much technical detail, specific timelines, charts, etc. Mr. Noce commented that Qwest is releasing their database for public safety use.

5. MAG 9-1-1 System Performance Consultant Review Update

Ms. MacFarlane stated that Contact One, the consultant company that was hired to review the performance of the MAG 9-1-1 system, gave an Executive presentation in October 2001. After some revisions to the study report, it was provided to the PSAPs in January 2002 for their review. Ms. MacFarlane stated that the PSAPs requested additional review time, because they were intending to prioritize the recommendations of the consultant. Ms. MacFarlane stated that it is important to get the study report moved forward to the Management Committee, and the PSAPs could continue work on the prioritization as a separate task.

Chairman Beck stated that an Ad Hoc group drafted a Five Year Plan that was approved by the Regional Council. He noted that the results from the consultant study affirmed the Five Year Plan findings.

Members requested additional time for review because of the length of the document. Chairman Beck stated that a recommendation on the report could be considered at the July Oversight meeting. Discussion took place on the level of detail and thoroughness provided by the consultants in conducting the study. Mr. Noce commended the consultants on their work. He stated that they posted their findings to a website while in the process of conducting the study, and kept to their timeline.

Jim Gibson asked if the PSAPs had taken action on the report. Ms. MacFarlane replied that they had made a recommendation to approve the report, but had not prioritized the recommendations.

6. Legislative Study Committee on Arizona's 9-1-1 System

Chairman Beck stated that a State Legislative Study Committee was formed to examine and hold hearings to review the requirements for maintaining the 9-1-1 system for the State. He stated that the the Committee has met three times and was given a presentation by MAG 9-1-1.

Ms. Jaeger reviewed findings of the Committee. One issue of concern to all is the ruling of the FCC on the cost from the tandem into the PSAP.

Chairman Beck commented on the difficulties encountered to get the legislation passed last year. He commented that it seemed to most people that there should be a high level of support for the 9-1-1 system. Chairman Beck stated that some funding was received, however, the cost of implementing Phase I and Phase II is not known, so the process is just beginning. He added that the bill is almost a policy statement that says that we need to move to a Phase I, Phase II system. Chairman Beck stated that MAG needs to step forward and get better data on the associated costs.

Ms. MacFarlane stated that she has been working on an annual report on the revenues and expenditures of the 9-1-1 fund. Chairman Beck stated that it is a challenge to not know the costs and try to get an increase in the tax when definite costs are unknown. The State needs a plan to know the real costs associated with the implementation. He added that an increase in the tax may be needed.

Chairman Beck stated that there were no revelations in the report, but the Committee concurred that there is need and the tax will be reconsidered. Ms. Jaeger noted that because of the events of September 11th, the legislation came out at an opportune time. It gave justification for the Governor's office to tell those looking to use surplus 9-1-1 funds to look elsewhere.

#### 7. Overview of Wireless Phase I and Phase II

Ms. Jaeger stated that a mapping system needs to be in place for Phase II. As time draws closer, there will be a better idea of the cost. Ms. Jaeger announced that Phase I in Pima County is now 100 percent up and running. This is the culmination of a three year process. Ms. Jaeger added that they still do not have an idea of the cost, because they have been unable to get the information from the carriers. Ms. Jaeger stated that the State's intent was to look at integration as a state project. She stated that a request has been submitted and funds are available for a project manager.

Chairman Beck asked about surplus funds. Ms. Jaeger replied that there will be no surplus in two years. Ms. Jaeger stated that it is in the legislation that she has the ability to fund in excess of one percent to communities. She added that she is currently in the process of drafting a document outlining what will be covered by the funds. Ms. Jaeger stated that if the new position is not hired, she would take the job herself and find someone to do her current job, because it is that important. Ms. Jaeger commented that the intent is to have the position filled by June 1, 2002.

Chairman Beck asked the funding for MAG's role in supporting 9-1-1. Ms. Jaeger replied that funding is included in the one percent administrative amount.

#### 8. PSAP Managers Group Update

Ms. MacFarlane provided an update on activities of the PSAP Managers Group. The Chandler Police Department's new system was completed May 1, 2002, and completion of the new system for DPS is anticipated this summer. Goodyear was delayed until September. Ms. MacFarlane stated that upgrades will be done after the budget is approved in July.

Ms. MacFarlane explained to members that because it is difficult for committee members to always attend meetings, the PSAPs formed small working groups to work on issues of relevance to their area. Ms. MacFarlane stated that the working groups had brainstorming sessions on regional backup centers. Should they have to leave because of an evacuation, the PSAP could continue business in these centers.

Chairman Beck stated that Representative Wes Marsh, Chair of the Military Affairs Committee, spoke to him about cyberterrorism. Representative Marsh expressed concern about plans in place in the event that 9-1-1 service was interrupted. Chairman Beck commented that some of the Homeland Security money could come to the region to provide alternatives in case of cyberterrorism attacks. He stated that Representative Marsh requested that MAG put together a plan to be used as a basis to request some of this funding. Chairman Beck stated that this could bring our system into

the national forum for discussion of the cyberterrorism issue. He noted that this is another dimension of the disaster preparedness as stated in the Five Year Plan. Chairman Beck stated that there is much support for public safety at the Legislature, and this is a propitious time to get things done. Ms. MacFarlane stated that a review of the Five Year Plan will take place to see what has been accomplished and what will need to be retooled.

There being no further business, a motion was made by Mr. Fusco to adjourn the meeting. Mr. Werner seconded, and the meeting was adjourned at 3:30 p.m.