

November 14, 2016

TO: Members of the MAG 9-1-1 Study Committee

FROM: Chris Brady, Mesa City Manager, Co-Chair
Kevin Phelps, Glendale City Manager, Co-Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Meeting - 1:00 p.m.
November 22, 2016
MAG Office, Suite 200 - Ironwood Room
302 North 1st Avenue, Phoenix

The next meeting of the MAG 9-1-1 Study Committee will be held at the MAG offices at the time and place noted above. Members of the Study Committee may attend either in person, by videoconference or by telephone conference call. Supporting information is enclosed for your review.

Please park in the garage underneath the building. Bring your ticket to the meeting, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

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 Valerie Day at the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation. Assisted listening devices are available from MAG staff at the meeting. If you have any questions, please call the MAG Office.

c: MAG Public Safety Answering Point Managers
MAG 9-1-1 Oversight Team
MAG Technical Advisory Group
MAG Intergovernmental Representatives

**MAG 9-1-1 Study Committee
TENTATIVE AGENDA
November 22, 2016**

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Call to the Audience

An opportunity will be provided to members of the public to address the Study Committee on items that are not on the agenda that are within the jurisdiction of MAG, or on items on the agenda for discussion but not for action. 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 Study Committee requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

3. Approval of the October 27, 2016, Meeting Minutes

4. MAG Regional 9-1-1 Budget and Equipment Needs

Staff will provide an overview of how regional equipment requests are submitted to the Arizona Department of Administration and how funds are distributed. An 3 to 5 general outlook of anticipated regional equipment needs will also be presented.

5. Discussion of the Future of MAG Region 9-1-1

Staff will present considerations for the future of MAG Region 9-1-1, including next generation elements of the 9-1-1 system. Discussion and feedback from members of the MAG 9-1-1 Study Committee will provide direction to staff in drafting a regional 9-1-1 planning document.

6. Request for Future Agenda Items

Topics or issues of interest that the Study Committee would like to have considered for discussion at a future meeting will be requested.

2. Information.

3. Review and approval of the October 27, 2016, meeting minutes.

4. Information and discussion.

5. Request that staff prepare a draft planning document for the future of MAG Regional 9-1-1 focused on technical, fiscal and policy considerations.

6. Information.

7. Comments from the Study Committee

An opportunity will be provided for Study Committee members to present a brief summary of current events. The Study Committee 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.

Adjournment

7. Information.

MINUTES OF THE
MAG 9-1-1 STUDY COMMITTEE MEETING
October 27, 2016
MAG Office Building, Ironwood Room
Phoenix, Arizona

MEMBERS ATTENDING

Chris Brady, City Manager, Mesa, Co-Chair	John Locklin, Battalion Chief, Mesa Fire
Kevin Phelps, City Manager, Glendale, Co-Chair	* Roy Minter, Chief, Peoria Police
Jesse Cooper, Administrator, Communications Bureau, Phoenix Police	Sylvia Moir, Chief, Tempe Police
Dan Cotterman, Deputy City Manager, Goodyear	Michelle Potts, PSAP Manager, Chandler Police
Domela Finnessey, PSAP Manager, Surprise Police	Larry Rodriguez, Chief, Tolleson Police
	Jay Strebeck, Assistant Chief, Phoenix Fire

* Those members neither present nor represented by proxy.

Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Mike Benjamin, MR 9-1-1	# Mark Kramer, Gilbert
Patrick Cutts, Tempe	Fred McCann, MCSO
David Dansevics, MR 9-1-1	Chris Nadeau, Goodyear
Valerie Day, MAG	Nathan Pryor, MAG
George Diaz, Buckeye	Anje Reimer, Peoria
Jenna Goad, Glendale	Tonia Rogers, Tolleson
Liz Graeber, MR 9-1-1 Administrator	# Patty Simpson, DPS
Lynn Kolibusky, DPS	Dennis Smith, MAG
Ryan Lee, Glendale	Scott Smith, Ballard Spahr
John Wayne Gonzales, Phoenix	Amy St. Peter, MAG
Rene Guillen, Gilbert	Jim Tortora, Buckeye Police
# Steve Holliday, Tolleson	Cari Zanella, Mesa Police

1. Call to Order

The meeting of the MAG 9-1-1 Study Committee was called to order by Co-Chair Chris Brady, City Manager, Mesa, at 10:33 a.m. Self-introductions followed.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Study Committee on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda

item, unless the Study Committee requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard.

No public comment cards were received.

3. Welcome and Opening Statement from the Study Committee Co-Chairs

Co-Chairs Mr. Chris Brady, Mesa, and Mr. Kevin Phelps, Glendale, welcomed everyone to the first meeting of the committee. Chair Brady expressed his appreciation to Mr. Dennis Smith and Mr. Nathan Pryor, MAG staff, for assembling the group. He stated that for the first meeting, it would be good to get up to speed with an overview of the status of 9-1-1 in the region and the different roles of groups in the region's 9-1-1 system. Chair Brady stated that he was interested in knowing who manages the strategic vision for MR 9-1-1 going forward. He noted that the system has been around for many years; there have been many technological changes and many changes to come. Chair Brady stated that the Committee would also be discussing the future direction of MR 9-1-1.

4. An Overview of 9-1-1 in the MAG Region

Mr. Dennis Smith, MAG Executive Director, provided an overview of the history of MR 9-1-1. He stated that the system began with Mr. Marvin Andrews, former Phoenix City Manager, who contacted Mr. Jack DeBolske, head of MAG and the League of Arizona Cities and Towns. Mr. Smith noted that previous attempts to implement 9-1-1 here had failed. Mr. Smith explained that he worked in the Criminal Justice program at the time, and Mr. DeBolske tasked him with staffing the new committee that would work on 9-1-1. Mr. Smith stated that there were many ideas for a 9-1-1 system. He stated that the cities, towns, and county sent the best talent they had to work on this effort, because it was very important. Mr. Smith noted those who were on the first 9-1-1 committee included Mr. Dennis Garrett, Phoenix Police; Jack Rose, Glendale Police; Tom Sawyer, Phoenix Fire, Bobby Harris, Chandler Police, Jim Wortham, MCSO and then Phoenix Fire, Tom Melcher, and Chief Harry Beck, then Phoenix Fire and later Mesa Fire.

Mr. Smith stated that the cities, towns and county realized they had to implement 9-1-1 and they needed to do it right. In 1978, at the first meeting, the telephone company was not very receptive and did not think 9-1-1 could be done. Mr. Smith stated that the problem was attributed to population growth – about 500,000 people came to the Valley in one decade, about 50,000 to 60,000 per year – and the telephone company trying to keep up with the growth. Mr. Smith stated that new technology came out that provided selective routing.

Mr. Smith stated that Diane McCarthy was at the Corporation Commission at that time and there was an overcharge fund of \$4.6 million. He said that Jack Tevlin from MAG convinced the Corporation Commission to put this fund into 9-1-1 for the entire State, not only for the MAG region. Mr. Smith stated that Tom Sawyer testified at the Legislature on Senate Bill 1358 to establish the Emergency Telecommunications Revolving Fund signed by Governor Babbitt.

Mr. Smith explained that when the Fund was originally set up, the tariff required that only one agency represent the cities and towns in Maricopa County for 9-1-1, and that was the City of Phoenix. Then,

in 1989, MAG had to renew which agency would represent them for 9-1-1. The cities and towns all approved Phoenix being the contract agent for 9-1-1. Mr. Smith noted that Ms. Liz Graeber is now the Administrator for 9-1-1 in the MAG region.

Mr. Smith stated that MAG staff members Audrey Skidmore and Ryan Gish have been working with cities on connecting fiber throughout the region. He noted that this fiber network covers 92 percent of fire rescue in the Valley and 97 percent of police in the Valley.

Mr. Smith stated that MAG was the entity that established the 9-1-1 fund in the State and now has to almost answer to the State for its operations. He indicated that when the 9-1-1 system was set up in the MAG region, it was one of the most advanced 9-1-1 systems in the U.S. He remarked that the mindset that we will settle for less than that is personally troubling to him. Mr. Smith stated that he thought the challenge to this group is to make MR 9-1-1 the best 9-1-1 system in nation.

Mr. Smith remarked that things do change and we need to figure out how to get state-of-the-art equipment and a great system for the Valley. He added that he uses the establishment of the 9-1-1 system as an example of how to do things regionally. Mr. Smith noted that this is something that needs to be done.

Ms. Liz Graeber, MR 9-1-1 Administrator, continued with a presentation on 9-1-1 in the MAG region, decade by decade. She noted that she was a 9-1-1 Operator at Mesa Police when the MAG 9-1-1 system went live on September 9, 1985, and it was very exciting to have the calls come in.

Ms. Graeber then discussed 1990's events. She stated that cell phones begin to appear in 9-1-1 calls; no caller's location, phone number nor name were provided. Ms. Graeber stated that originally, all wireless 9-1-1 calls were routed to the Maricopa County Sheriff's Office (MCSO) who then transferred the call to the appropriate PSAP. She indicated that cell phones began to be more prevalent and nine PSAPs in the MAG region were identified to receive wireless 9-1-1 calls. Ms. Graeber stated that not knowing the telephone number and location of cell phone callers presented problems, and the FCC identified this as a nationwide problem and mandated that wireless carriers come up with a solution to deliver wireless 9-1-1 calls with caller's telephone number and location to the appropriate PSAP. The solution was Phase II wireless call delivery.

Ms. Graeber described events in the 2000's. She said that the number of 9-1-1 calls originating from cell phones continued to increase. PSAPs in the MAG region requested an alternative to 9-1-1 maintenance that had been provided by a local telecommunications entity. Ms. Graeber stated that the PSAPs issued a request for proposals for 9-1-1 maintenance and the decision was made to move to a 9-1-1 self-maintenance model and to implement and manage wireless 9-1-1 calls for the region. Approval was received from the MAG Regional Council and the State 9-1-1 Office. Ms. Graeber stated that in June 2003, the MR 9-1-1 technical team was hired; network centers were established to act as hubs for selective routing equipment and the 9-1-1 data network; a 9-1-1 network for data delivery was built; a product that would route wireless 9-1-1 calls according to cell tower/sector location was selected; GIS data for entire region were compiled; a 9-1-1 mapping product for 9-1-1 call taking positions throughout region was selected; a map layer with all cell phone towers/sector information was built. Ms. Graeber noted at the time, approximately 8,000 cell phone tower/sectors

were in the region, and there are now approximately 23,000. She said that the tech team researched where the data centers could be located. Phoenix and Mesa allowed MR 9-1-1 to place its equipment in spare space they had that contained 24-hour access, UPS, etc, at very little cost other than the equipment. Ms. Graeber stated that they placed two routers and networking equipment at each location and made it geodiverse.

Ms. Graeber described how the PSAPs were connected to the network centers. First, phone trunks were leased that carry wireless 9-1-1 voice calls from each PSAP to each network center. Second, 9-1-1 data network links had to go to each PSAP. Ms. Graeber displayed a diagram of selective routing for wireless 9-1-1 calls. The tower sends the call to the mobile switching office, which is connected to the data centers at Phoenix and Mesa, which work in tandem. The selective router sends the call to the primary PSAP, which can transfer the call to the secondary PSAP.

Ms. Graeber stated that the original 9-1-1 data network transported 9-1-1 call data – location, telephone, X/Y coordinates – and allowed secure remote access for technical team, which saved them time. They could start on an issue immediately instead of waiting until they arrived on-scene. Ms. Graeber stated that the connection of the PSAPs allowed the 9-1-1 mapping enterprise solution to push mapping updates to PSAP mapping servers. She said that the equipment for the Community Emergency Notification System, or Reverse 9-1-1 is located at the Mesa Data Center, but all PSAPs can access CENS and do launches.

Ms. Graeber then described changes to the MR 9-1-1 network that occurred in the 2010's. She said that the 9-1-1 network needed to be modernized. Changes included upgrading copper facilities to fiber; utilizing multiple network providers, Cox, CenturyLink, RCN, etc; utilizing bandwidth at a high capacity; and virtualization of servers and storage. She noted that work was required by MR 9-1-1 and MAG staff, but the RCN has no major recurring costs to the MR 9-1-1 System.

Ms. Graeber described the benefits of the 9-1-1 network upgrade. It combines multiple network providers for greater redundancy and higher utilization of bandwidth; allows for better network monitoring and faster trouble shooting (she noted that the MR 9-1-1 tech team can detect problems even before the network provider knows); 9-1-1 system monitoring from technical team members' smart phones from in-house app; in-house 9-1-1 map designed and implemented with a significant reduction in costs (she estimated it saved hundreds of thousands of dollars in licensing fees); ability to begin to send voice over IP path; can have multi-node, remote hosting 9-1-1 systems.

Ms. Graeber stated that Viper is traditionally back room equipment at the 9-1-1 PSAPs. Tempe, Mesa Police, and Mesa Fire are on Viper System 1. With the model transitioning to remote hosting, they saw the value for redundancy and economically and need for multi-node remote hosting platform. She said that Mesa Police received a new phone system in January 2014. When Mesa Fire became a PSAP in August 2014, they were able to carve out a portion from the Mesa Police system for Mesa Fire to work as a separate PSAP. Ms. Graeber stated that the systems have geodiverse back room equipment in the Phoenix and Mesa data centers delivering 9-1-1 calls. She said that DPS is on Viper System 2 and the systems have geodiverse back room equipment. Ms. Graeber stated that they are proposing Phoenix Police, which has 102 call-taking positions, be on their own with Viper System 3. Ms. Graeber said that having a geodiverse, redundant system requires a very strong network. Ms. Graeber

stated that network provider 1 and 2 are connected to all network centers, and connected to the PSAPs that run on Viper systems. The RCN is connected to all of the network centers and connected to the PSAPs. Ms. Graeber stated that MR 9-1-1 has three separate providers for its network.

Ms. Graeber stated that 3.2 million 9-1-1 calls to MR 9-1-1 were processed in 2015. She explained that 80 percent of those calls are from cell phones delivered through the MR 9-1-1 selective routers at Phoenix and Mesa. Ms. Graeber noted that as she explained earlier, MR 9-1-1 has two multi-node, remote hosted systems installed with a third being planned. She stated that 20 percent of all 9-1-1 calls in the MAG region are delivered from 9-1-1 data centers to the PSAP via IP through the MR 9-1-1 data network. Ms. Graeber noted that they have been able to cancel the leased phone trunks and have better bandwidth.

Chair Brady asked if there were any questions so far in the presentation.

Mr. Smith remarked that he was amazed that such a large percentage of 9-1-1 calls were from cell phones.

Ms. Graeber stated that when Phase II cut over in 2005, cell phones accounted for 40-45 percent of their 9-1-1 calls and that number has grown to 80 percent.

Mr. Dan Cotterman asked the availability of the network.

Mr. Mike Benjamin, MR 9-1-1 Technical Team Manager, stated that over the five years they have maintained over 99.9999 percent of reliability in terms of unscheduled outages.

Chief Sylvia Moir asked the cost savings from eliminating the leased trunks. Ms. Graeber replied that she did not have that information with her but would get that number to the Study Committee.

Chief Moir asked the importance of secure remote access in identifying issues to the continuity of service.

Ms. Graeber replied that in the traditional sense, the PSAPs would call for service. According to the contract the tech would have 90 minutes to respond. They felt that by having remote ability, the problem could start being resolved more quickly. With IP, when the PSAP contacts the MR 9-1-1 on-call dispatch who alerts the technician who can then log in and begin diagnosing the problem. Ms. Graeber estimated that 80 percent of service calls can be handled immediately with remote access and a 90-minute service window can be reduced to minutes.

Chief Moir asked how this impacts the service MR 9-1-1 provides.

Ms. Graeber responded that issues at the PSAPs can be solved faster with less effect on calls. She said that the more quickly an issue affecting the health of 9-1-1, the better it is for our citizens.

Chief Moir commented that the time factor appears to suggest it is an important element. She asked the importance of redundancy of the current system to the continuity of service.

Ms. Graeber replied that redundancy is extremely important due to the nature of 9-1-1. She indicated that in any business, you always want your network to operate correctly, but with public safety, it is vital and during a time of emergency, they do not want anyone to hear that 9-1-1 is not available. Ms. Graeber stated that for this reason, it is critical that built-in redundancy with multiple carriers. She added that when the technicians are monitoring the network they can see if it is having a problem. Ms. Graeber spoke of flaps, which are instances when the network is down momentarily. The techs will monitor the flaps. Having three providers lessens the impacts of flaps on 9-1-1 service.

Chief Moir asked if Ms. Graeber was saying that very important considerations in making decisions are redundancy and secure remote access. She asked if there were others.

Ms. Graeber replied that important factors for the future include diversity in how the network enters the building, multiple carriers, funding, the IP platform. She indicated she would be discussing that in more detail in the next agenda item.

Chief Moir thanked Ms. Graeber for the manner in which she provided her report. It was most helpful.

Chair Brady requested that staff provide the presentation to the Study Committee electronically. He asked if there were any other questions.

Mr. Mark Kramer referenced the Gilbert outage in July 2016. He said they have a diverse network, but part of that is having the appropriate equipment at each PSAP.

Ms. Graeber stated that in July, Gilbert experienced a massive fire at an apartment complex/construction site near its Town Hall and Police and Fire campus. She explained that the CenturyLink facilities box was damaged by the fire and it brought down all the telecommunications service in the Town of Gilbert, including its 9-1-1 service. Ms. Graeber stated that the 9-1-1 network stayed up. If Gilbert had been on an IP platform, its PSAP could have continued to take at the very least wireless calls, but it could not because it was on traditional telecom leased lines. Ms. Graeber stated that the landline calls would still have gone to another agency.

Chair Brady asked for confirmation that 80 percent of the calls, because they were cell phone calls, would have been taken if there had been an IP platform. Ms. Graeber replied that was correct.

5. The Future of 9-1-1 in the MAG Region

Ms. Graeber then continued the presentation. She said that an IP platform is inevitable. They need to migrate to a fully compliant National Emergency Number Association (NENA) i3 network. Ms. Graeber stated that NENA sets the standards for 9-1-1 systems.

Chair Brady asked if i3 is NextGen. Ms. Graeber replied that NextGen is IP.

Ms. Graeber stated that they want to continue to operate with a multi-provider network solution and with a high level of customer service to the PSAPs. Ms. Graeber stated that they want to have the ability to transfer a 9-1-1 call to 9-1-1 systems outside of Phoenix and outside of Arizona. She

indicated that they sometimes receive these types of calls due to Voice Over IP. Ms. Graeber stated that they also wish to have the ability to receive IP communications, expand voice capabilities, text-to-9-1-1, telematics information sent directly to the PSAPs, and pictures/videos.

Ms. Graeber then addressed funding challenges. She pointed out on a graph chart how the Arizona 9-1-1 excise tax collection decreased from 37 cents per phone line in 2003, to 28 cents per phone line in 2006, to 20 cents per phone line in 2008 going forward to the present. She also noted that the 9-1-1 fund was also impacted by fund sweeps by the Legislature, although not in recent years. Ms. Graeber stated that the declining revenues were combined with 9-1-1 fund transfers of more than \$53 million to the State General Fund since 2003. Ms. Graeber added that it appeared that the increase in the number of cell phones would mean more revenue, however, people instead dropped their landlines in favor of cell phones.

Ms. Graeber stated that the FY 2016 collection of the excise tax in the Maricopa Region was approximately \$12.3 million per year, and collection in the balance of the state was approximately \$6.2 million. She noted that the allocation to the MAG region was about \$8.8 million.

Ms. Graeber stated that next steps include determining the best platform to expand IP call routing and delivery, securing funding for upgrading and maintaining the new system, continuing transition of the legacy (copper, telecom style) 9-1-1 system to an IP-based 9-1-1 system, and returning to upgrading PSAP equipment on regularly scheduled intervals.

Chair Brady stated that there is a funding challenge to even maintain what we have without upgrading equipment. He indicated that the future could be addressed in a couple of ways: to support the infrastructure and accommodate how the public interfaces with 9-1-1, for example, texting. Chair Brady stated that cities will establish a capital needs program for ongoing maintenance and capital needs. He asked if there was a document that shows needs for the future, regardless of funding availability.

Ms. Graeber replied that a document like that does not exist, however, the committee could direct staff to create a document of needs to forecast ten years out.

Chair Brady asked how the 9-1-1 funds are distributed. He remarked that someone is making prioritized allocation decisions.

Ms. Graeber stated that through state legislation, the Department of Administration has a State 9-1-1 Office that is charged with collecting the monthly excise tax on telephones and disseminating the funds. She said that one of her responsibilities on behalf of the region, is to put together a budget of maintenance and networking costs and equipment needs, which is then submitted to the State 9-1-1 Office annually. Ms. Graeber stated that the State 9-1-1 Office disseminates the funds across the state.

Chair Kevin Phelps asked if there were specifications for the desired design of MR 9-1-1 for the future.

Ms. Graeber replied that the MR 9-1-1 data system was built with NextGen in mind and MR 9-1-1 staff feel that is capable of handling text-to-9-1-1 and the IP, however, it would be adding selective routing for call delivery and bringing the PSAPs to the IP level. Ms. Graeber stated that those numbers could be prepared, but it is a matter of deciding the desired path.

Chair Phelps stated that it sounds like MR 9-1-1 has an excellent network. If the funding is not an issue, what would be the path forward and what would be the design specifications?

Ms. Graeber stated that staff could prepare that information.

Chair Brady remarked how well MR 9-1-1 staff and the PSAPs have done to operate MR 9-1-1 while keeping up with demands. He indicated that from his perspective, MR 9-1-1 has a good foundation. Mr. Brady stated that sometimes the value is being able to explain the details to those not familiar with the system, for example, what the system has accomplished over these many years, what is needed to maintain it, and its future. Chair Brady stated that he wanted to hear input from those who have been in this field for years. He added that he would like to see the blueprint for the future. Chair Brady stated that we need to be able to ask vendors, how does this accomplish our objectives and values? Chair Brady stated that a blueprint would be helpful in going to Legislators or City Councils with how it supports critical public safety infrastructure and services. He stated that he has seen concepts on technology that say “Any device, anywhere, anytime.”

Chair Phelps stated that staff has done extremely well with the MR 9-1-1 network. He said that he came from Washington state, where they have a 50-cent dedicated excise tax for 9-1-1 on all landlines, plus an additional 20-cents for NextGen. Chair Phelps stated that he at first thought the 28 cents was added to the 37 cents when he saw the presentation and thinks staff has done a remarkable job. He stated that getting a handle on new services is important. He added that it will be difficult to measure a proposal for managed services today if we do not know where we want to be or the capabilities of a system. Chair Phelps stated that a starting point for him would be determined by the public safety personnel on the optimal system and services needed as a gauge.

Mr. Nathan Pryor stated that at MAG the PSAPs submit equipment needs. This is processed through the MAG committees – PSAP Managers, Oversight Team, and the Management Committee – and after approval by the MAG Regional Council, is submitted to the State 9-1-1 Office. Mr. Pryor stated that the PSAP equipment needs request provides a five-year look ahead to future needs. He noted that there are real challenges, for example, Phoenix Police requires a fairly significant overhaul of its system that is estimated to cost \$3 million.

Chair Brady stated that it is not just maintaining what we have, but what is the program and horizon they want to accomplish.

Ms. Graeber stated that they see IP as the platform and put that into a forecast of what they believe 9-1-1 will be. Communications, such as telematics, that are not currently implemented, will evolve to that. Ms. Graeber stated that they could put together a forecast beyond the five year document.

Mr. Smith stated that this has been an excellent discussion. He noted that October is Domestic Violence Awareness Month. It seems like we are taking a victim's approach. We have been struggling with the volatility of the funding. We need to chart a path even if we self-fund. Mr. Smith noted that due to the lack of funds, some agencies have paid for their own equipment. He stated that the cities, towns and county are the front lines; if something happens, people will go to the mayor and the city manager, not to the State 9-1-1 Office. We need to find out the high bar for today and implement it.

Chair Brady commented that it is not that funding is not important, but it could limit our vision. He asked Ms. Graeber if MAG developed a strategic plan, with the changes in technology, realistically, how far out could we expect to look.

Ms. Graeber replied that Chair Brady was correct that the vision was limited due to funding constraints. She said that MR 9-1-1 could take steps immediately to go to NextGen with very little money to implement an IP based system for all of the PSAPs. Ms. Graeber added that she felt they could project out five years with the outset of ten years.

Chair Brady commented on the basis that the excise tax collections would come in. He said that he thought it would be helpful to gather information in dollars on the of the current system, maintenance, and PSAP needs to understand the larger picture of the overall system, and also include separately the future direction; he was comfortable with a seven year plan. He asked members if this would be helpful in discussions. We can talk for a long time about the current system, but we need to establish what are the challenges to the service we want to deliver, why is it important, and then we can develop a plan how it will be accomplished.

Chief Moir said that one of the next steps was determining the best platform. She said she thought it would be helpful for technical experts to define what is best. Chief Moir stated that we have a real opportunity to examine the structure of the Arizona 9-1-1 tax collection.

Chair Brady stated that this could be a part of the discussion when the plan is developed. He asked if the state asks if MR 9-1-1 has a seven-year plan. Ms. Graeber replied no. Chair Brady stated that the they need to explain to the communities this is the service, why it is important, and this is where we are headed, it will cost this much, and options of how to get there. Chair Brady asked Ms. Graeber the time she would need to prepare the materials. Ms. Graeber replied perhaps one month.

Chair Brady stated that the Study Committee could reconvene in approximately 30 days. He asked if there were any other requests for information.

Mr. Smith noted that one potential deadline is January 2017 when the Legislature is back in session or January 2018 if a lot of work is required.

Chair Brady stated that until we know what it is we are asking for, and how to articulate it, perhaps this year could be for education and the value and not distracting them with dollars. Chair Brady stated that this is an opportunity to have a broader vision.

Ms. Graeber stated that her team would provide the vision, which could include dollar amounts, for a meeting in 30 days.

Chair Brady stated that he did not want any options eliminated because we feel we could never afford it. He requested that staff see what they could do in 30 days because he did not want to lose momentum. Chair Brady stated that staff could report they could do additional work.

Mr. Smith stated that the PSAP Managers and the Oversight Team also need to be involved in the vision.

6. Request for Future Agenda Items

Topics or issues of interest that the Study Committee would like to have considered for discussion at a future meeting were requested.

Chair Brady requested that ideas or thoughts be sent to Chair Phelps or him.

7. Comments from the Study Committee

An opportunity was provided for committee members to present a brief summary of current events. The Study Committee 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.

No comments were noted.

Adjournment

There being no further business, the meeting adjourned at 11:50 a.m.

FY 2007 to FY 2017 Maricopa Region 9-1-1 Budgets

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Submitted Budget	\$14,701,000	\$10,814,837	\$12,874,609	\$11,184,936	\$10,670,472	\$9,608,304	\$12,399,704	\$10,881,564	\$15,113,699	\$13,869,689	\$15,386,096
Approved Baseline Budget	\$14,701,000	\$10,814,837	\$12,874,609	\$11,184,936	\$9,634,704	\$7,725,504	\$7,710,024	\$10,453,284	\$7,781,976	\$8,290,504	\$9,763,464
Conditional Funding	\$0	\$0	\$0	\$0	\$0	\$0	\$2,095,000	\$0	\$4,000,000	\$3,803,508	\$5,125,000
Denied Funding	\$0	\$0	\$0	\$0	\$501,000	\$1,585,000	\$2,077,880	\$777,880	\$2,950,140	\$254,140	\$2,149,700
Actuals	\$11,589,135	\$8,857,594	\$10,802,622	\$11,197,064	\$7,737,468	\$8,134,636	\$7,239,048	\$9,094,464	\$6,714,756	\$6,137,357	