

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING
September 20, 2010
MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Steve Kreis, Phoenix Fire Department, Chair	Brian Kotsur for Harry Beck, Mesa Fire Department
# Lawrence Rodriguez, Tolleson Police Department, Vice Chair	* Donna Marcum, Peoria Police Department
# Jim Higgins for Mark Burdick, Glendale Fire Department	# Kim Humphrey, Phoenix Police Department
* Ray Churay, Maricopa County Sheriff's Office	# Helen Gandara, Scottsdale Police Department
	* Brenda Buren, Tempe Police Department

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

OTHERS PRESENT

Mike Benjamin, MR 9-1-1	Liz Graeber, MR 9-1-1 Administrator
Valerie Day, MAG	Nathan Pryor, MAG
Dave Eaton, MR 9-1-1	

1. Call to Order

The meeting was called to order by Chair Steve Kreis, Phoenix Fire Department, at 10:45 a.m. He noted that Vice Chair Larry Rodriguez, Helen Gandara, Commander Kim Humphrey, and Assistant Chief Jim Higgins, as proxy for Chief Mark Burdick, were attending the meeting by teleconference. He introduced Deputy Chief Brian Kotsur as proxy for Chief Harry Beck.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Chair Kreis noted that no public comment cards had been turned in.

3. Approval of the May 11, 2010, Meeting Minutes

No changes to the minutes were requested. Vice Chair Rodriguez moved to approve the minutes of the May 11, 2010, meeting. Ms. Gandara seconded, and the motion passed unanimously.

4. MAG FY 2011 PSAP Annual Element/Funding Request Amendment

Liz Graeber, Maricopa Region 9-1-1 Administrator, reported on this item. She noted that Arizona State University requested that the MAG Fiscal Year (FY) 2011 PSAP Annual Element/Funding Request be amended to include one additional position in the amount of \$68,000 to meet the needs of call volume growth from added 9-1-1 trunks and coverage for four valleywide campuses. According to the MAG policy for making changes to approved PSAP funding requests, changes less than ten percent of the approved total equipment budget require the approval of the PSAP Managers Group and the information is to be provided to the Oversight Team in the form of an update. The amount of the requested change falls within the ten percent threshold. On July 15, 2010, the MAG PSAP Managers Group recommended approval of amending the MAG FY 2011 PSAP Annual Element/Funding Request.

Chair Kreis thanked Ms. Graeber for her report and asked members if they had questions.

Ms. Gandara asked the source of the funds for the \$68,000 expenditure. Ms. Graeber replied that the expenditure would be funded by the State 9-1-1 fund.

Ms. Gandara asked how this expenditure was related to the next agenda item in terms of funding cuts. Ms. Graeber referred to the letter from the State 9-1-1 Office that was included in the agenda packet that notifies the MAG 9-1-1 Office of some spending limitations in FY 2011, which include extra positions. She noted that according to the letter this equipment would not be paid with state funds and she said that this means ASU would need to pay the cost. Ms. Graeber stated that request was recommended for approval by the PSAP Managers Group in July, and in August, the letter was sent by the state. She clarified that this item was presented to the Oversight Team for information only and no action was required.

Chair Kreis asked for confirmation that the PSAPs had approved the ASU request for an additional position, but the state has indicated that it will no longer fund additional positions, and if ASU wants the extra position, it will have to provide the funding. Ms. Graeber replied he was correct.

Vice Chair Rodriguez asked if ASU is aware of this. Ms. Graeber replied that ASU has been informed, but so far has not provided direction to the MAG 9-1-1 Office. She said that ASU is in the process of adding text messaging service (not through 9-1-1), and is weighing funding and priorities.

Assistant Chief Higgins asked for clarification that ASU would be informed that the request was approved in the MAG process, and ASU could fund it if it chose. Ms. Graeber replied that was correct.

Deputy Chief Kotsur asked if there were any future funding implications to MAG. Ms. Graeber replied that this has not occurred before and there is no precedent for using MAG funds to pay for these types of expenditures. She added that a process would need to be established.

5. Fiscal Year 2011 Budget Limitations

Ms. Graeber reported that the State 9-1-1 fund has been impacted by a number of factors, including reductions in the monthly 9-1-1 excise tax from 37 cents per month to 28 cents per month to the current rate of 20 cents per month effective July 1, 2007; transfers of approximately \$50 million from the 9-1-1 fund to the State's General Fund to offset the budget deficit; and a decrease of 8.2 percent in the number of subscribers paying the excise tax during FY 2010.

Ms. Graeber noted that the State was planning to implement some expenditure restrictions in FY 2012, but the decrease in the subscribers prompted the State to apply the restrictions to FY 2011. She stated that the 9-1-1 program will no longer provide funding for the following items: reimbursement for logging recorders, additional positions at the PSAPs, new PSAPs, mapping enterprise networks, new MIS packages, and additional memory needs for more global mapping layers. Ms. Graeber advised that this will affect several PSAPs who have received prior approval for those types of equipment, and she said that they have been notified that they will have to decide if they will fund the equipment themselves.

Ms. Graeber referred to the table from the agenda packet that showed FY 2011 scheduled upgrade projects that have been approved by MAG, but not by the State. She noted that the State has requested that MAG prioritize the projects, which include Apache Junction, four positions that are five years old; Maricopa County Sheriff's Office, 18 positions that are nine years old; Salt River Tribal Police Department, four positions that are five years old; and Tolleson Police Department, two positions that are five years old. Ms. Graeber stated that approval by the State for these projects is not anticipated until the end of October when the first quarter collection amount is reported and it is determined to have further declined or stabilized. She added that the State has requested a priority list so if additional cuts need to be made to the FY 2011 projects, they will know MAG's priorities.

Chair Kreis asked Ms. Graeber if she had any indication if the four projects would be funded. Ms. Graeber replied that it was only a guess, but she anticipated the majority of projects would be funded, if not all four of the projects. She added that it all depends on the first quarter collection.

Vice Chair Rodriguez asked if funds were not available in the first quarter if the projects could be looked at again in the second quarter. Ms. Graeber replied that she thought that was the State's intention. She said that the first quarter will allow MAG to do its top priority, and as the year progresses, there will be a better idea of the what to expect collections-wise and the State might be able to fund more equipment. Ms. Graeber stated that the State 9-1-1 annual budget is \$20 million but only \$17 million per year in revenue is received. She added that some projects might be deferred that year or there might be extra funds, which then could be applied to other projects.

Vice Chair Rodriguez asked if the State had provided any criteria to consider than the age of the equipment. Ms. Graeber replied that the State had not provided any criteria. She added that for all four of the agencies, the vendor has announced that the equipment is end-of-life and will need to be replaced by 2015.

Ms. Graeber reviewed each of the four upgrades. She said that Apache Junction's upgrade is due to the age of the equipment, which is five years old. Ms. Graeber stated that the technical team felt the

Sheriff's Office was a high priority due to the age of the equipment, which is nine years old. She then explained that the Sheriff's Office had delayed the upgrade because it was anticipating a move to a different location, but is still looking for space. Ms. Graeber stated that when the Sheriff's Office moves, it would have to shut off existing equipment for a month. Ms. Graeber stated that the Salt River Tribal Police Department is five years old, but they need additional wireless trunks. She explained that due to the building of shopping areas along Loop 101 Salt River has seen an increase in 9-1-1 calls. Ms. Graeber stated that the Tolleson Police Department equipment is five years old, but the Department is getting a new building. She explained that coordinating the installation of new equipment in a new building results in only momentary interruption of service, whereas moving the old equipment will result in a down time of approximately one week.

Chair Kreis asked committee members if it would assist them as a starting point in the prioritization process if Ms. Graeber and staff offered their recommendations. Consensus among the members was noted.

Ms. Graeber stated that staff would recommend that the Sheriff's Office be the first priority due to the equipment's age and call volume; Tolleson would be second due to the new building move; Salt River would be the third priority due the need for additional wireless trunks; the fourth priority would be Apache Junction due to the age of the equipment.

Chair Kreis asked members if they had questions.

Vice Chair Rodriguez agreed with the priority order.

Assistant Chief Higgins asked for clarification if the positions were new positions. Ms. Graeber replied that the positions represent the current number of call positions, and new people were not being hired. He expressed his support for the staff recommendation.

With no further discussion, Chair Kreis called for a motion to accept staff's direction on the priorities, and if the funds are available, the goal is to fund all four projects. Vice Chair Rodriguez moved, Assistant Chief Higgins seconded, and the motion passed unanimously.

6. MAG FY 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program

Ms. Graeber reported on the FY 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program, which had been recommended for approval by the PSAP Managers Group in July. She reported that the funding request includes three upgrades to call centers where equipment has reached end-of-life: Buckeye, Paradise Valley, and Surprise, and a request by Goodyear for two additional positions and reimbursement of a logging recorder. Ms. Graeber noted that the FY 2012 budget is \$9,667,064, and she added that she anticipated the same funding limitations as the FY 2011 budget could apply to FY 2012, although the State has not yet requested the projects be prioritized. She stated that the Oversight Team is requested to make a recommendation to the MAG Management Committee.

Chair Kreis noted that no public comment cards had been received. He asked members if they had questions. None were noted.

Vice Chair Rodriguez moved to recommend approval of the MAG FY 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program for submittal to the Arizona Department of Administration. Deputy Chief Kotsur seconded, and the motion passed unanimously.

7. Community Emergency Notification System Update

Ms. Graeber provided an update on the Community Emergency Notification System (CENS). She stated that in the past, wireless and voice over IP systems were not able to receive CENS notifications. Ms. Graeber said that an application was purchased that allows those users to register to receive emergency notification messages that are issued for the address they provided.

Ms. Graeber stated that MAG issued a press release on August 24, 2010, and more than 3,000 citizens have registered. She noted that the PSAPs have been requested to post the registration link on their websites and MAG and the 9-1-1 Office have it posted on their websites. Ms. Graeber stated that CENS launches have increased – there were 45 activations in 2009 and so far, 55 activations in 2010.

Ms. Graeber stated that the Homeland Security Grant funds the CENS program costs. She noted that announcement of next year's awards are anticipated in November, and the awards tend to gravitate toward regional systems. Ms. Graeber stated that the 9-1-1 Office hopes to receive an additional year of funding that will pay the costs of the program and allow the purchase of extra computer parts.

Chair Kreis thanked Ms. Graeber for her report. He encouraged registration. Chair Kreis asked members if they had questions.

Deputy Chief Kotsur asked if the cell phone providers had been approached to market the registration locally to increase awareness. Ms. Graeber replied they had not discussed this with the cell phone vendors, in the past the 9-1-1 Office worked through the cities. She said that one of their goals is to develop a pamphlet to give to citizens, lobbyists, etc., similar to the one developed when the CENS program was first launched. Ms. Graeber added that work continues for an information process for Channel 11s.

Chair Kreis asked if there was a chance that in the future there would be a product that would know a cell phone caller's location, rather than where the person lives, for making notifications. Ms. Graeber replied that one of the challenges by the White House and FEMA to the notification network is to do a ping of wireless phones through CMAS, which is part of the FEMA notification project. She stated that she had heard of it just last week and they are asking for local input. Ms. Graeber explained that it would identify a geographic area and through this platform send out a text message.

Chair Kreis asked the amount of funding requested in the application to Homeland Security. Ms. Graeber replied that the request is for \$140,000 to cover network costs, maintenance, and spare parts. She added that the MAG 9-1-1 system has 24 sites and as equipment breaks, they will have spare parts on hand. Ms. Graeber stated that funding has been received for the past two years, and this year the request increased due to hardware requests.

Chair Kreis thanked Ms. Graeber and staff for doing such a good job. He said he had seen media reports on the self registration and encouraged additional outreach to benefit the public.

8. Request for Future Agenda Items

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

Chair Kreis asked if there were requests for future agenda items.

Ms. Gandara requested updates continue on the financial situation with the 9-1-1 fund.

Assistant Chief Higgins requested updates on the registration for CENS.

9. Comments from the Committee

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

No comments from the committee were noted.

Adjournment

There being no further business, Deputy Chief Kotsur moved to adjourn the meeting at 11:20 a.m. Ms. Gandara seconded, and the motion passed unanimously.

Chair Kreis thanked everyone for taking the time to participate in this important meeting.