

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING
April 6, 2011
MAG Office Building, Palo Verde Room
Phoenix, Arizona

MEMBERS ATTENDING

Steve Kreis, Phoenix Fire Department, Chair	Bruce McGregor for Harry Beck, Mesa Fire Department
Lawrence Rodriguez, Tolleson Police Department, Vice Chair	Donna Marcum, Peoria Police Department
# Chris DeChant for Mark Burdick, Glendale Fire Department	# Kim Humphrey, Phoenix Police Department
Jesse Locksa for Ray Churay, Maricopa County Sheriff's Office	# Tom Melton for 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
Valerie Day, MAG
Dave Eaton, MR 9-1-1

Liz Graeber, MR 9-1-1 Administrator
Nathan Pryor, MAG

1. Call to Order

The meeting of the MAG 9-1-1 Oversight Team was called to order by Chair Steve Kreis, Phoenix Fire Department, at 1:00 p.m. Kim Humphrey, Brenda Buren, Chris DeChant as proxy for Mark Burdick, and Tom Melton as proxy for Helen Gandara attended the meeting by teleconference. He welcomed Donna Marcum as a new member of the Oversight Team. He introduced Bruce McGregor as proxy for Harry Beck and Jesse Locksa as proxy for Ray Churay

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 received.

3. Approval of the September 20, 2010, Meeting Minutes

Vice Chair Rodriguez moved approval of the minutes of the September 20, 2010, meeting. Ms. Marcum seconded, and the motion passed unanimously.

4. Fiscal Year 2011 Budget Limitations

Liz Graeber, the Maricopa Region 9-1-1 Administrator, reported that the Governor's proposed FY 2012 budget includes a \$2.2 million transfer from the emergency telecommunications fund to the state's general fund. Ms. Graeber noted that this \$2.2 million would be taken from the annual collection of \$15.5 million, which is the amount needed to cover the baseline budget expenses of network and maintenance costs, but no capital costs, replacement equipment or enhancements to the 9-1-1 system.

Ms. Graeber stated that the Maricopa Region 9-1-1 baseline budget was broken down into three areas: 1) the wireline network cost to Qwest; 2) the cost recovery to wireless carriers; 3) the cost of maintenance. Ms. Graeber explained that Maricopa Region 9-1-1 provides maintenance 24 hours per day, seven days per week to 25 regional 9-1-1 centers, in which there are 330 call taking positions. She noted that the Maricopa Region 9-1-1 office routes the wireless calls; they are not routed by the carrier. Ms. Graeber stated that in 2010, Maricopa Region 9-1-1 processed 2.9 million calls, of which 60 percent to 70 percent were wireless calls.

Ms. Graeber pointed out that state funds pay for GIS mapping personnel and maintenance personnel, as shown in the flow chart included in the agenda packet. She noted that the Maricopa Region 9-1-1 baseline budget is \$7.7 million and the state said if funding is short there is the possibility that each region would have to cut its budget by 20 percent. Ms. Graeber advised that 20 percent means a cut of \$1.5 million to this region. Ms. Graeber stated that there is great concern how to cover those costs. She said that she understood the budget, including the sweep, is on the Governor's desk for signature. Ms. Graeber stated that the state 9-1-1 office will need to see the amount that is left over from this fiscal year before they inform the regional 9-1-1 offices what cuts they will need to make.

Ms. Graeber reviewed the impacts resulting from cuts to the baseline budget. She said that wireline calls could return to basic 9-1-1 service with selective routing. Calls would be delivered with voice and telephone number, but without location information, similar to how the system operated in the 1980s. She noted that this is an option with the communications tariff, but is not one Maricopa Region 9-1-1 wants to use. Ms. Graeber stated that another cut could be stopping cost recovery to wireless carriers. She noted that recovery for costs incurred by wireless carriers in providing 911 service is mandated in state law, and if this reimbursement is cut, it could mean litigation. Ms. Graeber noted that not all wireless carriers seek cost recovery, for example, Verizon and T-Mobile. Examples of wireless carriers that do charge a monthly cost recovery are AT&T, Sprint, and Cricket. Ms. Graeber stated that maintenance is a vital part of keeping a complex system operating, but also maintaining the 9-1-1 network that handles wireless calls.

Ms. Graeber stated that they are awaiting word from the state on how the Maricopa Region 9-1-1 budget will be affected. She said the Maricopa Region 9-1-1 staff have been reviewing its budget to see where cuts could be made, but it will not be anywhere close to \$1.5 million. Ms. Graeber stated that the State 9-1-1 office is contacting the wireless carriers who receive cost recovery and is asking if they would follow the example of other companies and not charge for their costs for providing 9-1-1 service.

Mr. Pryor asked if there was an idea when the ADOA would provide the final numbers. Ms. Graeber replied that it depends on when the Governor signs the budget, but she hoped by May 1. She added that the state legal department will not allow ADOA to release any numbers until the budget is signed.

A recap was offered: The state budget includes a \$2.2 million sweep, which is 20 percent of what the state collects from the 9-1-1 monthly tax. The 20 percent reduction would be applied to all counties in the state, and this equates to \$1.5 million in this region.

Chair Kreis asked how much would be saved if all the staff whose salaries were paid by the 9-1-1 fund were laid off. Ms. Graeber replied the amount saved would be less than \$1 million, and she added that even if all of the Maricopa Region 9-1-1 office staff were laid off, the amount would still not meet the 20 percent reduction. Ms. Graeber stated that this staff handles all of the maintenance and the 9-1-1 call routing.

Chair Kreis stated that the 9-1-1 budget is divided into three areas: wireline network costs, maintenance costs, and wireless network costs. He noted that the budget includes \$3.5 million for wireline network costs, and that reductions in that area would result in cutting enhanced 9-1-1 and reverting to basic 9-1-1 service, which is just voice and telephone number, and no location information, which is critical for responders. Ms. Graeber stated that the calls would be routed automatically to the correct call center, but would have no location information.

Chair Kreis stated that wireless network costs total approximately \$3.7 million, which includes the frame relay and trunking and for the cost recovery to carriers of approximately \$2.3 million.

Mr. Pryor noted that this item is on the April 13, 2011, Management Committee consent agenda for their information. He said that the Management Committee could be informed about next steps once the finalized numbers are received after the approximate date of May 1.

Tom Remes, Phoenix Intergovernmental Representative, stated that Ms. Graeber has been a tireless advocate for 9-1-1, both at the Arizona Legislature and at Congress. Mr. Remes stated that 9-1-1 is a complex issue that he has worked on for years. He stated that 9-1-1 faces a number of challenges from decreases in the tax rate and from fewer phones paying the tax. Mr. Remes stated that right now it is important to ensure there is an educational campaign out there to inform residents and the media of what these fund sweeps do. He stated that these sweeps are ongoing events and this time has cut into the muscle. Mr. Remes stated that the Governor has had a difficult job this year to put together a fiscally sound budget, and the cities and towns have had a difficult year also, for example, approximately \$19 million in Highway User Revenue Funds has been taken from cities and towns, and there are funding issues with water. Mr. Remes said that he felt it was important to get the message out before the next legislative session so the legislators know the impacts of sweeps. He stated that Ms. Graeber has been doing a good job meeting with people on this. Mr. Remes stated that he also felt it was important to ensure that people know that the federal law discusses that states shall not sweep these funds. He pointed out the two-page fact sheet developed by Ms. Graeber that is posted on the www.phoenix.gov/congress web page that is a great resource and that they use for their congressional briefing book.

Mr. Melton asked if Ms. Graeber could provide the fact sheet so it could be added to member agency websites. Ms. Graeber stated that she would provide the link to the PSAP Managers. Mr. Melton asked if the budget cuts meant all or nothing in regard to receiving Phase II information from all of the carriers. Ms. Graeber replied that the repercussion for not paying is anyone's guess, whether they pass along the information or stop providing it is unknown.

Mr. Pryor suggested having another Oversight Team meeting after the numbers are known to provide an update and discuss next steps.

Chair Kreis asked members participating by teleconference if they had questions. None were noted. Chair Kreis noted that no public comment cards had been received. He stated that this item was on the Management Committee consent agenda but staff was prepared to give a report if requested by the Committee. Chair Kreis stated that the Oversight Team would reassemble as soon as possible after the information is received in May.

Ms. Graeber asked Mr. Remes if he had an indication of the timeframe when the Governor would sign the budget. Mr. Remes replied that the Governor must sign the budget bills by the next day, April 7, 2011, so they would know tomorrow. Ms. Graeber stated that she would contact the state 9-1-1 office on when they will release the letter about budget cuts.

Chair Kreis asked if the ADOA had informed the Governor of the possible consequences of the fund sweep. Ms. Graeber stated that the ADOA has stated support for the sweep and had not taken any action to the Governor's office.

5. Community Emergency Notification System Update

Ms. Graeber provided an update on the status of the Community Emergency Notification System (CENS). She said that staff was very pleased to have received a grant from Homeland Security to support CENS operations. Ms. Graeber reported that Homeland Security told MR 9-1-1 that the award was due to the fact that CENS is a regional system, which is a high priority on the grants list.

Ms. Graeber stated that there were 72 launches of the CENS system in 2010 – an all time record since the system began in 2004. She noted that there have been 15 launches to date in 2011, slightly above the average.

Ms. Graeber stated that the self registration for cell phones and Voice Over IP has grown to 7,700 from 5,000, due to recent media coverage. She added that the goal is to have all cell phones and VoIP lines registered. Ms. Graeber stated that staff is meeting with Maricopa County Emergency Management next week regarding efforts to assist citizens who do not have access to the Internet with registration. She noted that their assistance is greatly appreciated since there is no CENS Manager, and Dave Eaton, the GIS Manager, has been fulfilling that function.

6. Chair and Vice Chair Appointments

Nathan Pryor introduced this item. On July 22, 2009, the MAG Regional Council approved the MAG Committee Operating Policies and Procedures. Officer positions for technical committees have one-year terms, with possible reappointment to serve up to one additional term, by consent of the

respective committee. The chair (Chief Steve Kreis, Phoenix) and vice chair (Chief Larry Rodriguez, Tolleson) of the MAG 9-1-1 Oversight Team have served two terms. The MAG Committee Operating Policies and Procedures also state that the vice chair ascends to the chair position and a new vice chair will be appointed by the Regional Council Executive Committee. On March 1, 2011, a memorandum was sent to the Oversight Team soliciting letters of interest from those interested in serving as vice chair of the Oversight Team. Letters of interest were requested to be submitted by May 31, 2011, to Mayor Thomas Schoaf, MAG Chair, at the MAG office. The appointments will be made at the June 13, 2011, Executive Committee meeting.

Chair Kreis encouraged members of the Oversight Team members interested in serving as Vice Chair to submit a letter of interest. He noted that the term of office would begin on July 1, 2011.

Vice Chair Rodriguez commented that appointment of an existing member of the Oversight Team was appropriate.

Mr. Pryor stated that staff would send out a reminder to members that the Vice Chair position is open.

7. 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.

Chief Kreis noted that discussion of the impacts of the FY 2012 state budget on the 9-1-1 budget would be discussed.

8. 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.

Vice Chair Rodriguez noted that the mailing address for the Tolleson Police Department had changed to 8350 W. Van Buren Street. The telephone numbers remain the same.

Adjournment

There being no further business, Ms. Marcum moved, Vice Chair Rodriguez seconded, and the meeting adjourned at 1:40 p.m.