

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING  
September 12, 2012  
MAG Office Building, Cottonwood Room  
Phoenix, Arizona

MEMBERS ATTENDING

Lawrence Rodriguez, Tolleson Police Department, Chair	Bruce McGregor for Harry Beck, Mesa Fire Department
Brenda Buren, Tempe Police Department, Vice Chair	Vicky Scott for Rocky Smith, Peoria Police Department
# Chuck Jenkins for Mark Burdick, Glendale Fire Department	Steve Kreis, Phoenix Fire Department
* Ray Churay, Maricopa County Sheriff's Office	Dan McNemee for Jesse Cooper for Phoenix Police Department
	Burl Haenel for Scottsdale Police Department

\* Those members neither present nor represented by proxy.

# Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Valerie Day, MAG

Liz Graeber, MR 9-1-1 Administrator

Nathan Pryor, MAG

Audrey Skidmore, MAG

1. Call to Order

The meeting of the MAG 9-1-1 Oversight Team was called to order by Chair Larry Rodriguez, Tolleson Police Department, at 3:30 p.m. Chuck Jenkins, as proxy for Mark Burdick, and Dan McNemee, as proxy for Jesse Cooper, attended the meeting by teleconference. Self introductions followed.

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 Rodriguez noted that no public comment cards had been received.

3. Staff Report

Nathan Pryor, MAG staff, provided a report on recent activities of interest to Maricopa Region 9-1-1. He said that his report was a followup to his last update to the committee on the federal fiscal outlook. Mr. Pryor stated that there has been no adoption of the federal budget yet, and he added that the federal fiscal year begins October 1, 2012. He stated that there is the possibility of a six-month continuing resolution of the budget at the same rate, and this would extend the budget to the end of March 2013. Mr. Pryor spoke of the end of the fiscal year fiscal cliff that could have impacts to programs funded with federal dollars.

4. Approval of the May 21, 2012, Meeting Minutes

Chief Kreis moved approval of the minutes of the May 21, 2012, meeting. Ms. Scott seconded, and the motion passed unanimously.

5. MAG FY 2014 PSAP Annual Element/Funding Request and FY 2014-2018 Equipment Program

Liz Graeber, 9-1-1 Administrator, provided a report on the MAG FY 2014 Public Safety Answering Point (PSAP) Managers Annual Element/Funding Request and FY 2014-2018 Equipment Program. She explained that all PSAPs are requested to provide a forecast of their equipment needs for five years, but the request for fiscal year 2014 only is submitted to the State 9-1-1 Office in December 2012. Ms. Graeber stated that supporting documentation is required for new logging recorders and additional positions.

Ms. Graeber stated that the FY 2014 request totals \$12,307,218, and includes a logging recorder for ASU Police, two positions for Buckeye Police, two positions for Chandler Police (not the four listed in the agenda material), two additional positions and a logging recorder for Goodyear Police, a Viper for Mesa Fire, a Viper upgrade for Mesa Police, and a Viper upgrade and five additional positions for Phoenix Fire.

Ms. Graeber stated that the State 9-1-1 Office has determined that sufficient revenue will be collected to allow for continued network and equipment maintenance services, but no capital expenditures to replace aging 9-1-1 will be funded until near the end of the fiscal year when budget overages are determined. The State 9-1-1 Office has indicated the 9-1-1 funds will not cover reimbursements for logging recorders, additional 9-1-1 call taking positions, and funding new PSAPs. Ms. Graeber noted that the PSAP Managers are aware of the situation with equipment, and the equipment requests are still being taken through the MAG committee approval process.

Chair Rodriguez thanked Ms. Graeber for her report and asked if there were any questions.

Chief Kreis asked the likelihood of new equipment being funded by the 9-1-1 Office. Ms. Graeber replied that there is maybe a fifty-fifty chance that new equipment, such as the Viper upgrades, might be funded, but she felt there was not much chance that new positions, logging recorders and new PSAP would be funded. She added that the State will use the small amount of funds leftover from last year to replace aging equipment, such as the Lifeline equipment that is at the end of life.

Chief Kreis asked if any legislative action that might impact 9-1-1 was foreseen. Ms. Graeber replied that the state fund is relatively small, so there is a chance of not being swept for the year. She stated that collection of tax on prepaid wireless cards takes effect in December 2013, and could amount to a few million dollars, enough to fund some projects.

With no further questions, Chief Kreis moved to recommend approval of the MAG FY 2014 PSAP Annual Element/Funding Request and FY 2014-2018 Equipment Program. Chief McGregor seconded, and the motion passed unanimously.

6. Next Generation 9-1-1

Ms. Graeber stated that at the 2011 APCO Conference she attended, the FCC Chairman announced his five step action plan to chart the transition to Next Generation 9-1-1 services. She noted that this opens the door to new technology. Ms. Graeber stated that the current 9-1-1 system is the same design as when it was established in the 1980s. Then wireless was brought in in 2004, resulting in two models – one for wireless and one for wireline. Ms. Graeber stated that these two models do not allow for digital communications, such as crash notifications, text messaging, or video/graphics to be sent to 9-1-1.

Ms. Graeber then reviewed the FCC's Five-Step Action Plan to deploy Next Generation 9-1-1: 1) Develop location accuracy mechanisms for Next Generation 9-1-1; 2) Enable consumers to send text, photos, and videos to PSAPs; 3) Facilitate the completion and implementation of Next Generation 9-1-1 technical standards; 4) Develop a Next Generation 9-1-1 governance framework; 5) Develop a Next Generation 9-1-1 Funding Model.

Ms. Graeber stated that there is a lot of speculation on what Next Generation 9-1-1 will look like. She said that Maricopa Region 9-1-1 has prepared as much as possible with its limited budget. Ms. Graeber stated that the State 9-1-1 Office wants to explore the 9-1-1 Cloud so that calls would go through an IP-based digital system. She stated that the Cloud can be implemented now, until the standards are set for digital communications, and she added that a lot of policies have to be written.

Ms. Graeber stated that the funding model would change. Agencies would be charged a standard monthly fee, which means the statewide budget would remain static. She stated that budgeting would be easier because the equipment would be included in the monthly cost. Ms. Graeber also noted that the 9-1-1 fund would be less prone to budget sweeps.

Ms. Graeber stated that the Maricopa Region 9-1-1 team will meet with the vendor the end of the month and will see what the Cloud looks like and what it can do for the region. Ms. Graeber advised that the funding to purchase it will be the hurdle. She explained that their purchasing contract is for equipment and not for networking and does not fall under the tariff for wireline. Ms. Graeber stated that depending on what the State will approve, a request for information on 9-1-1 networking could be issued.

Vice Chair Buren asked if the wireless and wireline systems would be integrated into one system. Ms. Graeber replied yes.

Vice Chair Buren asked for additional information on moving to a different pricing model to stabilize costs. Ms. Graeber stated that the vendor would be paid a set amount per month per position and would provide network and equipment. She noted that this region currently has 332 positions. Vice Chair Buren asked for clarification that the vendor develops the model that works for them, which turns out to make it easier for the region. Ms. Graeber replied yes.

Chair Rodriguez asked about this system growing as the region grew. Ms. Graeber replied yes, the monthly cost would increase if a PSAP was approved to add positions to the system. She stated that replacement of old equipment would be automatic and having an uptick to the budget to pay for new equipment would no longer be needed.

Chief Kreis asked about having a special meeting after the fact finding trip to discuss and possibly take action on a request for information. He added that the more information available before the legislative session might be advantageous. Mr. Pryor noted that the item was on this agenda for information and discussion only today, but could be listed for possible action at the next meeting.

Ms. Graeber noted that staff would be meeting with the vendor at the end of the month. She said that the State is looking at current state contracts that could fit 9-1-1 networking, however, she is concerned that those contracts were not built for 9-1-1 networking and they want to be sure they are not leaving themselves vulnerable. Ms. Graeber stated that they might not need a request for information, but want to be ready in case the state contract is insufficient. She said that she would be glad to meet with the committee after their fact-finding.

Chair Rodriguez suggested a work/study session before the end of the year might be an option, after staff meet with the vendor. Ms. Graeber replied that would give her sufficient time.

#### 7. Community Emergency Notification System Update

Ms. Graeber provided an update on the status of the Community Emergency Notification System (CENS). She noted that the number of self registrations for cell phones and VoIP is now approximately 20,000. Ms. Graeber stated that Maricopa Region 9-1-1 has been partnering with Maricopa County Emergency Management, who is assisting those who cannot register on their own.

Ms. Graeber stated that there were 19 activations of CENS in August 2012, which is the most activations in the system's history. She noted that both fire and police have launched activations. Ms. Graeber stated that they emphasize to the PSAPs utilizing CENS appropriately as a tool for public safety.

Ms. Graeber stated Maricopa Region 9-1-1 was approved for a federal funding grant, but with the change in federal grants, it was strongly suggested that Maricopa Region 9-1-1 look for a permanent funding source because they could not guarantee there would be Homeland Security grants much longer.

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

Vice Chair Buren requested a supply of brochures on CENS for distribution to citizens at crime prevention events. Ms. Graeber stated that staff would deliver a supply to Tempe.

8. Update on the MAG 3-1-1 Business Plan Committee

Audrey Skidmore, MAG staff, provided an update on the 3-1-1 Business Plan Committee. She said she last reported to the Oversight Team that the committee was preparing a request to get cost information on an interactive voice recognition system. This request was expected to be issued this month.

Chair Rodriguez thanked Ms. Skidmore for her report and asked if there were questions.

Vice Chair Buren stated that she was a member of the 3-1-1 committee and she expressed appreciation to Ms. Skidmore for meeting the numerous challenges.

9. Regional Community Network

Ms. Skidmore stated that the Regional Community Network (RCN) is a private fiber optic communications network that connects MAG member agencies, primarily to share traffic camera images and for videoconferencing. She added that one of the approved additional uses is 9-1-1 communications. Ms. Skidmore stated that four 9-1-1 sites are communicating via the RCN network: Phoenix Fire, Phoenix Police, Mesa Police, and Peoria Police. She noted that potentially, Tempe, Surprise and Scottsdale might be added.

Chair Rodriguez thanked Ms. Skidmore for her report and asked if there were questions.

Ms. Graeber expressed her appreciation to Ms. Skidmore and MAG for assistance on this program. She said that getting on RCN and connecting agencies is providing the bandwidth that will be needed by Next Generation 9-1-1. Ms. Graeber stated that RCN is a terrific tool and is another way to prepare for digital communications.

Chief Kreis asked if there was a plan to eventually connect all of the 9-1-1 centers. Ms. Skidmore replied that they would like to support that as much as possible. She noted that 11 agencies are connected via the RCN, but they are looking to install other projects and expand farther into the West Valley. Ms. Skidmore stated that as capacity and connectivity expand, they hope to make those connections. She stated that they are working with Maricopa Region 9-1-1 staff to identify the priorities and the most feasible locations.

Vice Chair Buren asked if RCN is an entirely separate network or a connection of existing fiber networks. Ms. Skidmore replied that RCN is a network combining city fiber and ADOT fiber. She stated that Tempe connects through ADOT fiber and Phoenix connects through ADOT and Phoenix fiber. Ms. Skidmore stated that agencies have agreed to give the RCN fiber to make these connections.

10. Integrated Public Alert and Warning System (IPAWS)

Ms. Graeber provided a followup to the report on Integrated Public Alert and Warning System (IPAWS) given at the May 2012 meeting. She said that IPAWS allows broadcast of a text-like message to cell phones.

Ms. Graeber stated that IPAWS has been in place with the National Weather Service. She stated that not a lot of parameters have been set yet, in regard to who will receive a message and who will not. In addition, IPAWS is carrier-based, and not all carriers are participating. She reported that notifications from the National Weather Service have been sent to recipients in Gila County and Yavapai County. Ms. Graeber stated that the region's 9-1-1 centers have not been impacted greatly by IPAWS. She said that their initial concern was the centers being overwhelmed if there was a notification to many phones, but IPAWS has not yet reached all of the Smart Phones and cell phones.

Ms. Graeber stated that they would also like to know how IPAWS can be incorporated into CENS. She indicated that the system this region currently uses allows for the IPAWS portion. Ms. Graeber stated that staff will be meeting the next day with the vendor and Maricopa County Emergency Management to show them how it could be integrated. She stated that the current system should be capable with a software upgrade, but will not be integrated until they can control who receives the messages.

Chair Rodriguez noted that he had received a notification while he was in San Diego. It stayed on only briefly and just gave an alert.

11. 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 Rodriguez noted that the next agenda would include an item on the request for information for Next Generation 9-1-1, as discussed in agenda item #6.

No other requests were noted.

12. Comments from the Committee

An opportunity was 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.

Chief McGregor thanked Ms. Graeber and her staff for answering his questions.

Adjournment

There being no further business, Chief Kreis moved, Vice Chair Buren seconded, and the meeting adjourned at 4:10 p.m.