

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING
September 22, 2014
MAG Office Building, Cottonwood Room
Phoenix, Arizona

MEMBERS ATTENDING

Brenda Buren, Tempe Police Department, Chair	Cari Hayes for Harry Beck, Mesa Fire Department
P. Jay Strebeck, Phoenix Fire Department Vice Chair	Benny Pina for Roy Minter, Peoria Police Department
* Mark Burdick, Glendale Fire Department	Jesse Cooper, Phoenix Police Department
Miryam Gutier-Elm, Maricopa County Sheriff's Office	Tom Melton, Scottsdale Police Department
	Lawrence Rodriguez, Tolleson 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	Barbara Jaeger, ADOA
Valerie Day, MAG	Sarath Joshua, MAG
Ryan Gish, MAG	Nathan Pryor, MAG
Liz Graeber, MR 9-1-1 Administrator	

1. Call to Order

The meeting of the MAG 9-1-1 Oversight Team was called to order by Chair Brenda Buren, Tempe Police Department, at 2:00 p.m. 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 Buren noted that no public comment cards had been received.

3. Approval of the October 2, 2013, Meeting Minutes

No changes to the minutes were noted. Chief Larry Rodriguez moved approval of the minutes of the October 2, 2013, meeting. Ms. Miryam Gutier-Elm seconded, and the motion passed unanimously.

4. MAG FY 2016 PSAP Annual Element/Funding Request and FY 2016-2020 Equipment Program

Liz Graeber, Maricopa Region 9-1-1 Administrator, reported on the annual process for the region's 9-1-1 budget. She explained that each year, the MAG Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five-year equipment program that forecasts future 9-1-1 equipment needs of the region and enables MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). Ms. Graeber noted that the budget is required to have completed the MAG committee process and be submitted to the State 9-1-1 Office by December 2014.

Ms. Graeber described the details in the 2016 budget. Wireline maintenance is \$1,340,100 and wireline service is \$3,180,000. Ms. Graeber said that the budget amount for customer premise equipment is \$4,225,000, a portion of which is for two Phoenix Police Department sites where equipment needs replacement. She added that this equipment has not yet been approved by the State 9-1-1 Office and Maricopa Region 9-1-1 would not learn if the equipment is approved until April or May 2015, after the year's revenue has been received. Ms. Graeber noted that the Phoenix Police upgrades might need to be moved to next year's budget, depending on funding availability.

Ms. Graeber stated that the FY 2016 budget includes two additional positions requested by Chandler, two additional positions and a logging recorder requested by Mesa Fire, a 9-1-1 system upgrade for the Phoenix Police Department, and three positions for the Wickenburg Police Department. Ms. Graeber explained that due to shortages of the state 9-1-1 fund, the state has indicated it will not fund additional positions, logging recorders, or new PSAPs, however, the requests are still submitted through the MAG process in the event that revenue might become available to fund the items requested. Ms. Graeber noted that the total FY 2016 budget for Maricopa Region is approximately \$14,410,758.

Chair Buren asked for clarification about funding the upgrades and meeting criteria. Ms. Graeber replied that Phoenix Police Department does meet the criteria, and its upgrade might be funded this year if sufficient funds are available. If funds are not available this year, it could be funded the next fiscal year.

With no further questions, Chair Buren called for a recommendation to the Management Committee.

Chief Larry Rodriguez moved to recommend approval of the MAG FY 2016 PSAP Annual Element/Funding Request and FY 2016-2020 Equipment Program. Ms. Miryam Gutier-Elm seconded, and the motion passed unanimously.

5. Pilot Program to Co-Locate Department of Public Safety Officers in the Arizona Department of Transportation Traffic Operations Center

Sarath Joshua, MAG staff, reported the MAG Regional Council recently approved funding for a three-year pilot project for Department of Public Safety officers (DPS) to co-locate in the Arizona Department of Transportation (ADOT) Traffic Operations Center. He noted that he was reporting on this as an item of interest and he said that the project could impact the volume of calls that are made to the region's 9-1-1 system.

Mr. Joshua stated that \$1.47 billion is programmed in the Regional Transportation Plan for corridor improvements on the 35-mile Interstate 10/I-17 corridor. Mr. Joshua explained that due to the previous corridor environmental impact statement studies being cancelled and a new Corridor Master Plan underway, there was a need for near-term improvements in corridor operations. Mr. Joshua stated that the MAG Intelligent Transportation Systems (ITS) Committee worked on developing some near-term options for improving operations on the corridor. He indicated that in May 2013, the ITS Committee recommended an action plan and one of the recommendations was the co-location of DPS officers at the ADOT Traffic Operations Center.

Mr. Joshua stated that the Traffic Operations Center is staffed 24 hours per day, 365 days per year. He reported that the Traffic Operations Center has more than 200 traffic cameras, which constantly monitor the traffic. Mr. Joshua described the Freeway Management System currently has about 150 miles that are instrumented with sensors and cameras, and by 2022 all freeways in the MAG region are expected to be instrumented.

Mr. Joshua stated that the Traffic Operations Center staff will coordinate with DPS in responding to crashes and freeway traffic disruptions. He said that Traffic Operations Center staff will dispatch teams to crash sites when requested by DPS to set up traffic control barricades and clean up debris. The Traffic Operations Center staff posts traffic alerts to motorists on electronic signs, media alerts and provides automated Point-to-Point travel times during peak periods.

Mr. Joshua stated that key benefits of this co-location include the ability by DPS to monitor traffic incidents via ADOT cameras, mobilize and implement an effective response, help reduce the duration of freeway closures by as much as 25 percent (based on Utah DOT experience) and secondary crashes at the back of the traffic queue. Mr. Joshua also explained that a DPS officer would have unrestricted access to the DPS Computer Aided Dispatch (CAD) system, which helps gauge the impact of other activities on freeway traffic. During freeway incidents the DPS officer would coordinate timely updates to police, fire and other first responders.

Mr. Joshua stated that the analysis MAG performed showed a reduction in overall traffic congestion (person-hours delay) of 33 percent. He noted that a 33 percent reduction in traffic delay translates to \$220,000 in savings per incident. For the year ending June 30, 2014, the segment of Interstate 10 from Loop 303 to Loop 202 experienced 30 closures with an average duration of three hours. Mr. Joshua stated that the annual value of time savings for the 36-mile segment of Interstate 10 is projected at \$6.6 million.

Mr. Joshua stated that the three-year pilot project as approved by the MAG Regional Council on August 27, 2014, will fund the co-location of three DPS Officers and a DPS Supervisor at the ADOT Traffic Operations Center. Mr. Joshua stated that the project will be jointly funded by ADOT and MAG, at total annual costs of \$450,000, \$425,000, and \$425,000. He said that the project will be evaluated and an annual report produced by MAG.

Chair Buren thanked Mr. Joshua for his report. No questions from the committee were noted.

6. Community Emergency Notification System Update

Ms. Graeber provided an update on the status of the Community Emergency Notification System (CENS). She stated that there have been 66 activations to date in 2014, with Phoenix Police and Mesa Police issuing launches on September 8, 2014, the day of the heavy rain and flooding in the Valley.

Chair Buren asked the number of activations in prior years. Ms. Graeber replied that CENS was activated 82 times in 2013, and 2014 seems to be on pace with that number. She added that the more agencies use CENS, the more it is justified to continue it as a program.

Chair Buren asked about funding. Ms. Graeber replied that CENS is funded through a Homeland Security grant, and the grant was just renewed for another year. She expressed her gratitude for this funding. Ms. Graeber noted that CENS being a regional system involving multiple branches of public safety organizations is a benefit when the Homeland Security grants committee reviews applications. Ms. Graeber stated that the annual cost is a little more than \$81,000 and Maricopa Region 9-1-1 is very conscientious about saving on costs, such as keeping spare parts on hand for refurbishment, in order to keep the program alive. She said that the calling platform is hosted at Mesa, which saves on costs. However, if a large activation is needed other call platforms are available at a cost to the activating agency.

Chair Buren asked if a communication on the CENS program was available. Ms. Graeber replied that a list of bullet points on the program is available and she could send it to committee members. She added that a brochure was developed with the assistance of the County Emergency Management Office of Maricopa County, which has also assisted with registering the cell phones for CENS notifications.

No further questions were noted.

7. Service Contract for 9-1-1

Ms. Graeber said that her report would focus on the current 9-1-1 system and the new funding model proposed by the State Department of Administration. She stated that one of the responsibilities of Maricopa Region 9-1-1 is the annual budget. The four components of the budget are wireline, wireless, maintenance, and equipment costs. Ms. Graeber explained that the region went to self maintenance in 2004, and staff is available to assist the PSAPs 24 hours per day, seven days per week.

Ms. Graeber first explained wireline (land line) costs. She said that 98 percent of the wireline budget goes to CenturyLink for its costs, which are set by a tariff overseen by the Corporation Commission. The remaining two percent goes to other telecommunications companies for their costs to connect to the CenturyLink 9-1-1 system. Ms. Graeber stated that only 25 percent of calls to the MAG 9-1-1 system are made from land lines. She noted that wireline is not the main element for 9-1-1 calls that it was when the tariff was developed.

Ms. Graeber explained wireless costs. She said that Arizona law requires that the State 9-1-1 fund reimburse cell phone companies for their costs incurred to provide Phase II 9-1-1 service. Ms. Graeber stated that some, but not all, cell carriers request cost recovery, however, the region pays approximately \$1.8 million each year to carriers for those services. Ms. Graeber stated that Maricopa Region 9-1-1 has two selective routers to direct 9-1-1 calls to the correct PSAP. She said wireless includes the circuits from the 9-1-1 network centers to the PSAPs, the quarterly 9-1-1 ALI database for GIS updates, and data network related costs.

Ms. Graeber stated that maintenance costs include personnel costs, spare parts costs, and maintenance/support contracts with vendors for work that Maricopa Region 9-1-1 staff cannot do.

Ms. Graeber stated that equipment costs include the replacement of aging equipment. She said that qualifying equipment expenses also include partial reimbursement for logging recorders, additional call taking positions, and 9-1-1 equipment for new PSAPs. However, the State 9-1-1 Office informed MAG that due to a reduced 9-1-1 fund, the last three categories would no longer be funded by State 9-1-1 funds.

Ms. Graeber displayed a list of replacement equipment that was approved by the state for the last four fiscal years. Of note were Mesa Police/Fire and Phoenix Fire for almost \$1 million each, in addition to the upgrade to Phoenix Police for approximately \$4 million.

Ms. Graeber then addressed statewide 9-1-1 annual collections. She said that the State 9-1-1 fund includes 20 cents per month per wireless or wireline number and 20 cents per month per VoIP. Ms. Graeber stated that the rate in 2005 was 37 cents per month, which dropped to 20 cents. She said that a fee has begun to be collected from prepaid wireless phones, but it is not the revenue generator they thought it would be. Ms. Graeber stated that the amounts collected per year statewide are \$16,511,888 for FY 2012, \$16,456,280 for FY 2013, \$17,150,316 for FY 2014, and \$18,577,190 projected for FY 2015.

Ms. Graeber reviewed the past budget requests by the MAG region. For FY 2012, \$9,608,304 was requested and \$7,725,504 was approved. For FY 2013, \$12,399,704 was requested and \$9,972,624 was approved. For FY 2014, \$10,881,564 was requested and \$10,453,284 was approved. For FY 2015, \$15,113,696 was requested and \$12,155,976 was approved. Ms. Graeber pointed out that the region is requesting \$14,410,758 for FY 2016, which is almost the entire annual amount collected for the entire state.

Ms. Graeber stated that maintenance is performed by the Maricopa Region 9-1-1 Tech Team. They are on-call 24 hours per day, seven days per week. Ms. Graeber stated that the team is responsible for project installation and management, wireless 911 selective router maintenance, 9-1-1 data network

development, and management and maintenance, and they are the liaisons and advocates for PSAPs with 9-1-1 vendors and the State 9-1-1 Office.

Ms. Graeber stated that Maricopa Region 9-1-1 has two network centers: at Phoenix Fire and at Mesa Police. She explained how each PSAP is connected to each of the network centers, where the selective routers are located, via IP trunks.

Ms. Graeber stated that the Maricopa Region 9-1-1 data network started in 2003 and connects wireless selective routers with IP voice paths so there is redundancy. She noted that the network sends Automatic Location Information to the PSAPs. Ms. Graeber stated that Mesa Police and Mesa Fire have IP-based 9-1-1 trunks. She said that information from 9-1-1 rMap flows across the network to the PSAPs. Ms. Graeber stated that access to CENS/Reverse 9-1-1 is via the network. She noted that the techs are also able to access the systems for maintenance through secure remote access on the network. In addition, the network is used for diagnostic and system data.

Ms. Graeber stated that each of the MAG PSAPs has a minimum of two forms of network services through different carriers, with 11 of the largest PSAPs having three forms of network connections. Ms. Graeber stated that this is done because they do not want a service interruption or outage. Ms. Graeber stated that Maricopa Region 9-1-1 gets its feeds from CenturyLink Fiber/Metro Ethernet, Cox Fiber/Coax, MAG Regional Community Network, Saddleback, Medicom, Verizon Wireless, and Microwave. She noted that the Maricopa Region 9-1-1 data network has a lot of bandwidth.

Ms. Graeber stated that the State is proposing Managed Services to provide 9-1-1 services bundled into one flat monthly fee. She explained that the bundled package includes equipment, maintenance, and 9-1-1 IP networking.

Ms. Graeber reviewed the proposal timeline. She said that in 2012, due to limited funding to cover needs, the State 9-1-1 Office asked CenturyLink if it could provide a solution for 9-1-1 Managed Services. In 2013, CenturyLink provided a proposal to the State 9-1-1 Office for Managed Services. Ms. Graeber stated that the proposal was reviewed by a third party technical consultant and in August 2014 the State 9-1-1 Office presented the proposal for review to the 9-1-1 System Coordinators in the state.

Ms. Graeber then reviewed the three-phase implementation schedule of Managed Services proposed by the state: Phase I would be CenturyLink PSAPs outside the MAG region, including Southern Arizona and some Northern Arizona; Phase II would be Frontier Communications in Northern Arizona, and Phase III would be the Maricopa Region. She noted that Yuma and Pima counties are expected to be implemented in December 2014.

Ms. Graeber stated that there are 609 state-funded call taking positions throughout the state. The yearly cost for the Managed Services proposal would be \$14,616,000. Ms. Graeber stated that Maricopa Region 9-1-1 has 329 state-funded call taking positions. Under the Managed Services proposal, the monthly cost would be \$658,000 and the yearly cost would be \$7,896,000.

Ms. Graeber reported on budget items that would not be covered under Managed Services, such as other wireline telecommunications companies' 9-1-1 costs, wireless carriers' cost recovery (\$1.8 million), and Phase II implementation in the remaining areas of the state.

Ms. Graeber then addressed the advantages of a bundled Managed Services plan, which includes a consistent budget with no fluctuation for equipment purchases for the five-year proposed contract, allows the state to replace \$10 million in unsupported 9-1-1 equipment without significant out-of-pocket costs, includes an ongoing equipment replacement program, eliminates the need for out-state annual maintenance negotiations (does not pertain to MR9-1-1 because we have our own maintenance), and positions the out-state PSAPs for a Next Generation 9-1-1 platform.

Ms. Graeber explained Next Generation 9-1-1. She said that the 9-1-1 infrastructure would change to an IP-based network system (voice/data). It would allow PSAPs to receive text messages, pictures, and video, consolidate backroom equipment, and accommodate the prospect of interoperability with IP-based 9-1-1 systems nationwide. Ms. Graeber noted that interoperability is not as difficult in Maricopa Region 9-1-1 as in the state's border PSAPs. She noted that it can be difficult to transfer calls to a bordering state.

Ms. Graeber addressed concerns for the proposed Managed Services model. She said Managed Services is not included in the 9-1-1 Tariff, so it would not have controlled costs. Ms. Graeber noted that no competitive bid has taken place and the state would not be under contract but each PSAP is expected to sign its service agreement directly with CenturyLink. Ms. Graeber stated that the proposal does not include defined service level agreements and she was concerned that the wording had been changed from "agreement" to "goals." She added that no performance matrix was included to ensure the level of service is received.

Ms. Graeber stated that the Managed Services model uses CenturyLink personnel for equipment maintenance, instead of the Maricopa Region 9-1-1 staff, and moves, changes, adds in the PSAP would not be covered in the maintenance agreement. She stated that other out-of-pocket expenses to the PSAPs include the annual charges for Text to 9-1-1 once it is implemented and any shortages for monthly payments if 9-1-1 funds are swept again. In addition, the monthly fee for call taking positions purchased by the PSAP (not funded by the state) would have to be paid by the PSAP. Ms. Graeber noted that to date, the positions purchased by PSAPs include two at Buckeye Police, two at Chandler Police, two at Gilbert Police, three at Goodyear Police, 13 at Maricopa County Sheriff's Office, four at Mesa Fire, and ten at Phoenix Fire. She said that the annual cost to the Maricopa County Sheriff's Office for these positions, for example, amounts to \$312,000.

Ms Graeber reviewed operational concerns for the proposed Managed Services model. She stated that the level of service for maintenance could drop. There are concerns for the capability and limitations of the logging recorder. Ms. Graeber stated that the proposed Managed Services model does not include the cost for connections to other Next Generation 9-1-1 IP-based systems outside of Arizona.

Ms. Graeber noted that the proposed 9-1-1 network model has had major 9-1-1 outages in other states in 2014: the entire state of Washington for six hours and the entire state of Vermont for 40 minutes. Ms. Graeber added that CenturyLink has come up with a solution to the problem that caused the outages, however, it is still concerning to her that the IP-based network would rely on only one

carrier. Ms. Graeber stated that the system security solutions outlined in the Managed Services proposal are vague; there is no written plan for software and patch management, no written equipment replacement schedule, no current 9-1-1 IP-based network in place (it would need to be built by CenturyLink), and no defined reports on the system's health.

Ms. Graeber stated that no matter which solution is selected, the State 9-1-1 Office has indicated that due to limited funding, it will require Maricopa Region 9-1-1 to stay within the \$2,000 per position per month or \$7,896,000 per year budget footprint.

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

Chief Strebeck asked how CenturyLink came to be the state's selected vendor since there had been no competitive bid. Ms. Graeber replied that the state would need to answer that question, but she thought that it might be that they worked with CenturyLink traditionally. Ms. Graeber stated that IP-based 9-1-1 systems are different from the traditional lines.

Chief Strebeck noted one of the slides showed that the 9-1-1 IP-based network to carry Next Generation 9-1-1 would need to be built. He asked who would build it and who will pay for it. Ms. Graeber replied that CenturyLink would be responsible for building the network and the state would pay the \$1.8 million so it could be built across the state.

Chief Strebeck asked for clarification of another \$1.8 million amount she mentioned. Ms. Graeber stated that the \$1.8 million from the state budget was for upgrades to positions outside Maricopa Region 9-1-1.

Ms. Barbara Jaeger, from the State 9-1-1 Office, explained that the \$1.8 million was held back because they did not want to put in new equipment that could not be supported long-term. She stated that the state has kept Maricopa Region 9-1-1 equipment as current as possible, but the cost for updating equipment in the rest of the state is exorbitant because the backroom equipment is located at each site. Ms. Jaeger stated that the Managed Services model includes a hosted solution and the equipment would be located at a single location. She advised that the state 9-1-1 fund is in a \$9 million deficit for equipment right now and the Managed Services proposal would provide a better opportunity to build the network in the entire state. Ms. Jaeger said that Pima and Yuma counties would be activated first under the Managed Services proposal and Pima County cannot afford to buy the necessary equipment.

Ms. Jaeger then addressed Chief Strebeck's question regarding going to a single vendor. Ms. Jaeger stated that a lot of this is for upgrades in the existing 9-1-1 network. Instead of building an entire network, parts of the current network continue to provide service while other parts of the network are built. You cannot build a side-to-side network. Ms. Jaeger stated that in talking with vendors across the nation, they indicated they do not want to enter into a one-price per position cost. She said that the offer was predicated on what they could do to keep costs significantly lower and move into a Next Generation 9-1-1 network, because the current revenue stream does not support that.

Chief Strebeck asked for clarification of the two \$1.8 million amounts. Ms. Jaeger replied that the first \$1.8 million is the amount for cost recovery for Phase II wireless services that is mandated in legislation.

Chair Buren stated that this is a state proposal and it appears that implementation is in process in other parts of the state. She asked for clarification if this direction was required for Maricopa Region 9-1-1 or there was another option.

Ms. Graeber replied that this was brought to the Oversight Team due to concerns for what has been proposed contractually, technically, and operationally. She noted concern for a single vendor option.

Chair Buren asked if this proposed Managed Services would meet procurement requirements. Ms. Graeber replied it would not meet the requirements of the City of Phoenix, which is the contracting agent for Maricopa Region 9-1-1.

Ms. Jaeger stated that the State 9-1-1 Office discussed with Maricopa Region 9-1-1 and the Frontier Communications areas that they can make their own choices as long as they stay within the \$2,000 per month per funded position and they maintain interoperability with the other counties. She said that this treats all of the PSAPs equally. Ms. Jaeger stated that Pima County is anticipated to be completed by spring 2015, and approximately one-year's worth of data will be available to see if there are any problems. She added that in the CenturyLink area, there is not, nor has there ever been, duplicity or redundancy with the network. Ms. Jaeger noted that changes were made to the network due to the outages, which were also a concern to the State 9-1-1 Office. She said that they had an independent contractor review the entire scope of work. Ms. Jaeger stated that they also have A911 that will be incorporated into the statewide Next Generation network.

Nathan Pryor, MAG staff, reported that Ms. Graeber and MAG staff met with the MAG Executive Director Dennis Smith, and during that discussion, realized there were a lot of questions with the Managed Services proposal. He noted that there are a lot of benefits, such as going to Next Generation 9-1-1, but also concerns with such things as the lack of competitive bidding. Mr. Pryor stated that Mr. Smith suggested having a consultant review of the proposal and benefits and concerns from the region's perspective. He added that the review could also include an analysis of the amount lost when the funding level of 37 cents per line per month reduced to 20 cents per line per month, and the amount lost to sweeps by the Legislature. Mr. Pryor stated that a recommendation to go before the Management Committee as soon as October.

Mr. Jesse Cooper stated that it sounded like there was the choice of an option A or option A and he wondered what alternative there could be. Mr. Cooper referenced redundancy and asked if there would be redundant centers or would the PSAPs be at the mercy of one centralized location with multiple paths. Mr. Cooper said that we are constrained by the financial situation and he asked if MAG could move forward with any other option, politically or legislatively.

Chair Buren asked for clarification that direction was based on the financial component or the option that would be best for the 9-1-1 system.

Ms. Graeber stated that the 9-1-1 industry is moving toward an IP-based platform due to the need to communicate in the digital age. She noted that there are still questions on a nationwide level that NENA and APCO are working on and even though the standards are not in place yet, all PSAPs are looking to move in that direction. Ms. Graeber stated that an IP-based network allows the capability to move beyond the traditional telephone company. She said that Maricopa Region 9-1-1 proved that when it went to wireless 9-1-1 handling.

Chair Buren asked if there were any concerns about recommending this to the Management Committee. No concerns were expressed. Chief Rodriguez moved to recommend approval of MAG conducting a review of the Managed Services proposal and the funding level. Ms. Miryam Gutier-Elm seconded, and the motion passed unanimously.

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 Buren stated that the next agenda would include an update on the Managed Services proposal. No other requests were noted.

9. 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.

No comments from the committee were noted.

Chair Buren thanked Ms. Jaeger for attending the meeting.

Adjournment

There being no further business, the meeting adjourned at 3:05 p.m.