

January 5, 2012

TO: Members of the MAG PSAP Managers Group

FROM: Tonia Rogers, Tolleson Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, January 12, 2012, at 9:00 a.m.
Tolleson Police Department
8350 W. Van Buren Street
Tolleson, AZ 85353

A meeting of the MAG PSAP Managers Group has been scheduled for the time and place noted above. In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP Managers Group does not meet the quorum requirement, members who have arrived at the meeting will be instructed a meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

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 the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation. If you have any questions regarding the meeting, please contact Liz Graeber, Maricopa Region 9-1-1 Administrator, City of Phoenix Fire, at 602-534-9775, or Nathan Pryor, MAG, at 602-254-6300.

**MAG PSAP MANAGERS GROUP
TENTATIVE AGENDA
January 12, 2012**

COMMITTEE ACTION REQUESTED

1. Call to Order and Introductions

2. Call to the Audience

An opportunity is provided to the public to address the PSAP Managers Group 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 PSAP Managers Group 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 January 12, 2012, Meeting Minutes

Review and approve the minutes of the January 12, 2012, meeting.

4. Arizona Child Abduction Response Team

A representative from Gilbert Police Department Communications will review the Child Abduction Response Team (CART) program with the MAG PSAP Managers.

5. Maricopa Region 9-1-1 Tech Team

A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager.

6. Community Emergency Notification System/Reverse 9-1-1 Update

An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided.

2. Information.

3. Review and approve minutes of January 12, 2012, meeting.

4. Information and discussion.

5. Information and discussion.

6. Information and discussion.

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| 7. <u>MSAG/GIS/Mapping</u>

A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager. | 7. Information and discussion. |
| 8. <u>Budget Limitations</u>

An update on current and future budget issues of the MAG 9-1-1 system will be provided. | 8. Information and discussion. |
| 9. <u>Arizona Department of Administration Report and State Wireless Update</u>

The Administrator for the State 9-1-1 Office from the Arizona Department of Administration will provide an update regarding the overall coordination of 9-1-1 emergency telephone systems in other regions of the state and a report on the status of enhanced wireless in Arizona. | 9. Information and discussion. |
| 10. <u>Alarm Alert on 9-1-1</u>

A report will be provided on personal alarm systems that are programmed to send a recorded message through the 9-1-1 system to PSAPS. | 10. Information and discussion. |
| 11. <u>Quarterly PSAP Meeting Location</u>

A proposal of setting all future quarterly MAG PSAP Managers' Group meetings at MAG will be discussed. | 11. Information, discussion, and possible action. |
| 12. <u>9-1-1 System Five Year Plan Working Group</u>

On June 27, 2007, the MAG Regional Council adopted the MAG 9-1-1 Five Year Plan 2007 Update. The MAG 9-1-1 Five Year Plan now needs to be updated to provide guidance for the MAG 9-1-1 system for the next five years. A 2012 Update to the Five Year Plan will be undertaken as part of the draft MAG FY 2013 Unified Planning Work Program and Annual Budget. Members of the MAG PSAP Managers Group interested in participating in a working group to develop the 2012 Update are requested to submit their names. | 12. Information and discussion. |

13. Update on the 3-1-1 Business Plan Committee

A report will be provided on recent activities of the 3-1-1 Business Plan Committee in regard to the possible implementation of a regional 3-1-1 telephone number for non-emergency municipal services.

14. Request for Future Agenda Items

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

Adjournment

13. Information and discussion.

14. Information and discussion.



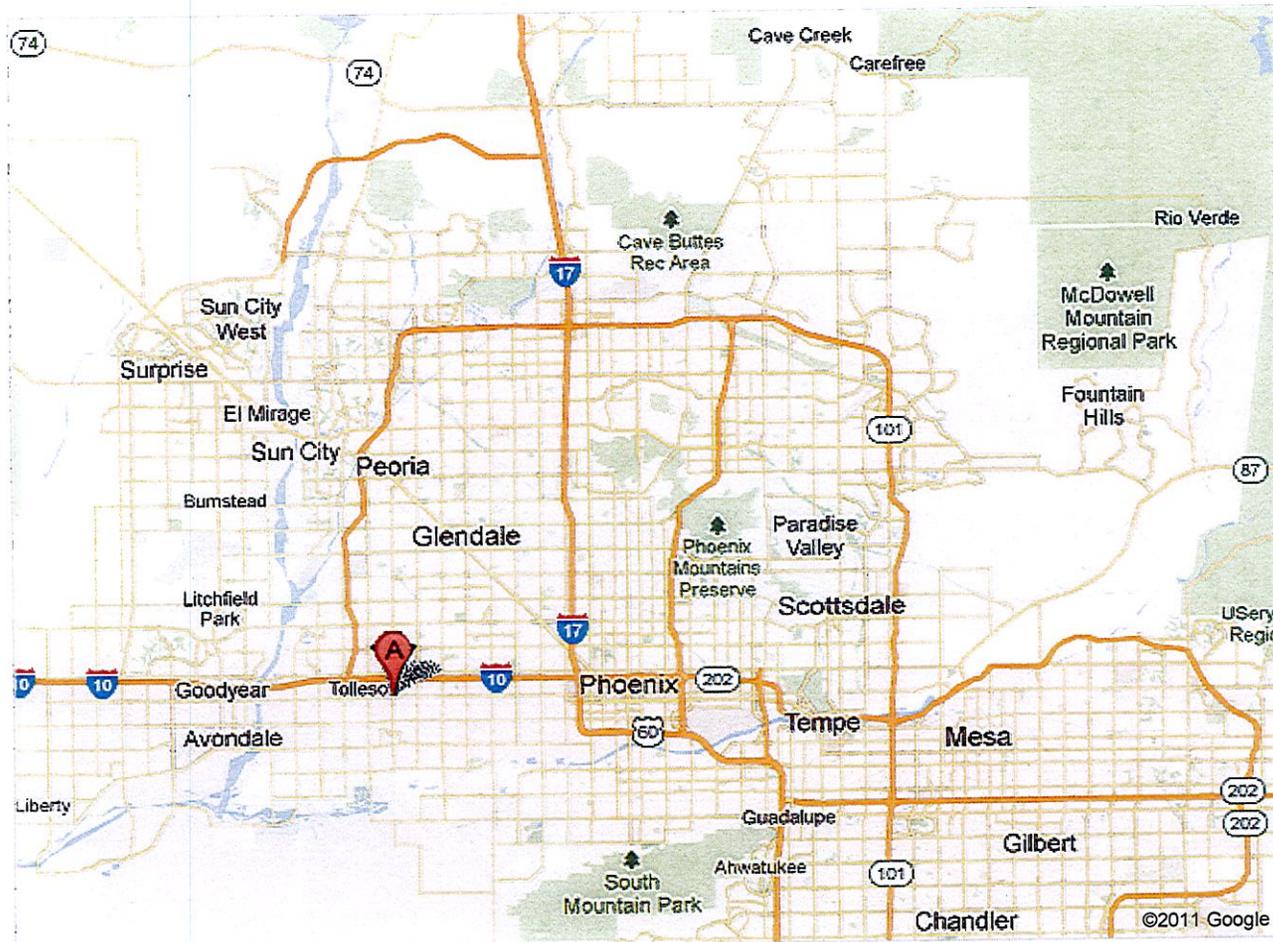
Tolleson Police Department, near 8350 W
Van Buren St, Tolleson, Arizona 85353

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- A. **Tolleson Police Department**
8350 West Van Buren Street, Tolleson, AZ
(623) 936-7186



MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
October 13, 2011
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

Patrick Cutts, Scottsdale, Chair	Michelle Kessler for Kim Humphrey, Phoenix
Toni Rogers, Tolleson, Vice Chair	* Curtis Thomas, Salt River Pima-Maricopa Indian Community
Lisa Eminhizer, Apache Junction	Domela McHenry, Surprise
* Mark Gorla, Avondale	Mike Bjerke for Karen Allen, Tempe
Jared Griffith, Buckeye	* Ed Syzponik, Wickenburg
* Matt Christensen, Chandler	+ Michelle Potts, ASU
* Stephanie Beebe, Ft. McDowell Yavapai Nation	+ Barbara Jaeger, ADOA
# Maggie Davidson for Janet Laird, Gilbert	*+Nicole Ankenman, Capitol Police
* Loretta Hadlock, Glendale	+ Patty Simpson, DPS
* Chris Nadeau, Goodyear	*+David Demers, Luke AFB
Cari Zanella, Mesa	+ Dori Beck for P. Jay Strebeck, Phoenix Fire
* Jesse Locksa, Maricopa County	+ Ellen Anderson, Rural Metro/Southwest Ambulance
* John Bennett, Paradise Valley	
Vicky Scott, Peoria	

* Those members neither present nor represented by proxy.
+ Ex-Officio member
Attended by Teleconference

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Emily Pepe, Surprise PD
Dave Eaton, MR9-1-1	Adam Eismann, Rave Mobile Safety
Nate Nguyen, MR9-1-1	David Doane, Intrado
Liz Graeber, MR9-1-1	Kasey Beal, Mesa Fire
Angela Beatty, MR9-1-1	Jim Bloomer, Mesa Fire
Tom Whiting, MR9-1-1	Emily Garcia, Pinal County
William Boyd, MR9-1-1	Robert Woodhull, Pinal County
Jean Maiocco, MR9-1-1	Nathan Pryor, MAG
Maria Hall, ADOA	Audrey Skidmore, MAG
Bob Bobbett, CenturyLink	

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Chair Patrick Cutts, Scottsdale Police Department, at 9:24 a.m. Self-introductions were made.

2. Call to the Audience

An opportunity is provided to the public to address the PSAP Managers Group 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 PSAP Managers Group 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.

There were no comments from the audience.

3. Approval of the July 14, 2011 PSAP Managers Meeting Minutes

Ms. Scott moved to approve the minutes of the July 14, 2011 meeting. Ms. Rogers seconded, and the motion passed unanimously.

Chair Cutts announced that the agenda items requiring a vote would be discussed first.

13. Mesa Fire PSAP Request

Ms. Graeber stated per Chapter One, Title Two, Article Four of the Arizona Administrative Code, the City of Mesa Fire Department is requesting to be defined as a member of the Maricopa Region 9-1-1 community, and an Ex-Officio member of the MAG PSAP Managers Group. Mesa Fire has recently expanded its facilities and has expressed interest in developing and implementing a new PSAP in addition to the existing Mesa Police PSAP. The existing Mesa Police PSAP will continue its activities and representation on the MAG PSAP Managers Group. Mesa's request will be presented through the MAG committee process, including the MAG Regional Council.

Ms. Graeber clarified the State 9-1-1 office is not funding new PSAPs due to budget limitations, but the members of the MAG PSAP Managers group still have an obligation to recognize PSAPs as part of the group. Mesa PD will hold the vote for City of Mesa and Mesa Fire will be recognized as an Ex-Officio member of the PSAP Managers Group.

Chair Cutts asked if there were any questions for Ms. Graeber. There were none.

Cari Zanella moved to recommend Mesa Fire as an Ex-Officio member of the MAG PSAP Managers Group to the 9-1-1 Oversight Team. Domela McHenry seconded the motion. All were in favor and the motion carried unanimously.

12. Representation on the MAG Technical Advisory Group

Mr. Pryor stated that MAG is looking for a representative from the PSAP Managers Group to participate on the MAG Technical Advisory Group to work on 3-1-1 issues. The MAG

Technical Advisory Group will serve in a technical advisory role to the 3-1-1 Business Plan Committee. The 3-1-1 Business Plan Committee will explore technological, financial, and operating options in regard to the possible implementation of a regional 3-1-1 telephone number for non-emergency municipal services. Mr. Pryor stated that Audrey Skidmore from MAG Technical Advisory Group is here to answer any questions regarding 3-1-1.

Chair Cutts asked if there were any questions for Mr. Pryor.

Ms. Graeber asked if a name needed to be submitted at this meeting. Mr. Pryor replied yes.

Ms. Graeber stated (3) members from the PSAP Managers Group have expressed interest; Ms. Kessler from Phoenix PD, Ms. Zanella from Mesa PD, and Chair Cutts from Scottsdale PD.

Chair Cutts advised the group to make a selection from the (3) members that have expressed interest and asked if any wanted to remove their interest. Ms. Zanella removed her interest.

Chair Cutts asked the group if anyone had a preference. There were no responses.

Ms. Scott asked if there could be (2) representatives. Mr. Pryor stated only (1) representative is needed.

Chair Cutts asked Mr. Pryor if it was okay to have a primary and alternate representative. Mr. Pryor stated that it is normal practice for a proxy to be sent in place of a representative if they can't make a meeting. Mr. Pryor advised designating a proxy by the group is an option. Mr. Pryor stated that it was up to the PSAP Managers Group to decide.

Mr. Benjamin suggested having a representative from a large and small agency.

Chair Cutts asked if 9-1-1 would be represented properly. Mr. Pryor stated that Audrey Skidmore from MAG could provide more information.

Ms. Graeber stated Scottsdale PD is centrally located and has a good idea of the operations of larger and smaller agencies. She said they are a good choice to represent the needs of the PSAP community.

Audrey Skidmore stated the MAG Technical Advisory Group is made up of IT directors from member agencies and there is a good mix of larger and smaller agencies represented.

Chair Cutts asked if a 3-1-1 update could be added to the quarterly PSAP Managers Group meeting agenda. Mr. Pryor stated that an update could be provided at the quarterly meetings.

Ms. Kessler stated she will defer to Chair Cutts as the PSAP Managers Group representative appointed to the MAG Technical Advisory Group.

Ms. Scott motioned for Patrick Cutts, Scottsdale to be appointed as the PSAP Managers Group representative for the MAG Technical Advisory Group. Ms. Zanella seconded, and the motion passed unanimously.

4. MSAG Coordinator Retirement Presentation

Chair Cutts presented Jean Maiocco, Maricopa Region 9-1-1 MSAG Coordinator, with a plaque to recognize her years of service to the 9-1-1 community.

Ms. Graeber stated that Ms. Maiocco was part of the original 9-1-1 team that was brought on when 9-1-1 was implemented which included a 9-1-1 Administrator, 9-1-1 Coordinator, and MSAG Coordinator. Ms. Maiocco has been with Public Safety for 30 years, 26 years as MSAG Coordinator. Ms. Graeber thanked Ms. Maiocco for her years of service and dedication to the 9-1-1 industry.

Dave Eaton stated he was Ms. Maiocco's supervisor and also commended her for her hard work and dedication.

5. MSAG/GIS/Mapping

Mr. Eaton provided a GIS and mapping update. He said the next GIS update will be ready around the end of October. Mr. Eaton advised he wants to create a mapping working group and is looking for feedback from key personnel that use Mapped ALI regarding their mapping likes, dislikes, and suggestions for improvements going forward. He asked the PSAP Managers to email the names of the specialized users to him. He will schedule a meeting with them in mid November to discuss feedback and improvements.

Ms. Graeber stated the working group will provide an opportunity to look at our map regionally and make it how we want it. PSAP input is very important and needed to improve the map. She said that MR9-1-1 is looking into adding unit status for fire trucks as a map layer for agencies that provide backup fire dispatching.

Chair Cutts asked if there were any questions for Mr. Eaton. There were no questions.

6. Maricopa Region 9-1-1 Tech Team

Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, distributed the quarterly report of maintenance case counts. He advised the 9-1-1 technical team had no staff changes and is continuing to integrate the latest team member who is working hard on 9-1-1 specific items.

Nate Nguyen, Maricopa Region 9-1-1 Technical Supervisor, reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. Mr. Nguyen advised there was an increase in case activity from (337) last quarter to (402) cases opened this quarter. He advised trouble issues worked on this quarter include Viper, Power 9-1-1, Lifeline and MIS issues; Wireless cases related to CPE, Century Link network, misroutes and levels on the trunk.

William Boyd provided an update on 9-1-1 Technical projects. He stated there are no equipment upgrade projects due to lack of funding. He is in the process of assisting Rural Metro with their PSAP move to Glendale and Buckeye PD with their remodel. He also will assist Glendale PD with moving their equipment to a new EOC. MCSO is contemplating a move to a new building and he will provide assistance with installation of new equipment and moving circuits. Goodyear is also planning a move to a new building. He stated there has been a lot of MR9-1-1 resources devoted to the Phoenix PD furniture remodel project for the past two months which includes moving (58) positions at the Elwood location. MR9-1-1 also provided routine maintenance on PCs while they were down.

Mr. Boyd asked if there were any questions. There were none.

Mr. Benjamin stated the Phoenix PD furniture remodel project (58) positions are being done in two phases. Phase I is complete which includes all new furniture and carpet, reworked operations, position renumbering, and moving/cleaning equipment. The room was cut in half to make it a construction zone and part time call taking facility. Equipment had to be moved off of old furniture and then replaced. Everyone, including CAD, radio, phone, and electricians, had to be out by 1:00 pm each day for 2nd shift to start to take live 9-1-1 calls. Mr. Benjamin advised Phase II of the project is underway and will be completed by the end of the year. Once completed, Phoenix PD will have upgraded more than (100) positions between Elwood and 620. Mr. Benjamin stated that MR9-1-1 is doing what we can to take care of Phoenix and the best interests of 9-1-1.

Mr. Benjamin provided an update on the MR9-1-1 Regional Infrastructure. He stated the IP Network is the network that delivers ALI and allows secure remote maintenance diagnostics on PSAP equipment. MR9-1-1 has been building it out for a year and refers to it as a network of networks. The goal is to have a diverse connectivity from as many sources as possible such as Legacy telecom, cable companies, wireless companies, private, and consortiums. Mr. Benjamin stated that being a network of networks will put us in a position to not beholden to any commercial provider by having networks that can network with each other for the benefit of 9-1-1 and not have to worry about physical failures/outages. This integration is already underway, already at work at the PSAPs. Mr. Benjamin provided an update on the Cox Fiber projects. Buckeye, Tolleson, Gilbert, and Tempe are turned up or just about to be. Works in progress include Fort McDowell, Peoria, Scottsdale, and Phoenix Elwood. Mr. Benjamin thanked the PSAPs for their patience during construction and installation.

Mr. Benjamin advised that MR9-1-1 is working on a consortium network. MAG has a Regional Community Network. MR9-1-1 is officially moving through the MAG process to be able to use the RCN for 9-1-1. This is a significant improvement for 9-1-1. The RCN has its own fiber. It is a collection of fiber optic facilities and connections already exist in most towns and cities. It is a diverse provider that is separate from commercial providers. Mr. Benjamin stated this is an additional network to add to our network of networks and will increase bandwidth capacity. Our staff has the equipment and expertise in house to make this work. Mr. Benjamin advised that he is extremely pleased with being well received by the MAG working groups. He will touch base with PSAPs on an individual basis regarding IT Telecom and connectivity issues at the PSAP.

Mr. Benjamin provided an update on the 'PSAP Attack'. He stated that due to competing priorities the start date has been pushed back. MR9-1-1 Technical, GIS, and Administration staff will visit each PSAP to observe its operations to see if changes are needed. MR9-1-1 staff will review site physical installation, sit with call takers to learn and review processes and take back questions and concerns in an effort to flush out chronic items the PSAPs are dealing with.

Mr. Benjamin made an announcement regarding 9-1-1 Technical Support. He said for time sensitive 9-1-1 issues do not allow just a voicemail or email. Press option 1 to get a hold of someone to ensure a timely response to critical matters. He asked the group to communicate this information to their shift supervisors.

Chair Cutts asked about fiber network options for Next Generation 9-1-1 for text, video and picture capability. Mr. Benjamin responded having a diverse network will be a significant improvement for 9-1-1 and that NG9-1-1 may change before it gets into a PSAP.

7. Community Emergency Notification System (CENS) Update

Ms. Graeber provided an update on the Community Emergency Notification System (CENS). She advised there have been (46) launches this year which is less than the total of the past two years; however, the number of citizens that have been contacted has surpassed the past two years. This is due to a large launch from Mesa earlier this year. Ms. Graeber advised the need for mass call out was identified after Mesa's launch. She said MR9-1-1 had a back up system which is a replica of the 137 telephone lines on the regular system. Ms. Graeber stated she contacted the vendor and they were able to add the mass call out feature to the system, but it is at a cost. When you log in to your CENS PC there will be an option on the screen for mass call out with dollar signs next to it. This will serve as a reminder to your agency that there is a cost associated with the mass call out feature. The agency will bear all of the cost. The cost is \$0.20 per minute per call contacted. Ms. Graeber advised to continue to use the regular system for launches of 5,000 or less. The mass call out feature is for large launches and make sure to get approval for funding if you need to use it.

Ms. Graeber advised the FCC is doing a nationwide test on the Emergency Broadcast System November 9th at 12 pm Arizona time. It will include a three minute emergency message on television and radio. She said to be prepared for increased call volume.

8. Budget Limitations

Ms. Graeber provided an update on the 9-1-1 budget. She stated there is nothing new to report. Agencies will have to bear the cost of logging recorders, additional positions, and equipment upgrades.

Ms. Graeber stated that she and a statewide group of 9-1-1 professionals are going to the Capitol to talk to key legislators and inform the legislature on the impact of the 9-1-1 fund sweeps to prevent future sweeps and keep the 9-1-1 fund healthy. They are taking a proactive approach before the budget is developed in January. The 9-1-1 group is also looking into a

statewide take your legislator to work day sometime around the second week of December before the holidays. Ms. Graeber asked all to coordinate with their intergovernmental staff to get at least one representative to come and take a tour of their PSAP to see how it operates and how important 9-1-1 is.

9. ADOA Report and State Wireless Update

Ms. Jaeger advised the Fiscal Year 2012 budget swept \$2.2 million out of the 9-1-1 program. She stated that if the sweeps continue, the amount of money available to communities will be reduced. Not taking on any new expenditures for cost recovery this year and will continue Phase II deployments with wireless service providers who do not seek cost recovery. The Mohave County project is complete. Phase II projects for Yuma and Pima County just started. Ms. Jaeger reported that AT&T will no longer charge cost recovery, but she has not been successful with getting Sprint not to seek cost recovery. Other projects include installing mapping equipment for Gila County North and completing GIS work for Greenlee County. Ms. Jaeger informed the 9-1-1 program will no longer separate wireline and wireless trunk groups in new installations. Currently, they do not pay any costs associated with wireline trunks, but the cost per additional wireless trunk is \$500 per month and they cannot take on any additional charges. Ms. Jaeger advised funds have been secured from the State Land Department for GIS projects at Navajo and Apache Counties.

Ms. Jaeger stated she does not know yet how the Fiscal Year 2013 budget will impact the 9-1-1 program.

10. CenturyLink 9-1-1 Account Team Report

Bob Bobbett advised he had nothing new to report.

Chair Cutts asked if there were any questions. There were no questions.

11. Intrado Account Team Report

David Doane advised he had nothing new to report.

Chair Cutts asked if there were any questions. There were no questions.

14. PSAP Call/Patch Policies

As the usage of the PSAP Call/Patch talk groups has grown and the changes made to interoperability capabilities throughout the region, a review of the policy as written is needed.

Chair Cutts advised of the handout that included a portion of the PSAP Call/Patch policy and asked all to refer to it. Section 1 overview of the policy says: this section provides guidance on how to use the PSAP Call channel which was established to provide interoperability between dispatch centers via control stations operating on the Regional Wireless Cooperative (RWC) radio system, as well as current RWC members. This section also includes test procedures.

Chair Cutts stated the discussion came up through Urban Areas Security Initiative communication. He asked what the PSAP call channel is being used for and if changes need to be made.

Chair Cutts stated there may be times when it is not appropriate or an agency may not be using it properly.

Chair Cutts asked if there were any comments. He asked if the policy accurately reflects the practices.

Ms. Scott stated the policy is being used and she thinks it reflects current practices.

Chair Cutts stated for example a shoplifting call may not be appropriate. The focus of the talk group should be for serious incidents. How do you address inappropriateness? He did not expect the group to come to a decision at this meeting but wanted to make everyone aware of looking at what they are doing operationally to see if the policy meets current practices. It will also be discussed at the next UASI meeting.

Ms. Graeber asked for clarification on if UASI developed the policy and is in charge of enforcing it.

Chair Cutts responded that is the question at the moment. The PSAP Call Function was incorporated into the UASI developed policy. There are other agencies that are not reflected here that are included. The City of Tempe currently updates the policy and sends it out on behalf of UASI.

17. Chair and Vice Chair Appointments Ending December 31, 2011

Mr. Pryor announced that Tonia Rogers from the City of Tolleson will ascend to the chair position and a new vice chair will be appointed by the Regional Council Executive Committee. Send letters of interest to MAG Regional Council Chair Hugh Hallman in care of the MAG office by November 1, 2011.

15. Smart 9-1-1 Presentation

Adam Eisman from Rave Mobile Safety provided a presentation on Smart 9-1-1. Mr. Eisman advised that Smart911 allows citizens to enter information through a secure web site that they want to make available to 9-1-1 operators in the event they call 9-1-1. When they call 9-1-1 the data automatically displays on the call taker's work station and is also made available to police, fire and EMS in the field helping them respond more quickly and effectively. It works seamlessly in today's infrastructure as well as future Next-generation solutions.

Mr. Eisman stated Smart 911 is a free national database. The user can enter personal info, pictures, health information, and household information. The server listens to ANI/ALI and

CAD spills and does not interfere with call taking processes. Smart911 has the ability to rebid a mobile call even after the call is dropped.

Mr. Eisman stated Smart911 service has been live for a year and a half there and is in 20 states. He asked if there were any questions.

Ms. Scott asked if it is tied to a phone number and not an address. Mr. Eisman stated yes it is tied to a phone number in case there are multiple people associated within a household.

Chair Cutts asked what percentage of population has signed up for Smart911. Mr. Eisman replied 10-15 percent.

Ms. Graeber asked if there is initial validation of what is being entered. Mr. Eisman replied there is no address verification.

Mr. Nguyen asked if the application is installed on the 9-1-1 workstation. Mr. Eisman replied yes the software runs in the background.

Ms. Scott asked the cost. Mr. Eisman replied it varies and he can discuss with you offline.

Mr. Benjamin asked if there is any metro area as large as Maricopa Region and how is the customer's information secured. Mr. Eisman replied no metro area is as big as the Maricopa Region and there are secure redundant databases that are encrypted.

16. Request For Future Items

There were no requests for future agenda items.

**Tolleson Police Department
8350 W Van Buren St
Tolleson, AZ 85353**

Adjournment

Ms. McHenry motioned to adjourn the meeting at 10:53 a.m. Ms. Kessler seconded, and the motion carried unanimously.