

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
October 9, 2014
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

- | | |
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| # Cari Zanella, Mesa Police Department, Chair | *Rachel Harris for Curtis Thomas, Salt River |
| Domela Finnessey, Surprise Police Department, | Pima-Maricopa Indian Community Police |
| Vice Chair | Department |
| * Lisa Eminhizer, Apache Junction Police | Karen Sutherland, Scottsdale Police |
| Department | Department |
| Mirela Borsan, Avondale Police Department | Patrick Cutts, Tempe Police Department |
| Jim Tortora, Buckeye Police Department | # Toni Rogers, Tolleson Police Department |
| Michelle Potts, Chandler Police Department | * Ken Lutkiewicz, Wickenburg Police |
| * Stephanie Beebe, Ft. McDowell Yavapai Nation | Department |
| # Allyna Bay for Janet Laird, Gilbert Police | + Trish Pryce, ASU Police Department |
| Department | *+ Barbara Jaeger, ADOA |
| Loretta Hadlock, Glendale Police Department | #+ Patty Simpson, DPS |
| Chris Nadeau, Goodyear Police Department *+ | David Demers, Luke AFB Fire Department |
| Rich Johnson, Maricopa County Sheriff's Office + | Doreen Wasick, Mesa Fire & Medical |
| Michael Cole, Paradise Valley Police | Department |
| Department | + Dori Beck, Phoenix Fire Department |
| Anje Reimer, Peoria Police Department * | Ellen White, Rural Metro Fire |
| Dan McNemee, Phoenix Police Department | Department/Southwest Ambulance |

* Those members neither present nor represented by proxy.

+ Ex-Officio member

Attended by Teleconference

OTHERS PRESENT

- | | |
|--------------------------|---|
| Liz Graeber, MR9-1-1 | Bob Bobbett, CenturyLink |
| Mike Benjamin, MR9-1-1 | Lisa Sheridan, CenturyLink |
| Angela Beatty, MR9-1-1 | Krisee Eckert, CenturyLink |
| Dave Eaton, MR9-1-1 | Sandra Gilstad, ADOA |
| Nate Nguyen, MR9-1-1 | Robert Woodhull, Pinal County Sheriff's |
| William Boyd, MR9-1-1 | Melissa Burns, Pinal County Sheriff's |
| Jesus Hernandez, MR9-1-1 | Harry Hayward, Smart 9-1-1 |
| Nathan Pryor, MAG | Tim Convery, Smart 9-1-1 |
| Micah Henry, MAG | |

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 9:07 a.m. by Vice Chair Domela Finnessey, Surprise Police Department. Self-introductions were made.

Vice Chair Finnessey reminded all to use the parking validation stamp if needed and to turn on your microphone when speaking for the recording and to mute your phone when not speaking if using a speaker phone.

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.

Micah Henry, MAG ITS and Safety engineer, responded to the call to the audience. He advised MAG is conducting a study on Emergency Vehicle Preemption that kicked off in August of this year. They are doing an outreach to all MAG member agencies and emergency responders to get an inventory of current operations, available staff, maintenance, and challenges with deploying Emergency Vehicle Preemption at signalized intersections. They are taking a look at a national perspective on this issue. The project goal is to develop recommendations for the Valley to move forward with a unified Emergency Vehicle Preemption. He said he will be available after the meeting if there are any questions.

3. Approval of the July 10, 2014 PSAP Managers Group Meeting Minutes

Vice Chair Finnessey asked if there were any changes to the minutes. There were no changes.

Michael Cole moved to approve the minutes of the July 10, 2014 PSAP Managers Group meeting. Mirela Borsan seconded and the motion passed unanimously.

4. FirstNet Presentation

Greg Sundie, Project Manager with the Arizona FirstNet Program, which is a part of the Arizona Department of Administration Arizona Strategic Enterprise Technology Office provided a report to the Committee. He asked all to start filling out the form that he passed out and if all knew about the National Public Safety Broadband Network. He stated that in terms of Wireless and connectivity, Public Safety has to compete with all of its citizens and all their devices on a wireless network. FirstNet's vision is to provide emergency responders with the first nationwide high-speed wireless broadband network dedicated to public safety. They have legislation passed in 2012 and seven billion dollars in funding. They have their own spectrum which is really key to this issue. They have 20 megahertz which is comparable

to Verizon, Sprint, and all the big carriers. They have a governance board of 15 members with various backgrounds in telecommunications, fire police, and EMS. With legislation a committee had to be set up. It is called the PSAC Committee. Its 41 members comprise various types of law enforcement, fire, and emergency medical services on all different levels, such as urban and rural. There is a single point of contact for each state. The contact for Arizona is Erin Sandeen under the authority of Dr. Michael Brick who was present at the meeting today.

Mr. Sandie stated that FirstNet will be a 4G LTE nationwide Broadband Network for Public Safety using standard base technology so there will be no interoperability issues. You will be able to use your device anywhere. It is a self-sustaining, fee-based network. There will be a fee per device to access the network. The network will be built and operated by FirstNet. It is an independent authority within the National Telecommunications and Information Administration. The primary users will be law enforcement, fire, and emergency medical services. Other users include federal and state governments, utilities, public works and other municipalities. Real time video, push to talk, GPS tracking and mapping can be used on the network. There is one caveat to push to talk, although technology is there it is not mission critical and does not replace radio systems. He said that as of today most of traffic is passed over voice by getting on the radio. With FirstNet you can have video or area map where an incident took place that can be pushed out to people in the field to help respond to an emergency. Rather than give a description over the radio you can send out a picture so officers can have the information on their device and pull it up when they need it. Just to reiterate this network does not replace radio systems. They are working on technology to make push to talk over this network mission critical but it is not ready yet and they are looking at a time frame of 8-10 years before that happens.

Mr. Sundie stated that AZ FirstNet is a program funded under the State Local Implementation Grant Program and it is under the Arizona Department of Administration under the Broadband Planning and Public Safety communication State 9-1-1 Office. The two main components from this grant are the 1st phase, which is Education and Outreach, and the 2nd phase, which is data collection and coverage that they will be doing that later this year. The tentative timeline for the rollout of this system is collecting public safety requirements in 2014-2016 and also doing outreach and awareness. On the national level they are developing an RFP and establishing a core network. In 2016 and beyond they will do a state consultation and every state will get it. They will present a plan to the governor that says this is how the network will be rolled out in your state. In 2022 will do last spectrum auction which helps support the sustainability of the network and should be in operation by 2022.

Mr. Sundie stated the handout is part of their data collection process with every public safety agency in Arizona. He asked all to please complete all information on the form, such as name of dispatch center, owning agency and who you dispatch for. Complete the back side of the form if you are using commercial wireless through state contract or agency contract. Specify the type of devices you are using (smart phones), the type of apps you are using (agency specific apps or internet apps). Lastly, under coverage, please list any state routes, major events that take place, or critical infrastructure.

Mr. Sundie said you can stay informed by visiting the FirstNet website Azfirstnet.az.gov. He provided contact information. There is a joint email azfirstnet@azdoa.gov. He advised that Michael Brick is the Program Manager and Karen Allen is also a Project Manager. He said they are also on Twitter and have a Linked In group.

Mr. Sundie asked if there were any questions.

Liz Graeber asked if the survey can be sent to those who are not at this meeting.

Mr. Sundie said he will send an electronic copy to Ms. Graeber so she can distribute it to the PSAPs.

Chris Nadeau said he looked at the RFP and asked if a decision has been made to lease space from some of the commercial providers or provide a new overlay for the entire country.

Mr. Sundie said they only got seven billion dollars, which is not enough to build a brand new network from the ground up. They will have to rely heavily on public private partnerships in order to do infrastructure sharing. If your agency owns a tower and is willing to share it with FirstNet then that could be a reduction in your user fees. Within the legislation they have to have substantial milestones for rural build out which means they have to have coverage in rural areas. They are trying to get as many of the unincorporated towns and cities listed as rural.

Mr. Sundie stated the infrastructure will be maintained by FirstNet. They have not discussed the maintenance plan yet. The funding mechanism is a self sustaining network. The user fees will go to maintenance and sustainability of the network. They cannot make a profit off of the user fees. Everything has to go back into the network.

5. Smart 9-1-1 Deployment

Patrick Cutts provided information on how the Smart 9-1-1 project was deployed at Tempe Police Department. He distributed a pamphlet from Smart 9-1-1 of information on some of their other products besides just the 9-1-1 enhancement piece. Mr. Cutts stated we looked at it from a different standpoint than what some other people are viewing the information that is being provided from Smart 9-1-1. He said when someone calls 9-1-1 from a landline, they get the name, address and phone number. If it is a wireless call, they get the cell phone number, wireless carrier information, and approximate location information, but nothing else.

Mr. Cutts stated that they looked at it from a standpoint that if people create profiles they would have more information available, which aids in providing assistance. It helps 9-1-1 to better serve their communities and is an additional enhancement of information that they do not have right now. Mr. Cutts stated when someone dials 9-1-1 the Smart 9-1-1 profile comes up immediately. He advised that last night they had their first profile hit that was presented. It was a medical call and unfortunately the person did pass away but there were substantial medical issues. They know they are not going to get 100 percent participation and that is not the goal. They know that people have concerns about privacy.

Mr. Cutts stated that they looked at it for targeted specific demographics such as the hearing impairment community. Smart 9-1-1 has call to text functionality. It is not text to 9-1-1. They have to initiate a 9-1-1 call first and then they can initiate a text conversation with them. He noted that the City of Tempe has an entire apartment complex of hearing impaired persons. Mr. Cutts there are challenges with TTY; it is outdated technology so having another means of communication is important. Also, for people who have elderly parents it is important to have a picture available and cell phone information. If they go missing, they have a means to try and locate them and they do not have to wait for the family to find a photo. When a profile comes up, that information is available immediately and can be provided to patrol officers in the field. In addition to that if they sign up and include their mobile number they give us permission to locate them without going through the security company. You can ping the cell phone and don't have to wait for the security company to call you back with the information. It could take up to two hours to get a photo from people who have small missing children in order to issue an Amber Alert.

Mr. Cutts said they are in the process of implementing sharing the information with the Tempe Fire Department. It will be specific to the Tempe Fire Department and they will be able to view the profile in route to an emergency. Other Fire Departments that respond will not be able to view the information. The more information they have the better they can serve their communities. They have worked with the City of Tempe PIO and community outreach to get the information out. It is free to citizens; they bear the cost. The way they have changed it has made it economically feasible. It met the requirements of a grant that was already available to us to get it funded. Smart 9-1-1 provides a marketing specialist and works hard to make sure you have the tools you need to promote it to your citizens. Their technical personnel is very proactive and spent hours to resolve an issue and came to a solution which is a huge plus.

Mr. Cutts explained that they decided to implement it as a standalone network system that they have at all of their positions versus assigning it to the Intrado phone system or to CAD. He said he wanted to make sure that those networks stayed protected and clean. They used a digiport when the ANI ALI feed comes in and tapped into that. The actual cost as far as equipment was the cost to implement a virtual server. It has been very well received and was presented at game night in our community to get the word out to the citizens. This is a tool to help us respond better. If it fails or the system is not available, we just go back to doing things the way they were before. Another benefit with text functionality is you can text those that don't have a profile. It is available at all our positions. We want to train the patrol officers before we implement it with them. No information is hosted at your center, they host everything. It is not a searchable database and is only initiated when they call 9-1-1 which is peace of mind to citizens that their information is protected. The profile travels with you. It is national, and any agency that is a Smart 9-1-1 customer can pull up a profile. They are also going to target parents of ASU students to sign up their children for profiles. If they are in Tempe and get into trouble and call 9-1-1 we will have the parents' information. Tim Convery and Harry Hayward from Smart 9-1-1 were at the meeting to answer any questions. They have a lot of plans for additional products and a large suite of products.

Mr. Cutts asked if there were any questions.

Karen Sutherland said her agency is looking for reasons why they should implement this and asked Mr. Cutts if he would be willing to give feedback in three to six months on the pros and cons.

Mr. Cutts said he will be more than happy to do that.

6. MSAG/GIS/Mapping

Dave Eaton, MR9-1-1 GIS Manager, reported the address match rate for the ALI Database Extract quarterly routine is 99.95 percent for two million telephone records. This is the source data for the regional CENS System and is also used to enhance the base map data that is used in all of the 9-1-1 call centers. He advised that at one time we had 12,000 cell sectors and now we have over 21,000 cell sectors in Maricopa County. There is a big push with LTE Technology for AT&T and Verizon. AT&T has over 10,000 cell sectors. Mr. Eaton said he is currently updating the rMap base map at both network centers. There are no GIS updates for those that are using rMap. As you log out and log back in you will get the latest base map updates that include any requests for map changes you have submitted. We have map coverage for Maricopa, Pinal, and Yavapai Counties down to the address point level.

Mr. Eaton advised he attended the Arizona Geographic Information Council Conference a month ago and found out that Maricopa County has a contract with Pictometry. Pictometry was a really cool item but it was real expensive and we couldn't afford it. Maricopa County has purchased it and we have access to it. We will be piloting Pictometry for one of our PSAPs as quickly as he can get the code implemented on our end. It is all cloud based so none of the information will be hosted on your servers or our servers; it is all hosted by Pictometry. This is oblique aerial imagery not just overhead imagery. This may be really helpful for large fires, you can see a building structure at a 360 degree angle around buildings and SWAT situations. There is a Pictometry user group meeting on October 29, 2014, from 9:30 a.m.-3:30 p.m. It is open to anyone. He encouraged anyone working with tactical teams to attend. It is at the ASU Skysong center. Please contact him if you are interested in going. Pictometry will be coming as time allows.

Mr. Eaton asked if there were any questions. There were no questions.

7. 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 provided an update on staffing and advised that Jesus Hernandez was hired in August to fill the 9-1-1 Technician position that became vacant when Wynston Waller was promoted to another City department. Mr. Hernandez came from another City of Phoenix Department. He is a Technology Specialist and is smart, hard working, and nice. He is mostly accompanied by his peers right now when he goes out on calls but within a few weeks he will be taking the 24 hour on call rotation which is big relief for our other guys. Unfortunately we had two positions that became vacant over the last

quarter. Manny Esquer resigned as a 9-1-1 Technician after working with us since 2007. Tom Whiting, a Senior 9-1-1 Technician is no longer in our group. They are going through the City of Phoenix hiring process to replace those two positions. Mr. Benjamin stated that Nate Nguyen will provide more detail on the technical case activity, and William Boyd will provide a report on active technical projects, and then he will talk about some other 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 a 12 percent decrease in cases this quarter: (375) total cases opened, (295) cases remedied, (51) cases with priority level 3 and above; Chandler, DPS, MCSO, Mesa, and Phoenix 620 had a significant decrease in cases. Phoenix Fire Department had an increase in cases due to new Airbus CPE that was recently installed. He said there are currently (328) outstanding cases; (121) are task cases to make the network and CPE better, (164) are low priority cases. Mr. Nguyen provided a breakdown of how the troubles were reported: 21 percent (97) troubles opened after hours compared to (153) in the 3rd quarter of 2005, 24 percent (103) troubles reported by way of PSAPs calling in, 17 percent (77) troubles reported by email, 32 percent (148) troubles initiated by our Business Intelligence System monitoring.

Mr. Nguyen stated trouble issues worked on this quarter by category include: (40) Viper cases (there were (94) last quarter), (45) PC Hardware/Software cases, (18) PowerMap/rMap cases, (55) Power 9-1-1 cases, (16) PBX/Lifeline cases, (43) Network and Connectivity cases, (12) Power MIS cases, (67) Circuit related cases probably related to the recent storm, (21) ALI cases.

Mr. Nguyen stated Buckeye, Chandler, MCSO, Paradise Valley and Surprise will be getting a MIS upgrade next quarter. Chandler had to evacuate their facility yesterday. With short notice we were able to assist them along with Mesa accommodated them with four positions. We created four logon credentials and workstations. It took half a day to get it all set up and tested and they are back to their old center now.

Mr. Boyd provided an update on 9-1-1 technical projects. He stated that back in July they assisted Mesa Fire with Intrado, installing two positions funded by Mesa Fire. On September 10, 2014, they cut over a new Vesta Airbus Cassidian System for Phoenix Fire with (25) positions at their main site on 12th Street and (10) positions at their future backup site on 24th Avenue & Lower Buckeye Road. They are still doing clean up there; it is a new product and they are still learning, but hopefully they will have it buttoned down fairly quickly. There are four projects for this fiscal year. Glendale Police Department is scheduled for a new Viper upgrade on October 29, 2014 for (13) positions. DPS will be getting a new Viper System scheduled for December 3, 2014 cutover for (14) positions. Scottsdale Police Department will be getting a new Viper System. A cut over date has not been established yet. Tempe Police Department will also be getting a new Viper System.

Mr. Boyd asked if there were any questions. There were no questions.

Mr. Benjamin presented a power point presentation on Wireless Call Volumes and showed the September 9, 2014 Wireless Call Volume chart. Mr. Benjamin said he reviews this chart

everyday to look at the wireless calls for all PSAPs in the Maricopa Region. It shows the call volume for a 24 hour period for that day. There were a total of 5,921 calls in the wireless 9-1-1 system for that day. The two Phoenix Police Department sites had to be taken out because their numbers are too large in comparison to everyone else. Phoenix Police Department combined handled almost 2,600 out of the 5,921 calls. Second and third are Phoenix Fire and Mesa Police Department with 500 calls apiece. The numbers are consistent day in day out, except when there is a big monsoon storm.

Mr. Benjamin showed the Wireless Call Volume chart for September 8, 2014, the day of the huge storm that flooded the freeway. Instead of the 6,000 calls typically seen in a 24 hour period, the wireless system handled over 9,000 calls with Phoenix Police Department getting hit hard with 3,700 calls and Phoenix Fire with 850 calls. That is pretty big number. The system performed as expected. And unfortunately they do expect during those times that people will be listening to recorded announcements that all trunks are busy. If we had 1,000 trunks to send to your PSAPs there aren't 1,000 people to answer them so we feel we are right sized all of our busy studies support that. They look at trunk counts every day. In another storm on September 27, 2014, they hit a wireless system record with over 10,000 wireless calls for that day. Mr. Benjamin stated that 4,900 wireless calls exclude crime stop and wireline. Phoenix Fire had 850 calls like previous storm day. There was consistency even though there was a surge. He stated he has printouts if anyone is interested. They are watching the wireless system and its performance on a daily basis.

Mr. Benjamin stated staff are doing a great job looking at past projects and please let him know if there are any rough spots in the project so the next group does not have to experience the same issues. He said some of the items they have been working hard over the last number of years to position our system for NG9-1-1 is going to be IP trunk replacement. They are building the IP network out to the point where they feel it is Public Safety Grade. Trunk replacement where instead of leasing facilities from a phone company to send the voice path from the selective router out to a site using the IP network to send mapping data to transport the voice for IP calls. At Mesa Police Department they cancelled their leased circuits and have replaced all of their trunks and doubled their capacity. They still have been able to bring innovation during funding limitations. Mesa Fire Department was deployed recently without any leased trunks. They have six trunks total -- all completely dependent on the IP Network.

Mr. Benjamin reported the system suffered a regionwide wireline ALI outage that occurred on October 1 and 2, 2014, and they had wireline call misrouting on the 2nd day. This caused hours of interruption. It was our group that contacted CenturyLink and Intrado to let them know there was an outage in their network that was affecting our system. We were getting calls from Pinal County into Scottsdale and calls associated with Yuma coming into PSAPs in our region. Phoenix Police Department wireline calls were going to MCSO. We are not pleased and are waiting root cause information from CenturyLink and Intrado. We don't usually hear back from them unless we requested it. We will report whatever information we get if any in regards to this outage.

Mr. Benjamin asked if there were any questions. There were no questions.

8. Super Bowl Discussion

Mr. Benjamin stated that MR9-1-1 has been approached by one wireless carrier requesting a significant increase in the number of active trunks prior to the Super Bowl, during and shortly after the Super Bowl, and then cancelling those trunks after the Super Bowl. He said that they want to get direction from the PSAP Managers. They currently have 76 trunks, 38 at each network center. They have 150 outgoing trunks systemwide to the PSAPs. Those most likely affected would be Glendale, Phoenix, and Scottsdale. They are requesting to add 68 trunks. Mr. Benjamin stated that staff would like to open a discussion about what we do with Glendale, Phoenix, and Scottsdale calls in the case of a big incident. What would you like the system to do? Do we want to roll calls to a PSAP that are not associated with the event? Do we want to go through the complexity and cost to roll the call?

Ms. Graeber said this would be similar to the wireline New Year's Eve rollover. The vendor approach would eat up our resources if you do not have people to cover. Think about the needs of your PSAPs. We don't have to vote today it is just an open discussion.

Patrick Cutts said we can do it if they want to provide the funding for additional staff to handle the calls. Giving more 9-1-1 calls doesn't help the situation if there is not staff.

Ms. Graeber stated we will reach out to each PSAP to see what your needs are and how you want your 9-1-1 calls handled during the Super Bowl.

Cari Zanella asked if we can check with the 9-1-1 team from other Super Bowl cities to see what they did.

Ms. Graeber said she will reach out to other host cities to see and we can come back with plan to see how we want to handle it.

9. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. She stated there were total of (67) activations to date which is a little less than (69) last year. Chandler Police Department is the agency with the most activations (16) and Mesa has (13) activations. She advised that MR9-1-1 received secured funding as of October 1, 2014 through the Homeland Security Grant for an additional 12 months. Historically, they have been doing a CENS refresher course in November, but with the Glendale and DPS cutovers they have pushed it to February after the Super Bowl and will notify of the dates. Ms. Graeber said there are CENS pamphlets available here to take back to your PSAPs.

10. Service Contract for 9-1-1

Ms. Graeber provided a presentation on the Service Contract for 9-1-1. The State 9-1-1 Office is proposing that the funding model for 9-1-1 services and equipment change to a bundled monthly fee. She stated the budget comprises four components: Wireline Costs, Wireless Costs, 9-1-1 Maintenance for the MR9-1-1 team, and 9-1-1 equipment to replace projects. Ms. Graeber reported that 98 percent of the wireline budget goes to CenturyLink to provide selective routing and trunking for the wireline system and that is covered by a tariff under the Corporation Commission. There are reimbursements to other Telecom companies for their cost to be able to hook up to CenturyLink to be able send calls.

Patrick Cutts asked if the tariff is the 9-1-1 fee that everyone pays.

Ms. Graeber said the tariff is a state regulated contract that they use to control the cost of 9-1-1. The tariff says this is what 9-1-1 services are provided and these are the costs you will adhere to. This is what CenturyLink and other Telecom companies have to follow.

Ms. Graeber stated we have other costs, such as Wireless cost recovery. We have to pay anytime the cell companies have to put out monies to install phase II. We pay for anything relating to our selective routers and circuits to your PSAP that are not a part of the 9-1-1 trunking and bundled tariff. Other costs include the Quarterly 9-1-1 ALI Database extract. Maintenance costs are personnel for the MR9-1-1 team, spare parts, and maintenance contracts with vendors for support work the MR9-1-1 team can't handle. There are 9-1-1 equipment costs to replace aging 9-1-1 equipment. The State 9-1-1 office normally covers partial reimbursement for logging recorders, additional call taking positions, and equipment for new PSAPs but is currently is not reimbursing for Logging Recorders and additional equipment due to budget concerns.

Ms. Graeber stated that out of all the states that collect for 9-1-1 Arizona is the lowest in statewide collections at \$0.20. There are some states that do not collect for 9-1-1 and have a general fund allocated for 9-1-1. We have been consistent in past fiscal years with collections. They are projecting \$18 million for this fiscal year. She stated MR9-1-1 requested \$15 million for fiscal year 2015. Ms. Graeber stated that MR9-1-1 takes the lion share of the budget but has a lot of needs and is the biggest metro area in the country. She said that MR9-1-1 acts as a liaison with the vendors and the 9-1-1 state office.

Ms. Graeber said the two MR9-1-1 network centers house the selective routers in Mesa and Phoenix and connect selective routers with IP voice paths, rMap, CENS, diagnostic. She said the data network is very important. Each PSAP has a minimum of two forms of network services through different carriers. The 11 largest PSAP have three connections. We have a variety of ways such as CenturyLink Fiber, Metro Ethernet, Cox Fiber, MAG RSN, and various others for small PSAPs. She said that Mr. Benjamin is very creative and has been able to make sure we have a nice network for all the PSAPs. He is currently working on negotiating microwave as another option. We feel confident on the redundancy of our 9-1-1 network.

Ms. Graeber said the state office has a funding proposal for 9-1-1 managed services and that is what we will be discussing today. Managed Services is a proposal to provide 9-1-1 services bundled into one flat monthly fee. It includes maintenance, equipment and 9-1-1 networking. 9-1-1 networking includes selective routing and all that comes with 9-1-1 trunks and moving data.

Patrick Cuts asked if equipment is initial or replacement.

Ms. Graeber said it is initial if it is needed and replacement equipment. As projects come through managed services would cover it.

Ms. Graeber provided a historical timeline of how this evolved. In 2012 the State 9-1-1 office requested CenturyLink to provide a solution for Managed Services. In 2013 CenturyLink provided back a proposal along with a cost for managed services. In 2014 the State 9-1-1 office had a third party technical consultant review the proposal. In August 2014 the State 9-1-1 office met with all of the 9-1-1 system coordinators to lay out the plan of managed services. Phase 1 implementation would be CenturyLink PSAPs outside of Maricopa Region, mostly southern Arizona, Pinal, Pima, Yuma. Phase 2 implementation would be Frontier partnering with CenturyLink for Northern Arizona and will leave Maricopa Region, the biggest one, for last. It is their expectation that Yuma and Pima will begin this project in December 2014 if they agree upon the terms. In regard to the bundled fee, Maricopa Region has 329 state funded 9-1-1 positions. There are more 9-1-1 positions that are not funded by the state. There are 280 positions outside of our region. There are a total of 609 call taking positions that the state funds. Managed Services would be \$14.6 million to pay for all of these positions to be on this platform.

Ms. Graeber advised on the things that Managed Services does not cover. It does not cover for Telecom Companies to hook up to the Wireline System. Wireless Carriers Cost Recovery would still have to be paid and anywhere where they are implementing phase II. Some advantages have been presented: it is a consistent budget with no fluctuation for equipment purchases for the five year proposed contract and is the same cost every month. It allows the State 9-1-1 Office to replace \$10 million in unsupported 9-1-1 equipment that is out of our region and end of life. Due to budget shortages they have not been able to replace these and this would allow them to replace it without any upfront costs. It proposes an ongoing equipment replacement as part of the service. It eliminates the need to negotiate annual maintenance contracts. Ms. Graeber stated that MR9-1-1 does not have to negotiate annual contracts but other counties do. It prepares out of state PSAPs for NG9-1-1 and gives them the data network that Maricopa region PSAPs already have.

Ms. Graeber stated the concerns with this plan. The first is a contractual concern: 9-1-1 managed services is not covered under the tariff that controls the wireline 9-1-1. The 9-1-1 State office did not do a competitive bid. They negotiated the terms with CenturyLink but there is not a contract. The State expects each PSAP to go into an agreement with CenturyLink for these services. MR9-1-1 would sign the agreement and represent all PSAPs. They have service level goals but there are no defined service level agreements. We would

want the performance matrix defined to include our expectations. There would be out of pocket costs to the PSAPs for any moves, changes, or adds. These would not be covered unless it is part of the maintenance agreement. The air cost that is incurred for text to 9-1-1 will not be funded. Any shortages in the 9-1-1 fund have to be made up by the PSAPs. For example, if \$5 million is swept as the legislature has done in the past, the PSAPs statewide would have to make up the difference to pay the \$2,000 monthly fee per position. They would divide it up between PSAPs. The monthly fee for the call taking positions that were purchased by your PSAP you would have to pay the \$2,000 for those positions under the Managed Services. Operational concerns: maintenance service levels would drop because it is under a different model. She said that Pinal can answer to this when the scope of work is outside of scope of maintenance it becomes a ticket that the PSAP has to pay. Bob Woodhull stated that is correct. Managed services does not cover the costs to connect to other 9-1-1 IP based systems outside of Arizona. This type of model has had some major outages in Washington and Vermont. The State has requested that CenturyLink do a different model so they don't run into that problem. The technical concern is a single carrier solution. They have provided a dual fiber connection if anything happens to the connection on their end it will not be good. The security solutions we felt were very vague. There is no 9-1-1 current IP network in place. We wanted more defined reports on the system's health.

Chris Nadeau asked for clarification on if the IP network needed to be built.

Ms. Graeber replied the State has set aside \$1.8 million to build the network.

Ms. Graeber advised the State has required us to stay within the fiscal footprint of \$2,000 per position which would bring our budget to under \$7.9 million. Our budget in the past has been \$9 million to \$12 million.

Patrick Cutts asked how they arrive at \$2,000 per position fee.

Ms. Graeber said she does not know; it was done through negotiations with the State.

Mr. Cutts said it appears we don't have a choice in the matter and that the level of service we get from MR9-1-1 is outstanding. The level of service 15 years ago when CenturyLink was over the 9-1-1 system was not good. This managed services plan does not move us forward, it moves us backwards.

Ms. Graeber said we have put this to the 9-1-1 Oversight Team and our goal is to have the consultant take a look at what our needs are. She said that she and Mr. Benjamin are looking at other options, such as outsource it.

Cari Zanella asked if the State will be providing the users with an opportunity to express safety concerns or objections to the plan and who in the State made the decision to go with CenturyLink.

Ms. Graeber said this came from Barbara Jaeger's office.

Mr. Nadeau said he would really like to see their formulas on how they came up with \$2,000 and asked what City Managers said.

Ms. Graeber said she would let Nathan Pryor from MAG answer that question.

Nathan Pryor stated he is the government relations manager at MAG. He said he and Ms. Graeber and have been working on this for a while and we did go to the 9-1-1 Oversight Team and their recommendation was to pursue through a consultant a study of this proposal both the fiscal and technical. It went to the MAG Management Committee of city and town managers and will go to the Regional Council of elected officials at the end of the month. Yesterday at the MAG Management Committee meeting, Patrice Kraus of Chandler brought in Representative Rob Robson. He is a champion of protecting ongoing 9-1-1 fund sweeps and is going to start a working group at the Legislature and hopefully get a better understanding of this issue. Mr. Pryor said to start writing your questions and submit to Ms. Graeber so we can include your concerns in the RFP.

Ms. Graeber said to be able to answer questions from the City Manager as they come down.

Chris Nadeau asked do we know when this plan is effective.

Ms. Graeber says Pima and Yuma the end of this year in December but no one has signed anything yet.

11. Arizona Department Of Administration Report and State Wireless Update

Sandy Gilstad, State of Arizona 9-1-1 Project Manager, reported that we are still deploying Wireless phase II projects. We still have money left from our grant and are working on Coconino County Wireless phase II projects. La Paz, Navajo, and Apache Counties are next. The Navajo Nation is looking at going to Next Generation 9-1-1 but they are not funded out of our program. We appreciate that they are now working on it again. We have started projects there at least 6 times in the past but things change when their administration changes.

12. Request for Future Agenda Items

Vice Chair Finnessey asked if there were any requests for future agenda items. There were no requests for future agenda items.

Adjournment

Mr. Nadeau motioned to adjourn the meeting at 11:25 a.m. Mr. Cutts seconded, and the motion passed unanimously.