



**MARICOPA  
ASSOCIATION of  
GOVERNMENTS**

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February 12, 2010

TO: Members of the MAG 9-1-1 Oversight Team

FROM: Executive Assistant Chief Steve Kreis, Phoenix Fire Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

February 22, 2010 - 1:30 p.m.  
MAG Office Building, Saguaro Room  
302 North 1st Avenue, Suite 200  
Phoenix, AZ

A meeting of the MAG 9-1-1 Oversight Team has been scheduled for the time and place noted above. Please park in the garage under the building, bring your ticket, parking will be validated. Members of the Oversight Team may attend either in person, by videoconference or by telephone conference call. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage. If you have any questions regarding the meeting, please contact Liz Graeber, 9-1-1 Administrator, at (602) 534-9775.

TENTATIVE AGENDA

1. Call to Order
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. Please note that those wishing to comment on agenda items posted for

COMMITTEE ACTION REQUESTED

2. Information.

A Voluntary Association of Local Governments in Maricopa County

action will be provided the opportunity at the time the item is heard.

- 3. Approval of the September 24, 2009, Meeting Minutes

- 3. Review and approve the minutes of the September 24, 2009, meeting.

- 4. Update on Funding Issues

- 4. Information and discussion.

An update will be provided on recent activities regarding the funding issues of the MAG 9-I-I System and the CENS program.

- 5. Community Emergency Notification System Update

- 5. Information and discussion.

An update will be given on the status of the Community Emergency Notification System (CENS).

- 6. Request for Future Agenda Items

- 6. Information and discussion.

Topics or issues of interest that the group would like to discuss or present at the next meeting will be requested.

- 7. Comments from the Committee

- 7. Information.

An opportunity will be provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

- 8. Adjournment

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING  
September 24, 2009  
MAG Office Building, Cholla Room  
Phoenix, Arizona

MEMBERS ATTENDING

Steve Kreis, Phoenix Fire Department, Chair  
Lawrence Rodriguez, Tolleson Police  
Department, Vice Chair  
Mark Burdick, Glendale Fire Department  
Jesse Locksa for Ray Churay, Maricopa County  
Sheriff's Office

Harry Beck, Mesa Fire Department  
# Mike Fusco, Emergency Management, Peoria  
Robert Demlong, Phoenix Police Department  
Tom Melton for Helen Gandara-Zavala,  
Scottsdale Police Department  
\* Brenda Buren, Tempe Police Department

\* Those members neither present nor represented by proxy.

# Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Valerie Day, MAG  
Mike Benjamin, MR 9-1-1  
Liz Graeber, MR 9-1-1 Administrator  
Barbara Jaeger, State 9-1-1 Office

Nathan Pryor, MAG  
Vicky Scott, Peoria Police Department, Chair of  
the PSAP Managers Group

1. Call to Order

The meeting was called to order by Chair Harry Beck, Chief, Mesa Fire Department, at 2:04 p.m.

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 Beck noted that no public comment cards had been turned in.

8. MAG Committee Operating Policies and Procedures - Chair and Vice Chair Appointments

This agenda item was taken out of order.

Chair Beck explained that the MAG Regional Council approved the MAG Committee Operating Policies and Procedures, which provide that the chairs and vice chairs for technical committees need to rotate. He noted that since he has been chair for more than a couple of years, the Executive

Committee appointed Chief Steve Kreis as Chair, and in addition, it appointed Chief Larry Rodriguez as Vice Chair of the Oversight Team.

Chief Beck commented that the faces have changed, but the commitment is still there. He stated that a lot has been accomplished and he felt good about that. Chief Beck stated that 911 is so critically important and it becomes more important every day as the Valley continues to grow. He stated that emerging technology will make it a challenge to keep up. Chief Beck thanked everyone for their support and turned the gavel over to Chief Kreis.

Chair Kreis expressed appreciation to Chief Beck for his ten years of service as Chair of the 911 Oversight Team. He read a list of the accomplishments during Chief Beck's term as Chair, including an increase in the 911 excise tax to implement Phase I and Phase II throughout the state, a centralized the Master Street Address Guide, establishment of the Community Emergency Notification System, deploying mapping for approximately 300 call taking positions, providing self maintenance to all 26 PSAPs, completion of wireless Phase I and Phase II, implementation of the dual tandem mesh project, implementation of the first IP-based system in the state at the City of Scottsdale, passage of Senate Bill 1048 to increase the administrative cost from three percent to five percent, and linking the Phoenix Police Department and Fire Department call taking centers.

Chair Kreis noted that Senate Bill 1048 kept the system up and running, and without it, they would have had layoffs. He thanked Chief Beck for his leadership.

Chief Fusco expressed that it had been a pleasure working on the committee with Chief Beck.

Vice Chair Rodriguez stated that he had learned a lot under Chief Beck's leadership. He said that he conducted the committee meetings simply and professionally, which helps people understand the issues.

Ms. Graeber expressed appreciation on behalf of the 911 Office to Chief Beck. She said that on a personal note, Chief Beck was there for her and was her champion. Ms. Graeber expressed her appreciation for the mentoring and support, and without Chief Beck's support, the milestones mentioned by Chief Kreis would not have come to fruition.

Ms. Jaeger said that she could not say enough about Chief Beck. She stated that he made 911 a team effort with the state. Ms. Jaeger expressed appreciation for his work and service, which will be remembered.

Mr. Pryor expressed appreciation to Chief Beck on behalf of MAG staff. He said that Chief Beck's leadership and guidance made staff's jobs much easier.

Ms. Scott expressed appreciation on behalf of the PSAP Managers Group, and commented that his efforts made the jobs of the PSAP Managers much easier.

Chief Beck stated that a lot of people did a lot of work to make those successes happen; he just happened to be in the chair.

Chief Burdick stated that Chief Beck had been instrumental in the implementation of many projects over the years, and he had a great sense of comfort under his guidance. Chief Burdick thanked Chief Beck for taking an active role in 911.

Mr. Pryor noted that a reexamination of how MAG committees operate was undertaken about one year ago. He stated that a task force composed of some Regional Council members and city managers produced new policies and procedures, which were adopted in July. Mr. Pryor stated that one of the items was the appointment of chairs and vice chairs, which will now be for a one year term with the possibility of reappointment of one year. He stated that the same exercise as this year with letters of interest will take place in April or May of 2010, and action in July, so this year's term will not be for a full year.

3. Approval of the December 8, 2008, Meeting Minutes

Chair Kreis asked members if there were there any changes to the minutes of the December 8, 2008, meeting. Hearing none, he requested a motion for approval of the minutes. Vice Chair Rodriguez moved, Chief Beck seconded, and the motion passed unanimously.

4. MAG FY 2010 PSAP Annual Element/Funding Request Amendment

Ms. Graeber, the 911 Administrator, stated that three changes to the approved MAG FY 2010 PSAP budget have become necessary. She explained that the upgrade of the Gilbert Police Department phone system in the amount of \$330,000 was a scheduled FY 2011 project, but due to the equipment reaching the end of its life, the upgrade is being requested to be moved to FY 2010. Ms. Graeber stated that the Wickenburg Police Department and the Buckeye Police Department each requested amending the FY 2010 PSAP Annual Element/Funding Request for a logging recorder. The amount for each recorder is \$31,000. She explained that according to the policy for making changes to approved 9-1-1 budgets, which was approved by the MAG Regional Council on October 25, 1995, changes to approved PSAP Funding Requests that total less than 10 percent of the total approved equipment program require approval by the PSAP Managers Group. Ms. Graeber advised that the three budget amendments were approved on July 16, 2009, by the PSAP Managers Group. In addition, the policy requires that information regarding all budget changes is to be provided to the MAG 9-1-1 Oversight Team in the form of updates at its meetings.

Chair Kreis asked members if they had questions on the changes. None were noted. He noted that this item was on the agenda for information and discussion only and no action was required.

5. MAG FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program

Ms. Graeber reported that each year, the 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 will enable MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). She stated that the request for FY 2011 include upgrades to Apache Junction, Maricopa County Sheriff's Office, Rural Metro, Salt River Pima-Maricopa Indian Community, and Tolleson. Ms. Graeber explained that they are trying to keep an aggressive upgrade timeline because the centers are subject to a lot of wear and tear due to continuous usage 24 hours per day, seven days per week. She stated that the request also includes

logging recorders for Avondale, Glendale, Mesa, and Tolleson. Ms. Graeber advised that the funding request, including maintenance, upgrades, and network costs, totals \$12,229,396. She stated that the MAG 9-1-1 PSAP Managers recommended approval of the MAG FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program, and the Oversight Team is requested to make a recommendation to the MAG Management Committee.

Chair Kreis thanked Ms. Graeber for her report and asked members if they had any questions. Hearing none, he called for a motion.

Chief Burdick moved to recommend approval of the MAG FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program for submittal to the Arizona Department of Administration. Commander Demlong seconded, and the motion passed unanimously.

6. Community Emergency Notification System Update

Ms. Graeber provided an update on the status of the Community Emergency Notification System (CENS) by saying that the usage since the implementation of Reverse 911 has really taken off. She said that there were 41 activations in 2005, the year in which CENS previously was used the most, and so far in 2009, CENS has been activated 47 times. Ms. Graeber stated that a one year grant will provide funding for CENS until July 2012. She advised that they are always looking for a permanent funding source. Ms. Graeber stated that they had received great support from the State and the Homeland Security Grant Committee helped out in the effort to receive the grant.

Ms. Graeber stated that the annual cost for CENS is approximately \$100,000 for vendor support and network costs, but not the personnel required to administer the program. She noted that she and Dave Eaton are currently managing the program and the goal is to have a dedicated manager when permanent funding is obtained.

Chair Kreis asked members if they had any questions. None were noted. He stated that this item was on the agenda for information and discussion only and no action was required.

7. Update on Funding Issues

Ms. Graeber provided an update on the funding issues of the MAG 9-1-1 System and the CENS program. She noted the funding concerns explained in the previous agenda item for obtaining a permanent funding source for CENS.

Chief Beck asked if there was any indication of an increased risk that the Legislature will sweep the 911 fund to balance the budget. Barbara Jaeger, the State 911 Administrator, replied that the day before he retired, the ADOA Director signed a letter of commitment to a request for federal money. She added that the commitment stipulated that the State would only be eligible to receive the funds if there was no sweep of the 911 fund for three years. Ms. Jaeger reported that the Legislature has made some attempts to sweep the fund, but has not been successful. She noted that this included an attempt in February for \$13,000, which was returned, and another attempt last week for \$30,000 but this was reversed. Ms. Jaeger stated that the State is eligible for \$625,000 in grant funds for projects in the state and her office feels more confident the fund is not at risk, although whether the Legislature will agree with a former director's signature on an agreement is unknown. Ms. Jaeger advised that

the State 911 Office did an analysis and it found that the 911 fund will go into a deficit in 2012 because the annual revenue does not meet the expenditures.

Chief Beck stated that he has read about some funds at the state level where the Legislature attempted to sweep money and lawsuits were filed to protect the funds. Not knowing the statute behind the process, it was his understanding that 911 has been protected from those kinds of activities and he wondered if the basis for claims filed in other areas, if legislation was similar to ours might, under dire straits, give us some recourse.

Ms. Jaeger replied that the funds that were taken and the lawsuit that was filed was to an agency and not to a program. She explained that the agency did get back the funds, but not without repercussions. Ms. Jaeger commented that she believed that the Legislature has made decisions for one day at a time that would allow them to take money from a program fund. She added that from 2002 to date, \$40 million has been swept from the 911 program fund.

Chief Burdick asked the level of involvement of the Department of Emergency Management (DEMA) in 911. Ms. Jaeger replied that DEMA is not involved with the 911 program, which falls under the ADOA. She stated that the 911 excise tax is an independent, tax funding source. Chief Burdick asked if there was any link between them. Ms. Jaeger replied that they exhausted a lot of resources there and she commented that they do not want to give us money, they want to take our money. Ms. Jaeger stated that it has been a constant fight with DEMA and with the Office of Homeland Security because they see the 911 fund as a potential resource to fund their operations. She added that a lot of the grant funds received by DEMA are used for personnel costs, and they feel that the 911 program is running smoothly. Ms. Jaeger explained that the only involvement her office had with them is them trying to utilize the 911 fund for purposes for which it was not intended, and she added that the grant they applied for is only eligible for state 911 programs. Ms. Jaeger stated that there is always a shortage of funds, and because the State's 911 fund has looked healthy for so long, they wanted to use 911 funds for Amber Alerts, however, they have not been successful. She added that the state 911 fund is dedicated and is only used for 911.

Chair Kreis noted that a permanent funding source for CENS needs to be determined.

9. Request for Future Agenda Items

Chair Kreis asked members if they had topics or issues of interest for discussion at a future meeting.

Chief Beck stated that he was interested in hearing possible alternatives for ongoing CENS funding. He noted that in the past, the Oversight Team discussed rolling CENS into 911, but some strong action would be required for that to happen. Chief Beck stated that they have discussed the DEMA grant to help support CENS, but a grant is not a final solution.

Chair Kreis asked staff if they could provide some options for the next meeting. Ms. Graeber replied that she will work with MAG staff on possible regional funding options.

Chief Beck stated that each year the fact that there is no permanent funding source for CENS is reported to the Regional Council, and perhaps with the economy change, it may be the opportunity

to go before them. He commented that if we were to have a situation and need that system and it was not funded to a sufficient level, it would be important to have a plan.

10. Comments from the Committee

An opportunity will be provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Chair Kreis asked members if they had any announcements they would like to share.

Commander Demlong informed the Oversight Team that the Phoenix Police Department is currently undergoing its commander transfers and he has been assigned to the Family Investigation Bureau. He stated that Commander Kim Humphrey has been assigned to Commander Demlong's former position in Communications. Commander Demlong stated that Commander Humphrey is familiar with MAG and will do a good job on the Oversight Team.

Chair Kreis stated that Commander Demlong has been an asset and an ally to the Oversight Team and is sorry to see him leave, although Commander Humphrey is a great replacement to have on the committee. Chair Kreis thanked Commander Demlong for his efforts on the Oversight Team and also to the Phoenix Police Department for making both officers available to the committee.

Chief Beck stated that the Bass Pro Shop is holding an Emergency Preparedness Day, which will include a CENS presentation given by Gil Damiani and staff. He noted that they will use the information usually used at events. Ms. Graeber noted that she would contact Mr. Damiani and ask if he needed anything from the 911 office.

With no further business, Chief Beck moved to adjourn the meeting, Vice Chair Rodriguez seconded, and the motion passed. The meeting adjourned at 2:45 p.m.