

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING
December 8, 2008
MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

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| Harry Beck, Mesa Fire Department, Chair | Robert Demlong, Phoenix Police Department |
| Chris DeChant for Mark Burdick, Glendale Fire Department | Helen Gandara-Zavala, Scottsdale Police Department |
| * Ray Churay, Maricopa County Sheriff's Office | * Brenda Buren, Tempe Police Department |
| * Mike Fusco, Emergency Management, Peoria | Lawrence Rodriguez, Tolleson Police Department |
| Steve Kreis, Phoenix Fire Department | |

* Those members neither present nor represented by proxy.

Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

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| Angela Beatty, Phoenix Fire | Barbara Jaeger, State 9-1-1 Office |
| Valerie Day, MAG | Tom Melton, Scottsdale Police |
| Mike Benjamin, MR 9-1-1 | Nathan Pryor, MAG |
| Dave Eaton, MR 9-1-1 | Vicky Scott, Peoria Police Department PSAP, Chair of the PSAP Managers Group |
| Liz Graeber, MR 9-1-1 Administrator | |

1. Call to Order

The meeting was called to order by Chairman Harry Beck, Chief, Mesa Fire Department, at 10:05 a.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.

3. Approval of the August 25, 2008, Meeting Minutes

Chief Rodriguez moved to approve the minutes of the August 25, 2008, meeting. Chief Kreis seconded, and the motion carried unanimously.

4. Community Emergency Notification System (CENS) Update

Liz Graeber, MR 9-1-1 Administrator, provided an update on the status of the Community Emergency Notification System (CENS) and the selection of a CENS vendor. She said that Plant CML, whose product is Reverse 9-1-1, was the consultant selected to provide service for the CENS system. Ms. Graeber stated that the contract is in the Phoenix legal department for review.. Ms. Graeber explained that one requirement of the request for proposals was the speed with which the map will be delivered. She reported that Maricopa Region 9-1-1 has a lot of mapping detail there were issues with the delivery of the map, but the adjustment was made by Plant CML at no cost.

Ms. Graeber stated that Mary Franklin retired and Ms. Graeber and Dave Eaton are sharing the responsibility for the CENS program. She noted that as soon as the contract is signed, installations can be scheduled. Ms. Graeber stated that service is being provided by the current vendor on a month to month basis, and those charges are eating away the program's funding. Ms. Graeber advised that the funds that were allocated for the CENS Manager position have been going to cover the monthly service charge.

Ms. Graeber advised that the goal is not to leave any agency without emergency notification capabilities until the transition is made, and added that it is anticipated that the Reverse 9-1-1 system will be installed and staff trained by February 1, 2009.

5. Recommendation on the Community Emergency Notification System (CENS)/Reverse 9-1-1 Draft Standard Operating Procedures

Ms. Graeber reported that the CENS request for proposals review team drafted standard operating procedures for the new Reverse 9-1-1 system. She commented that the procedures that will be used by the PSAPs during a launch to ensure consistency and appropriate use of the system. Ms. Graeber advised that on October 16, 2008, the MAG PSAP Managers Group reviewed and recommended approval of the procedures, and the MAG 9-1-1 Oversight Team is being requested to review and make a recommendation on the procedures to the MAG Management Committee.

Chief Kreis suggested creating templates for certain events, such as evacuations, chemical spills, police situations, etc., and agencies would need only plug in a few details. He commented that when there is an incident, it usually takes about 30 minutes to compose the message and having a template would minimize the time spent on this. It was agreed that the proposal review group would develop the templates that would be attached to the standard operating procedures.

Commander Demlong moved to recommend approval of the draft Reverse 9-1-1 Standard Operating Procedures. Chief Rodriguez seconded, and the motion carried unanimously.

Chair Beck extended his appreciation to everyone for their work on drafting the procedures.

6. Update on Funding Issues

Nathan Pryor, MAG Senior Policy Planner, provided an update on recent activities regarding the funding issues of the Maricopa Region 9-1-1 System and the CENS program. He said that the economic downturn has affected the collection of revenues, both locally and statewide, and noted that

last year, the Legislature transferred \$25 million from the state 9-1-1 fund to balance the state's general fund.

Mr. Pryor reported that there may be a special legislative session to try to address the state's funding shortfall for FY 2009 before they can begin to work on the FY 2010 budget. He added that he has been hearing that the Legislature, the Governor, and perhaps the future Governor have indicated that nothing is off the table to address the shortfall, and there is the potential for a 9-1-1 fund transfer. Mr. Pryor stated that the JLBC has yet to weigh in on this and he will continue to monitor the situation for the next fiscal year. He advised that he has been hearing that an economic turnaround might not be expected until 2011.

Ms. Graeber handed out copies of the Maricopa Region 9-1-1 FY 2009 budget. She explained that the chart showed that 15 percent of the budget is allocated to maintenance, 26 percent to equipment, and 59 percent to network costs. Ms. Graeber explained that the network costs are further broken down into wireline and wireless costs. She advised that wireline accounts for 35 percent of the total network cost, but represents only 40 percent of the call volume; wireless accounts for 24 percent of the total network cost, but represents 60 percent of the call volume. Ms. Graeber advised that they might need to decide which component of the budget will need to change if there is a shortfall in the 9-1-1 fund.

Chair Beck stated that the state will have to balance the budget and asked the potential for another sweep of the 9-1-1 fund. Barbara Jaeger, State 9-1-1 fund Administrator, stated that they have been trying to ensure funds are available for projects. She reported that she would like to apply for some of the \$42 million that has been put on the table at the federal level and noted that one of the requirements to receive the money is that there can be no sweep of 9-1-1 funds for 180 days or there will be consequences.

Chair Beck asked Ms. Graeber if she had a feel for areas that might be susceptible to reductions and priorities. Ms. Graeber replied that they would probably go with upgrades, additional positions, reimbursements for logging recorders, positions, etc. She indicated that agencies would have the option to work with older equipment or pay for the upgrades themselves. Ms. Graeber stated that Maricopa Region 9-1-1 runs four to five projects per year. She explained that the IT systems have a shelf life of about five to six years, after which the equipment begins to have problems. Ms. Graeber indicated they would have to prioritize projects according to need.

Ms. Jaeger commented that they are still faced with a deficit even if the fund is not swept. She noted that there is work still to be done to complete Phase II in the state. Ms. Jaeger noted that funds are not available for Next Generation work.

Chief Kreis asked for clarification of the requirements to receive a grant from the \$42 million federal grant money. Ms. Jaeger stated that to be eligible for the grant certain criteria must be met. She noted that the Association of State 9-1-1 Administrators did a poll and not many states met the criteria. Ms. Jaeger stated that the grant requires a state plan and the State 9-1-1 office has a consultant in place and will have a plan by the time they have to submit a report on usage of the funds. Ms. Jaeger reported that the grant also requires that 9-1-1 fund money cannot be used for anything except 9-1-1 in the 180 days prior to the grant. She said that we are now in the time frame that if any more funds

are taken from the state fund, we would be ineligible for a grant. Ms. Jaeger stated that the grant has to be out the door by September 2009.

Chair Beck suggested that MAG do a public education piece for the media on the implications the monthly rate reductions and budget transfers have on 9-1-1. He said that the Oversight Team as a group needs to do more to educate the public.

Ms. Graeber stated that they have not told the media because they have been concerned about saying the wrong thing, but if done correctly, it could be the right approach. She noted that they have conveyed to the media that Arizona's monthly rate for 9-1-1 is one of the lowest in the nation. Ms. Graeber added that she had spoken to a colleague in New Mexico where the rate is 75 cents per month, and they are getting ready to push for \$1.25 per month.

Chair Beck commented that he thought the reason the rate could be kept so low was due to growth, but he was not sure that growth would rescue us now.

Ms. Jaeger stated that the annual report from the carriers will now include wireless accounts, not just wireline accounts. She added that the 9-1-1 excise tax language limits collection of revenue because it mentions accounts, not individual phones, so the amount collected depends on how the carriers collect. Ms. Jaeger commented that if this language was clarified in statute, the state might be able to collect more revenue. She added that the prepaid wireless phones is another issue they are still fighting. Clarification was provided that the percentage toward administrative costs previously included wireline only, not wireless, but would now include wireless.

Chair Beck stated that the obligation of the Oversight Team is to report to the public how efficient the region's 9-1-1 system is based on the available funding.

Ms. Jaeger clarified that no funding requests by Maricopa Region 9-1-1 have been denied by the state office and they are still approving requests.

Vicky Scott stated that one selling point is the status of 9-1-1. She said that coverage is not the same across the state and suggested demonstrating to citizens what they might not get if they are in another section of the state, and also compare our system to other states.

Chair Beck stated that he was not sure whose responsibility is to inform the public how the state is doing and commented that the story has been positive until recent years. He suggested that Mr. Pryor and Ms. Scott might participate in a meeting with the state to give them a sense for what the region's 9-1-1 system is experiencing and ask for their support.

Chief Kreis commented that having positive reports in the media may put the region's 9-1-1 system in a better position when budget discussions begin.

Mr. Pryor stated that he would work with Maricopa Region 9-1-1 and the MAG Communications Division on this.

7. CENS Informational Video

Jason Stephens, MAG Public Involvement Planner, reported on efforts to produce an informational video that shows the benefits of the Community Emergency Notification System (CENS) program. He noted that the video would be shown on community and municipal cable channels. Mr. Stephens stated that the script has been written and interviews with Assistant Chief Todd Harms of the Phoenix Fire Department, and Detective Steven Barry of Mesa Police, were taped. He said that Detective Barry's interview was dark and has been reshot. Mr. Stephens stated that Mike Telles, the Peoria Public Information Officer, has lined up a couple of people who will be interviewed soon on their personal experience when they received a call from the CENS system. He indicated that MAG anticipates completion of the video by the end of January.

Mr. Pryor commented that the video could be released in conjunction with the media reports.

Mr. Stephens asked for clarification if the video would need to include any of the public education pieces that the committee discussed under the previous agenda item.

Ms. Gandara-Zavala commented on the video showing the benefits to the community and the reality of what is in jeopardy. Mr. Stephens stated that the video is to be an informational piece about what will happen if CENS ceases.

Chief Beck expressed concern for delaying the video for revisions. He said that now is the time to tell a positive story, and his feeling was to get it done.

Chief Kreis stated his agreement with Chair Beck and said that the video could be revised later but it is better to send a positive message before it is too late and we miss the opportunity this year.

Chief Rodriguez commented on including in the video the expectations that the public has to provide this service.

Ms. Jaeger expressed concern that the state cannot fund CENS ongoing and she wanted to ensure that was not a part.

8. Implementation of GovDelivery for Electronic Communication

Mr. Pryor stated that MAG has instituted an electronic mail notification system free to subscribers called GovDelivery. He explained that people can sign up to receive notifications by email when updates, such as agendas being posted, are posted on MAG Web pages. Mr. Pryor said that recipients have the option to sign up to receive notifications on an immediate, daily, or weekly basis. He commented that GovDelivery will provide an opportunity for substantial cost savings in paper supplies and postage costs. Mr. Pryor referenced the green form that was included in members' agenda packets and said that by filling out the form they could indicate their preferences for receiving mail from MAG which could include hard copy, hard copy and electronic copy, or electronic copy only, or they could sign up any time on the MAG website.

Tom Melton asked if Gov Delivery will be available to the PSAP Managers Group. Mr. Pryor replied that GovDelivery is available to all MAG committees and the PSAP Managers will receive a report at their next meeting.

9. 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 Beck asked if there was a potential that Maricopa Region 9-1-1 could receive calls from another county. Ms. Graeber explained that the wireline transfers throughout the state are without issue. What they struggle with is getting the data on wireless to pass to agencies outside the region. Ms. Graeber stated that Maricopa Region 9-1-1 gets information in-house and they struggle with passing wireless calls but not the cell tower information. She noted that they are working with Qwest and Intrado to clarify this.

Mike Benjamin stated that the technology was in place, but there was reluctance from the private sector that held them up. He said that they would do the work, but at a big price. Ms. Jaeger stated that they have a frame relay network in place.

Ms. Graeber stated that the GIS information is shared with surrounding counties.

10. Topic Suggestions

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

No suggestions for agenda topics were noted.

There being no further discussion, the meeting was adjourned at 10:55 a.m.