

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING

December 17, 2002
MAG Office Building, Palo Verde Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department,
Chairman
Jim Gibson, Glendale Fire Department
Tom Melton for Steve Werner,
Maricopa County Sheriff's Office
Ron Poulin, Mesa Police Department

#Mike Fusco, Emergency Management, Peoria
Blake McClelland, Phoenix Police Department
Helen Gandara-Zavala, Scottsdale Police Dept.
Jay Spradling, Tempe Police Department
Lawrence Rodriguez, Tolleson Police Dept.

* Those members neither present nor represented by proxy.

Attended by videoconference or by telephone conference call.

OTHERS PRESENT

Valerie Day, MAG
Mary Dysinger-Franklin, Phoenix Fire Dept.
Laura Etter, Goodman Schwartz

Susan MacFarlane, Phoenix Fire Department
Penelope Meyers, State 911 Office
Joe Noce, Mesa

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:00 p.m. Chairman Beck noted that Mike Fusco was attending the meeting via telephone conference call. Mr. Fusco acknowledged that he was present and able to hear the meeting proceedings.

2. Approval of the May 9, 2002 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Jay Spradling noted that his affiliation needed to be changed from Tempe Fire to Tempe Police. The change was duly noted. Chairman Beck asked for a motion to approve. Mr. Fusco moved to approve the revised minutes of the July 25, 2002 meeting. Mr. Spradling seconded, and the motion carried unanimously.

3. 911 GIS Data Enhancement Request for Proposals

Susan MacFarlane stated that in November 2002, MAG issued a Request for Proposals from qualified consultants for the enhancement of the MAG 911 GIS database to assist the 26 Public Safety Answering Points (PSAPs) in the region to locate wireless 911 callers. Ms. MacFarlane stated that all GIS files in the valley will be incorporated into one file. The consultant will then clean up the data and run it against the MSAG, etc. for accuracy. Ms. MacFarlane noted that this project is an element in the location of wireless calls. She stated that on December 12, 2002, a multi-agency review team that included representatives from Mesa, Surprise, Phoenix, Peoria, and MAG staff discussed six proposals received and reached a consensus that Contact One be selected as the consultant for the project.

Mr. Gibson asked if the project will identify addresses on parcels. Ms. MacFarlane replied that where parcels are available they will be part of the GIS data distributed to the PSAPs but that addressing of parcels is facilitated by the County Assessor and there are not many parcels that are addressed. After the system is operational, it is a goal to work with the County Assessor to work on a solution to providing an address for each parcel.

Ms. Gandara-Zavala commented on replication of work. Ms. MacFarlane stated that she has met with Mark Ledbetter, who has provided Scottsdale, Fountain Hills and Peoria data.

Mr. Melton asked where this left Maricopa County mapping. Ms. MacFarlane replied that the starting point is the Phoenix Fire data but the 911 office has been meeting with all the GIS entities in the Valley to incorporate their data into the Phoenix Fire data. The end product will be one map for the entire Maricopa area, which will also include parts of Pinal County since Apache Junction is in Pinal County. Mr. Melton asked MCDOT's involvement in this. Ms. MacFarlane replied that MCDOT has not been as receptive at this point in time, but as data comes together, that could probably change. This could eliminate duplication of work. Ms. MacFarlane stated that the goal is to have a 911 dataset; however, each would maintain their own data.

Chairman Beck noted the challenges over the years due to proprietary interests. He added that in the past, agreements needed to be signed stating that usage would be for the purpose of public safety only. He noted that the City of Phoenix Fire Department manages the street centerline file for Phoenix. Ms. MacFarlane added that the idea is not to be the keeper of the centerline file. Each jurisdiction will have their own file brought together into one file, which would be sent out to PSAPs for mapped ALI.

Chairman Beck asked for clarification that if the first level of data entry will locate cell tower sites, would the data layer follow. Ms. MacFarlane replied that Phase I will locate the cell phone tower and callback number, and would provide the sector area for searching. She added that Phase II will provide the exact location. Mr. Poulin asked the next steps in the process. Ms. MacFarlane explained that a recommendation from the Oversight Team would be considered by the Management Committee, then the Regional Council on January 29, 2003. The start date for the consultant would follow approval by the Regional Council.

Mr. Fusco asked for clarification that the time needed to work on the data is estimated at six to nine months. Ms. MacFarlane replied that was correct, and is dependent upon how many corrections would need to be made.

Mr. Poulin moved to recommend Contact One as the consultant for the 911 GIS Data Enhancement project. Mr. Melton seconded, and the motion carried unanimously.

4. State 911 Fund

Ms. MacFarlane stated that in the Special Session of the Legislature on November 25, 2002 \$5 million was transferred from the State 911 fund to the General Fund. She commented that this is a small victory, because the Legislature originally wanted to transfer \$10 million. The money in the State 911 fund is needed to continue the implementation of Phase I and Phase II, which will enable 911 operators to know the location of a wireless 911 caller. Ms. MacFarlane stated that there would not be an immediate impact—that is expected in FY 2007. She noted the efforts of the MAG 911

office, along with the Phoenix lobbyist, Sandra Junck, the State 911 office, and some State communities to provide an educational session to the Legislators to show the impacts. Ms. MacFarlane stated that the Legislature will be back in session in January 2003.

Chairman Beck asked if the basic 911 plan could go forward until 2007. Ms. MacFarlane replied that was correct. Chairman Beck noted that the funding mechanism passed by the Legislature last year declines from 37 cents to 28 cents to 20 cents in a three to four year time frame. Chairman Beck stated that support went statewide on the last legislative appeal. He added that the MAG region generates 62 percent of the funds.

Mr. McClelland asked if it is anticipated that there will be a move to take more from the 911 fund. Ms. MacFarlane replied that at this point, no fund is safe. The Legislature will be re-scrutinizing funds starting in January 2003.

Mr. Melton asked if efforts would be made to extend the tax to replenish the fund. Chairman Beck stated that he made a presentation to the Regional Council last week to inform them of the situation and ask their support. He added that one strategy he outlined during the presentation was an extension. Mr. Melton asked if there was legal recourse. Ms. MacFarlane replied that the Legislature changed the law before transferring the funds, and then changed it back. Chairman Beck added that a law protecting transfers for frivolous reasons is still in place.

Ms. MacFarlane stated that the group also wants to educate the Legislators about the cost recovery language. She explained that current legislation says that cell phone companies can have their costs for Phase I and Phase II from the switching station reimbursed by the 911 systems. Ms. MacFarlane noted that this is very expensive. Ms. MacFarlane stated that the funding shortfall could be solved by taking out the cost recovery language; therefore, taxes would not have to be raised. Ms. Gandara-Zavala commented that the lobby for cell phone companies would be a much greater lobby than ours. Mr. Poulin commented that the best defense appears to be communicating this to the Legislators.

Chairman Beck stated that when the tax increase was passed, a committee was formed to review the tax and report back to the Legislature. He stated that much time was spent with the Legislative committee, but many on the committee have left due to elections.

Ms. Gandara-Zavala asked if communities' lobbyists could provide assistance. Ms. MacFarlane stated that Ms. Junck, who has been the 911 lobbyist since the inception of the system, has been working with the lobbying community statewide on a briefing of our position. Mr. Melton commented on including the Oversight Team in lobbying efforts. Chairman Beck stated that the MAG intergovernmental representatives could provide assistance in lobbying efforts. The Committee requested that this be discussed at the next intergovernmental representatives meeting.

Ms. Gandara-Zavala stated that her mayor, Mayor Mary Manross, had indicated to her to let her know if she could be of assistance in this effort. Chairman Beck stated that letters from individual jurisdictions expressing this concern would be helpful. He explained that more than half the 911 phone calls received are cell phone based. Chairman Beck stated that the reason the 911 fund had a "surplus" is that the cell phone companies have been dragging their feet in providing estimates for Phase I and Phase II implementation. Without the estimates, Phase I and Phase II cannot proceed. Therefore, the fund shows surplus. Chairman Beck stated that there has been no enforcement action

taken against the cell phone companies. He advised that the best recourse is to contact senators, representatives, mayors and managers.

Mr. Melton suggested that a unified plan on our end would be beneficial. Chairman Beck commented that the legislative lobbyists will come into play here. Ms. MacFarlane stated that it was recommended that we not say what needs to be done to fix the problem, but rather show the impacts. She added that when the funds run out, the MAG member agencies will have to pay costs for the system.

Mr. Poulin commented that homeland security funds might be a potential source of funds. Chairman Beck commented that no one community can handle a catastrophic incident. The 911 system is an example of a working network that could allow us to give early warning for those types of events. Mr. Poulin stated that this might fit in with the Legislative communication piece.

Mr. Fusco mentioned that many people are eliminating land line phones and going to cell phones, so the problem will just escalate. Regarding homeland security, Mr. Fusco suggested that a joint request or intergovernmental agreement could speed things up.

Chairman Beck commented that this could be a good strategy—it shows that we examined other options beside raising the tax.

Mr. Spradling asked if the net effects of the \$5 million transfer had been analyzed. Ms. MacFarlane replied that a state analysis had been done. The analysis showed that Phase II will be halted, but that is also dependent upon what has been done statewide. She indicated that if the MAG system is quick enough, the impacts may occur in other parts of the state before ours. Ms. MacFarlane stated that the transfer could impact maintenance and replacing equipment. Over time, the equipment would simply deteriorate.

Chairman Beck stated that the 911 fund is already underfunded. Even if the funds had not been transferred, a continuation would probably need to be requested. Chairman Beck stated that we did not get all we wanted in the last Legislative session—we wanted 50 cents and ended up with 37 cents, which was an improvement over the 10 cents it was before. He indicated that at some point, no development money will be left. Chairman Beck noted that with the current funding, only Phase I will be implemented, which would provide identification of the cell tower and phone number. There will not be enough money to implement Phase II.

Mr. Spradling asked if that would mean all upgrades would halt. Ms. MacFarlane replied that currently, there would be no effect on planned upgrades. She commented on the mapping project that would provide Mapped ALI. Mr. Spradling asked if Phase I would provide the radius of the cell tower coverage. Ms. MacFarlane replied that depended on the terrain. However, because of the sheer number of towers, the urban areas would be better off than rural areas.

Mr. Melton asked if MAG could face legal penalties for not implementing Phase II. Ms. MacFarlane stated that the system, by implementing the mapping project, would be able to receive cell phone information, so we will be prepared.

Mr. Fusco stated that the Peoria Intergovernmental Representative, John Schell, has indicated to him that he would like a briefing of the City staff for the purpose of obtaining support at the Legislature. Chairman Beck stated that a summary prepared for last year's Legislative session might be helpful and would be sent to the Committee.

Chairman Beck stated that MAG, Tucson and DPS are all voices that will be heard at the Legislature. He commented that it was impressive that Mayor Manross had communicated her concern, with all of the other important issues that she deals with.

5. Community Emergency Notification System Update

Ms. MacFarlane stated that a funding opportunity was presented to MAG for a Community Emergency Notification System (CENS) by the Arizona Department of Environmental Quality. CENS will be provided through a \$2.5 million environmental settlement. Ms. MacFarlane stated that the State wanted to support MAG providing the system at the outset, but it was decided that a procurement process would be followed. With that said, DEQ issued a Request for Offer for the establishment of a CENS, and a response was submitted by MAG 911. She indicated that MAG is on the threshold of receiving the funds after a lengthy wait. She stated that a notification of the award is anticipated within the next couple of weeks, and there would probably be a press release announcing this. Ms. MacFarlane stated that depending on the award, discussion could take place at the next meeting on the policy and procedure for the system. She reported that the \$2.5 million will cover the technical work with Qwest, installation at the PSAPs and a couple of years' maintenance. Ms. MacFarlane noted that after this, MAG will be responsible for maintenance costs. She added that this cost could be funded by a special assessment or a cost recovery based on a user fee. Ms. MacFarlane noted that this type of system is being done in Glendale, and an integration of their system with the MAG system will be needed.

Chairman Beck mentioned that at a Management Committee meeting, the Glendale City Manager, Ed Beasley, expressed that consideration would need to be given to those communities who have systems already in place.

Ms. Gandara-Zavala stated that Scottsdale purchased a type of system with home security money.

Mr. Gibson commented that he understood the system would be installed through MAG. Ms. MacFarlane replied that MAG 911 is partnering with Qwest on the project. Joe Noce stated that cost also depends on what is purchased and how often you update the data. He indicated that costs for an annual update through Qwest could run approximately \$200,000 to \$300,000.

Ms. MacFarlane stated that MAG is using Qwest to utilize their equipment and have access to the 911 database. From a liability standpoint, it is important to ensure all are notified.

Chairman Beck stated that the MAG response included Qwest because they wanted to use the most accurate—the Qwest database. He stated that a system could be up and operational in six to twelve months.

Ms. MacFarlane commented that in addition to training the PSAPs, the public will need to be educated.

Chairman Beck asked if custom messages would be more costly than canned messages. Ms. MacFarlane replied that pre-planned events could be recorded. Each call would incur the same charge, whether pre-recorded or recorded on the fly. Ms. MacFarlane commented that there will be no charge for missing and abducted children calls. Chairman Beck stated that a balance of use is important; we do not want to overuse, but we also do not want to overlook critical need, either. He stated that we have been contacted by other areas interested in helping us develop policies and procedures. Chairman Beck stated that a focus group, including Oversight members and others, could be formed to work on this effort.

Chairman Beck asked if members had items for the next meeting. Hearing none, he asked for a motion to adjourn. Mr. Rodriguez moved to adjourn the meeting. Mr. Gibson seconded, and the meeting was adjourned at 2:58 p.m.