

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

July 25, 2002  
MAG Office Building, Palo Verde Room  
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department, Chairman	*Mike Fusco, Emergency Management, Peoria Blake McClelland, Phoenix Police Department
*Jim Gibson, Glendale Fire Department Linda Velazquez for Steve Werner, Maricopa County Sheriff's Office	Mike Morrison for Helen Gandara-Zavala, Scottsdale Police Dept.
Ron Poulin, Mesa Police Department	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	Susan MacFarlane, Phoenix Fire Department
Mary Dysinger-Franklin, Phoenix Fire Dept.	Joe Noce, Mesa
Susan Lou, Maricopa County Sheriff's Office	

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:00 p.m.

2. Approval of the May 9, 2002 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, Chairman Beck asked for a motion to approve. Ron Poulin moved to approve the minutes of the May 9, 2002 meeting. Mike Morrison seconded, and the motion carried unanimously.

3. Community Emergency Notification System Update

Susan MacFarlane stated that ADEQ had scheduled the Community Emergency Notification System (CENS) proposal review for July 1, 2002. Due to an office move, the review was postponed and has not been rescheduled.

4. MAG 9-1-1 System Performance Consultant Review

Ms. MacFarlane stated that at the May 9, 2002 Oversight meeting, the committee requested that additional time be given for review of the report and that to allow for the PSAPs to make a priority list from the recommendations. She stated that the PSAPs recommended that wireless, routing for cellular calls, and GIS to support routing are the top priorities. Ms. MacFarlane stated that the State has approved the budget and the GIS project. She stated that another area of concern is a regional

backup center. Ms. MacFarlane stated that having backup for smaller PSAPs is not as much of a problem as it would be for a large PSAP, such as Phoenix, Mesa, or the County.

Jay Spradling asked if the report is approved, would that still allow for changes in priorities? Ms. MacFarlane replied that a recommendation for approval would be an acceptance that a document was drafted by the consultant. It would serve as a blueprint for review of the adopted Five Year Plan. Any changes to the recommendations would come back through the committee. Ms. MacFarlane stated that the PSAP Managers had recommended acceptance of the document. Chairman Beck noted that this is a formalization of accepting the document because funds from the State were received to conduct the study.

Joe Noce stated that from his viewpoint as a PSAP Manager, the document is a comprehensive package and deals with issues relevant to the PSAPs.

Mr. Spradling moved to recommend acceptance of the MAG 9-1-1 System Performance Consultant Review. Mr. Poulin seconded, and the motion carried unanimously.

Chairman Beck stated that this is a quality document. He expressed his appreciation to Ms. MacFarlane for her efforts. Chairman Beck stated that the study provides a reference for the Five Year Plan and is designed to address our issues.

5. 9-1-1 Customer Premise Equipment Maintenance RFP

Ms. MacFarlane provided an update on the RFP for maintenance service for PSAP 9-1-1 equipment hardware and software. She stated that the first time the RFP was published, only Qwest responded, and their submittal was not completely responsive to the RFP. Ms. MacFarlane stated that the RFP was reissued in December 2001, and three vendors responded. The RFP review team recommended that Verizon be selected for maintenance of all 26 PSAPs. Ms. MacFarlane stated that issues arose with Verizon in regard to Positron equipment and the level of tech training. In addition, the State had an issue with the dollar amount of the Verizon contract. Ms. MacFarlane stated that after many meetings and discussions, the issues between Verizon and Positron were not resolved, so the review team decided to award the maintenance contract to Qwest for two years, then the State would fund MAG to take over the maintenance contract for two years, with the understanding that during that time period, the State would hire the tech positions so we could assume the maintenance ourselves. Ms. MacFarlane noted issues with Qwest's reporting on PSAP problems. She stated that the PSAP Managers were supportive of the plan.

Ms MacFarlane stated that the PSAP Managers supported awarding Qwest the contract. She stated that the State indicated they fully supported the plan. Ms. MacFarlane stated that she had done a cost analysis, and the figures for MAG to provide maintenance are less than Verizon would charge as given in their response. Ms. MacFarlane stated that approval of awarding the contract to Qwest does not need to go to the Management Committee and Regional Council, because that is a function of the City of Phoenix as the 9-1-1 contracting agent.

Chairman Beck noted that an agreement to award Qwest the maintenance contract for two years, and also an agreement in the form of a proposal of the development process of a maintenance system are needed. Ms. MacFarlane stated that she had drafted a White Paper and the State 9-1-1 Office is

writing a letter outlining their agreement with the plan. After these are in place, they will be submitted to the Phoenix City Manager for an approval. Chairman Beck stated that the MAG 9-1-1 system has a role in this, even though the State has agreed to fund the maintenance.

Mr. Poulin stated that he had seen a copy of the White Paper, and was supportive. He requested that a copy be provided to the Oversight members in order to formalize a letter of support. Ms. MacFarlane stated that the Qwest contract would need to go to the City Council for award after the August break. As far as Qwest, there will be no change in the service they already provide.

Mr. Poulin expressed his support for drafting a support letter based on the concurrence of the Oversight Team. Chairman Beck stated that the Council likes to know that this body is involved. A letter of support could be written on each issue.

Mr. Poulin stated his support for contract negotiations with Qwest, with the caveat allowing maintenance of the MAG 9-1-1 system to be assumed by MAG.

Ms. MacFarlane stated that it is important to acknowledge that the RFP review team said that Qwest did not meet the requirements set forth in the RFP, but we are willing to award the contract to Qwest because we will be starting the transition. She stated that customer service, followup, and training of our techs are very important. Ms. MacFarlane stated that caveat is important. Mr. Spradling asked if at the end of two years, would Qwest still assist our techs? Ms. MacFarlane replied that there is a one year extension option, and a partial extension may be considered.

Mr. Morrison asked if telecommunications support from city staff might be considered? Ms. MacFarlane replied that personnel might be utilized to provide maintenance. Other options had not yet been explored, but it may be an option to have trouble shooting staff on site.

Chairman Beck asked if the Management Committee and Regional Council would have a role in the process? Valerie Day replied that she would verify this with Dennis Smith, Interim Executive Director. Ms. MacFarlane stated that a letter of support would lend credence and all would be aware and concur with the plan.

Mr. Poulin moved to support the RFP review team's recommendation to select Qwest for a two year maintenance contract, with the caveat that the proposal to develop a maintenance system during that time period be included in the contract negotiations. Blake McClelland seconded, and the motion carried unanimously.

Chairman Beck stated that the maintenance contract represented a huge effort. He stated that the establishment of a new maintenance system will provide better ability to follow up on maintenance.

## 6. PSAP Managers Group Update

Mr. Noce provided an update on activities of the PSAP Managers Working Group. He stated that the concept of establishing regional backup centers is being examined. He stated that the larger centers can house the smaller PSAPs if there is a catastrophe, but the question is where could a large center be accommodated? Mr. Noce stated that currently, only Phoenix has a backup center, not Mesa nor the County. Mr. Noce reported a visit to Sun Guard in Scottsdale. He explained that Sun Guard is

a private company that provides backup services for phones and data. Mr. Noce stated that they have the ability to support 38 different types of data systems and provide dedicated infrastructure, which they maintain. He noted that there would be a cost associated, however. Mr. Noce stated that they indicated they would be interested in a partnership if connectivity were established. He explained that a mobile communication facility with dedicated equipment can be brought to a site within 48 hours, guaranteed. Mr. Noce stated that fiber is brought in from three different sources and they are a world-wide company. They can bring up in eight different US cities and are a major contractor with federal agencies. Mr. Noce stated that the question is whether we have the finances and ability to build a backup center. He mentioned that alternative funding sources for building a regional backup center are also being examined.

Mr. Poulin asked if Sun Guard's mobile communication centers have mobile telephone and radio communication abilities. Mr. Noce replied that they could. Right now they have computers and telephones. Ms. MacFarlane noted that their Scottsdale center is in line of sight with two radio towers. This could be useful especially with the Phoenix/Mesa 800 megahertz project coming on line. Ms. MacFarlane stated that the primary focus is to provide smaller agencies with support. She stated that a Memorandum of Understanding for support of this could be taken to the Management Committee and Regional Council. She stated that a commitment is being made to have this in place by the end of the year for the smaller communities, followed by exploring options for the larger facility.

Ms. MacFarlane stated that this issue came up at the PSAP discussion on what to do with overflow. The recent storm created a lot of havoc. She stated that there some ideas for solutions may be forthcoming when the PSAPs attend the upcoming APCO national conference. Ms. MacFarlane stated that it is important to address this now, especially as we are looking at wireless implementation.

Mr. Poulin asked if the group had put together a timeline. Mr. Noce replied that a report for the smaller agencies is anticipated by the end of the year. He brought up that Homeland Security money may become available.

Ms. MacFarlane stated that the overflow situation is becoming more critical, and occurring more frequently. Mr. Noce commented that 56 percent of Mesa's calls are wireless calls. Chairman Beck noted that wireless is one of the culprits of overflow. Before, a couple of calls would be received on one incident; today, 30 to 40 calls are received. Ms. MacFarlane stated that one of the difficulties is there is no way to get the overflow call routed back. Chairman Beck noted that there is some merit in fast busy. Mr. Noce stated that the public needs to be educated as to why this is done. The public expects that an operator will always answer, but this is not always the best option. Chairman Beck stated that a plan needs to be developed. Ms. MacFarlane stated that the PSAPs could work on some recommendations and come back to the Oversight Team. Chairman Beck noted concerns about terrorism and the 9-1-1 system.

Chairman Beck noted that Cliff Jones had stepped down from the Oversight Team. Mr. Spradling would be filling in until the appointment process was completed.

There being no further business, a motion was made by Mr. Poulin to adjourn the meeting. Mr. Spradling seconded, and the meeting was adjourned at 2:50 p.m.