

DRAFT PENDING APPROVAL BY THE COMMITTEE  
Minutes of the MAG 9-1-1 Oversight Team  
August 22, 2018  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

MEMBERS ATTENDING

Mesa Fire Department: John Locklin, Chair  
Tempe Police Department: Brenda Buren, Vice Chair  
Glendale Fire Department: Jeff McMenemy  
Maricopa County: Kip Rustenburg  
\*Peoria Police Department: Roy Minter  
Phoenix Fire Department: Scott Walker  
Phoenix Police Department: Jesse Cooper  
City of Phoenix: Liz Graeber  
\*Scottsdale Police Department: Michael Keran  
#Tolleson Fire Department: George Good

\* Those members neither present nor represented by proxy.  
# Attended by Teleconference

1. Call to Order and Introductions

The meeting of the MAG 9-1-1 Oversight Team was called to order at 2:04 PM by Chair John Locklin, Mesa Fire Department. Chair Locklin welcomed members to the meeting and asked members to please make sure their microphone is turned on when speaking and that teleconference attendees mute their phone when not speaking. Chair Locklin reminded all to validate their parking garage ticket, sign in, and advised there is coffee and water available.

2. Call to the Audience

An opportunity is provided to the public to address the MAG 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 MAG 9-1-1 Oversight Team requests an exception to this

DRAFT PENDING APPROVAL BY THE COMMITTEE

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.

Chair Locklin asked if there were any requests for public comment. There were none.

3. Approval of the March 7, 2018, Meeting Minutes

Chair Locklin asked if there were any changes to the March 7, 2018, Meeting Minutes. There were none.

Mr. Jesse Cooper moved approval of the March 7, 2018, meeting minutes. Mr. Scott Walker seconded and the motion passed unanimously.

4. MAG FY2020 PSAP Annual Element/Funding Request and FY2020-2024 Equipment Program

Ms. Graeber stated that members received a five-year forecast in their agenda packets for a 9-1-1 funding request, along with the Fiscal Year (FY) 2020 request for additional positions and money that will be forwarded to the state. One of the obstacles that arose for FY 2020 was that the State was hesitant to release funds for six approved 9-1-1 projects for 2019. She added that the State wanted to ensure there was money available for the projects. Ms. Graeber explained that those projects were added back into the FY 2020 budget. Projects previously slated for FY 2019 include projects in Apache Junction, Buckeye, Chandler, Salt River, Tribal Police Department, Tolleson and Wickenburg. She noted that these projects would be removed from the budget if funding letters were submitted. The projects would cost approximately \$1.4 million.

Ms. Graeber stated that the budget is broken up into two areas – wireline and wireless. Wireline includes 9-1-1 maintenance and equipment at the public safety answering points (PSAPs) used for answering calls. She noted that the majority of the calls now coming in to 9-1-1 are from wireless phones. The wireless portion of the budget includes any cost recovery received for networking from wireline companies. The wireless portion of the budget deals with the 9-1-1 wireless network that the Maricopa region manages, as well as any monthly service costs for fiber and telecomm providers. It also includes mapping and GIS required on 9-1-1 calls, and Next Generation 9-1-1 projects, including a network monitoring upgrade to all PSAPs.

## DRAFT PENDING APPROVAL BY THE COMMITTEE

Ms. Graeber indicated that included in the FY 2020 budget request are new positions for the Paradise Valley Police Department (1), Mesa Police Department (4), Arizona State University (ASU) (1), and Tolleson (1). Also included are requests for logging recorders from Avondale, Peoria and Phoenix Fire Department. She noted that Managers might remember from previous reports that the state has put a moratorium on any reimbursements for logging recorders, additional positions or new PSAPs. Funding is set aside for those requests in the State 9-1-1 code, and 9-1-1 still put in the request in the hopes that someday the funds will be available. Ms. Graeber added that including FY 2019 additions, the total budget for FY 2020 is just more than \$12 million. This budget was presented to PSAP managers last week and they voted to recommend approval of this item.

Mr. Cooper asked if there has been any indication or discussion about lifting the moratorium. Ms. Graeber answered that with the current structure of the 9-1-1 Excise Tax, the moratorium remains in place. She added that with the 20-cent structure, the moratorium is not likely to be lifted.

Mr. Cooper asked if the funding request was on par with what was requested last year. Ms. Graeber stated that the requests were higher in the last two years, due to a large project for the Phoenix Police Department, and in the previous year a large expense for the Selective Router project.

MAG Policy and Government Relations Director Nathan Pryor stated that leaders are looking at how 9-1-1 is funded, and potential funding opportunities. He noted that just yesterday, the League of Arizona Cities and Towns held a meeting of membership and passed a resolution to look for opportunities to work with the state and legislature on an overview of 9-1-1 statewide, including funding issues. Mr. Pryor added that there was a lot of interest in 9-1-1 over the last year following the Text to 9-1-1 lawsuit. Mr. Pryor said he could report on progress of those efforts at a later meeting.

Chair Locklin asked to go back to the six projects originally approved in FY 2019. He asked if there was a date for those projects to be approved by in order to use that funding for this year, or if there is a point where it is too late and they must move forward to the FY 2020 budget. Ms. Graeber answered that 9-1-1 has until the end of the current fiscal year. These projects were not conditional and were approved in the original budget. She added that she hoped to get to all six projects in this fiscal year.

## DRAFT PENDING APPROVAL BY THE COMMITTEE

Mr. Pryor noted that developing and advancing this budget is the core business of this group. He stated he appreciated the group's attention to this matter. Mr. Pryor added that the budget would move through the MAG committee process, first with the Management Committee and then to Regional Council for final approval before submittal to the State. Approval could happen in September or October. He explained that there also would be an opportunity to have a broader 9-1-1 overview and inform Managers and elected official of the ongoing work in this area as well as next steps.

Mr. Cooper moved to recommend approval of the MAG FY2020 PSAP Annual Element/Funding Request and FY2020-2024 Equipment Program. Ms. Brenda Buren seconded and the motion carried unanimously.

### 5. MSAG/GIS/Mapping

Ms. Graeber presented an update on this item in place of Dave Eaton who was unable to attend the meeting. She said there are some exciting changes taking place in the 9-1-1 space. Maricopa Region manages its own in-house mapping system, allowing for flexibility and customization in 9-1-1 maps used to plot calls. She explained that Rapid SOS and other companies in the 9-1-1 industry have been looking at ways to better the location information on wireless 9-1-1 calls. In 2005, 9-1-1 began getting information location related to cellular towers the caller used. Ms. Graeber stated that this technology works by the cell company calculating the XY coordinate of where the call is originating from, and passing it on to the operator. There is typically an error rate the size of a football field, depending on the caller's location. She added that since the onset of smart phones, there is information beyond that of just the cell tower, giving officials a more accurate pinpoint for where a call is coming from.

Ms. Graeber noted that companies are working to get the additional information from a smart phone to the 9-1-1 operator. She stated that officials developed a methodology that allows for a parallel of information to the operator; both with the information passed on from the wireless company on the location of the user, as well the additional smart phone information to pinpoint the location of the caller.

## DRAFT PENDING APPROVAL BY THE COMMITTEE

Ms. Graeber commented that Maricopa County Region 9-1-1 was able to connect to Rapid SOS through the 9-1-1 map and began testing. In June, Apple announced that when they release the new iOS 12 phone this fall, all new phones would be able to pass along location information during a 9-1-1 call. She stated that in anticipation of this new feature, MR 9-1-1 began training PSAPs on how to interpret the information. Ms. Graeber gave an example of one of the test calls that took place inside a Chandler mall. She stated that normally, when someone places a 9-1-1 call from inside that mall, location information would cover the entire mall because of indoor reliability issues. During the test, smart phone technology allowed operators to pinpoint exactly where the caller was located within the mall. Ms. Graeber commented that PSAPs were very excited to see those types of results were possible.

Ms. Graeber stated that Uber has added a security button on its app that allows a user to call 9-1-1. This feature was tested and gave pinpoint information on location, and provided additional information on the vehicle type as well as the name of the user. She commented that there are exciting changes occurring with location accuracy of 9-1-1 calls. Ms. Graeber advised that despite funding challenges, the office is still providing a very high level of service to the region.

Mr. Cooper asked a question about when the Android will be able to provide the same level of service as the Apple for location services. Ms. Graeber stated she was in contact with the 9-1-1 administrator in Fairfax County, Virginia who stated the 9-1-1 office is currently working on a service agreement with Google to obtain enhanced location information. She stated that Virginia officials would write the service agreement in a way in which Maricopa County would be able to dovetail on that, and also be able to use the agreement. Ms. Graeber guessed that Google could have location services available to 9-1-1 in the next six months.

Mr. Cooper asked if users have to opt in to this program in order to use it, or if it comes automatically with an update. Ms. Graeber stated that when you accept the terms and conditions of iOS12, you opt into the program, and said the same was true with downloading the Uber app and accepting terms and conditions. She added that even if an Apple user turns off the location services on a phone, those services are still activated on a 9-1-1 call.

## DRAFT PENDING APPROVAL BY THE COMMITTEE

Chair Locklin asked if the new services help with vertical accuracy. Ms. Graeber answered that the Z coordinates, or vertical coordinates, are not as accurate as she would like them to be. She mentioned that cellular phones have a barometer that gives information on the altitude for where a caller is located. Ms. Graeber stated that 9-1-1 would need to invest in a 3D map to add a layer for Z coordinates.

Chair Locklin thanked Ms. Graeber for her report.

### 6. Text to 9-1-1 Report

Ms. Graeber provided the team with an update on the Text to 9-1-1 System. She advised that this region has been receiving an average about 420 texts per month. Putting that in perspective, 9-1-1 takes an average of 210,000 wireless 9-1-1 calls every month. The Phoenix Police Department has the busiest center, receiving approximately 150 texts per month on average. Approximately one-third of texts have been legitimate.

Ms. Graeber highlighted a couple of successes with the text to 9-1-1 service. A citizen riding in an Uber vehicle used text to 9-1-1 to report his driver as driving under the influence of alcohol. She noted that there have been several domestic violence cases where the victim used text to 9-1-1 to report abuse. Another case involved a hearing-impaired wife sending a text on non-breathing husband. She commented that text to 9-1-1 has been a valuable tool for first responders.

Ms. Graeber advised that the State 9-1-1 Office put out a notice for availability of \$1.4 million in funding for PSAPs to get text to 9-1-1. She added that she was hoping her office would be able to apply for that money for reimbursement and to upgrade the radar system. Within the notice from the State, it specifically states that an office is not eligible for the funding if the text to 9-1-1 system is already in place, making her office ineligible.

Chair Locklin asked what the State's funding source was for the \$1.4 million. Ms. Graeber answered that the money was taken from 9-1-1 funds, and transferred to another section in grants specifically held for text to 9-1-1. Chair Locklin said it was coincidentally the same amount needed for the six projects that were put on hold. Ms. Graeber answered that Chair Locklin was correct.

Ms. Graeber commented that text to 9-1-1 is far from a majority of calls at this point, but added that it is trending and expects the percentage to continue to increase in the future.

## DRAFT PENDING APPROVAL BY THE COMMITTEE

Mr. Cooper noted that the hearing-impaired community was a catalyst for text to 9-1-1. He asked if the 9-1-1 office has received any feedback from them. Ms. Graeber answered that she has not gotten any feedback from the hearing-impaired community. She added that she is tasked with monitoring complaints from constituents. Ms. Graeber commented that the PSAPs have been instructed to notify her of any complaints received, and so far, there have not been any.

Mr. Cooper asked if there were any reporting requirements as a result of the lawsuit. Ms. Graeber said there is a reporting requirement to notify the hearing-impaired community every six months on how many text to 9-1-1 sessions were received, how many complaints were received, and call answering times.

Mr. Pryor noted that this region is not able to tap into the \$1.4 million mentioned earlier as being made available by the State for text to 9-1-1. He added that the MAG region settled its portion of the litigation with the speech and hearing-impaired community earlier this year. The MAG region legal team has noted this to staff in conversations and there will be more follow up as to how this came about. Mr. Pryor commented he is not seeing a strong opportunity to revisit this issue and is concerned about this region not being in the conversation when it is impacted. He stated staff would be following up on this issue.

### 7. Request for Future Agenda Items

There were no requests for future agenda items.

### Adjournment

The meeting was adjourned at 2:42 PM.