

MINUTES OF THE  
MAG 911 OVERSIGHT TEAM MEETING

March 2, 2000  
MAG Office Building, Palo Verde Room  
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department,  
Chairman  
Jim Gibson, Glendale Fire Department  
Shelly Bunn, Maricopa County Sheriff's Office  
Dennis L. Donna, Mesa Police Department  
Margie Mugavero for Peter Ramsay, Peoria  
Police Department

Gerd Kurtenbach, Phoenix Police Department  
Helen Gandara-Zavala, Scottsdale Police  
Department  
Cliff Jones, Tempe Fire Department  
\*Rick Patscheider, Tolleson Police Department

\*Those members neither present nor represented by proxy.

OTHERS PRESENT

Richard Auck, Peoria Police Department  
Larry Beauchat, ADOA  
Valerie Day, MAG  
Mary Dysinger-Franklin, Phoenix Fire Dept.  
Barbara Jaeger, ADOA  
Roy Levenda, past Oversight Team Chair

Jean Maiocco, Maricopa County Sheriff's Office  
Susan MacFarlane, Tempe Police Department  
Joe Noce, Mesa Police Department  
Fred Ruhland, Mesa Police Department  
Jim Wortham, Phoenix Fire Department

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:03 p.m.

Chairman Beck presented a plaque to former Oversight Team Chairman, Chief Roy Levenda, Glendale, in appreciation for his service to the region. Chief Levenda expressed his thanks and appreciation for the acknowledgement. He stated that he would miss being associated with the Oversight Team.

Chairman Beck announced that Gary Elliott, Chairman of the PSAP Managers Group, had retired. Chairman Beck expressed appreciation for Mr. Elliott's accomplishments as chair.

2. Approval of the November 4, 1999 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, he asked for a motion to approve.

Gerd Kurtenbach moved, Shelly Bunn seconded, and it was unanimously carried to approve the minutes of the November 4, 1999 MAG 911 Oversight Team meeting, as written.

Chairman Beck announced that agenda item #5, MSAG, would be heard next, followed by agenda item #4, N11.

5. MSAG

This agenda item was taken out of order.

Chairman Beck stated that efforts were made in the past year to increase the timely maintenance of the MSAG database, including a training session and letters to City Managers. He mentioned that these measures were effective only temporarily. Last year, the Oversight Team recommended the addition of an MSAG position to maintain the database. Chairman Beck stated that the recommendation came in the middle of a budget cycle and had to be delayed until this year's budget was being drafted. He said that the budget is currently being drafted for FY 2001, so the request for the position could be made. The position would be effective July 1, 2000. Chairman Beck noted that action taken by the Oversight Team would need to be considered by the Management Committee and the Regional Council. He stated that the Oversight Team is requested to make a recommendation to increase the 9-1-1 assessments to member agencies to fund the new MSAG position. Chairman Beck stated that currently, ½ of one position is funded by MAG and ½ by the City of Phoenix. The proposed increase in assessment would raise \$60-\$65,000 to cover the cost for the position.

Dennis Donna asked if the assessments are reviewed annually. Jim Wortham replied that they are. He stated that the proposed 9-1-1 assessment table included in the agenda packet was separated out from the whole assessment paid by each member agency so that it would be clear how much the assessment would increase for the addition of the MSAG position.

Helen Gandara-Zavala asked why the assessment for Phoenix did not increase. Chairman Beck replied that the City of Phoenix pays approximately \$150,000 per year to cover the salaries and costs of the 9-1-1 coordinators. He clarified that the MSAG position would reduce the workload of the PSAPs and increase the quality control of the database.

Jim Gibson asked if the City Managers were aware of the assessment increase. Chairman Beck replied that the assessment had been discussed with the Intergovs. Chairman Beck asked if there were any additional questions. Hearing none, he asked for a motion.

Gerd Kurtenbach moved to forward to the Management Committee a recommendation to increase the MAG 9-1-1 assessments to cities to fund the new MSAG maintenance position. Cliff Jones seconded, and the motion unanimously carried.

Chairman Beck stated that the Oversight Team is requested make a recommendation on where to centralize the MSAG function. He said that the three most logical locations are MAG, the City of Phoenix, or Maricopa County Sheriff's Office.

Dennis Donna asked if the City of Phoenix is committed to retaining staffing service to the region. Chairman Beck replied that Phoenix Fire is willing to retain staff dedicated to 9-1-1 coordination.

Shelly Bunn replied that the Sheriff's Office is willing to have the MSAG function located at their office. She mentioned that there would be no training issues, and the decision to place the MSAG at Maricopa County would be a seamless process. Ms. Bunn stated that Maricopa County Sheriff's Office personnel are currently on staff for dedicated MSAG maintenance. She indicated that the outcome of the decision to house the MSAG at the Sheriff's Office would be favorable.

Cliff Jones stated that both the City of Phoenix and Maricopa County have been highly involved in the 9-1-1 system. He indicated that recommending the City of Phoenix made sense since they already have centralized responsibilities.

Helen Gandara-Zavala asked how the centralization would change the function. Shelly Bunn replied that the function within the Sheriff's Office would be totally eliminated. She noted that the important issue is funding, not housing, the position. Ms. Gandara-Zavala asked if the County would be willing to maintain the MSAG without the addition of the extra position. Ms. Bunn replied that at least one, perhaps more than one, extra position is needed. She said that Donna Nabower is a full time MSAG at this time. Dennis Donna asked if Phoenix would commit to an extra staff person if the MSAG position was insufficient. Chairman Beck replied that Phoenix would do whatever would be required for a quality database. Ms. Bunn stated that Maricopa County would also agree to this.

Shelly Bunn stated that the Sheriff's Office has established contacts and working relationships with city planning departments. They would share this information with Phoenix if the MSAG were located there.

Chairman Beck indicated that efficient coordination could be achieved by housing the new position in close working proximity to the City of Phoenix 9-1-1 coordinators. Dennis Donna commented on the possible training lag time if a transition is made. Chairman Beck replied that problems are not anticipated during the transition, although some training would be required. Ms. Bunn replied that County staff would be available to assist at the transition. Chairman Beck asked if there was further discussion. Hearing none, he asked for a motion.

Dennis Donna moved to recommend the City of Phoenix Fire Department centrally manage the function of the MSAG coordinator. Cliff Jones seconded. The motion passed, with Shelly Bunn voting no.

Dennis Donna expressed appreciation and acknowledged the job well done on the MSAG by the Sheriff's Office.

4. N11

Chairman Beck stated that an N11 report, and an executive summary written by Jean Maiocco and recommended for approval by the 911 Technical Subcommittee, were included in the agenda packet. Jean Maiocco summarized the contents of the N11 report. She mentioned that she had included the King County 3-1-1 feasibility study because of the similarities of King County to Maricopa County. Ms. Maiocco stated that the Dallas information was included because they were the first city in the nation to use 3-1-1 for all non-emergency city services. Ms. Maiocco reviewed the PSAP Managers Technical Subcommittee recommendations for N11 number designations to be consistent throughout

Maricopa County, that N11 calls not be directed to 9-1-1 call centers, and that the same features within the 9-1-1 system be included in the N11 system.

Margie Mugavero asked if the PSAP Managers had recommended moving forward with a 3-1-1 implementation. Ms. Maiocco replied that 3-1-1 implementation had not been a recommendation at the PSAP level and that this report had been put together for the Oversight Team for information.

Gerd Kurtenbach stated that there were two points to consider: to have a non-emergency number and to present seamless service to the customer. He indicated that a central answering point for non-emergency police and fire calls would be positive. Mr. Kurtenbach stated that in the past, Phoenix had opposed a 3-digit number because of extensive marketing done for the Crime Stop number. Their position has changed, due to the arrival of 10-digit dialing.

Chairman Beck noted that many options are available, but protecting 9-1-1 infrastructure from piggy backing other calls onto the system must be ensured. He indicated that future discussions could determine the actual designations for N11. Mr. Donna asked for clarification of 9-1-1 infrastructure protection. Chairman Beck explained that the phone structure used by 9-1-1 is very expensive and cities may want to use the infrastructure to facilitate N11 calls. He indicated that the 9-1-1 system is already at capacity and could not accommodate other than emergency calls. Shelly Bunn confirmed the importance of protecting the 9-1-1 infrastructure.

Margie Mugavero commented that uniformity of N11 designations throughout the region is important. Gerd Kurtenbach brought up concern with marketing the numbers to the public. He indicated that 9-1-1 could be flooded with calls if numbers such as Crime Stop are eliminated. He stated that non-emergency number standardization is imminent, both regionally and nationally.

Helen Gandara-Zavala stated that she had toured the 3-1-1 call center in Chicago. She said that the center was staffed by city employees from non-police or fire positions. The staffing was supplemented with police on transitional duty. Ms. Gandara-Zavala noted that, because of this staffing, operational costs were minimal. She stated that the 3-1-1 center was not housed in the same building as 9-1-1. Susan MacFarlane brought up the fact that, in the past, Chicago did not have a 7-digit police number and citizens were told to call 9-1-1.

Jim Wortham stated that the Technical Subcommittee was concerned with any negative impact to an already overloaded system. He stated that many changes are coming, so it is important to have a plan in place.

Chairman Beck listed the recommendations of the Technical Subcommittee: 1) consistent use of N11 numbers throughout Maricopa County; 2) N11 service shall not in any way impact the 9-1-1 system; and 3) N11 shall provide the enhanced features as 9-1-1, such as selective routing, ANI, and ALI. Chairman Beck mentioned that, in addition to the Subcommittee's recommendations, adopting a policy to protect 9-1-1 technology, operations, and funding from other N11 functions or services, is important. He stated that the Oversight Team would be making a recommendation only. Any recommendation could be superceded by the Legislature or other lawmaking body. Chairman Beck noted that a position needs to be established and safeguards put in place.

Cliff Jones expressed concern with patients being directed to call a non-emergency number instead of 9-1-1.

Chairman Beck stated that the FCC has the final say on N11. Assigning a designation to all N11 numbers for future uses helps avoid the possibility of a challenge on designation or usage of the 9-1-1 infrastructure.

Shelly Bunn moved to recommend accepting the Technical Subcommittee recommendations: 1) consistent use of N11 numbers throughout Maricopa County; 2) that N11 service shall not in any way impact the 9-1-1 system; and 3) that N11 shall provide the same enhanced features as 9-1-1, such as selective routing, Automatic Number Identification (ANI), and Automatic Location Identification (ALI) to the Management Committee. Gerd Kurtenbach seconded, and the motion unanimously carried.

Chairman Beck stated that MAG could adopt a policy to protect 9-1-1 technology, operations, and funding from other N11 functions or services.

Dennis Donna moved to recommend that MAG adopt a policy to protect 9-1-1 technology, operations, and funding from other N11 functions or services. Gerd Kurtenbach seconded, and the motion unanimously carried.

Chairman Beck stated that N11 numbers have been designated by the FCC except 211, 311 and 511. He said that designating 211 for non-emergency public safety and fire/EMS, 311 for non-emergency police, and 511 for government information and services would be basically consistent with uses nationwide. Chairman Beck noted that it is important to have the plan in place for designation of the N11 numbers and that the designations be region-wide.

Dennis Donna asked Barbara Jaeger for an update on N11 statewide. Ms. Jaeger stated that 311 designates government services in La Paz County. She mentioned that this was done by their telephone carrier at no cost to the County. Ms. Jaeger stated that she was unaware of discussions in the rest of the State. Jim Wortham commented that Pima County has only one area code, whereas Maricopa County is soon to have 5. Joe Noce stated indicated that N11 numbers are quite valuable that it is important to protect them. Larry Beauchat commented that an N11 designation for ITS is a possibility. He mentioned that the Corporation Commission has expressed their position to determine N11 numbers. Shelly Bunn stated that recommendations from MAG as an entity should be forwarded to the Corporation Commission.

Gerd Kurtenbach moved to recommend designating 211 as non-emergency public safety and fire/EMS, 311 as non-emergency police, and 511 for other government information and services. Shelly Bunn seconded, and the motion unanimously carried.

3. Overview of Wireless Phase I and Phase II

This agenda item was taken out of order.

Jim Wortham handed out a packet giving an overview of wireless implementation opportunities. The information described the various implementation components required within the FCC mandate 94-102 Phase I and Phase II. Mr. Wortham explained that Phase I implementation provides the telephone number of the calling party, the wireless site address, and the direction from where the call was placed. Phase II provides not only the telephone number of the wireless phone, but a geospatial location of the caller.

6. Ad Hoc Management Work Group

Chairman Beck stated that an Ad Hoc Working Group was formed to develop a 5-year 9-1-1 Management Plan. Members of the Group include Harry Beck, Susan MacFarlane, Jean Maiocco, Mary Leonard, Sheila Pattee, Jim Wortham, Joe Noce, and Jeff Walter. Chairman Beck stated that one meeting has been held. Members of the Group will be researching training and certification, budget and funding, growth, 9-1-1 administration, technical equipment maintenance, and data recovery. Chairman Beck noted that the mission statement, scope of work, and goals will be discussed at the next meeting. He said that any input or ideas are welcome. Chairman Beck stated that the draft of the plan would be sent out for comment soon.

7. Video Conferencing Opportunities

This agenda item was not discussed, due to a building evacuation.

8. Budget Process Update

This agenda item was not discussed, due to a building evacuation.

The meeting was adjourned at 3:25 p.m.