

MINUTES OF THE  
MAG 911 OVERSIGHT TEAM MEETING

August 10, 2000  
MAG Office Building, Palo Verde Room  
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department,  
Chairman  
Jim Gibson, Glendale Fire Department  
Debbie Overton for Shelly Bunn, Maricopa  
County Sheriff's Office  
Dennis L. Donna, Mesa Police Department

Mike Fusco, Peoria Fire Department  
\*Gerd Kurtenbach, Phoenix Police Department  
Helen Gandara-Zavala, Scottsdale Police Dept.  
Cliff Jones, Tempe Fire Department  
Lawrence Rodriguez, Tolleson Police Dept.

\*Those members neither present nor represented by proxy.

OTHERS PRESENT

Larry Beauchat, ADOA  
Ramsey Beckstead, Scottsdale  
Valerie Day, MAG  
Mary Dysinger-Franklin, Phoenix Fire Dept.  
Barbara Jaeger, ADOA

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

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:15 p.m.

Chairman Beck introduced new Oversight Team member, Chief Mike Fusco from Peoria Fire Department. He announced that Debbie Overton was proxy for Shelly Bunn.

2. Approval of the May 25, 2000 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Mary Dysinger-Franklin clarified her statement on the vote on the Mesa reimbursement request. She noted that the Technical Subcommittee voted on the request, with one no vote. Mary Dysinger-Franklin clarified that Tempe's \$50,000 budget amount was an approximate amount. She indicated that further information was received and the amount was revised to a total of \$245,000 including tax. Barbara Jaeger stated that this revised budget amendment amount had been included and approved in the annual budget submitted to the Arizona Department of Administration.

Chairman Beck asked for a motion to approve the revised minutes. Larry Rodriguez moved, Cliff Jones seconded, and the motion unanimously carried.

3. Ad Hoc Management Work Group

Chairman Beck stated that the Five Year Management Plan was prepared by a knowledgeable group of the 911 community to address ongoing commitment to the integrity of the 911 system. He noted that because this was the first review by the Oversight Team, action could be taken, but was not required. Comments were requested not only on content, but on the presentation. Chairman Beck noted that the Plan would provide guidance and was not necessarily prescriptive.

Chairman Beck stated that the development of the mission statement was discussed extensively. He asked if there were any questions or comments. Hearing none, Chairman Beck stated that the Administration section would be discussed next. He stated that the Ad Hoc group felt that there was an immediate need to address the issues presented in this section. Dennis Donna asked for clarification of the funding restructure for the system coordinator position. Chairman Beck replied that the contribution for the position would be re-examined, whether it is appropriate that MAG reimburse for a position that is currently offered. He noted that some positions may be combined and may not require adding full time positions.

Chairman Beck stated that the Budget and Financing section would be discussed. He stated that the 911 system is funded through a legislated excise tax. The fund is administered by the Arizona Department of Administration. Ms. Jaeger explained about the 911 revenue review that demonstrated a surplus in the fund. However, with the implementation of Phase I and Phase II, the data supplied by this review is unusable. Ms. Jaeger pointed out that the funding in Arizona is less than 911 funding in other states. She commented that additional revenue sources can be justified. Ms. Jaeger stated that a proposal to the Legislature to increase the excise tax is needed fairly soon. Jim Wortham stated that a resolution is being drafted for the League of Arizona Cities and Towns. He stated that if the resolution is completed in time, it could be presented to the Legislature in the upcoming session. Mr. Wortham stated that he would supply a copy of the resolution to Intergovernmental Liaisons.

Ms. Jaeger commented that much of the budget reserve will be depleted. She stated that all of the requests were approved this year, but there could be a funds carryover of \$5 to \$6 million next year for Maricopa County alone. However, this fund carryover did not include wireless Phase I implementation. Ms. Jaeger commented that revenues for the Maricopa 911 system are among the lowest in the nation. Chairman Beck noted that opposition to increasing revenue is not apparent. He stated that working groups may need to be formed to implement the Five Year Plan. Obtaining funding will require hard work. Larry Beauchat stated that the ADOA Director prefers that the surplus money be used first. He said that Phase II numbers may have to be backed out in order to gain support.

Cliff Jones stated that the last sentence in the second paragraph on page three could use clarification. He suggested changing the sentence to read "The demand on the state 911 fund will soon begin to exceed yearly revenues and it is imperative that these funds support only the 911 system." Ms. Jaeger commented on limits imposed at the last legislative session.

Chairman Beck stated that the Database Management section would be discussed. Jim Wortham updated members on the MSAG position. He stated that final word from personnel is expected soon

regarding hiring of the recommended candidate. Chairman Beck noted that final details of the position will be completed after the person is hired.

Chairman Beck stated that Equipment Maintenance section would be discussed. Dennis Donna asked whether the full time contract monitoring position, mentioned in year three of the Administrative section, would monitor equipment maintenance contracts. Chairman Beck noted that the Ad Hoc Group was concerned that contracts do not address maintenance sufficiently and more attention needs to be given to the contracts. Ms. Jaeger asked if issues in the Five Year Plan would be addressed in the proposed consultant system audit. Mr. Wortham replied that all the issues in the Plan would be included in the consultant study. He stated that money has been budgeted and the RFP is being drafted. Chairman Beck stated that results from the Audit could support the Five Year Plan. He asked members if anyone had comments on the Audit being used as a supplement to the Plan. No comments or objections were noted. Mr. Wortham stated that when the RFP is completed, it will be presented to the Technical Subcommittee.

Chairman Beck stated that the Training and Certification section would be discussed. He commented on the difficulties in retaining 911 operators. Chairman Beck stated that training standards would be helpful. Dennis Donna asked if the Ad Hoc Group was comfortable with APCO and NENA developing the recommendations for training and certification. Chairman Beck replied that APCO is becoming the national standard. Locally, dimensions could be added to their recommendations. Joe Noce stated that the recommendations will be finalized soon in Boston.

Chairman Beck stated that Jim Wortham would present an update on the Technology section. Mr. Wortham stated that additional burdens are being placed on 911 centers, including assignment of 511 abbreviated number access for the national intelligent transportation system, OnStar, and Automatic Collision Notification services. Additionally, there are new providers in the area, which now number more than 20. Mr. Wortham stated that all of these factors will contribute to additional traffic for 911. He stated that preliminary cost estimates for Phase I are now available. Mr. Wortham indicated that only 10 cents is collected from each wireless user, whereas, costs are estimated at 25 cents per user.

Chairman Beck stated that Disaster Recovery would be discussed. He indicated that better planning and procedures are needed to deal with disasters. Mr. Beauchat suggested that information in the Arizona Disaster Recovery Program could be utilized in future activities. Chairman Beck noted that the document would be referenced.

Chairman Beck stated that the Growth section would be discussed. He stated that growth is the most significant dynamic affecting the system. Indicators need to be developed. Chairman Beck stated that examination of other systems could be integrated by referencing demographic information back to the decision makers to help make our point.

Chairman Beck asked members if they had any comments on including the Action Plan Summary. All agreed to keep the summary. Jim Gibson suggested including specific issues in the Executive Summary. Chairman Beck stated that the Summary is the first thing read by decision makers. If the Summary does not get their attention, the rest of the Plan could be disregarded. He indicated that attempts would be made to include issues in the Summary.

Cliff Jones moved to recommend accepting the document, including the revisions agreed to in the meeting. Larry Rodriguez seconded, and the motion carried unanimously.

Chairman Beck noted that supporting documents would not be included, but would be available upon request. He acknowledged the assistance of Susan MacFarlane, Mary Dysinger-Franklin, Sheila Pattee, Joe Noce, Jean Maiocco, Jim Wortham, and Mary Leonard on the Ad Hoc Work Group, in developing the Plan. Chairman Beck stated that ten copies of the revised document would be sent to each member for circulation for comment. After review, the Oversight Team will consider a recommendation of the Plan at their next meeting.

4. Accidental 911 Wireless Calls

Chairman Beck stated that recent media reports on accidental 911 calls prompted formation of a subcommittee meeting called by a Phoenix Councilmember. He stated that he was invited to attend the meeting, along with 8 to 10 cell phone providers. Chairman Beck stated that three meetings have been held. A public awareness campaign will be kicked off on September 11, 2000. He stated that the messages to be conveyed to the public include staying on the line in case of an accidental 911 call and not pre-programming 911 into cell phones. He noted that one button 911 phones are no longer being manufactured, however, there may still be some of these phones in operation that have this capacity. Chairman Beck stated that at the meetings, each vendor agreed to train new customers in the proper procedures for accidental calls and provide some 911 awareness language in billing statements for existing customers. Dennis Donna asked if PIOs have been informed of the campaign. Chairman Beck replied that Bob Khan is working on communicating the information. He noted that the cell phone providers were glad to be involved.

Ms. Jaeger stated that problems in Tucson have been caused by cell phones that are being donated to such programs as Domestic Violence, not being de-programmed. When there is a call back, the number or provider is incorrect. Chairman Beck stated that he would call attention to this problem at the next meeting with the cell phone providers. Jim Gibson commented on using the capability of broadcast voice mails for promos.

There being no further business, Chairman Beck asked for a motion to adjourn. Larry Rodriguez moved, Dennis Donna seconded, and the meeting was adjourned at 3:40 p.m.