

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

February 27, 2001
MAG Office Building, Ocotillo Room
Phoenix, Arizona

MEMBERS ATTENDING

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

Mike Fusco, Peoria Fire Department
Carol Campbell for Dave Bennett, 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
Valerie Day, MAG
Mary Dysinger-Franklin, Phoenix Fire Dept.
Barbara Jaeger, ADOA
Susan MacFarlane, Tempe Police Department

Jean Maiocco, Phoenix Fire
Joe Noce, Mesa Police Department
Steve Werner, Maricopa County Sheriff's Office
Jim Wortham

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:00 p.m. Shelly Bunn introduced Chief Steve Werner, who will be the Maricopa County Sheriff's Office representative on the Oversight Team, effective at the next meeting. Chairman Beck thanked Ms. Bunn for her contributions to the Oversight Team.

2. Approval of the October 19, 2000 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, Chairman Beck asked for a motion to approve. Mike Fusco moved to approve the minutes of the October 19, 2000 meeting. Shelly Bunn seconded, and the motion carried unanimously.

3. Presentation of Award to Jim Wortham

Chairman Beck presented a Resolution of Appreciation to Jim Wortham, who recently retired as the administrator of the MAG 911 system. Chairman Beck noted Mr. Wortham's contributions to the region. Mr. Wortham expressed his appreciation for the award.

4. Regional Emergency Warning System

Chairman Beck stated that at the October 19, 2000 meeting, Greg Workman, Arizona Department of Environmental Quality (ADEQ), Hazardous Waste Manager, presented a funding opportunity for an

Emergency Warning System, through a settlement from a hazardous waste case. Through Mr. Workman, the ADEQ had requested that MAG be the body to accept responsibility for an emergency notification system that would be established from the \$2.5 million settlement. The Oversight Team recommended accepting responsibility for the design, development, management, and implementation of the system. He stated that since the meeting, ADEQ reconsidered their decision and indicated that further consideration of the administrative body would be needed. Chairman Beck stated that the emergency system will need to be coordinated through MAG. He stated that a letter was drafted to Mr. Workman that included points to support MAG as the entity to implement the system. Copies of the letter were at each place. Chairman Beck stated that other entities have indicated their support that MAG be the implementing agency. He stated that no response to the letter has yet been received.

Jim Gibson asked about other organizations that could administer the system.. Chairman Beck stated that vendors had contacted ADEQ directly after the press reported the settlement. The vendors convinced the ADEQ that all systems are already in place, and there would be no need to add another level to administer the notification system. Chairman Beck stated that there are also no plans for statewide management of a notification system, contrary to reports. He mentioned that he had attended a meeting of the region's intergovs, who have expressed their support for MAG administering the system.

Ms. Bunn commented on contacting Mike Branham, Justice Commission, who is an advocate of reverse 911. Chairman Beck and Mike Fusco indicated they had conversations with Mr. Branham. Chairman Beck noted that the settlement was designated for this region because the hazardous waste incident had occurred in this region, and the feeling was to put the money back into the community where the incident occurred.

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

Susan MacFarlane stated that the Qwest maintenance contract for the PSAPs customer premise equipment will expire June 30, 2001. To ensure best possible maintenance at the best costs, an ad hoc working group of the MAG Technical Subcommittee developed an RFP for maintenance service for PSAP 911 equipment hardware and software. Ms. MacFarlane stated that the RFP could be issued in a couple of weeks. She mentioned that the group discussed waiting until the study of the 911 System Review was completed, but the group decided to proceed with the RFP. She stated that a renewal of the current maintenance contract would still be an option. Ms. MacFarlane stated that the RFP would define more parameters including response times and reporting.

Mary Dysinger-Franklin stated that it is not foreseen that one single vendor would provide maintenance. She noted that it is ensured that all agencies would need to be included in the contract, or the contract would not proceed. Ms. MacFarlane stated that Phoenix signs off for all agencies on the current maintenance contract. However, the new contracts would need to be signed by each agency. Ms. Bunn stated that County contracts require the approval of the Board of Supervisors.

Jean Maiocco stated that the RFP could provide better service and prices. Helen Gandara-Zavala stated that Scottsdale would want the opportunity to review the RFP because they have very high liability standards. Ms. Bunn asked the RFP timeline. Ms. MacFarlane stated that the RFP would be issued in March, with responses due in late April. Ms. Gandara-Zavala requested that agencies be provided a draft of the RFP prior to issue. Chairman Beck noted that it is important for the Oversight

Team to be aware of the details of the RFP prior to issuance. He stated that the RFP would be sent to members for review and comment. Ms. Gandara-Zavala noted it would be futile to send out an RFP if it ended up that the contracts could not be signed by individual agencies.

Ms. Bunn asked if the current contract could be extended month by month. Ms. Jaeger responded that it would need to be renewed for a year. She brought up that the state procurement would need to be included in the process. Larry Beauchat asked for clarification of selection of a vendor. Ms. MacFarlane explained that each agency would select a vendor from an approved list. Ms. Jaeger stated that billing process would need to be resolved, so that there would not be an individual invoice for each agency. Presently, only one invoice is paid. Mr. Beauchat requested that the State have the opportunity to review the RFP. Chairman Beck asked Ms. Dysinger-Franklin to meet with the State. He stated that the RFP would be on the next Oversight agenda for review. Chairman Beck noted that this could require a special meeting.

6. MAG 911 System Performance Review Consultant RFP

Ms. Dysinger-Franklin stated that three proposals were received in response to the RFP issued for a review of the 911 system. A multi-agency evaluation team reviewed the proposals and invited Contact One, LLC for an interview. After the interview, the team reached a consensus that Contact One be recommended as the consultant to undertake the 911 System Performance Review. Ms. Dysinger-Franklin noted that Contact One had the lowest price and impressive experience.

Chairman Beck stated that the RFP has been in process for more than a year. The 911 Five Year Plan, approved last year, could serve as a roadmap for the consultants. The Review could validate the findings of the Plan. Mr. Beauchat stated that he could provide the State's Disaster Plan to the consultants. Valerie Day stated that a consultant selection recommendation would be considered by the Management Committee on March 14th and the Regional Council on March 28th.

Cliff Jones moved to recommend the selection of Contact One, LLC to undertake the 911 System Performance Review. Mike Fusco seconded, and the motion carried unanimously.

Cliff Jones asked if cell phone growth would be considered in the review. Chairman Beck confirmed that it would be.

7. Legislative Update

Chairman Beck provided an update on legislation to increase the excise tax for telephone lines. He handed out copies of SB 1504 and HB 2625. SB 1504 Sets the tax rate at 37½ cents per month and consolidates the taxes for wire and wireless service accounts for the purpose of financing emergency telecommunications services; changes the rate and method of taxation used to gather monies for the telecommunication fund for the deaf; institutes a two-year method for determining the necessary rate of the telecommunications excise tax; requires the legislature to review the recommendations of the Director of the Department of Administration regarding the amount of the telecommunications excise tax and take legislative action regarding those recommendations; changes, from three to five, the percent of the amounts deposited in the emergency telecommunications revolving fund annually that may be used for administrative costs or fees for consultant's services.

HB 2625 increases the time period between telecommunication services excise tax recommendations from a one-year period to a two-year period, requires the legislature to review and take action on the recommendation. Chairman Beck outlined the levy of tax: 20 cents per month for each activated residential wire service account, 50 cents per month for each activated business wire service, and 47 cents per month for each activated wireless service. He indicated that cell phone companies have expressed concern for HB 2625 because of the sliding scale, but are aware that an increase may be necessary.

Chairman Beck stated that the increase in administrative cost may be conceded. He indicated that the cell phone companies are opposed to this increase. Mr. Beauchat stated it is misleading that the figures show that the administrative budget is healthy. He indicated that further discussion would take place the next day. Mr. Beauchat handed out a draft of the 911 Program Projection spreadsheet. Chairman Beck asked if a 5 percent fund was typical in most funds. Mr. Beauchat replied that it was. Mr. Beauchat commented on the desire to reach a flat rate sooner. He stated that the two year review may not be included. Chairman Beck stated that it would be worthwhile to go through a review that could provide more funding. He expressed the importance of ramping up expenditures quickly so that there is not a large balance. If a large balance is noted, this could lead to ending the tax or raiding the fund. Chairman Beck stated that if projections are followed, there should not be a large carryover. Chairman Beck thanked the Committee for their support.

8. 2-1-1 Update

Ms. Dysinger-Franklin stated that she attended a meeting with United Way Agencies and the State on 211 for community program. She expressed the importance of protecting the 911 system. Ms. Dysinger-Franklin explained the concern about the process when legitimate 911 calls would be made to 211 and then transferred back to 911. She stated that 211 funding has not yet been determined, but partnering is being considered. United Way is examining assisting with funding. Ms. Dysinger-Franklin stated that police and fire want to be involved in the 211 program.

Chairman Beck stated that 211 is a national program. He stated that it is important that the 911 system is represented in input on functionality. He stated that someone from 911 may need to work with this implementation. Chairman Beck will keep members informed. He asked if there was further business. Hearing none, the meeting was adjourned at 3:00 p.m.