



**Board of Directors  
MINUTES  
September 26, 2013**

Maricopa Association of Governments  
302 N. 1<sup>st</sup> Avenue  
Phoenix, Arizona 85003

<b>Board Members Present</b>			<b>Board Members Absent</b>
Brent Ackzen**	Bob Costello	Danny Johnson	Wade Brannon
Paul Adams *	Susan Daluddung	David Lind *	Mark Gorla
John Bennett (10:06)	Chris DeChant	Paul Luizzi	Brad Hartig
Brenda Buren	Mike Frazier	Shannon Tolle*	Marc Walker
Steve Campbell	Jim Haner	Tim Van Scoter	
Wayne Clement	Bob Hansen	Paul Wilson	
		Ed Zuercher (10:17)	
*Board Alternate	**New Board Member		

**Staff and Public Present**

Kelli Butz	David Felix	Rick Kolker	Michelle Potts
Jim Case	Domela Finnessey	Mikel Longman	Todd Rogers
Dave Clarke	John Gardner	Doug Mummert	Dave Scott
Michael Cole	Ron Hirsch	Cy Otsuka	Dale Shaw**
Dave Collett	Kacie Howard	Ron Parks	Nick Spino
Tom Dwiggin	Keith Klein	Bill Phillips	Tim Ulery
**Telephone Participant			

**1. Call to Order, Roll Call and Opening Comments**

Chair Campbell called the meeting to order at 10:03 a.m. Roll call was taken and a quorum reached.

**2. Approval of RWC Board Meeting Minutes from May 23, 2013**

A **MOTION** was made by Mr. Haner and **SECONDED** by Mr. Wilson to approve the minutes as presented. **MOTION CARRIED UNANIMOUSLY (16-0).**

### **3. Maricopa County Community College District Membership**

Mr. David Felix informed the Board that there have been meetings since June with the Maricopa County Community College District (MCCCD) in regards to their membership to the RWC. An executed membership IGA has been received and all requirements for membership have been met.

Mr. Felix introduced Police Chief Mikel Longman to the Board and called him up to the podium to give some background on the needs of MCCCD and why the RWC is a perfect solution. Chief Longman gave a brief overview to the Board of what transition onto the system means for MCCCD. The district currently has 10 campuses, plus satellite locations, that have previously handled all public safety individually; there wasn't a system in place for them to communicate with each other. In an effort to combine the public safety into one consolidated police department, joining the RWC was the practical choice for communications.

Chief Longman explained that the Board of Governors has been very supportive and they have approved 11 new officer positions for MCCCD. Chairman Campbell asked how many subscribers would be added to the system for MCCCD, and Chief Longman explained that they have 59 sworn officers plus ~250 security aides, but that he expected less than 50 subscribers on during each shift.

Mr. Felix expressed to the Board that MCCCD has met all the requirements for membership, and that the Executive Committee supports their approval of their membership to the RWC.

A **MOTION** was made by Ms. Daluddung and **SECONDED** by Mr. Bennett to approve membership of Maricopa County Community College District to the RWC. **MOTION CARRIED UNANIMOUSLY (17-0).**

Chairman Campbell asked the MCCCD Board representative Brent Ackzen to join the Board at the table. Mr. Felix introduced Mr. Ackzen and expressed his gratitude to Phoenix ITS for their continued work on getting MCCCD ready to join the system; they hope to be live on the system in the first part of 2014.

### **4. Subscriber Classification Policy**

Mr. Felix briefed the Board on why the new Subscriber Classification Policy was drafted. The policy explains each classification type of radio (Operational, Interoperable, Cache, Developmental and Transitional) and explains which types are billable and non-billable. The hope is that this will clear up any question as to billable radio counts.

Chairman Campbell pointed out to the group that Item 7.0 on the policy is particularly important to notice, as it points out the responsibilities for maintaining an accurate subscriber inventory.

A **MOTION** was made by Mr. Zuercher and **SECONDED** by Ms. Daluddung to approve the Subscriber Classification Policy. **MOTION CARRIED UNANIMOUSLY (19-0)**.

5. **RWC Annual Report**

Mr. Felix briefed the Board on the RWC Annual Report for fiscal year 2012/2013. The report highlights activities and major accomplishments of the RWC administration and system performance. There is also information about the financial health of the Cooperative as well as statistical information about the performance of the system. The report is also posted on the RWC website for anyone who is interested in looking at it.

Some topics that were highlighted in this year's report are the status of the Joint TRWC/RWC Working Group, the LECC award received, the Law Enforcement User Group Forum that was held, and the Arizona Public Safety Communication Administrators Forum.

The Annual Report has been reviewed by the Executive Committee and they recommend approval by the Board.

A **MOTION** was made by Mr. Fraizer and **SECONDED** by Ms. Buren to approve the RWC Annual Report. **MOTION CARRIED UNANIMOUSLY (19-0)**.

6. **Audit Committee Vacancy**

The Audit Committee was originally formed in 2011 with three members who would serve staggered three year terms. Recently, with the retirement of Chief Galliard from Goodyear, there is now a vacancy on the Committee that needs to be filled. Mr. Felix expressed to the Board that he is looking for a volunteer or nomination to fill the empty position.

Mr. Felix also informed the Board that the Committee does not consume a lot of time, so it shouldn't be burdensome for the members. Chief Paul Luizzi volunteered to serve on the Audit Committee for a three year term.

A **MOTION** was made by Mr. Fraizer and **SECONDED** by Mr. Adams to approve Chief Paul Luizzi to the Audit Committee. **MOTION CARRIED UNANIMOUSLY (19-0)**.

7. **RWC Annual Audit**

Ms. Kelli Butz updated the Board on the Annual Audit for fiscal year 2012/2013. CliftonLarsonAllen is conducting the required financial audit, and held a kick-off

meeting on July 18<sup>th</sup>. At the meeting the audit process, the timeline and significant audit areas that would be looked at. This year, there will be special attention paid to pooled cash and investments, expenditures and revenues. Ms. Butz has also completed the first draft of the Comprehensive Annual Financial Report (CAFR) and will be able to complete the CAFR after the auditors have finished their field work, which they will do the week of October 14<sup>th</sup>.

Once the audit is complete, the Audit Committee will meet with Mr. Felix, Ms. Butz and CliftonLarsonAllen to discuss the findings. Then, the Audit Committee will recommend changes and develop a response if needed. They will then approve the draft documents. As long as the schedule stays on track, CliftonLarsonAllen will brief the Board of Directors at the November meeting.

## **8. Governance Working Group Update**

Chairman Campbell expressed to the Board the importance of this item, and that he hoped to have comments and questions on the topic. He explained that the Governance Working Group (GWG) was formed out of the Strategic Plan meeting held last October, and the group has been meeting bi-weekly since then to come up with a plan to come up with the best structure to join the TRWC and RWC systems together.

Chairman Campbell also notified the Board that at the upcoming Joint Board meeting with the TRWC, the GWG will be looking for a vote to continue forward with the concept, knowing that there are still unanswered questions (especially financial) that will need to be answered before a final implementation. Both systems' governance documents are very similar, and Chairman Campbell is optimistic that it should take too much to merge the two documents.

Mr. Felix updated the Board that he has held individual meetings with every Board member over the last several months, and he hopes that if anyone still has questions or concerns about the merging of the two systems, that they make sure to contact him. When Mr. Felix was hired, it was asked of him how he would work to put the two systems back together again, so there has been an emphasis from the beginning to rejoin the systems. It has been widely agreed upon that merged governance is what is needed, and the GWG has narrowed down the options to recommend the creation of a communication authority.

There has been a lot of progress made with the GWG and now the group needs an endorsement from both of the Boards to move forward to craft an agreement.

Mr. Dale Shaw, Executive Director of the TRWC, agreed with what Mr. Felix presented and expressed that there has been a lot of progress made and everyone is looking forward to the next steps.

Chairman Campbell informed the Board that the GWG developed a set of guiding principles at the beginning and are constantly referring to them to make sure they are creating a governance structure that satisfies all of the principles. Mr. Felix

also added that he, along with Mr. Hartig, met with the Operations Working Group (OWG) to inform them of the progress of the GWG. There had previously not been a lot of communication to the OWG in regards to the status of the GWG, and the meeting was successful in helping to dispel some of the rumors that had been heard about the group's intentions. Mr. Felix promised to keep all working groups better informed so that they are able to provide input along the way and know the most current information. Mr. Felix asked the Board that if there are any questions or concerns that they be brought up now, before the Joint Meeting so that everyone feels comfortable moving forward.

Mr. Shaw also added that at the Joint Meeting, the main focus will be to explain the "concept" that the GWG has developed and that there will still be many unanswered questions that the group will have to continue to research. Mainly, the GWG wants to make sure that their concept is worthy of moving forward, past the conceptual stage.

Ms. Susan Daluddung reminded the group that her concern that she brought up at the last Board meeting was the issue of cost effectiveness. She re-iterated that there was a concern that moving forward the concept would raise the cost to the members, and that was not what the group wanted. Ms. Daluddung asked that a financial cost analysis be completed for the Board to reference before decisions are made, and she would like to see some of the GWG's "next-steps" provided at the Joint Board meeting on October 9<sup>th</sup>. Mr. Felix thanked Ms. Daluddung for her comments and that he will bring her concerns to the GWG group at the next meeting.

Mr. Paul Wilson asked that the GWG be clear on what the issues are that we are working to "resolve" and that developing an authority may not be needed; there could be an easier answer. Chairman Campbell noted Mr. Wilson's input and that the GWG is looking for further direction and areas that need to be improved on.

Mr. Ed Zuercher agrees that we need to move forward, but he is also cautious and needs more specifics in regards to the structure and financial issues. Mr. Zuercher wanted also to remind the group that simpler is better and that he hopes that is what the GWG is looking at. He also mentioned the success of the fire Automatic Aid program with the use of IGAs, and that maybe an authority isn't really necessary to fix the issues at hand; the taxpayers do not need to be paying for two different systems. Mr. Zuercher also called out to the "border" communities that are on the divide of both systems. He would like to hear from Chandler, Mesa, Tempe, Gilbert, etc. to help the rest of the group envision what some of the issues are and how moving forward can help. Chairman Campbell agreed that the work of the GWG wouldn't be to fix operational issues but give a strong structure in which to operate. Mr. Zuercher re-iterated that the Board needs to hear from the people that this really affects so that other agencies who aren't involved understand the weight of the situation, what it means to the users in the field. Mr. Felix also informed the Board that the GWG has looked at adding operational members to the group to help gather input from that area.

Chairman Campbell thanked the group for the discussion and he welcomes the more feedback the better. He mentioned to the group that there are other regional systems that have faced similar issues, and that we are looking at the pros and cons of these other systems to help see what would be best for our region.

**9. 700MHz Narrow-Banding, TDMA Conversion and Lifecycle Upgrade Project**

Mr. Bill Phillips presented an update to the Board on the update project. The Board has previously approved the hardware phase of the project, totaling \$25.4 million. The CIP Working Group was formed to review and come up with a process on how to charge the members. Mr. Phillips is hoping to get back \$4.3 million back in credit for narrow-banding, but that amount has not been set, so it may change. The contract was awarded to Motorola for \$21.8 million, but we may see a reduction in cost, but the special assessment will not change at this time.

Motorola held a Contract Design Review meeting on September 4<sup>th</sup>, and completion of the project is scheduled for end of CY 2016. Mr. Phillips informed the Board that there is a 6 month gap in the 700MHz project timeline and the re-banding project timeline, which would create problems with the cash-out option. ITS is working on a solution to match up the timelines, and believe that a solution can be reached. Currently, staff is working with the consultant to get the cost proposals prepared by the November 11<sup>th</sup> deadline.

Chairman Campbell verified that “new” talkgroups weren’t being created, and Mr. Phillips explained that was correct, talkgroups will not be affected; it will be a transparent transition to the user. Mr. Phillips explained there will be no impact to operations, other than a change out of equipment.

Mr. Felix asked Mr. Phillips to explain that after the 700MHz narrow-banding, the new protocol is TDMA, which changes the way the radios interact with the network. There would not be seamless roaming if left on 700 & 800MHz, so a benefit to move to one frequency band.

**10. 7.11 Upgrade**

Mr. Phillips updated the Board on the recent 7.11 software update which was completed in June. There are some final clean up tasks that staff is still currently working on. There was a delay on the system enhancement release, so that will have to be a separate upgrade at a later date. Hope to have clean up tasks done by the end of the calendar year. Mr. Phillips also reported that there were some issues with the upgrade, such as poor documentation and the security password given out to dispatchers. Mr. Zuercher wanted to clarify if these issues were Motorola or issues with Members, and Mr. Phillips stated that the issues were with Motorola and their handling of the upgrade.

One ongoing issue that is still being worked on is the console issue with the MC7500 and voice-processing module. The issue of dropped-audio has been resolved, but still having problems with console resets. This issue has been added to the Motorola Scorecard and escalated to high levels within Motorola. The Operations Working Group (OWG) has been working closely with Motorola to make sure they have all the information they need to find a solution.

Mr. Felix updated the Board that the notification lists have been updated that ITS uses to send out emails about system updates or issues. The people who receive these emails need to make sure that the information gets pass out to operations and end users to make them aware of any system upgrades or problems.

Mr. Zuercher asked Mr. Phillips for clarification on how serious the issues with the upgrade are. He wanted to make sure if these issues were putting first responders or other users at risk, and if the issues needed to be escalated in order to make sure they are resolved. Mr. Phillips asked Mr. Ron Parks from the City of Chandler to add his input to the issue since his group is experiencing most of the problems. Mr. Parks stated that Chandler has had problems with the voice-processing modules, but is not an issue that has put anyone at risk or in danger. He stated that it has been an extreme inconvenience, but not putting anyone in danger. Mr. Parks is continuing to watch the issues, but they seem to be stable. Ms. Brenda Buren expressed that Tempe has had system resets and that it continues to be a large concern. Chairman Campbell wanted to make sure that this is a top issue for Motorola, and that he is willing to contact Motorola and make sure that they know the Board is concerned and wants the issues corrected.

Chief Adams wanted to express his concern with the issues coming from a release that is two years old. Mr. Phillips explained that the issues are hard to pinpoint to the software release itself, or if it's a hardware issue. Other cities (Mesa) also had similar problems, so the RWC isn't the only one.

## **11. RWC System Performance Data**

Chairman Campbell had asked for this item to be on the agenda and this data is also in the RWC Annual Report. Mr. Phillips presented the data to the Board and explained that the main measures of performance are coverage, availability, and use and grade of service. The only current coverage issue is in Scottsdale and they are being worked on.

The system availability for the system is excellent. ITS has changed the way these figures are calculated, but still shows excellent levels. The statistics also shows that the use of data is very low, meaning that we have good availability. Grade of service is looked at by sub-system, and we are very low (aim for <2%) which is excellent. The only area with a slightly worse GOS is the airport, but there are only 7 channels and it does not include police and fire. Not a high concern at this time, but if it is in the future more base stations can be added.

Mr. Phillips also went over the number of calls on the system, the duration of the calls, number of emergency calls, number of “busies” on the system. The data is very good and the system is handling the calls very well.

## 12. **Executive Director’s Report**

### a. **FCC Petition**

Mr. Felix updated the Board on his communication with the FCC in regards to the 700MHz petition filed, to see if the deadline has been extended. FCC staff is currently working on a draft order to address the issues from the Notice of Proposed Rule Making; their recommendation will most likely be to extend the deadline or eliminate it all together.

### b. **Project Updates**

- Paradise Valley – The Town is currently working on acquiring property for the project; Chief Bennett thanked staff for their continuing support.
- ASU – Mr. Felix met with ASU to discuss the RWC system and if it could help ASU’s communication with the Tempe Police. Staff is currently putting together general information about their possible membership.
- Wickenburg – Mr. Felix and staff have met with the Town of Wickenburg to discuss their possible membership. They are currently approved for interoperability, but they are looking at other benefits to becoming members. Current membership may not financially feasible for them at this time due to the infrastructure costs, but they will work towards membership in the future.

### c. **Arizona Public Safety Communications Administrators Forum**

The initial Forum was held June 25<sup>th</sup> and each regional system presented basic information about their system. Also discussed were possible sharing opportunities between systems as well as possible site co-location. Due to the popularity of the forum, another one has been scheduled for December 9<sup>th</sup>.

One area that the group was concerned about was the State of Arizona system. The State is looking to complete their digital microwave build-out, but could use advocates to help support that need.

## 13. **Call to the Public**

None

## 14. **Announcements and Future Agenda Items**

Chairman Campbell stated that the next scheduled meeting was the Joint Board Meeting set for October 9<sup>th</sup>. Chairman Campbell also thanked Ms. Kacie Howard

for her service to the RWC and wished her luck in her new position with the City of Phoenix.

**15. Adjournment**

Chairman Campbell adjourned the meeting at 11:38 a.m.

Respectfully submitted,  
Kacie Howard, Management Assistant I