



**Board of Directors
MINUTES
January 23, 2014**

Maricopa Association of Governments
302 N. 1st Avenue
Phoenix, Arizona 85003

Board Members Present			Board Members Absent
Brent Ackzen	Chris DeChant**	Danny Johnson	Steven Campbell
Paul Adams*	Jim Haner	Paul Luizzi**	Marc Walker
Brenda Buren**	Bob Hansen	John Poorte*	Tim Van Scoter
Wayne Clement	Brad Hartig	Rob Sweeney*	
Mike Cole*	John Imig* (**)	Paul Wilson**	
Bob Costello	Lonnie Inskeep		
*Board Alternate	** Telephone Participant		

Staff and Public Present

Michaelanne Acree	Kim Engle	Shannon Tolle	
Kelli Butz	David Felix	Tim Ulery	
Jim Case	James Hughes		
Dave Clarke	Doug Mummert		
Dave Collett	Cy Otsuka		
Jesse Cooper	Bill Phillips		
**Telephone Participant			

1. Call to Order, Roll Call and Opening Comments

Vice Chair Hartig called the meeting to order at 10:00 AM.

An announcement was made that Chair Campbell was not able to attend the meeting.

2. Approval of RWC Board Meeting Minutes from November 21, 2013

A **MOTION** was made by Bob Hansen and **SECONDED** by Jim Haner to approve the RWC Board meeting minutes from November 21, 2013. **MOTION CARRIED UNANIMOUSLY (17-0)**.

3. **Update on the 700 MHz Narrow-Banding, TDMA Conversion Lifecycle Update – Hardware Upgrade Phase**

Mr. David Felix announced that this item and the remaining items on the agenda are for information only. The emphasis was to take advantage of a less packed agenda and provide the Board with updates on a number of ongoing projects that may have typically not been able to be reported on in the past due to time constraints.

Mr. Bill Phillips reminded the Board that this project is a result of having to meet a federal mandate. The Board approved this project at the March 28, 2013 Board meeting. Project costs of \$25.4M and the distribution of those costs remain unchanged. The project schedule is aligning well with the 800 MHz Re-banding effort and is still on target for the completion date of December 2016. The contract with Motorola has come in lower and therefore there may be a surplus. After it is known what the result of re-banding will be, an update of final costs can be given and at that time the Board can discuss what to do with the surplus, if any.

The System Enhancement Release project is now being completed which caused a slip in this project's schedule. Major parts of the upgrade should be completed next week but some ongoing work will continue for about another week. Next week Motorola will be installing two new channels in Simulcast F. Once that is done, along with some antenna work on South Mountain, Simulcast C can begin to be shut off and upgrades done to that subsystem. One risk of turning off Simulcast C is some reduced coverage in Chandler and the City of Maricopa. What is being done to mitigate that is to install some directional antennas on the overlay site at South Mountain, which will provide more signal strength in Maricopa. Work on the Chandler Fire Training Academy site and South Mountain site will be done first so if that coverage is needed Simulcast C can be brought back on in partial mode.

Mr. David Felix noted there have been some inquiries from the Finance Department regarding the budget in general, and special assessments. The RWC staff is working with the Finance Department to resolve their questions.

4. **7.11 System Enhancement Release (SER)**

Voice Processing Module (VPM) Issues – Mr. Bill Phillips noted that the Board was advised at the November meeting about some upgrade and voice processing module issues. The Board was reminded that Chief Campbell headed up a RWC team to address these issues with Motorola. Main focus at that time was on VPM which handles all the audio components of the new

MCC7500 dispatch consoles. The issues at that time were application freezes, random reboots and missing audio. The 7.11 issues related around the specifications, configuration files, poor documentation and support and training. Motorola assembled a black belt team and Mr. David Felix met with the team in Schaumburg in December.

Mr. David Felix commented that he and Todd Rogers of the Phoenix ITS staff went to Schaumburg for staging and to meet with Motorola and the Black Belt team. An A to Z description was given by them of what the issues have been. A conference call was held this past Friday with Motorola and Chief Campbell and the group is satisfied with the progress that has been made. Due to the large number of consoles being deployed in Mesa and Phoenix it is important that these issues be fully vetted. There will be more information to follow on this topic in the Executive Director's Update later on.

Mr. Bill Phillips stated that the team has addressed the missing audio cause and has a fix for that. The team has also identified possible causes for the application freezes and reboots. There is new software and hardware testing in Tempe now which has been operating for two to three weeks now. An update with Motorola on January 17th provided a high level overview of what the VPM architecture consists of, showing the areas that are being worked on and a very detailed description of what they are doing when our VPM modules come back to them. Some heat shields have been removed that have been causing reliability issues, solder mass density has been increased to improve reliability, some RJ45 connections have been improved, the inspection process was improved, and they changed how they store boards (from horizontal to vertical).

Software and hardware corrections in Tempe that allow repeaters to be able to come back up in the same state (instead of the "off" position) after a console reboot may not be working.

Ms. Brenda Buren from Tempe noted that the repeater piece seems to be working but they are still experiencing issues with audio failures locking up a position. She confirmed that it was not on a new position.

Mr. Bill Phillips stated that a new software release is coming up at the end of March to correct the two reset conditions Motorola found, and corrects audio loss, provides more diagnostics and testing capability, and preserves the log so it won't get lost when the machine gets turned off. A concern is that it is not known if the two identified VPM reset conditions are the ones that we are experiencing due to not enough information in the logs.

The new release raises critical timing issues, for example, it will delay the Phoenix console replacement until the City is satisfied that the VPMs will perform the way they should. Those putting in new consoles should realize that the problems have not been corrected, even though they probably can't change their respective schedules (Maricopa Community College, Avondale and Goodyear).

Mr. David Felix stated that consoles and portable radios are the responsibility of the members. It is effective however, through the Operations Working Group and the Motorola Scorecard, when multiple members are experiencing similar issues that the RWC help to facilitate discussions to help resolve these issues.

7.11 Issues – Meetings have taken place with Motorola and applications and configuration file problems have been resolved. Other items are being worked on. The Scorecard will be used to facilitate resolutions with regard to support documentation and training. Motorola is leaving an upgrade member behind after an upgrade to assist the local team in finishing up and to provide a more direct avenue back to Motorola in case there are issues. Software upgrades are roughly every two years and Motorola periodically uses enhancement releases which we are doing right now (started January 13 through January 27) with new features and to fix known problems. The implementation of this release is going very smoothly.

Mr. Bill Phillips thanked everyone for their help working with the team and Motorola to change the implementation timeline so that it would have minimum operational impacts.

Two things that the SER should correct are site controller contention which disrupts communications and “No Comms” errors which affects many of the routers. One positive thing with the 7.11 upgrade is that when site controllers are changed they are back online within 10-20 seconds instead of 2-3 minutes.

5. **800 MHz Re-Banding**

This project is to comply with a Federal mandate to re-band the 800 MHz frequencies and eliminate the interference that occurs between public safety and cellular carriers. The project cost is being funded by Sprint/Nextel. We are converting 800MHz frequencies to 700MHz and using the “cash out” option so that we get a check that we can use toward funding our 700 MHz Narrow-banding project. The estimated amount from the “cash-out” option is \$4.3M. Our team is in the process of developing our cost proposal; Motorola, our contracted consultant, and our contracted attorney are developing their cost proposals.

Mr. Phillips thanked everyone who helped him with data via the surveys that were sent out. There is a meeting January 29th with Motorola consultants and the RWC team to start consolidating the input into the package that needs to go to the Transition Administrator on February 17th. Negotiations should be able to start as early as March.

6. **Other Project Updates**

Avondale Console Replacement - They are replacing their Gold Elite consoles with the new MCC7500s. Some equipment has been installed already

and they are working with Creative Communications to establish the connectivity needed into the RWC. Targeted completion is March 2014.

Goodyear Police Department – The current plan is to transition Police onto the network in the May 2014 timeframe. As soon as their new dispatch center is complete they will install their consoles and begin the cut-over of their police.

Maricopa County Community College District - MCCCCD is centralizing their police dispatch and transitioning their police onto the RWC network. They have their radios and talkgroup plan and will probably complete programming of their radios next week with console installation and cut-over in March.

7. **Governance Working Group Update**

Mr. Hartig noted that the GWG is back in session since the holidays. Had a meeting on January 16th and the purpose was to re-establish the schedule for future meetings and to develop the agenda and key discussion points for the JOWG meeting on January 22. Also, the group continued on the creation of the draft Regional Communication Authority (RCA) governance document which is an accumulation of both the TRWC and RWC cooperative documents. Two outcomes for the JOWG were to go over the Definitions outlined in the RCA and to review the language; secondly we solicited input for the Organizational Responsibilities and Board Structure of the RCA. A draft list was drawn up from the group for the Organizational Responsibilities and they are as follows: Administrative Manager which is the RCA staff (Executive Director, Administrative, Finance); Network Manager is responsible for the day to day operations of the system; Maintenance Manager is responsible for supporting the radio network or some portion of the radio network; a new role is Encryption Manager who is responsible for the management of the encryption keys; and Subscriber Manager which is the responsibility of each member.

Next meeting is January 30th. The group meets every other week on Thursdays for four hours. Current activities are to continue merging the documents and anticipate completion in the spring of 2015. A review will then be necessary by the TRWC and the RWC (by mid-2015) with full government ratification by all members by mid-2016, and integration of the two systems in 2017. The group is working very diligently to bring the project timeline back as much as possible. The development of the language needs to be constructed then get weigh in from the TRWC and RWC Boards, and then buy in from each City management and Council and integration of the system.

Mr. David Felix added that there will be ongoing discussions with the Boards. We have about 5 years of experience now using this governance and operating the two systems so there's a lot of background information and knowledge on the operational for a practical way to incorporate things. Ms. Kelli Butz has been asked to assist in the financial aspect of the governance to assure things are being done as they were originally conceived. The information flow and what was gotten from the JOWG meeting yesterday was very important and it is important to keep people informed.

8. Executive Director Update

Schaumburg Visit/VPM – Mr. David Felix noted that he and Mr. Todd Rogers from the Phoenix Radio Shop attended the visit at Motorola and they were great hosts. The visit included a tour of Motorola's very large warehouse full of staging equipment. They looked at the operation of Simulcast C and Mr. Felix and Mr. Rogers signed off on that. Equipment will be shipped to us and installed. They were greeted by the Black Belt team and listened to the process of how they are trying to resolve VPM and other issues. Went to some of Motorola's laboratories to see how they physical test issues under dynamic and torturous conditions.

The briefing by their network operations group showed that after hours our networks are being monitored by Schaumburg and if there are any failures or alarms our IT staff is notified. The ability to identify pieces of equipment and its location is very important to dispatch technicians to the correct location. Has been some problems with that in the past so it was important to see how they take these calls in. The system is older and will be improved upon.

He recommends that two technical people be sent back to Schaumburg when there is equipment being staged to attend that and sign off on it and that the experience would be beneficial to the technical staff.

Las Vegas Metro Police Department (LVMPD) Visit – Mr. David Felix noted that this visit was coordinated by Phoenix Police Department. LVMPD is deploying a Motorola P25 digital system and were here for four days (Jan 6-Jan 9). They were exposed to every aspect of our system and were briefed on governance, policies and procedures, police department dispatch, network operations, Phoenix Fire alarm room, and attended a JOWG meeting. They had a lot of questions and came away with a model to apply to the management of their system. Relationships were established that will be helpful in the future.

Vice Chair Hartig commented that the visit by LVMPD reflects highly on what we are achieving here in the Valley. There has been a lot of effort by Mr. Felix and staff within the City of Phoenix, and the tremendous commitment of the Board.

University of Phoenix Bi-Directional Amplifiers (BDA) Replacement – The old BDAs which are in-building treatment for security/fire/police personnel in the stadium are in need of being replaced in a timely fashion not to interfere with the Cardinals season and in time for the 2015 Super Bowl. Thanked Deputy Chief DeChant for bringing this issue to the attention of the stadium. The change-out of that BDA and any other systems will be done before the next Cardinal season and then any issues can be resolved prior to the 2015 Super Bowl. Negotiations are also in place with Jobing.com.

Deputy Chief DeChant commented that they have also been in discussions with Fire about creating a VHF solution because they are equally challenged with hazard zone communications on that side.

ASU Membership – Mr. David Felix thanked Board Member Brenda Buren from Tempe Police Department for opening the door with ASU and the Chief there. Had a meeting with ASU with an overview of the RWC and a second technical review meeting is upcoming to see what it will take to connect ASU to the system. A meeting took place with Motorola, Creative Communications and Phoenix ITS and once some options with associated costs have been created then further discussions can take place. Timing and costs will be important considerations for ASU.

9. **Call to the Public**

None.

10. **Announcements and Future Agenda Items**

Vice Chair Hartig stated that the next Board meeting is March 27, 2014, and the next Joint Board meetings are scheduled for May 22, 2014 and November 20, 2014.

11. **Adjournment**

A **MOTION** was made by Bob Hansen and **SECONDED** by Brent Ackzen to adjourn the meeting.

Vice Chair Hartig adjourned the meeting at 10:54 a.m.

Respectfully submitted,

Kim Engle, Management Assistant I