PIMA COUNTY WIRELESS INTEGRATED NETWORK (PCWIN)
USER COMMITTEE MEETING

Pima County Sheriff's Administration Building
1750 East Benson Highway, 3rd Floor
Thursday, May 12, 2005
1:30 p.m.

SUMMARY OF MEETING

Note: The following is a summary of what transpired at the May 12, 2005 meeting.

I. Call to Order: Matt Janton calls the meeting to order at 1:40 p.m.

Roll Call: **Ms. Romero**

Mr. Janton announces quorum has been established.

Members Present

1) Linda Basham-Gilbert, Tucson Police Department
2) Gary Bynum, Drexel Heights Fire District
3) Jim Conklin, Arivaca Volunteer Fire Department
4) Harry Findysz, Mt. Lemmon Fire Department
5) Matt Janton, Co-chair, Northwest Fire Department
6) Dan Morelos, Tucson Airport Police Department
7) Tom Nix, Avra Valley Fire District
8) Todd Pearson, Tucson Fire Department
9) Luis Puig, University of Arizona Police Department
10) Doug Roth, Corona de Tucson Fire Department
11) Mike Sacco, Pima County Sheriff's Department
12) Kevin Shonk, Tohono O'Odham Police Department
13) Cheryl Smart, Pima College Department of Public Safety
14) Larry Stevens, Co-chair, Oro Valley Police Department
15) John Williams, Three Points Fire District

Members Absent

Patrick Abel, Golder Ranch Fire District
Larry Anderson, South Tucson Fire Department
Dale Bradshaw, Marana Police Department
Lee Bucklin, Rincon Valley Fire District
Jim Bush, Ajo/Gibson Volunteer Fire Department
James Craig, Helmet Peak Fire Department
Charles Kmet, Tohono O'Odham Fire Department
Don Lafreniere, Sahuarita Police Department
Basilio Martinez, Pascua Pueblo Fire Department
Kerry Reeve, Pima County OEM
Ernie Robles, Picture Rocks Fire Department
Chuck Wunder, Green Valley Fire District

Others Present

Manny Barreras, Motorola
Matthew Fenton, University of Arizona Police Department
Benny Gomez, Pima County OEM & Homeland Security
David Jones, City of Tucson Communications
Pat Joy, Pima County Sheriff's Department Communications
Daniel Simmons, Pima College Department of Public Safety
Maggie Williams, Oro Valley Police Department
Paul Wilson, Pima County Sheriff's Department

II. Recommendation for Additional User Committee Members

Larry Stevens explains why he would like to make the recommendation to the Executive Management Committee, to appoint additional members to the User Committee. He advises he asked Mr. Wilson to explain the appointment process and what it would take to have additional members appointed.

Mr. Wilson refers to the PCWIN By-Laws regarding appointment to the User Committee. The By-Laws were crafted based on the requirements of the Bond Ordinance which states there would be a User Advisory Committee that would be comprised of representatives from each of the participating agencies and any other county or federal agencies that might some day join the project. The Bond Ordinance included 32 entities that were specifically pointed out as participating agencies.

Mr. Wilson addresses the past attendance records for the User Committee and attempts to pinpoint why the problem with establishing quorum exists. He mentions there are six agencies that up until today had not had any participation in this committee although they have members appointed. Members are nominated by each participating agency, appointed by the Executive Management Committee and are limited to one representative from each agency, not allowing for alternate members or proxy votes. He advises the Executive Committee may be able to change the requirements now stated in the By-Laws, but they would have to ask legal counsel to review the request and whether or not another arrangement would meet the requirements spelled out in the Bond Implementation Plan. Mr. Wilson points out that the six nonparticipating agencies are some of the smaller fire districts and volunteer fire districts and suggests these individuals probably have other jobs, which would make it difficult for them to attend the meetings during regular business hours. He advises there are five entities that have not yet appointed anybody to the committee and explains the result is eleven agencies not participating, which totals one-third of the membership.

Mr. Wilson proposes letters be sent to the five agency heads that do not have anyone appointed to represent their agency. These agency heads have been asked twice in the past to submit a name for appointment by the Executive Management Committee, but still have not recommended anyone. He feels by doing so the User Committee will have a larger number of members, therefore, increasing the number of members required to establish quorum. He advises a letter will also be sent to the Chiefs of those agencies that do have appointments but have not been participating, seeking their involvement. The letter will come from either Mr. Wilson himself or Sheriff Dupnik.

Mr. Wilson advises of the telephone requests made to each member to attend today's meeting in addition to the Email that was distributed. He confirms every member is receiving the Emails and advises reminder telephone calls will continue in an attempt to raise the meeting attendance.

Mr. Wilson suggests they include an opportunity for the members who can't be present at the meetings to participate via telephone. A speaker phone could be set up allowing the member to participate in discussions and voting. This may benefit individuals located in western Pima County, who drive for two hours to reach the meeting location. Mr. Wilson will explore a conference calling solution for up-coming meetings.

Mr. Wilson will make an appointment with the Department's legal staff to discuss proxy votes, but until then, he will not make a recommendation to the Executive Management Committee because he does not feel it would be consistent with the Bond Ordinance. He recommends the item be discussed and then tabled for now unless it continues to be a problem.

Mr. Stevens advises he would like to see if proxy votes can be considered as an option and recommends someone motion to table the item and place the item on the agenda for the next meeting. Mr. Bynum motions to table the recommendation regarding proxies until Mr. Wilson can obtain information from legal counsel. Ms. Basham-Gilbert seconds the motion. Motion is unanimously carried.

III. HIPAA Workgroup Report/Update

Mr. Sacco advises he has been researching HIPAA information and the Arizona Attorney General's Office has been asked to offer an opinion on the implication of HIPAA in voice communications, data communications and the public safety arena.

Mr. Pearson contacted Dennis McLaughlin, a Tucson City Attorney who dealt with HIPAA issues when it came to the Fire Department. Mr. Pearson asked Mr. McLaughlin several questions, including what is our HIPAA obligation. Mr. McLaughlin advised currently there are no statutory or regulatory issues that require us to do anything with HIPPA as far as enhancing our radio system package. Mr. McLaughlin advised that as long as the system capability was not reduced they would be fine and anything that was enhanced would also be acceptable. He stresses this was the City Attorney's opinion.

Mr. Wilson advises he made a request through Curt Knight's office, Arizona Public Safety Communications Commission, to have the Attorney General review it to assist with a legal opinion and direction. He stresses that this item must be resolved as soon as possible so the committee can share with consultants what type of requirements should be met and how we want the system built.

Mr. Bynum asks if the Federal Government should be contacted, e.g., United States Attorney's Office. Mr. Wilson advises he does not know if they would be willing to give legal advice to state and local agencies. Ms. Basham-Gilbert advises several years ago her agency went through something similar with their telephone device and it was regulated by the Justice Department to enforce. She suggests maybe going through the Federal Government is something the committee would want to look at. Mr. Wilson states he would make a note to contact them.

Mr. Janton states the item is going to be an ongoing investigation and proposes the item be tabled for further discussion at the next meeting. The User Committee members agree.

IV. Executive Management Committee's Short Term Objectives

Mr. Wilson advises he presented two items to the Executive Management Committee at the April 28, 2005 meeting regarding the guidance and specific direction of short term objectives and activities concerning the User Committee. The short term objectives established by the Executive Management Committee are as follows:

- Document examples of common day-to-day, task force and mutual aid police and fire incidents and how the user community plans to utilize the PCWIN to satisfy the communications requirements of each and document applicable proposed procedures.

- Document examples of common incidents requiring interoperability with other state and federal public safety agencies. Each description should identify specifically which agencies the user community needs to interoperate with.

- Document examples of common interactions between communications centers and how the user community envisions facilitating those in the future.

- Define policies and procedures for implementation of the ACU1000 located at the Sheriff's Headquarters Building.

- Conduct tabletop exercises to test the viability of the planned procedures.

- Research how the HIPAA requirements will impact voice communications and propose policy and procedures that will guide user compliance.

Mr. Wilson stresses the importance of documenting various scenario interoperability requirements with other state and federal public safety agencies. He discusses the ACU1000, portable solutions and Gateway and how the User Committee should create policies and procedures as to how it would implement the new system planning. He suggests bringing together the agencies that utilize the Gateway agreement now, have them start creating some policies and then allow the other participants to join them. He recommends a member of the Technical Committee be asked to attend a User Committee meeting to explain what the ACU1000 is, what its capabilities are and what its limitations are, then the User Committee could discuss how it can use it today to overcome some of our interoperability problems as a short term solution.

Ms. Basham-Gilbert supports Mr. Wilson's recommendation to have a Technical Committee member explain the ACU1000 to the User Committee members.

V. Definition of Interoperability as Adopted by the Executive Management Committee

Mr. Wilson advises at previous User and Technical Committee meetings, discussions regarding interoperability and trying to reach an agreement on a definition to recommend to the Executive Management Committee were unsuccessful. Mr. Wilson presented a definition he crafted to the Executive Management Committee on April 28, 2005 and advises it was adopted by the Executive Management Committee as the project definition.

The definition is as follows:

Voice Communications Interoperability

The ability of PCWIN public safety service providers - law enforcement, firefighters, EMS, and emergency management - to establish voice communications with staff from other PCWIN responding agencies on demand and in real time, to exchange information according to a prescribed method in order to achieve predictable results; and,

The ability of PCWIN users to interact with non-PCWIN public safety service providers on separate communications networks to exchange information according to a prescribed method in order to achieve predictable results via common conventional channels, network gateways or other system interconnectivity solutions.

Mr. Wilson advises the definition will help to set up some assumptions that we have and can then start to work with when we talk about the concepts of operations. The scope is narrowed down to what was intended in the bond election, which was establishing a public safety communications system. There has been discussion of adding public works, but this was not contemplated and the Executive Management Committee has asked that we keep the focus narrowed to public safety with the understanding that this is really an evolving process. Once the User Committee achieves the objectives of the project, then they can achieve new objectives and goals that go beyond that interest and funding. Mr. Wilson advises discussions should focus on public safety and being able to interoperate with other public safety providers that are not on our current network(s).

VI. Concept of Operations: Scenario(s) Based Discussion

Mr. Stevens asks if it would be possible for each User Committee member to create a scenario, complete the scenario and then send it out to each User Committee member and ask them to respond. He feels this would give them a place to start with each agency, realizing not all agencies would respond to the request. Mr. Wilson expresses concerns of violating Open Meeting Laws and states examples could probably be sent out and asks committee members to bring their responses with them to the next meeting. Mr. Stevens asks Mr. Wilson if this would be something that could be considered.

Mr. Janton asks if anyone would like to share any scenarios with the committee. Mr. Sacco advises he has a couple and proceeds to hand them out to all present. Mr. Janton mentions that while staying in compliance with the Open Meeting Laws, he did not see a problem with sending information out to committee members and not soliciting comments until the next meeting. He would like to discuss multi-jurisdiction scenarios.

Discussion follows on multi-jurisdiction scenarios. Mr. Sacco starts his presentation with a fire scenario providing scene details and communication needs. Mr. Wilson advises the

committee of some of the details that should be documented that are necessary to know prior to meeting with consultants.

Mr. Morales advises how a fire situation is handled at his agency. The dispatch center receives a call, assesses it and determines it is a fire and then dispatches a fire unit. They send a tone from the dispatch console to the fire house so that it activates a PA system and the doors, so fire units can respond. Once information is broadcasted over the PA, units respond and at that point dispatchers have secondary information over the radio. A law enforcement unit would also be dispatched and the first unit that arrives will typically act as the incident commander. Any orders for mutual aid response will be taken over the air by the dispatch center and they would ask the other agency to send their commander to the incident command post. Captain Wilson asks if their initial dispatch is on a different intercom system or radio system. Mr. Morales advises it is a dispatch console that has an intercom feature with relay switches. The initial actions are not actually happening over the radio, but still through a dispatch console.

Mr. Sacco asks for input from other fire agencies. Mr. Bynum advises Drexel Heights Fire District has several different fire house locations which are alerted via their radio system. Station alert tones are sent, which automatically opens up the PA, turns on lights in the station, alerts them to what the call is and they get in their trucks and respond. They have a back up system, which is another radio system. Both are over an RF frequency.

Mr. Findysz advises he thought up a procedure consisting of Fire/Police/EMS. Each agency is dispatched through their own dispatch center to the event. In the general scenario, they will have a fire ground frequency assigned and at that point each responding agency switches to that fire ground frequency and they can all communicate there. This will keep them off the main dispatch channel. Anybody responding can communicate with everyone else. Mr. Findysz would also like to see simplex radio channels considered for fire ground operations.

Mr. Sacco discusses the possibility of a variety of concepts, up to every user being able to hear every other user. In the new system there could be fire ground communications, law enforcement communications, EMS communications and you could also have still another talk group which could combine one, two or three of them. The individual user could make a choice as to which talk group or groups they would like to switch to and hear. Mr. Janton stresses the need for communication between the individuals inside the building and outside the building without being stepped-on (less critical transmissions interfering with critical transmissions).

Discussion continues on methods of switching frequencies. Ms. Basham-Gilbert advises the dispatchers currently switch radio frequencies manually, moving their assignment. Mr. Bynum discusses the possibility of integrating the radio systems with CAD. Captain Wilson advises doing that may be beyond the scope of the bond package. Mr. Bynum advises integrating into the CAD is not necessary as long as there was radio unit display available to the dispatcher.

Mr. Janton mentions another type of frequency his agency utilizes and that is the localized air monitoring device which is a very low power independent frequency. Captain Wilson asks how the radio works with the face mask on a self contained breathing apparatus. Mr. Janton advises they do not have microphones integrated at this

time. Several members advise the microphones do not work well and are not worth the money. It is easier to use a portable along with voice amplification incorporated in the SCBA mask (if available).

Mr. Janton suggests each member come up with a small & large scale incident specific to each agency. The incident scenarios will be compiled and distributed. Captain Wilson suggests the scenarios be Emailed to Ms. Romero for copying and compiling.

Mr. Sacco reads his police scenario to the committee and asks how they would dispatch and control a vehicle chase. The chase involves multiple jurisdictions, which is common in a pursuit. He asks who would be responsible for communications with a regional system and states it would be very possible that the originating agency can handle the incident from start to finish. Ms. Williams comments that the problem with that is the officer leaves the jurisdiction and there is no geography, they don't know what direction they are traveling in or what streets they are on. Dispatchers may experience the same problem when incidents go out of their jurisdiction. The dispatcher to dispatcher hand-off is something that needs to be researched. Ms. Basham-Gilbert advises chases on the Interstate are handed over to the Department of Public Safety, as according to policy. Mr. Sacco suggests the User Committee establish a policy and procedure for handing off to a different jurisdiction. Ms. Basham-Gilbert advises there are different policies depending on the type of pursuit and it may be impossible to document one policy and procedure since scenarios are different each time.

Mr. Conklin of the Arivaca Volunteer Fire Department shares a typical multi-jurisdiction pursuit with the committee, suggesting they were not likely to get Federal agencies to back out of the pursuit. Because Federal agencies are not part of PCWIN, he asks how this type of pursuit would be handled. Discussion continues on multi-jurisdiction "hand offs." Mr. Janton suggests the dispatchers that are present bring pursuit scenarios to the table at the next meeting and how they handled it. Mr. Wilson adds there is reluctance for an agency to take over chases/incidents from other jurisdictions. Mr. Stevens suggests pursuit policies that a multi-agency notification is made through a conference hot-line and all agencies are notified and a certain radio talk group could be dedicated to pursuits only. Members agree this is a good idea. There is still a geography aspect concern.

Mr. Janton recaps the assignment of creating two scenarios and sending them to Ms. Romero via Email. Mr. Sacco will plug in some of the details discussed of the two scenarios he presented and discuss the finished document at the next meeting.

VII. New Business

Mr. Janton addresses the possibility of a future date for training on the ACU1000. Mr. Sacco advises they could probably have a representative at the next User Committee meeting and volunteers to handle that task.

Captain Wilson discusses creating a data highway and rules for usage. He states once users are on a system, opportunity arises for integration amongst jurisdictions, but this goes beyond the goals of the bond project.

Agenda items for the next meeting include proxy votes/legal opinion and approval of the March 3, 2005 minutes.

Mr. Wilson asks for suggestions on how to improve meeting attendance and advises reminder telephone calls will continue for now.

Date and time of next meeting:

Thursday, June 16, 2005 @ 1:30 p.m.
Pima County Sheriff's Department/SOC

VIII. Call to the Public

Mr. Janton makes a call to the public and receives no response.

IX. Adjournment

Mr. Bynum motions to adjourn. Mr. Shonk seconds the motion. Motion is unanimously carried. Meeting adjourned at 3:00 p.m.

Minutes approved: M D Sacco 05/19/05

Mr. Mike Sacco
PCWIN User Committee Recorder

Date

Minutes prepared by: Annette Romero

DRAFT