

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

September 27, 2001
Phoenix Fire Training Academy
Phoenix, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	*Ramsey Beckstead, Scottsdale
*Dan Scott, Apache Junction	*Ken Blume, Surprise
*Katie Post, Avondale	Karen Allen, Tempe
Velma Washington, Buckeye	*Jeff Walter, Tolleson
Patti Walton for Richard Speer, Chandler	*Ronnie Miller, Wickenburg
Michelle Busch, El Mirage	*+Carol McLeod, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sheila Pattee, Glendale	*+Fred Christley, Capitol Police
*Chris Nadeau, Goodyear	*+Debbie Henry, DPS
Joe Noce, Mesa	+Mark Bach, Ft. McDowell Yavapai Nation
Tom Melton, Maricopa County	*+Arnold Castro, Luke AFB
Bruce Barrows, Paradise Valley	+Louise Smith, Phoenix
Viola Bent, Peoria	+Ken Reid for Joe Gibson, Rural
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Rod Thompson, Rural Metro	Bob Chipman, Pinal Co. Emergency Mgt.
Mary Dysinger-Franklin, Phoenix	Calvin Hess, Pinal County
Sherrie Clark, Glendale	Raymond Wall, Sprint PCS
Bob Bobbett, Qwest	Pam O'Neill, Qwest
Lisa Sheridan, Qwest	John Settembre, Qwest
Jim Martin, Pinal County	Tom Klein, Qwest
Jean Ulmer, Pinal County	Jean Maiocco, Phoenix
Enrique Isaguirre, El Mirage	Cathy Gura, Chandler

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:18 a.m. Self-introductions were made.

2. Approval of the May 24, 2001 PSAP Managers Meeting Minutes

Patti Walton moved, Michelle Busch seconded, and it was unanimously carried to approve the July 26, 2001 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco advised that it is very important to get 911 Net for correcting the ALI discrepancies. She can come out to your site to help set it up and to get you started.

Jean also mentioned that Intrado has only had time to process a small portion of the postal standard changes she has made for Mesa.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reported that Glendale would be cutting to their new Vesta equipment on October 28.

Susan stated that all the CPE upgrades and the central office conversion have been completed for the MAG PSAPs and that Qwest is ahead of schedule. The next step is to go out to each site to enable them for the 10 digit ANI. Susan provided Diana Voss's proposed schedule and asked everyone to look at it and confirm that their scheduled time would work for them.

Tom Klein, Qwest, said that he would have Diana Voss coordinate with Mesa and Rural Metro to schedule them for this last step that involves the central office, Intrado, and the PSAP.

5. Qwest Maintenance Report

Tom Klein introduced John Settembre, his new manager, who was replacing Bill Rodriguez. He also introduced his replacement, Pam O'Neill. He advised that he was going back to Yuma but would remain here for the remainder of the 10 digit ANI upgrade.

Tom reported that there were no major issues with these PSAP upgrades. They will now be working on the switch. MCSO went smoothly and they did not have switch to back up. They did not and will not interrupt any calls in progress.

Tom asked to be advised of issues that we would like him to address at the PSAP Managers meeting so that he can prepare and have answers to our questions.

Susan mentioned that she has talked with Qwest about having all service requests or 911 issues go through her office. This will allow her to help coordinate the requests and ensure resolution to 911 issues. They will be notifying the technicians of this plan as well since they have a lot of interface with the PSAPs. She is asking that all PSAPs contact her or the office if they have any work they need the 911 technicians to do or if they are experiencing any 911 problems.

6. ADOA Report

Barbara Jaeger stated that because of the September 11 tragedy the 911 Day ceremony at the state capitol was cancelled and will not be rescheduled. Recognition for the Telecommunicator of the Year and the runner-ups will be in front of their own community, most likely at their city council meetings. She also mentioned that the Baseball Park activities have been rescheduled to Tuesday, October 2.

Barbara informed the group that the legislative 911 study committee met on September 12. Anita Velasco, Susan MacFarlane, and herself each addressed the committee on issues regarding 911. They plan to meet several more times and one of those will probably be a tour to several PSAPs.

Barbara also discussed the tax law that changed the revolving fund. It will now allow at least one percent of the three percent administrative portion for local network management. They have chosen to divide the funds by the number of access lines a community has. The MAG 911 system will be getting 64% of the 1% or approximately \$125,000. Each system will be allowed to choose to receive payments quarterly, biannually, or annually in arrears. Susan advised that she, Mary, and Jean have been brainstorming and looking at the Five Year Management Plan to determine the best utilization of the money. She asked the group for suggestions and asked that they call her with their ideas.

Barbara mentioned that the state contract for CPE expires December 31. She is exploring the possibility of extending it for 1 year to have time to issue another RFP. If it expires without being extended all acquisitions will then have to be by RFP. She has heard that the California RFP is very good and will be looking at that to follow.

Phase I project in Tucson continues. They have contracts with all 8 carriers but not all have been turned up.

Barbara discussed the 38 projects going on statewide.

7. 911 System Consultant Study

Susan advised that there will be an executive level presentation of the consultant study's recommendations at MAG on October 4, 2001 at 9:00 a.m. Invitations will be forthcoming.

8. Public Access Defibrillation Program (PAD)

Susan informed the group that a bill was passed this past legislative session to require defibrillators in all state government buildings. Barbara stated that only \$50,000 was available and she felt it would not be enough for equipment and training. She did think that it would be enough to put procedures in place for utilizing and deploying the equipment.

Susan advised that the American Heart Association (AHA) has approached her because they felt there was some connection between 911 and having these defibrillators deployed. The defibrillators are in numerous places such as the airport and large office buildings. They felt that it would be beneficial for 911 centers to know where the defibrillators are in the event that when 911 is called and there is a need for the defibrillator we would know where to locate the nearest one in order to assist in its use. She agreed for her office to receive the information on where they are deployed and then distribute that information to the PSAPs. She mentioned that Mesa is doing this type of thing with the defibrillators in their city. All the information is loaded in their CAD system.

9. New Remote PSAP

Mary Dysinger-Franklin advised that the newly formed Fountain Hills Fire Department has approached them regarding becoming a remote PSAP. Susan and herself have met with Chief Brown of the Fire Department and Marshal Gendler. They explained that the Fire Department will be taking over responsibility December 15 and that the Marshal's Office has agreed to dispatch for them. Susan and Mary felt that since Goodyear Police was getting upgraded to new equipment at about the same time it would be more economical and practical to make them a secondary to MCSO rather than a remote site. We could use the Goodyear equipment and all calls (even the calls exchanged between MCSO and the Marshal's Office) would be more efficiently handled.

Because we are asking them to become a secondary rather than a remote Tom Melton asked that this issue be further explored and be tabled until the next meeting. He and Barbara Jaeger had concerns whether they met the ADOA requirements and if this would put strains on our funding. Barbara also noted that the service plan would have to be revised.

10. Budget Amendment

Mary Dysinger-Franklin reported that MCSO has requested an additional 24-port power hub for approximately \$2000 so that they are able to split their positions between the two hubs in case of failure. MCSO has also requested call check recording for their 18 workstations. At the time of their upgrade they were not using call check recorders so it had not be included. They have reconsidered their position because the call taker can lose vital information if a caller is disconnected. The approximate cost for the recorders is \$25,000. Joe Noce moved to accept this request to amend the budget. Viola Bent seconded and the motion carried.

11. 911 Customer Premise Equipment Maintenance RFP

Susan advised that the RFP responses have been submitted. The evaluation team reviewed the response but had questions regarding spare parts management section. We are waiting for those responses and should have them by the 28th of September. The evaluation team will then reconvene to review and plan negotiations.

12. Arizona Missing/Abducted Child Alert Plan Update

Tom Melton mentioned that there have been 8 safe recoveries due to this program. He provided two documents: one is a draft of the alert plan; the other is a draft of a standard operating procedure (SOP). Each agency will have to create their agency specific SOP but can use the provided draft as a foundation. See attached documents.

Tom advised that there is supposed to be a news conference at the end of October to kick off this program. He has requested a specific date and will provide that as he hears more.

Next meeting was scheduled for Thursday, November 15, 2001 at 9:00 a.m. Breakfast at 8:30 a.m. The meeting will be held at:

**Ft. McDowell Yavapai Nation
Red Rock Café at the Casino
Ft. McDowell, AZ**

The meeting was adjourned at 10:47 a.m.