

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

September 21, 2000
Gilbert Police Department
Gilbert, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Curtis Thomas, Salt River Pima-Maricopa Indian Community
Kathy Jeter for Dan Schultz, Apache Junction	Ramsey Beckstead, Scottsdale
*Naoma Sloan, Avondale	Ken Blume, Surprise
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
Patti Walton for Jim Malinski, Chandler	*Ruben Madrid, Wickenburg
*Gloria Jones, 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 Indian Community
*Jan Meredith, Maricopa County	*+Nicholas Dmytrus, Luke AFB
*Bruce Barrows, Paradise Valley	+Louise Smith, Phoenix
Viola Bent, Peoria	+Joe Gibson, Rural Metro/Southwest Ambulance
Jim Wortham, Phoenix	

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

OTHERS PRESENT

Mark Mahoney, Phoenix	Jean Maiocco, Phoenix
Mary Dysinger-Franklin, Phoenix	Mary Leonard, Phoenix
Lisa Sheridan, Qwest	Sherrie Clark, Glendale
Rod Thompson, Rural Metro	Tom Klein, Qwest
Kara Berry, Gilbert	Jim Brad, Gilbert
Linda Wright, Mesa	Cathie Watson, Chandler

1. Call to Order

The meeting was called to order by Susan MacFarlane, chairperson, at 9:05 a.m.

2. Approval of the July 20, 2000 PSAP Managers Meeting Minutes

Joe Noce moved, Chris Nadeau seconded, and it was unanimously carried to approve the July 20, 2000 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco provided everyone with their current MSAG. She reminded everyone of the two year process that has culminated in centralizing the MSAG. SCC used to send the errors to the MSAG coordinator whom then distributed them to the proper agency. By centralizing this process the MSAG Specialist receives the errors and is now authorized to make the needed changes to the MSAG for all the agencies. All agencies still need to report their daily ALI errors to SCC either on 911 Net or by fax. This has not changed. Jean also mentioned that there are a few PSAPs that have not been set up with 911 Net. This is a free service and provides the agency with a real time MSAG and tracking of ALI errors. This is now also available on the Internet. Contact Penelope at 480-945-8132 for this service. Susan MacFarlane reported that SCC would be doing a class on 911 Net at the APCO/NENA State Training Conference in January. Joe Noce mentioned that there are firewall issues with 911 Net but he only had to have his I.T. people coordinate with SCC. Jean asked if anyone used their MSAG for anything other than correcting their errors. Janet Laird mentioned that Gilbert uses it to make sure their Geo File is current. Jean asked for feedback on how the agencies would like to be notified of the changes she makes to their MSAG.

Jean advised she has been contacting all the planning departments to have them inform her when new streets are added. She is also getting Plat maps so that she can start entering the new streets that are now in before residents move in and request phone service from Qwest. What she needs from everyone is help with some of the planning departments that she has not had a working relationship yet. Chris Nadeau asked if Jean would be given staff because of the tremendous growth rate especially in the west valley. Jean said she is not new to the MSAG but this process is all new ground and we will see how it progresses.

Jean can be contacted at 602 256-3394. She has not received her phone yet so this is the main number for now. Her fax number is 602 534-1108 and her email is jmaiocco@ci.phoenix.AZ.us.

4. Qwest Customer Service Report

No report. Lisa Sheridan mentioned that Linda Sorensen is out of the office indefinitely. We can contact herself at 602 604-4662, Bob Bobbett or Mike Jones.

Susan mentioned that at the last meeting Rocky Rockhold, Qwest, talked some on Condition 4 routing and the relationship of the central offices when he gave an overview of the fiber cut to the Sunrise Central Office. Attached in the minutes was the condition 4 routing spreadsheet that Penelope had compiled and the list of central office dependencies. She asked Jean who worked closely with Penelope on MCSO's condition 4 routing to explain what these were.

Jean explained that what mattered most on the spreadsheet to a PSAP manager was – is the central office a standalone or a remote and that there are two different scenarios for each. In one of the scenarios as in the Peoria Sunrise fiber cut, the central office is isolated from the rest of the phone network. Peoria picked a 7digit number within that central office to direct 911 calls. This had not previously been set up which is what the spreadsheet indicates. Penelope gave everyone an opportunity to set these up in advance for each of the central offices and for each scenario. Jean had researched and set up plans for each of the central offices and the remotes from those central offices where MCSO had the most access lines. She put these plans in the MCSO's phone center for implementation when a central office is isolated. She sited an incident recently where they had a condition 4 routing a week ago in the Cave Creek area. They used the plan she had in place, they sent a dispatcher up to the Rural Metro fire station, and had the calls directed there. This provided a smoother transition and there was no guessing or trying to figure out what to do.

Jean would like to see this type of plan set up for every central office in the county and take it a step further and have the plan include notifying all the affected PSAPs. She would like everyone set it up the same way and then have one document that can be in each of the PSAPs. Jim Wortham suggested that we consider the other phone providers as well and probably set up the same type of thing with each of them. Susan suggested that the first thing would be for each of the agencies to look at the spreadsheet for the central offices in their area and talk with Penelope about getting a routing for them. She mentioned that Penelope has a booklet she provides that thoroughly explains condition 4 routing and she can help you through the process. She can be reached at 480 945-8132.

5. Qwest Maintenance Report

Tom Klein, 911/Tech Support Manager, introduced himself to everyone prior to the start of the meeting. He mentioned that he used to work in the Yuma area and wants to give our system the same service he used to give to them. He said that within the next few months he would be out to each site. He wants to be proactive and make sure everyone is getting the service they need and require.

Tom stated that he has already started making some changes. He is moving all the technicians back to the 450 yard so they are all in one location.. He is making sure they all have the office, equipment and tools they need to do their job. This move will allow them to have daily meetings if necessary. Tom mentioned that he would like to know at anytime if you feel you are not getting the service that you expect.

Tom mentioned that they are in the process of a few large projects. They tested with Phoenix PD for their upcoming move that went well. He mentioned that they have had problems with line transfers that they have mostly corrected. He understands that there are few more problems but they have the people and the resources to take care of them. They will stay on them until they are corrected.

Susan MacFarlane asked if Qwest is planning to expand the number of technicians in the Phoenix LATA when you're talking about technicians servicing Northern Arizona, Yuma, and parts of New Mexico. Tom stated they do plan to expand and to retrain. They have a number of technicians with 30+ years' experience and they don't know how long they will be staying so they are planning to hire more to get trained. Tom said he is in the process of writing a complete training program not only for Arizona but also for all of Qwest. This will ensure that there are more than just a few who are trained in our systems. He is also changing it so that it is not the tier 2 technicians doing the installations. The tier 2 technicians will be there to help support but this gives the local technicians experience on equipment they will be maintaining.

His plan is to increase training, update the training, and set up a network to ensure all new information, issues, etc. gets right out to the technicians.

Susan asked if the PSAP site batteries are or have been scheduled for periodic maintenance and or replacement. She also was wondering if the site would be notified of their visit. Tom said some sites have not been serviced but he is working on it.

6. ADOA Report

Barbara Jaeger, ADOA, thanked everyone that participated in 911 Day and would encourage those that attended the game to send thank you notes to the vendors that sponsored the event. These vendors are being asked for donations for 911 Day from all over the country. If you need a list of vendors and their addresses you can contact Larry Beauchamp at 602 542-2255.

Barbara mentioned that Nortel and SCC sponsored the daytime activities. The evening activities were sponsored by Qwest, Plant, Shared Technologies Fairchild, and AT&T Wireless.

Barbara mentioned that the FCC's September 8, 2000 ruling denied waivers of compliance with the wireless 911 rules adopted by the Commission. While in the same ruling in a public notice dated September 8, 2000, the FCC gave wireless carriers an additional month to file their technology plans for implementation of wireless E911. The Commission otherwise denied some select individual waiver requests. She mentioned that nationwide less than 5% have Phase I and there is no Phase II implemented. The pilot project in Pima County for Phase I is continuing. Of the seven providers three are up and running. Those three are - Verizon, the largest carrier up since January, AT&T Wireless and Qwest Wireless. She mentioned that Anita is in negotiations with the other four.

Barbara asked if anyone was familiar with Proposition 108. She says it will take pricing controls out of the hands of the Arizona Corporation Commission for wireline.

Barbara mentioned that Jim has been working to get a resolution from the league of Cities and Towns to support an amendment to legislation that would increase the surcharge to support the need to identify wireless services. It is estimated that with the current funding levels that the fund will be in a deficit in FY2003 and that Phase I and II implementation will not be achievable.

Barbara said that there has been a minor modification to the Administrative Code and the new copy is out on the state 911 web site.

Barbara also discussed projects going on throughout the state. Besides Maricopa County, Pima County is upgrading most of their sites mostly as a result of having Phrend controllers. Several counties are in the process of database preparations. Flagstaff Police and Coconino County Sheriff's Office is consolidating their centers. The new equipment is ordered and scheduled to be installed in the new facility in January.

Susan asked Barbara about Reverse ALI. She mentioned that at the last meeting Barbara had talked about getting pricing for the sites that needed some equipment changes in order to do the Reverse ALI lookups. She asked where that implementation process was and what those agencies that did not need the equipment changes needed to do to get this service. Barbara understands from Penelope that they were not turning up anyone in the state until everyone was ready. She was still waiting for the pricing for the generation keypad and a controller component. Joe suggested that the PSAP managers put pressure on Qwest to turn up this service as soon as possible. Barbara felt that part of the hold up from Qwest is that each agency needed to sign a confidentiality agreement. Barbara stated she would check again with Cathy Atkins on this. Mary asked Barbara why Qwest had to turn up the whole state before proceeding. They can turn up the state, which would allow those with the capability to proceed, and the others could follow as their equipment is upgraded. Barbara did not know what the reasoning for this was. Susan asked Lisa to check on this.

7. Update on the Activities of the MAG 911 Technical Subcommittee

Jim Wortham reported that the Technical Subcommittee was continuing to review the maintenance contract. A working group formed to review it in greater detail and ensure all of the contract elements work with the new systems being installed.

8. FY2001 Budget Amendment

Mary Dysinger-Franklin stated that Phoenix Fire had previously requested an amendment to the budget to include software maintenance. Mary had misunderstood their request and had not included the previous years (FY1999) maintenance. The committee approved to request an amendment to reimburse \$27,000 to Phoenix Fire for FY1999 Plant software maintenance.

Next meeting was scheduled for Thursday, November 16, 2000 at 9:00 a.m. The meeting will be held at:

**Peoria Police Department
8343 W. Monroe Street
Peoria, AZ 85345**

The meeting was adjourned at 10:29 a.m.