

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

May 25, 2000
Chandler Public Library
Chandler, AZ

MEMBERS ATTENDING

Jim Wortham, Phoenix, Interim Chairman
Kathy Jeter for Dan Schultz, Apache Junction
Naoma Sloan, Avondale
Velma Washington, Buckeye
Patti Walton for Jim Malinski, Chandler
*Gloria Jones, El Mirage
Kara Berrey for Janet Laird, Gilbert
Sherrie Clark for Sheila Pattee, Glendale
Chris Nadeau, Goodyear
Joe Noce, Mesa
Jean Maiocco, Maricopa County
Phil Stenholm for Bruce Barrows, Paradise Valley
*Viola Bent, Peoria
Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Gail Denney for Ramsey Beckstead, Scottsdale
Ken Blume, Surprise
Susan MacFarlane, Tempe
Jeff Walter, Tolleson
Ruben Madrid, Wickenburg
+Carol McLeod, ASU
+Barbara Jaeger, ADOA
*+Fred Christley, Capitol Police
*+Debbie Henry, DPS
+Mark Bach, Ft. McDowell Indian Community
+Nicholas Dmytrus, Luke AFB
*+Harry Beck, Phoenix Fire
+Joe Gibson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Rick Dickson, U.S. West
Mary Dysinger-Franklin, Phoenix
Jim Martin, Pinal County
Sandy Wagner, Motorola
Larry Beauchat, ADOA
Mark Mahoney, Phoenix
Liz Hunt, Mesa
Anne Lucas, Pinal County
Tom Melton, Maricopa County
Virgie Tsosie, Ft. McDowell

Jan Meredith, Maricopa County
Donna Nabower, Maricopa County
Linda Sorensen, U.S. West
Lisa Sheridan, U.S. West
Ken Reid, Rural Metro/Southwest
Ambulance
Mary Leonard, Phoenix
Roger Stinson, Coolidge
Marian Roe, Chandler
Mary Schlosser, Fountain Hills
Bob Jordan, Eloy

1. Call to Order

The meeting was called to order by Jim Wortham, interim chairman, at 9:09 a.m.

2. Approval of the March 16, 2000 PSAP Managers Meeting Minutes

Susan MacFarlane moved, Patti Walton seconded, and it was unanimously carried to approve the March 16, 2000 PSAP Manager's meeting minutes.

3 U.S. West Maintenance Report

Rick Dickson, U.S. West, stated that they have run into a few problems relating to preparation for the tandem conversion. With the change to a regular 10 digit phone number if someone calls that number by mistake the PSAP will see a 602 000-0000 which is an ANI failure.

4. U.S. West Customer Service Report

Linda Sorensen, U.S. West, reported on the PSAPs getting new equipment. She reminded the PSAPs that they should be signing off the MAC order when the technician completes his work. She also stated that several months ago we implemented the program that when a PSAP recognizes a problem they should fill out the form at their location stating problem, ticket number, etc. The technician is then to fill it out as he fixes the problem and closes out the ticket. Mary stated that she is only receiving about half of the PSAPs forms and even some of them aren't completely correct. She also mentioned the technicians are doing pretty well at completing them but some PSAPs seem to be struggling with it. Linda reiterated that this tool would help identify chronic problems.

Linda introduced Lisa Sheridan who has taken over Debbie Mannheimer's responsibilities for the 911 network.

Mark Bach stated that each of the 911 system vendors has mentioned that their equipment is capable of doing reverse 911 ALI lookups. U.S. West had previously stated that we are not allowed to do these lookups because of the tariff but he recently talked with Linda Jones of U.S. West who had stated we would be allowed this feature. He now learns that the state may have some concerns. Barbara Jaeger said that she knows there is an issue with U.S. West filing a tariff with the Corporation Commission to be able to provide that service. Also, the way the rates are set up there is no way to do an ALI dip backward from the Arizona tandems which is a product offering not set up in the rates. Her understanding is that it would probably be included in U.S. West's tariff filing when they do go to change the tariff. She also mentioned they haven't gone for a tariff change since 1991. Jim Wortham mentioned that there are other concerns with this that relate to the privacy issue for non-published numbers. If a person calls 911 they have implied their consent to give up the right to keep their non-published number private. But this lookup would be used anytime the PSAP had an emergency and only had a person's phone number not just if they called 911. Linda

Sorensen said that Barbara's issue had to do with the charges for these lookups. U.S. West is looking at possibly providing the service initially for free then going for the tariff change in order to charge a fee. SCC does charge a fee to U.S. West for this service that would probably be passed on to us. Linda stated that Barbara was doing some investigating with the Corporation Commission. There was a question on whether the PSAP equipment was capable of retrieving this information. Linda stated that she knows the newer equipment was and that this feature was something that U.S. West just has turned off. Linda said she would continue checking into this and have a report at the next meeting.

Joe Noce asked Linda if it was possible to get access to the 911 database for their program that does geographical lookup of phone numbers to do automatic calling for such things as hazardous spills, etc. Linda said they are not selling the 911 database at this time. Jim Wortham mentioned that U.S. West does have a product offering that does that sort of thing. He also mentioned that SCC does not necessarily have other telephone company's database. Some telephone companies are keeping their own database or contracting with third party database providers.

5. 911 Tandem Upgrade

Mary Dysinger-Franklin provided everyone with copies of the documents that were handed out at the last meeting by Jim Winegarden and Mary Van Cleave, U.S. West, concerning the tandem upgrade. She referred to the form that they are requesting each PSAP complete and return as soon as possible. Linda discussed the process and what the PSAPs can expect throughout the tandem upgrade.

6. ADOA Report

Barbara Jaeger, ADOA, reported that the Tucson Phase I is still moving forward. AirTouch/Verizon has been up with Phase I since January and US West Wireless will begin testing on Tuesday. Unless they encounter any major problems in testing they will remain up. There are still five more providers in Tucson, three of which have signed contracts. There are two that have never responded to Anita.

There are some areas in the state doing database prep. She also mentioned that Gila River is working on their service plan. Flagstaff is in the process of consolidating Flagstaff PD and the Coconino County Sheriff's dispatch. The new building is under construction with a tentative move in date of September. There is also a new PSAP being installed at DPS Flagstaff.

NENA has developed model legislation and the proposed document is on the NENA web site for comment. www.nena.org. She asked that we all take a look and make comments as needed. Barbara also mentioned that NENA is offering online training for only about \$75.00. Registration for these classes can also be found at this web site.

Barbara noted that a review and recommendations for changes in the administrative rules have been submitted and are under consideration. A majority of the changes are cosmetic, but some address issues including changes affecting the number of TDDs at each PSAP.

She also mentioned that consultant study has been completed and they are waiting on authorization to release it.

7. Update on the Activities of the 911 Technical Subcommittee

Jim Wortham reported that the committee has reviewed the scope of work for the consultant study and has sent it to MAG for RFP preparation. The committee will review the MAG RFP before issuing. The committee also provided a report to the Oversight Team on N11 that they approved along with a suggestion on number assignment. They have moved it along to the Management Committee where it has been put on hold due to the probability of number assignment for the federal Intelligent Transportation System. The Oversight Team recommended approval of the funding amendment for the MAG Unified Planning Work Program to staff a full time MSAG coordination position that the Regional Council has also approved. The committee has also discussed the progress of implementing Phase I wireless. Jim provided a copy of an overview of the present wireless activities. He mentioned that he has received antenna site address and routing for mapping from AT&T, AirTouch, NexTel, Sprint, and US West PCS. The committee has also approved to extend the present maintenance contract for another year.

Jean Maiocco, MSCO, mentioned that these changes discussed will directly affect nine PSAPs. Since the beginning of 911 here, MSCO has been the default agency for the entire system. It is no longer necessary to have one agency be the default and it is possible to have a default agency for each central office. The technical subcommittee has asked her to look at each of the central offices and make the default recommendation for each of those. Based on access lines in each central office the committee felt that the default should go to the agency with the largest percentage and if the percentage was 50-50 to go with the largest agency. For example if the majority of the access lines to a central office went to Tempe then Tempe would be the default for that central office. She has made up new ESNs for these default agencies and now these agencies will be seeing calls they may have not seen before. They are called ANI failures. The first one you may see is 911-0XXX that is an ESCO failure. Those three Xs are numbers that represent a central office and is called an ESCO number. If you get an excessive amount of these make note of the number and report them to 911-repair center. This type of failure is between the central office and the tandem. She also mentioned that the Sheriff's Office receives quite a few from PS-ALI customers, NexTel, and Sprint PCS. If you want a full list of ESCO numbers you can get that from Penelope Meyers, U.S. West. Another ANI failure you will see is 000-0000 that is called a seizure with no ANI and is caused by some type of failure between the Tandem and the PSAP. Again these are usually legitimate calls. Jot down the date and time and if they occur on a regular basis like within a certain time they need to be called into repair. The third type of failure is called anonymous and they show up as 911-0000. These will show up if the technicians are doing test calls or if someone accidentally calls the new 10-digit number of the PSAP. These again could be legitimate but for the most part are misdials. Jim

Winegarden, U.S. West, said that if we start getting excessive amounts of these calls due to the 10-digit number they may have to look at changing that number. Jean mentioned that these changes will take place at the time of the tandem upgrade. She again stressed that these failures need to be tracked and reported to repair.

8. MSAG Information Report

Donna Nabower reported that Jo Hauge is gone and the SCC analyst for our area is now Sara Spray. She also mentioned that when the new MSAGs come out she will put on the cover sheet the fax number where the ALI reports should be sent. Donna reminded everyone if possible to get their 911 Net while it was free.

9. FY 2001 Budget Amendments

Mesa has requested the remainder (\$537,000) of their Vesta System be reimbursed. This was approved at the technical subcommittee and will be forwarded to the Oversight Team with the other requests.

10. FY 2002 MAG PSAP Equipment Funding Request

Mary Dysinger-Franklin noted that six agencies have requested CTI equipment and MIS packages, which makes the equipment budget amount quite large. These requests have been approved by the Technical Subcommittee and will be presented to the Oversight Team this afternoon. She asked if anyone had any questions or concerns on the budget before presenting to the Oversight Team. No questions or comments were made.

11. PSAP Managers Group Chairperson

Jim stated one person has volunteered to be the chair of the PSAP Managers Group. He thanked Susan MacFarlane and mentioned that he felt she was an excellent candidate for the position. He will be meeting with Jim Bourey and Dennis Smith from MAG where her name will be forwarded for submittal to the Regional Council Chairperson.

Chairman Wortham thanked Patti Walton from Chandler for hosting the meeting.

Next meeting was scheduled for Thursday, July 20, 2000 at 9:00 a.m. The meeting will be held at:

**Rural Metro/Southwest Ambulance
4141 N Granite Reef
Scottsdale, AZ**

The meeting was adjourned at 11:00 a.m.