

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

November 18, 1999
Rural Metro Fire Department
Scottsdale, AZ 85251

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman
*Dan Schultz, Apache Junction
Naoma Sloan, Avondale
*Velma Washington, Buckeye
Patti Walton for Jim Malinski, Chandler
*Gloria Jones, El Mirage
Kara Berry for Janet Laird, Gilbert
*Sheila Pattee, Glendale
*Michele Whalen, Goodyear
Joe Noce, Mesa
Jean Maiocco, Maricopa County
Bruce Barrows, Paradise Valley
Viola Bent, Peoria
Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Gail Denney, 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
+Troy Wiora for Joe Gibson, Rural
Metro/Southwest Ambulance

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

OTHERS PRESENT

Mary Leonard, Phoenix
Jim Wortham, Phoenix
Mary Dysinger-Franklin, Phoenix
Jim Martin, Pinal County
Allyson Bay, Gilbert
Jim Decker, Tempe
Sarath Joshua, MAG

Donna Nabower, Maricopa County
Vange Archuleta, Chandler
James Waddell, Chandler
Jack Greene, U.S. West
Rocky Rockhold, U.S. West
Carl Peterson, IDC
Pierré Pretorius, Kimley-Horn and Associates
Lisa Burgess, Kimley-Horn and Associates

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 9:15 a.m.

2. Approval of the March 25, 1999 PSAP Managers Meeting Minutes

Gail Denney moved, Joe Noce seconded, and it was unanimously carried to approve the March 25, 1999 PSAP Manager's meeting minutes.

3. U.S. West Maintenance Report

Jack Greene, U.S. West, advised they are in the process of installing two back up sites. One for Phoenix Fire that is 99% complete. They are working through a couple of network issues but it should be completed by tomorrow. Phoenix Police back up which will be somewhat of a mirror to Elwood is about 80% complete. They have received the remainder of the equipment today and installation should be completed by next week. Another project the technicians are working on is changing out some positions for Scottsdale that should also be finished next week. The two 911 trunks being installed for DPS are on hold until Jay Burkenbine at DPS has made a decision on changes to the consoles.

4. U.S. West Customer Service Report

This part of the agenda was held until after item 9's Y2K report.

Rocky Rockhold, U.S. West, advised he has been working with the Technical Subcommittee regarding the 911 repair process. Up until now there had been some confusion on the responsibilities of the 911 repair center. He said that the 911 repair center in Minneapolis is responsible for every line that terminates in U.S. West provided equipment in the PSAP. He handed out a copy of the process for calling and who to call if you have not heard back from them in a certain amount of time (see attachment). He also mentioned that if you were escalating the call it was important to page these people on the escalation list and not leave voice mail. They are usually out in the center and not checking voice mail. Gary Elliott asked about the issue of the people in the Minneapolis center asking the person calling for the repair if it could wait until a later time. Usually they asked if it could wait until Monday or until morning depending on the day of the week. The Supervisor or person calling from the PSAP was not necessarily aware of the contract we have that states a one hour response. Rocky said that the center has been advised that they are not to ask if it can wait and he wants to know if it happens. Rocky also stressed that it is very important to obtain a ticket number from the center even if they don't offer one.

Rocky also provided a copy of frequently asked questions pertaining to dial tone situations that may be prevalent during Y2K. These are some of the situations you may hear about from callers and it will give you a better understanding about what is happening.

5. ADOA Report

Barbara Jaeger, ADOA, reported that the state contract for CPE is still not complete. There are negotiations underway with each of the vendors for the terms and conditions the state requires. Once these contracts are completed there are about 2-3 million dollars worth of installations around the state to be completed.

Barbara mentioned that several agencies around the state have had to make modifications to their equipment in order to be Y2K compliant. She also mentioned that Yuma is the first Power 911 installation in the state and that U.S. West should be installing the same equipment at their lab in Phoenix if anyone was interested in seeing a demonstration. There are 14 PSAPs being

retrofitted in the northwestern part of the state. Some of those locations are installing TCI equipment.

Barbara reminded everyone that the APCO/NENA meeting is being held in Tucson on Friday. Everyone is welcome.

Tucson Phase I implementation project is about 70% completed. They are hoping to turn up the largest provider (AirTouch) within the next 30 days. The contracts have been signed and the network has been ordered. In order to track the cost associated with implementing Phase I they are bringing in the wireless traffic in on separate 911 trunks. They have actually reduced their 911 trunks at both the primary PSAPs.

Barbara mentioned that Tucson would not be turning off their rollover for Y2K but instead will redirect the rollover to themselves. Because they have a full fiber ring back up their rollover will go to their back up 911 trunks at each of the two locations.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim Wortham provided the group with the MAG Y2K and city services brochures. He mentioned that more are available if needed. He also stated that a budget amendment was passed to allow funding for two additional 911 trunks at DPS to lessen overflow due to increased wireless traffic. As mentioned by Jack Green in his report that project will be completed shortly.

Jim mentioned that the overflow turnoff is moving forward and would be accomplished sometime the week of December 13 and will be restored the week of January 10. He said that this timeframe was consistent with U.S. West's technological freeze for all their network operations.

Jim also provided the group with an updated Network Operation Center phone numbers list with 24 X 7 phone numbers.

7. MSAG Information Report

Donna Nabower, MCSO, reported that there are still 2100 errors in the system. She also encouraged everyone to look at acquiring 911 Net. This is a free product from U.S. West and SCC. You have to have a computer and Internet access but it makes for easier ALI corrections and access to the updated MSAG. She also requested that anyone with email to let her know. She is currently only able to send the errors by email to 6 of the 21 agencies. Electronically sending out these errors cuts done on a lot of paperwork and mailing time.

8. MAG FY2000 PSAP Annual Element/Funding Request

Mary Dysinger-Franklin provided the group with a copy of the Annual Element Funding request and 5-year plan that was recommended the request for approval by the MAG Management Committee. The request will be considered by the MAG Regional Council in December.

9. Y2K Update

Rocky Rockhold, U.S. West, provided the group with the list of technicians and marketing folks and where they would be on the night of the Y2K rollover. He reported that the choices were made for various reasons, including area coverage, after talking with the Technical Subcommittee, U.S. West's 911 management, and the managers of the U.S. West technicians.

Rocky also mentioned that he was acquiring alpha numeric text pagers to be distributed to all the PSAPs. Rocky will be placed in the U.S. West Emergency Operations Center (EOC) where they will be monitoring the progress as each area of the world hits January 1. As information comes in he will send out any relevant messages on the text pager. The pagers will be distributed to the PSAP managers at the technical subcommittee meeting at U.S. West on December 14. Everyone is and will be invited to attend.

Barbara Jaeger mentioned she had heard that U.S. West was planning to do Public Service Announcements (PSAs) in other parts of the nation regarding the conservation of the phone lines and to be aware and consciences of using telephone service. She asked Rocky if there were plans to do that in this region. Rocky advised that he had not seen them yet but had been assured by Jim Roof, Public Relations, that they would be shown here. He thought they were to begin that campaign around December first.

10. ITS Focus Group Workshop

Lisa Burgess and Pierré Pretorius both of Kimley-Horn and Associates and Dr. Sarath Joshua of MAG gave an overview of the ITS (Intelligent Transportation Systems) Strategic Plan Process and conducted a brainstorming workshop to identify the emergency service personnel's perspective of arterial and freeway transportation needs. They provided the group several Internet sites to visit that have real time traffic information. Those site addresses are: www.azfms.com and www.etaktraffic.com/phoenix

11. Phase II Presentation

Carl Petersen of Integrated Data Communications (IDC) presented their handset solution for wireless FCC Phase II compliance. Their technology uses GPS in-the-handset and their In-Place™ technology to receive GPS signals and transmit highly accurate location information to the PSAP. Carl provided their web site address, which is, www.placethecall.com for further investigation.

Chairman Elliott thanked Troy Wiora and Tom Melton from Rural Metro for hosting the meeting.

Next meeting was scheduled for Thursday, January 27, 2000 at 9:00 a.m. The meeting will be held at:

**Paradise Valley Police Department
6433 E Lincoln Dr
Paradise Valley, AZ 85253**

The meeting was adjourned at 12:10 a.m.