

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

Thursday, March 26, 1998
Chandler Community Center
Chandler, AZ

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman	Gail Denney, Scottsdale
*Dan Schultz, Apache Junction	*Sheila Vance, Surprise
*Heather Craft, Avondale	Susan Williams, Tempe
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
Dave Neuman, Chandler	Rubin Madrid, Wickenburg
*Gloria Jones, El Mirage	*Danielle Teran, Youngtown
Janet Laird, Gilbert	*+Carol McLeod, ASU
Sheila Pattee, Glendale	+Barbara Jaeger, ADOA
Kay Vineyard, Goodyear	*+Julie Platt, Capitol Police
Joe Noce, Mesa	*+Debbie Henry, DPS
Jean Hudson-Maiocco, Maricopa County	+Mark Bach, Ft. McDowell Indian Community
Bruce Barrows for Phil Stenholm, Paradise Valley	*+Nicole Nickelson, Luke AFB
Fran Creekmore, Peoria	*+Harry Beck, Phoenix Fire
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	+Scott Organ, Rural Metro

* Those members neither present nor represented by proxy.

+ Ex-Officio member.

OTHERS PRESENT

Mary Smith, Phoenix	Mary Dysinger-Franklin, Phoenix
Denise McClafferty, MAG	Patti Walton, Chandler
Jim Wortham, Phoenix	Linda Gaines, Maricopa County
Jim Martin, Pinal County	Bob Daszy, Pinal County
Debby Mannheimer, U.S. West	Mark Openshaw, Gila River Indian Community
Sherri Clark, Glendale	

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 10:14 a.m. Assistant Chief Nash of Chandler welcomed everyone. Self introductions were made.

2. Approval of the January 22, 1998 Meeting Minutes

Jean Hudson-Maiocco moved, Gail Denney seconded, and it was unanimously carried to approve the January 22, 1998 PSAP Manager's meeting minutes.

3. U.S. West Maintenance Report

No report

4. U.S. West Customer Service Report

Debby Mannheimer, U.S. West, said that Rod Register was retiring in July and that they were looking for a replacement for him before he left. She stated she deals with regulated items; network, and Rod deals with the unregulated items; CPE. She also mentioned that her supervisor is Herb Christy and Rod's is David Deans.

Debby mentioned that she is responsible for education with some of the city accounts along with 911. She stated she was not totally familiar with 911 or our group and was not sure what issues or specifics we wanted from her. She has requested that we let her know of any specific issues we would like her to address.

5. ADOA Report

Barbara Jaeger, ADOA, reminded us that at the last meeting she discussed the legislation converting the 911 fund from revolving to an annual appropriation. The fund has been removed for consideration from the bill for now. It may still come up again for consideration in 14 months.

Another issue Barbara identified is the DOA omnibus bill SB2616. Parts of this bill are being addressed that will allow the 911 fund to create a reserve of funds. It currently requires any surplus money to reduce the tax. Barbara has not been able to tell how this part of the bill is doing.

As Barbara mentioned before, Gila River Indian Community is looking to implement their own 911 system within their boundaries. Mark Openshaw, Gila River Fire Department, has submitted a service plan for ADOA review.

Barbara stated that the FY1999 budget is still in review and looks like it will exceed seven million dollars. The projections for implementing Phase I will push the budget close to 10 million dollars. So far the revenue generated from the 10 cent wireless surcharge shows there are approximately 625,000 wireless subscribers in the state.

Joe Noce, Mesa Communications, asked if U.S. West has their Cell Trace tariffed yet. Barbara replied that she had met with AirTouch who is not using the Cell Trace product. She stated they are contracting with XYPoint and that other providers will be using SCC's service. AirTouch has quoted 25 cents per subscriber while we are presently only collecting a 10 cent surcharge. She said that this pricing did not include any additional trunking that would be required.

Barbara mentioned that Karen Keller, communications supervisor at Sedona Police Department, passed away on March 13. Her passing will be a great loss to her department and to those who knew her.

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

Jim Wortham, asked the members to review and make changes to the documents he provided. One item was appendix A, our PSAP Equipment Summary, the other was for SCC which was similar but had more information. Jim also provided an updated list of Network Operation Center phone numbers.

Jim reported that he had been meeting with the phone companies to deal with local number portability. They will be doing initial testing with MCSO, Tempe, and Chandler because they are all served by a different type of central office. He provided a test form that was created with the direction of the committee, that will be used to insure that the call set up time will not be significantly different with local number portability.

Susan Williams, Tempe Police, stated that they began accepting the Company ID on their ALI. There was no problem with the screen appearance but they had also set it up to pass to their CAD. There is a problem with the page formatting causing printing and CAD problems. She mentioned that it was thought that the change was a relatively simple process but have run into problems.

Jim asked the group if anyone was experiencing any wireless selective routing problems. No one stated that they have had any.

Jim mentioned that he has received several interconnection agreements back from the CLECs. Agreements received so far are from WinStar Wireless and Mountain Telecommunications.

Jim provided a copy of a call summary that is data collected from equipment monitoring trunks at Phoenix Police and Phoenix Fire. This data was collected from these agencies for

a week (Feb. 23). It displays how many calls they are receiving from wireless (Phoenix PD 20% and Phoenix Fire 10%).

Gail Denney, Scottsdale Police, reported that they had an incident recently where a couple were biking when one of them experienced heart problems and called 911 with their cellular phone. She said that it took them over an hour to find them. She was wondering that if these types of incidents would help to push latitude/longitude availability along. Jim mentioned that as a NENA project last year he had created a document showing which county would be responsible between a set lat/long but that the victims would need to provide their lat/long location. Barbara reported that the industry is talking about including GPS components in the battery packs of cell phones. Gail also mentioned that the city of Scottsdale is working with the developers to possibly have mile markers posted on some of these paths.

Joe Noce, Mesa, asked if there was an update in the deployment of the new area code. Jim said that he had been trying to contact Del Smith at the Arizona Corporation Commission but thought that the NPA split had been delayed. Jim knew of several public meeting held throughout the valley but had not heard of any final decisions.

7. MSAG Information Report

Jean Hudson-Maiocco, MCSO, thanked everyone that had responded to her requests for correcting error lists. She mentioned that Mike at SCC was doing a good job processing our error corrections. She also stated that the error list you will soon receive would only be the errors since the last report. It would not include all errors in the system so if you had not corrected the previous errors they were still in the system and still needed to be fixed.

Jean stated that U.S. West and SCC were working on making 911 Net available to each of the agencies for submitting the ALI/ANI inquiry forms on-line instead of faxing. This process would allow for better update tracking. Jean also thought that this would allow the user read-only abilities to the MSAG which makes it possible to have the most current information. Penelope was checking on pricing for this service. Subscription for this would have to be paid by each agency who chooses to participate. Barbara said that they were also looking at upgrading the state's MSAG Coordinators' 911 Net to include statistical data.

Chairman Elliott thanked Patti Walton and Lt. Neuman from the City of Chandler for hosting the meeting.

Next meeting was scheduled for May 28, 1998 at 10:00 a.m. The meeting will be held at:
Peoria Police Dept., 8343 W. Monroe St., Peoria, AZ

The meeting was adjourned at 11:01 a.m.