

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

April 20, 2006  
Arizona State Capitol Tower  
Phoenix, AZ

MEMBERS ATTENDING

Chris Nadeau, Goodyear, Chairperson	*Curtis Thomas, Salt River Pima-Maricopa Indian Community
*Kathy Jeter, Apache Junction	Tom Melton, Scottsdale
*Carrie Lombana, Avondale	John Bacon, Surprise
Margie Castelumare for Velma Washington, Buckeye	Karen Allen, Tempe
Vicki Szczepkowski, Chandler	Toni Rogers, Tolleson
*Michelle Busch, El Mirage	Ed Syzponik, Wickenburg
*Mary Schlosser, Ft. McDowell Yavapai Nation	+Brian Tobin, ASU
Allyna Bay for Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Loretta Hadlock for Denny Bennett, Glendale	*+Gina Weiers, Capitol Police
Erika Wilson, Mesa	+Debbie Henry, DPS
Mary Millard, Maricopa County	+David Demers Luke AFB
Larry Scott, Paradise Valley	+Doug Mummert, Phoenix
Vicky Scott, Peoria	*+Joe Gibson, Rural Metro/Southwest Ambulance
Tami deRuiter, Phoenix	

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

OTHERS PRESENT

Maureen Dieckmann, Positron	Michelle Kessler, Phoenix
Shannon Morris, Positron	Liz Hunt, MR911
Wade Sanstra, Positron	Mike Benjamin, MR911
Maria Hall, ADOA	Dave Eaton, MR911
Charles McPeeters, Wickenburg	Lisa Sheridan, Qwest
Angela Beatty, MR911	Tim Boncosky, ADOA
	Bob Bobbett, Qwest

1. Call to Order and Introductions

Chris Nadeau, chairperson, called the meeting to order at 9:08 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the January 26, 2006 PSAP Managers Meeting Minutes

Erika Wilson moved, Tami deRuitter seconded, and it was unanimously carried to approve the Jan 26, 2006 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- Upgrading to the next version of PowerMap in a month or two
  - Will include shared annotations
- GIS updates were out first week of April
  - Includes many street and cell tower updates
  - Make sure all positions are current
  - Email [dave.eaton@phoenix.gov](mailto:dave.eaton@phoenix.gov) if you want him to verify all of your positions have been updated
  - Updated aerial photos

5. 911 Regional Tech Team

Mike Benjamin reported:

- Provided summary of support calls and discussed
- Mike Gray will take on project management of the following upgrades
  - Phoenix PD and dual site
  - Mesa
- Update on site upgrades
  - Peoria to Power911
    - Stabilized – working through a few issues (transfers, etc)
  - Gilbert to Power911
  - Paradise Valley to Power911
    - Working through a few minor issues
  - Phoenix Fire to Power911 is underway
    - New M1/PBX
    - New version of Power911 that supports 100s of ringdowns
    - Lots of activity with new furniture and additional positions and new radios
  - Gearing up for Power911 upgrade and dual site for Phoenix PD
- Maureen Dieckmann and Shannon Morris, Positron
  - Explained process of handling and dealing with problems and trouble tickets
  - Offered free remote MIS training to anyone interested – Give Shannon a call
- Chris Nadeau invited Positron to all of our PSAP meetings

6. Community Emergency Notification System

Liz Hunt advised:

- Two things you need to know before launching an event
  - What are you going to say?
  - Who do you need to tell?
- Remind your agencies that CENS is available
- Mary Franklin and Liz Hunt available for help

7. Maricopa Region Wireless 911 Project

Mike Benjamin reported:

- Squeals on transfers
  - Still a work in progress
  - Circuit related
  - Slow process to identify the specific circuits involved
  - Some of the problem circuits have been corrected
- Don't give up on reporting issues
  - ESRK (the number with NXX or 611)
  - Approximate time of the call
  - Basic description of issue

8. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project.

- Pinal County GIS should be completed by end of year
  - Start process to implement Phase II
- GIS for Santa Cruz and Graham County should be ready by the end of the year
- Working on Cochise County for E911

9. ADOA Report

Barbara Jaeger advised:

- FCC will combine wireline and wireless bureaus because of VoIP
- Liz Hunt discussed legislative issues
  - The July 911 tax fund reduction in July will cause a 28 percent reduction in our revenue
  - The next reduction in 2008 will make it a 48 percent revenue reduction

10. Qwest 911 Account Team Report

No Report

11. 911 System Manual

Liz Hunt reported:

- Mary Franklin is looking for a few people to work on updating the 911 system manual
- Submit names by next Friday, April 28

12. 911 System Five-Year Plan Working Group

Liz Hunt reported:

- The working group has drafted a new Five-Year Plan
- Will distribute electronically before the next meeting
  - Review
  - Will be asked to recommend for approval at the next meeting

13. MAG PSAP Manager's Group Chair Term

Discussed:

- Mary Millard likes idea of two year term because it brings freshness and new ideas to the group
- Tom Melton likes a rotation
- Chris Nadeau agreed and suggested
  - Two years as Vice Chair and rotate in to Chair for two years for total of 4 years served
  - Recommended that the terms shift in January and a decision on replacement at the October meeting

Tom Melton moved, Karen Allen seconded, and it was unanimously carried to change the term length for the PSAP Manager Chair and Vice Chair to two year terms

Vicki Szczepkowski moved, Mary Millard seconded, and it was unanimously carried to have the Vice Chair selection process is to select from alternate regions of the valley.

Chris Nadeau will draft a letter to MAG requesting the change.

14. VoIP

Mike Benjamin present a diagram of how ALI works in our region and discussed the possible changes due to VoIP

15. Topic Suggestions

Suggested topics:

What it takes to get a bill passed

Legislative process

Liz to invite the Phoenix lobbyist to talk at our next meeting

Harold from KCS Systems, Inc gave a presentation on 800 Megahertz

Next meeting is scheduled for July 20, 2006 at 9:00 a.m. The meeting will be held at:

**Peoria PD  
City Council  
Peoria, AZ**

The meeting was adjourned at 11:12 a.m.