

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

April 17, 2008
Scottsdale, AZ

MEMBERS ATTENDING

Vicky Scott, Peoria, Chairperson	Darren Shortey for Curtis Thomas, Salt River
Lisa Eminhizer for Kathy Jeter, Apache Junction	Pima-Maricopa Indian Community
Janne Stringer for Carrie Lombana, Avondale	Tom Melton, Scottsdale
* Velma Washington, Buckeye	* Carol Campbell, Surprise
Vicki Szczepkowski, Chandler	Karen Allen, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	Toni Rogers, Tolleson
* Janet Laird, Gilbert	* Ed Syzponik, Wickenburg
Loretta Hadlock, Glendale	+ Michelle Potts, ASU
* Chris Nadeau, Goodyear	*+Barbara Jaeger, ADOA
Darin Douglass, Mesa	*+Nicole Ankenman, Capitol Police
Jesse Locksa, Maricopa County	+ Debbie Henry, DPS
* Jim Tortora, Paradise Valley	+ Shawn Welborn for David Demers Luke AFB
Tami deRuiter, Phoenix	+ Louise Smith, Phoenix
	+ Ellen Anderson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Maria Hall, ADOA	Arleen Caruth, Tempe
Adam Item, ADOA	Bill Wickers, Phoenix
Mike Benjamin, MR911	James Harper, Qwest
Bernadette Petros, Pinal County	Jason Howard, MAG
Sandra Gilstad, Pinal County	Liz Graeber, MR911
Nicki Danner, Positron	Angela Beatty, MR911
William Boyd, MR911	Sherrie Clark, Glendale
Nate Nguyen, MR911	Lisa Sheridan, Qwest
Diana Hoffman, Avondale	Bob Bobbett, Qwest
Jesse Greening, MCSO	Dave Eaton, MR911

1. Call to Order and Introductions

Vicky Scott, chairperson, called the meeting to order at 9:10 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 18, 2007 PSAP Managers Meeting Minutes

Tom Melton moved, Toni Rogers seconded, and it was unanimously carried to approve the January 10, 2008 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- Intending to have a Power Map class at Phoenix Fire. This will be a power point presentation.
 - Scheduling for sometime in May
- GIS update – should receive an email in the next few weeks
- Worked on a Peoria misroute from Flagstaff
- Have added 500 additional cell sectors for a total of 10,547

5. Update on Funding Issues

Liz Graeber reported:

House Bill 2381 raises the administrative portion of the 911 fund from 3% to 5%. It has cleared the House with no issue and is currently at the Senate committees. Maricopa Region uses their portion to fund GIS. The reduction in the excise tax has caused a 40% reduction to the GIS funding. If this bill is not passed it will impact MR911 wireless and we will lose personnel.

6. 911 Regional Tech Team

Mike Benjamin reported:

- 911 Technical Team – People Resources
 - No changes to our people resources
 - William Boyd was awarded the E911 Institute 911 Technician Award for 2007
- Site upgrades
 - MES
 - February - Positron Lifeline and a new Nortel Option 61
 - Still sorting through some implementation items
 - FTM
 - Cut to new building with Positron VIPER at the end of March
 - DPS, CHA Positron Viper installations – dates have been pushed out
 - DPS, have some improvements (furniture, carpet) to make
 - CHA, working with City Council for electrical upgrades
 - PFD
 - Positron Power911 service pack and GUI queue display

- Past couple weeks – Power911 v5.2 - involved all new PC's
 - Queue display integrated with Power911
 - TMP – Scheduled for July/August, new PBX and new site
- Dispatch Activity
 - Provided a hand-out of dispatch activity
- Cox Communications – site surveys for fiber facilities
 - Individual case basis
 - Some PSAPs have already been approached
 - MR911 will be on-site with Cox field representative
 - Need to have City facilities, IT or telecom representative present
- Wireless Trunk Expansion
 - 2007 trunk expansion complete
 - AVO-2, CHA-2, GIL-2, PEO-2, SUR-2, APJ, BUC, GDY, PDV, TOL, TMP

7. Maricopa Region Wireless 911 Project

Mike Benjamin reported:

- Another wireless busy study was just completed
 - During the week of FBR Open and Super Bowl
 - Some PSAPs are still under trunked for wireless
 - ASU-1, SRI-1, SCT-1
 - In process of coordinating for State funding

8. Community Emergency Notification System

Liz Graeber reported:

- Five launches this year
- We are waiting to hear from the Gila River Revenue Sharing Grant and Homeland Security Grant.
- Have been given funding for one year to July 1, 2009
- Still seeking a permanent funding source
- Will be releasing the RFP early May
- Intrado has agreed to let us remain on their system until the RFP process is completed
- Vicky Scott asked what PSAPs can do to help
 - Liz advised that we will be strategizing with MAG to look for a solution

9. Arizona Department of Administration Report and State Wireless Update

Adam Item provided the following information:

- Testing final carrier in Pinal County – Cricket
- Gila River transitioned to Phase 2 – Cricket remaining
- Page – Phase I
- Yavapai County – Bringing the rest of the county to Phase II
 - Verifying GIS data
- Cochise County

- GIS data is good
- Waiting to install equipment to bring to Phase 2
- Yuma County
 - Will start a GIS project soon
- Gila County
 - Addressing GIS project
 - Will be pilot site for Next Generation (NG)
- Liz mentioned that MR911 is working with Qwest to load MR911's ESRKs into Qwest selective router

10. Qwest 9-1-1 Account Team Report

Bob Bobbett, Qwest, introduced Jim Harper who has taken over for Chrisha Elmer who was recently promoted.

11. Positron Account Team Report

Brian Tobin, Positron, stated he is working with MR911 to handle upgrades and maintenance issues and trying to resolve the big long-standing issues. He asked for the PSAPs patience as they worked through these.

Just before the meeting was adjourned the following discussion ensued.

Loretta Hadlock, Glendale, asked if Positron support will get better as they are still having daily issues and their dispatchers are frustrated. Mike Benjamin, MR911, explained the circumstances and what MR911 is doing to work on the problems. Mike asked for time and patience as they are doing all they can to identify and resolve the problems. They are working the hottest issues every day. Vicky Scott, Peoria, asked if communication on the status of issues could be improved and if there was anything the PSAPs could do? Liz said that MR911 and Positron will communicate better and will keep PSAPs informed. Liz also advised they are looking into getting more personnel to handle the workload.

12. Alarm Companies' Use of 911 routing digits

Liz Graeber discussed with the PSAP whether they wanted MR911 to give the alarm companies through Intrado the 10 digit 911 routing numbers. These included the Automatic Crash Notification (ACN) alarm companies. The group confirmed that they did not want them to have the routing number that would put the call on the 911 line. They wanted them to come in on their ten digit emergency number.

13. Telecommunicator Emergency Response Taskforce (TERT) Presentation

Bill Winters, Phoenix, gave a presentation on the FEMA deployment to New Orleans. This was the first project where APCO and NENA worked together. Tami deRuiter,

Phoenix, gave a presentation on AZ-TERT, which is a group of operators and supervisors who are trained to be deployed to help communication centers in need. They are looking for volunteers who must be able to pass a criminal background check and are a team player, problem solver and multitasker. The mission of TERT is to provide help to Telecommunicators and to assist communications center in times of disaster. For more information visit www.njti-tert.org.

14. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics:

- No suggestions were given

Next meeting is scheduled for July 17, 2008 at 9:00 a.m. The meeting will be held at:

Maricopa Association of Governments
302 N 1st Ave, Suite 200
Phoenix, AZ

The meeting was adjourned at 10:52 a.m.