

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Peoria Development and Community Services Building
9875 N. 85th Avenue
Peoria, AZ
October 16, 2008

MEMBERS ATTENDING

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

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

OTHERS PRESENT

- | | |
|-------------------------|-----------------------------|
| Maria Hall, ADOA | Margie Castelamare, Buckeye |
| Mike Benjamin, MR911 | Liz Graeber, MR911 |
| William Boyd, MR911 | Bob Bobbett, Qwest |
| Nate Nguyen, MR911 | Angela Beatty, MR911 |
| Sherrie Clark, Glendale | Dave Eaton, MR911 |
| Brent Thiem, Mesa | Mary Franklin, MR911 |
| Nathan Pryor, MAG | |

1. Call to Order and Introductions

Vicky Scott, chairperson, called the meeting to order at 9:17 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the July 17, 2008 PSAP Managers Meeting Minutes

Velma Washington moved, Loretta Hadlock seconded, and it was unanimously carried to approve the July 17, 2008 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- The Power Map class at Phoenix Fire was a success
- GIS updates will be available next week
 - Includes College points, Court and Law Enforcement data, Light Rail Info, Lakes, Parks, and Pinal County streets for the East Valley PSAPs
- New Revision of Power Map Next Summer
 - GIS update will be quicker. Will be able to copy changes to the database only. Current GIS updates require copying the entire database.

5. 911 Regional Tech Team

Mike Benjamin reported:

- ADOA approved 2 additional personnel. MR911 will be adding an additional 911 tech and a 911 senior level systems administrator if City Of Phoenix budget allows.
- Non 9-1-1 related circuits
 - MR911 should not be the first contact for ringdowns, Admin lines, In house elevator or similar intercom.
 - MR911 will participate in troubleshooting to help eliminate the chance that it is CPE related, but often these are circuit related. Please call your provider (City telecom, Qwest or Cox).
- Upgrades/Remodels
 - PSAP's need to dedicate resources to learning the new (or updated) product
 - Please consult with MR911 for new buildings or remodels
 - MR911 doesn't control or have domain over your City IT and telecom
 - The project needs space, power and electricians
 - Space for equipment needs to be secure and kept safe from construction dust and debris

William Boyd reported:

- Site upgrades
 - CHA
 - Converted 10 positions to Viper
 - Installed admin line interface module
 - Volume issue software fix from Positron
 - Need to install another rack
 - DPS
 - Converted 13 positions to Viper
 - Echo hot fix pending
 - TMP

- Scheduled cutover October 28
- New building and additional positions and new PBX
- Training this week
- BUC
 - Remodeling and moving - Qwest is moving their equipment
- PDV
 - Remodel/Move completed by Qwest 10/10-10/12/08
- CAP
 - Frame relay and new printer purchased

Nate Nguyen reported:

- Dispatch Activity
 - Provided a hand-out of dispatch activity
- MIS Report Issues
- Sites at lower version of Lifeline were moved to higher versions.
- Transfer Issues
 - Need feedback from PSAPs. Have made progress with transfer issues, but it is still a work in progress.

6. Maricopa Region Wireless 911 Project

Liz Graeber reported:

- Changed the system recording to one message that does not disconnect caller.

7. Community Emergency Notification System

Mary Franklin reported:

- Eleven launches this year
- PlantCML Reverse 911 system selected
 - The City Council has approved awarding PlantCML for our notification system
 - We have been awarded a \$160,000 Homeland Security Grant
 - Quarterly updates of 911 database with Qwest
 - Most launches will be free
 - If a large amount of calls need to be made in a short time the Mass Calling Feature can be used at a cost of .20 a minute
 - Your agency needs to have a system expert. There is no ECRC.
 - Install expected in December 2008. Currently being reviewed by Law Department.
- The standard operating procedures that were developed by the RFP review committee were included in your packet. Mary asked if there were any questions or concerns about these. There were none. Vicky Scott asked for a motion to recommend. Janet Laird, Gilbert, motioned to approve the Standard Operating Procedures for the new Reverse 911 System. Jesse Locksa, MCSO, seconded and it was unanimously carried.

8. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger provided the following information:

- State of AZ legislators are moving 25 million from the 911 fund
 - Program will be in a deficit in 2011
 - May have to put projects on hold (logging recorders, upgrades)
- Equipment RFP is still in review
- Wireless
 - GIS Mohave County
 - Yavapai County is Phase II
- Future 911 funding expectations were discussed and Barbara Jaeger asked Nathan Pryor, MAG, what he thought. He reported that it is uncertain right now. MAG will have a better feel after the presidential election.
 - Patrick Cutts, Scottsdale, asked if funds could be protected through the Treasury Dept. Barbara Jaeger, ADOA said no.
 - Michael Benjamin, MR911 asked if MAG had authority to handle taxation instead of ADOA. Nathan Pryor, MAG said no.

9. Qwest 9-1-1 Account Team Report

Bob Bobbett, Qwest, reported that contract expired last Friday so there will be no strike.

Mary Franklin, MR911, reported for Lisa Sheridan, Qwest, that she has sent everyone their list of condition 4 routings and has received many updates but is still waiting on a few. Any questions give her a call.

10. Positron Account Team Report

Liz Graeber, MR911 reported that Positron is continuing quarterly local user's group. She will send out dates for those meetings.

11. New Technology Issues

Liz Graeber provided the following information:

- Text-To-Talk converts a text message from a cell phone to voice and she has had reports that some of these are calling the PSAPs
 - Patrick Cutts, Scottsdale, advised Telemesssage is the company that provides this service. You can call them to remove your agency from receiving these types of calls.
- VoIP PBX
 - A company tried to get the 10 digit routing numbers. Liz reminded everyone not to give the 10 digit number out to anyone.
 - T-mobile At Home
 - Allows subscribers to connect any regular home telephone to a T-Mobile router that will send calls over the Internet much the same way as services like Vonage operate.

12. MAG FY2009 PSAP Annual Element/Funding Request Amendment

The Luke Air Force Base's request to amend the FY2009 PSAP Annual Element/Funding Request for one additional position was presented to the PSAP

Managers and asked if there were any questions, issues or concerns. Liz Graeber, MR911, reported Luke Air Force Base averages 150 calls per month and ADOA requires 300 calls per month to become a PSAP. There was no one from Luke in attendance to answer questions from the floor about why the position is needed. Vicki Scott, Peoria asked if there was a motion to recommend approval. There was no motion from the floor. Darin Douglass, Mesa, motioned for this item to be tabled until the next PSAP Managers Meeting. Patrick Cutts, Scottsdale, seconded and it was unanimously carried.

13. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics:

- No suggestions were given

Next meeting is scheduled for January 15, 2009 at 9:00 a.m. The meeting will be held at:

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

The meeting was adjourned at 10:59 a.m.