

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
MAG Office Building - Saguaro Room  
Phoenix, Arizona  
January 15, 2009

MEMBERS ATTENDING

Vicky Scott, Peoria, Chairperson	* Curtis Thomas, Salt River Pima-Maricopa Indian Community
Lisa Eminhizer for Kathy Jeter, Apache Junction	Patrick Cutts, Scottsdale
Diana Hoffman for Mark Gorla, Avondale	Carol Campbell, Surprise
Velma Washington, Buckeye	Karen Allen, Tempe
Vicki Szczepkowski, Chandler	* Toni Rogers, Tolleson
* Stephanie Beebe, Ft. McDowell Yavapai Nation	* Ed Syzponik, Wickenburg
Allyna Bay for Janet Laird, Gilbert	*+Michelle Potts, ASU
Sherrie Clark for 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
Jason Stokes, Phoenix	+*Ellen Anderson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Maria Hall, ADOA	Magdalena Castelamare, Buckeye
Mike Benjamin, MR911	Liz Graeber, MR911
William Boyd, MR911	Bob Bobbett, Qwest
Nate Nguyen, MR911	Angela Beatty, MR911
Nathan Pryor, MAG	Dave Eaton, MR911
Josh Pearce, Luke AFB	Jesse Greening, MCSO
Kimberly Hooper, Phoenix PD	Tom Nudo, Positron
Brian Tobin, Positron	Ray Paddock, Zoombak

1. Call to Order and Introductions

The meeting was called to order by Chairperson Vicky Scott, Peoria Police Department, at 9:06 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 16, 2008 PSAP Managers Meeting Minutes

Upon a motion by Chris Nadeau and a second by Patrick Cutts, the minutes of the October 16, 2008 meeting were approved.

4. APCO/NENA Technician of the Year Presentation

The Arizona Association of Public Safety Communication Officials (APCO) and National Emergency Number Associations (NENA) members represent public safety communications and 911 personnel. Each year members of the 911 industry are recognized for their outstanding work. Nate Nguyen, Maricopa Region 911, was selected as the Technician of the Year for the State of Arizona.

Liz Graeber commended Nate Nguyen for his tremendous hard work and dedication to the PSAPs of the Maricopa Region. Liz expressed that she was very happy to be able to present Nate with this prestigious award. The PSAP Manager's meeting attendees applauded Nate for his accomplishment.

5. Zoombak Presentation

Ray Paddock introduced himself. He stated that he has worked in Public Safety for seven years on the vendor side. He provided a copy of his presentation and a laminated Zoombak GPS Recovery Reference Guide for all to review. He stated Phoenix and Houston were the initial targets for this product. Mr. Paddock gave an overview of the new Zoombak GPS auto recovery product and its effect on local law enforcement and communication centers. The product was created to recover stolen vehicles and is being launched in Maricopa Region in January 2009. It requires no investment or equipment deployment from public safety.

Mr. Paddock explained how the product works. It will be sold to consumers who will pay a one-time fee to auto dealers. The auto dealers install a GPS device in a hidden location within the vehicle. The device continually captures its location and stores recent locations in its internal memory. When a consumer reports their vehicle stolen, the current and past locations can be retrieved by Zoombak customer service and made available to public safety to support recovery of the vehicle.

Mr. Paddock also talked about the Zoombak GPS Recovery Protocol. The citizen calls police to report a car stolen, completes paperwork and obtains case number. The citizen calls Zoombak to advise that a police report has been filed and is given a case number. Zoombak customer service calls the communication center 24/7 emergency number to provide stolen vehicle past and current location information. If appropriate, the Zoombak call center will take calls from the officer dispatched to recover the stolen vehicle. If requested, Zoombak can also call the dispatched officer if a telephone number is provided.

Mr. Paddock advised the protocol was established for handling the recovery of stolen vehicles when there is no threat to the safety of any citizen. If there is an imminent threat to the safety of a citizen, the protocol can be circumvented and location information can be provided without a case number.

6. MSAG/GIS/Mapping

Dave Eaton provided a GIS update. Mr. Eaton talked about the ALI Data Extract from Qwest. He received 2.5 million landline records for the Maricopa Region. Upon reviewing the data, Mr. Eaton discovered that Vonage VOIP customers were not included. He contacted Vonage to request their customer info and received 30,000 records. Mr. Eaton is also working on a contract with Vonage to receive their customer info on a quarterly basis. There is also a minimum of 15 other VOIP companies with a low amount of customers that provide service for the Maricopa Region which he has not contacted yet.

Mr. Eaton stated he has been busy with his new role as CENS Project Manager and will also be on paternity leave later this month so the next GIS update will be in late February.

7. Maricopa Region 911 Tech Team

Mike Benjamin provided an update on maintenance of the 911 equipment. He said the 911 technical team is stable, steady, and working hard focusing on the deployment of the CENS Project. The team is also putting more focus on internal training and semi-formal training among peers.

William Boyd gave a report on current technical projects. Mr. Boyd stated Tempe Police Department was converted from a Plant system to Positron Lifeline. Eight positions were added for a total of twenty-one positions. The cutover occurred on October 28, 2008. Mr. Boyd commended Karen Allen and her team for help with debugging the system. He said the conversion was not trouble free but working together they found a lot of things that are normally discovered after cutover. Mr. Boyd encouraged all PSAPs to work with MR911 during conversion projects by providing information on how your PSAP operates to ensure a clean cutover.

Mr. Boyd reported that an additional position was added to Apache Junction Police Department and it was turned up in January.

Mr. Boyd advised he is currently working with Buckeye Police Department to move their call taking equipment to a new dispatch area and new equipment room. After the move is complete, two additional positions will be added. The cutover is scheduled for January 21, 2009.

Mr. Boyd also reported that he is planning an additional position at the Department of Public Safety scheduled for February 3, 2009. He said he is also working with Glendale Police Department. Positron has offered to replace their Gateways due to issues with them. The conversion is scheduled for mid February 2009.

Mr. Boyd stated that the Goodyear Police Department will have their Lifeline system removed and replaced with a new Viper telephone system along with an additional position. Cutover date is March 11, 2009.

Mr. Boyd noted Peoria Police Department will convert to a Viper system. No dates have been set yet.

Nate Nguyen gave a report on the Maricopa Region 911 case activity. He provided a hand out of quarterly PSAP dispatch activity. He stated the total number of cases was 304 with 252 resolved as of today. He noted the high case volume for the Tempe Police Department and the Department of Public Safety is coming down after their project cut. Mr. Nguyen advised that Positron will be looking into the ALI issues. Service packs need to be installed for the MIS issues and will be coordinated with MR911 techs to complete within the next month. Mr. Nguyen said the squeal/transfer problems at Tempe Police Department were due to a new circuit installed during cut.

Mike Benjamin stated that the work for Luke Air Force Base Police Department, which has been approved for funding by the state, is on hold due to the Department of Defense JIDIC Certification for new PSAP equipment and not finding any equipment that meets the standard. Mr. Benjamin advised MR911 and Luke are trying to be patient as the military tries to figure out a way to combine consumer level PSAP equipment with military grade equipment for sensitive locations.

Mr. Benjamin also talked about the Phoenix Police Department's push to revive the dual live project for 620 and Elwood. He stated that the operational and technical impact of getting the project operational is massive. He will be working with Qwest, the City of Phoenix, Internal Resources, Positron and some of MR911's other vendors to help get the Phoenix Police Department to their desired configuration.

8. Maricopa Region Wireless 911 Project

Mike Benjamin stated there is no new report for wireless due to the lack of funds for expansion and improvement projects.

9. Community Emergency Notification System

Liz Graeber reported the contract was signed for Reverse 911 and Intrado was notified their services would be terminated effective February 13, 2009. PSAPs will be receiving CENS machines next week. The install date for CENS so there will be an overlap. Ms. Graeber clarified an email she sent out and informed everyone to keep their 911net FOB, but to turn in CENS FOB to Maricopa Region 9-1-1 so they can be returned to Intrado. Ms. Graeber advised the CENS FOB is useless and you must use the ECRC for a CENS launch today. She stated there will be a lot of vendor training for the new CENS system, but it is not enough to train all of Maricopa Region so training will be done in phases. Some PSAPs will attend the vendor training and others will receive one on one training from a MR911 team member. The vendor training will be in four hour blocks. The dates are Tuesday, February 3, 2009, in the afternoon and two classes on Wednesday, February 4, 2009. Ms. Graeber will be

contacting PSAPs to schedule vendor training and one on one CENS training. She also advised that it is acceptable to call it Reverse 911. Caller Identification will display Reverse911 Alert.

Ms. Graeber also advised the CENS video will be finalized and placed on channel 11 or local channel for community info. Nathan Pryor stated the CENS video will be finalized within one month.

Chris Nadeau from Goodyear Police Department asked if the video will be placed on the web. Ms. Graeber responded it is a large video and will take more effort to publish it on the web, but she will check into it.

Ms. Graeber thanked Dave Eaton for taking on the role of CENS Project Manager during the middle of the project.

Mike Benjamin noted that MR911 technicians will be installing CENS equipment at some PSAPs today. The technician will place equipment based on site survey performed by the MR911 CENS Project Team to determine where the equipment should go. Mr. Benjamin stated he has asked all technicians to follow the site survey regarding placement of equipment and to please let Dave Eaton know if there are any problems.

Vicky Scott expressed that she was very anxious and excited to see the CENS Project come to fruition. Ms. Scott thanked the entire MR911 team for their hard work.

10. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger, ADOA stated her office is continuing to work around the state of Arizona to deploy wireless phase 2. There are deployments and GIS work underway for the City of Page, Mohave County, Cochise County, and Yuma County.

Ms. Jaeger advised that her office is beginning to review the budgets that were submitted for Fiscal Year 2010 from all communities of Arizona. Ms. Jaeger noted there is a possible \$25 million sweep from the 911 program fund that could affect the fiscal year 2010 budget. She is trying to emphasize to the State of Arizona Administration any additional sweeps will impact the ability to apply for 911 grants due to the grant criteria clause which states no fund can be swept within 180 days. Ms. Jaeger says her office is looking into meeting grant criteria so she can apply for them. This includes developing a state plan that she is working with a consultant on state contract to complete it. It was noted that \$43 million has been released for grants, but it can only be applied for by the state. The Department of **Transportation** expects the grants to be awarded to those communities that have met the criteria no later than September. The funds are for next generation 911 infrastructure projects and phase 2 projects. Ms. Jaeger noted that if she can't get the state plan completed due to the way the legislation is written or if additional funds are swept between now and the May/June timeframe, she will not be able to apply.

Ms. Jaeger commended Michael Benjamin for his technical expertise on the development of the state Request for Proposals for CPE. She also stated that Liz Graeber and Maria Hall

were instrumental in completing it. The state contract for CPE was awarded on December 31, 2008, to Qwest, Positron, and Plant. Kimble & Associates is now on state contract for communications expertise and several GIS contracts for companies used for phase 2 GIS work were renewed for one year.

Ms. Jaeger talked about the FCC rules pertaining to video relay. A petition was filed for clarification of the FCC rules so assistants can report background noise and images to 911 communications operators during a call, and on December 19, 2008, the FCC issued a report order granting request. Ms. Jaeger will forward the change of policy to Liz Graeber so she can distribute to the PSAPs. It clarifies that an intermediary may retain visual and auditory information during an emergency for a reasonable time after the call has been terminated for the sole purpose of providing information to emergency personnel in case a call back is needed.

Liz Graeber asked Barbara Jaeger to explain the process for applying for a 911 grant. Barbara Jaeger responded the 911 grant is for 911 equipment only and items approved under the 911 program. The 911 grant has to be applied for by the state only and Ms. Jaeger's office will decide how to disburse the grant monies to PSAPs. In order to be eligible for the grant, there has to be a state plan that meets criteria which was just established in October. Then there has to be a business plan from the Arizona Department of Administration and it must be completed in the time necessary. Ms. Jaeger stated the goal is to use the 911 grant monies for enhanced 911 projects. There is \$42.5 million available but when you divide that by 50 states the amount is minimal. Any projects not approved are the responsibility of the PSAP. The PSAP has to provide matching funds for projects not included in the 911 program. Ms. Jaeger also noted that there may be additional programs offering grants but she is only aware of the 911 grant which is restricted to enhanced 911 projects.

11. Qwest 9-1-1 Account Team Report

Bob Bobbett from Qwest stated he had nothing to report.

12. Positron Account Team Report

Tom Nudo informed the group that IPC sold Positron to Intrado in October. He stated he believes it is a good mix and the transition is going very well. Mr. Nudo represents services and Brian Tobin is the Project Manager. He noted there are 87 areas of concern which have been identified during the transition, but there is a top ten priority list that is being worked on. Intrado has three call centers in Colorado and is looking into opening a new one. A decision will be made second quarter 2009. Mr. Nudo advised they are coming up with a plan to streamline all processes and make changes to the way things are done internally. He said they plan to improve on reporting through MAGIC and the Viper CAD system will be released soon.

Liz Graeber asked if there are plans to transition the main Positron Montreal Office to Longmont. Tom Nudo responded no, the Positron Montreal office will stay fully functional.

Vicky Scott asked if the quarterly user meetings will continue. Liz Graeber responded

Positron lost the person who coordinated the meetings, but they will restart them if they are useful to PSAPs.

13. National Emergency Number Association Standard

Liz Graeber provided a report on the 911 call answering standard set forth by the National Emergency Number Association (NENA). She stated the NENA call answering standard says that 90 percent of all 911 calls arriving at the PSAP shall be answered within ten seconds during the busy hour (the hour each day with the greatest call volume as defined in the NENA Master Glossary 00-001) and 95 percent of all 911 calls should be answered in 20 seconds. Ms. Graeber noted that some PSAPS have been running reports based on monthly averages but need to make sure they are following the NENA standard.

Darin Douglas of Mesa Police Department stated that APCO has a standard that says 90 percent in ten seconds so NENA and APCO standards are conflicting. Ms. Graeber informed the group that they can select either standard since there is no mandate. She will approach the NENA technical chair regarding this matter.

14. Implementation of GovDelivery for Electronic Communication

Nathan Pryor of MAG gave an overview of how the GovDelivery system works. MAG has instituted a new system to provide faster delivery information to the MAG member agencies and the general public. The GovDelivery system will facilitate rapid communication, promote public access to information, allow interested parties to have more control over the information they receive from MAG and facilitate a reduction in paper mailings to reduce costs and environmental impacts. Mr. Pryor distributed sign up sheets for members to indicate preferences regarding the delivery of electronic and hard copy mailings. He collected the sign up sheets.

15. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics. No suggestions were given.

Next meeting is scheduled for April 16, 2009 at 9:00 a.m. The meeting will be held at:

**Chandler Police Department  
Desert Breeze Sub-Station  
Robert Nielsen Community Room  
251 N. Desert Breeze Blvd. West  
Chandler, AZ 85226**

The meeting was adjourned at 10:20 a.m.