

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
Maricopa Association of Governments  
Phoenix, Arizona  
April 15, 2010

MEMBERS ATTENDING

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

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

OTHERS PRESENT

Mike Benjamin, MR9-1-1	David Tuck, Buckeye PD
William Boyd, MR9-1-1	Sandra Gilstad, Pinal County
Nate Nguyen, MR9-1-1	Sarah Hess, Pinal County
Liz Graeber, MR9-1-1	Raquel Medina, Pinal County
Angela Beatty, MR9-1-1	Bruce McGregor, Mesa FD
Dave Eaton, MR9-1-1	Jim Bloomer, Mesa FD
Bob Bobbett, Qwest	Michaelanne Ehrlich, Glendale
Adam Iten, ADOA	

1. Call to Order and Introductions

The meeting was called to order by Chair Patrick Cutts, Scottsdale Police Department, at 9:01 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the January 14, 2010 PSAP Managers Meeting Minutes

Loretta Hadlock moved to approve the minutes of the January 14, 2010 meeting. Carol Campbell seconded, and the motion carried unanimously.

4. MSAG/GIS/Mapping

Dave Eaton provided a Power Map update. He advised that due to budget constraints, the Power Map 4.0 upgrade is on hold and we will be staying with the current 3.2 version. Mr. Eaton stated he will have a GIS update ready on Monday April 26, 2010, that includes major updates to Apache Junction and Luke jurisdictions.

5. Maricopa Region 9-1-1 Tech Team

Mike Benjamin distributed a report of quarterly case counts. He advised there were no changes in staff and the MR9-1-1 team continues to focus on daily operations; making sure trouble tickets are addressed and case loads are handled efficiently. Mr. Benjamin gave a report on make-busy testing. It is held on the first Wednesday of each month from 9:00 to 10:30 am. In order to minimize PSAP staff time, MR9-1-1 will no longer use a conference bridge for testing. MR9-1-1 will call the PSAP when ready for testing. The test should take only two minutes. Mr. Benjamin advised that 18 PSAPs participated and asked those not participating to consider doing so. There were issues identified at Apache Junction and Gilbert. Phoenix Fire and DPS are special cases due to being a secondary site. Mr. Benjamin stated that questions came up about call routing overflow, backup (make-busy route) differences between wireline and wireless and MR9-1-1, Qwest and out-state transfer groups. Wireless working group came up with the policy.

Liz Graeber advised regarding call overflow that wireline overflow to a designated PSAP. Wireless calls do not roll over per the recommendation of the PSAP Managers' Wireless Working Group. This recommendation was voted on and passed by the PSAP Managers. PSAPs can choose which PSAP can get the overflow on wireline 9-1-1 calls but the PSAPs will need to have an IGA in place.

Jason Stokes asked about reallocating trunks for wireless. He stated that 85 percent of Phoenix PD's calls are wireless. Ms. Graeber replied that wireline and wireless costs are paid separately. Wireline costs are at a bundled rate and Wireless costs are higher.

A request was made for current Traffic Studies. Ms. Graeber said she would send them out to all PSAPs.

Mr. Benjamin provided an update on the Phoenix Police Department joint site project. He

reported the Phoenix Police Department 620 and Phoenix Police Department Elwood phones are now technically connected together for the first time. It is not in production, but production level testing is being conducted between the sites. Work and testing continues to prepare this function for production. Positron is struggling. Phoenix Police Department Operations has set a date of Monday May 3<sup>rd</sup> to push going into production. There are issues that Positron still needs to iron out in order for this date to work.

William Boyd gave a report on technical projects. Mr. Boyd advised Scottsdale Police Department upgraded to Viper 3.0 on March 23 where ACD and Power Monitor were implemented. The PSAP was down for 10 hours due to a planned outage solution by Positron that took longer than expected. Mr. Boyd advised the issues from the Scottsdale project are lessons learned to apply to the upcoming Glendale Police Department Viper upgrade in June with 2 PRIs, ACD and Power Monitor. Avondale Police Department is scheduled to upgrade eight positions to Viper no ACD on May 18<sup>th</sup>.

Nate Nguyen provided a report on the Maricopa Region 9-1-1 quarterly case activity. He stated the case activity is moderate and manageable at 350 cases opened with 299 remedied. Currently, there are 73 outstanding cases with 40 pending cases. Troubles this quarter included transfer failures and Network Center One TGB hardware replacement. Mr. Nguyen said he needs specific details of the failed transfer and whether its wireline or wireless so he can continue to investigate. Defective Hard Drives were replaced for Avondale, Buckeye, Peoria, Surprise and a power supply for Scottsdale Police Department.

Mr. Benjamin reported major issues with Positron. He said one issue is the joint site project for the Phoenix Police Department. Tom Whiting from MR9-1-1 is working closely with Positron, but there are major problems that are not getting resolved. Mr. Benjamin said the Scottsdale Police Department Viper Project is another major issue that resulted in down time and delays from the original plan. He stated that PSAPs need to come together as a group to hold Positron accountable for not meeting project deadlines and providing good customer service.

Mr. Benjamin advised that MR9-1-1 is currently working on some regional projects to improve infrastructure. Implementation and impact will be discussed at a future meeting as plans and designs mature.

6. Maricopa Region Wireless 9-1-1 Project

Adam Iten advised that he sent Wireless Phase II Request for Service Letters to Commnet and is awaiting their response and completed documentation. The next step will be Commnet Wireless Phase II deployment testing to verify routing and ALI data. This will be facilitated by MR9-1-1. All of Maricopa Region wireless will be at phase II when this project is complete.

7. Community Emergency Notification System

Dave Eaton advised the recent NXT! Upgrade to 4.1.1 caused some issues that affected

GeoCast Web. DCC resolved the issue. He said the NXT Communicator is a part of the CENS System and is a powerful tool for internal notifications. He encouraged all PSAPs that don't have it to consider getting it. He said there is a \$3,000 one time license fee and to contact him if interested. Mr. Eaton advised the self registration portal that will allow the public to register their cell phone and VOIP will be available soon. He is working on getting it linked to [www.maricoparegion911.org](http://www.maricoparegion911.org).

Ms. Graeber addressed questions about funding issues related to CENS. She advised that CENS is not state funded and will not be affected by the State of Arizona budget cuts. CENS is funded by a recurring homeland security grant.

Ms. Graeber reported the system is fully funded until January 2012. She said that a permanent funding source and enough funding to hire a person to oversee CENS, build a website, and provide cell phone registration/validation are needed.

8. Update on Funding Issues

Ms. Graeber provided an update on the Arizona State 9-1-1 budget. She informed the group that there is a proposal from the Arizona Legislature to sweep \$2.5 million from the 9-1-1 fund on July 1, 2010. This sweep will deplete the 9-1-1 fund. The state 9-1-1 office collects \$18 million per year and \$16 million goes to network and maintenance costs, which does not leave much for anything else. Ms. Graeber said she has not been told officially by the state that there is no budget for projects. She said we will proceed with budget requests to show need even though the requests may be denied. She also advised to be prepared to live with existing equipment for at least three years. Ms. Graeber stated when she gets the official word on the Fiscal Year 2011 budget she will meet with the affected PSAPs.

9. Arizona Department of Administration Report and State Wireless Update

Mr. Iten provided a NENA elections update. Barbara Jaeger is running for 2<sup>nd</sup> Vice President. It is a four year commitment. Go to [www.barbara4nena2ndvp.com](http://www.barbara4nena2ndvp.com) for more information.

Mr. Iten reported working on phase II projects throughout the state. Two carriers left to complete in Southern Gila County. Yavapai County Sheriffs Office is phase II. Cochise County has two of four carriers phase II. Request for Service letters will be sent in a few months in Mohave County. Mapping equipment has been ordered in Yuma County.

Mr. Iten advised that he attended the texting demonstration at Payson Police Department to see proof of concept. He said the demonstration was successful; ALI Info was similar to a phase II call, works like TTY, and has to send five digits.

Mr. Iten reported on the 2009 wireline and wireless access line counts. He said wireless was up and wireline was down. He also said his office collected the 2009 9-1-1 call statistics and The State of Arizona received 4.5 million 9-1-1 calls.

10. Qwest 9-1-1 Account Team Report

Bob Bobbett provided an update on the Next Generation 9-1-1 Trial. He said the proof of concept for sending text to a dispatch center was demonstrated at Payson Police Department in Gila County and the text test worked with one carrier.

11. Positron Account Team Report

Ms. Graeber stated Positron was excused due to scheduling conflict.

12. Regionwide 9-1-1 Training

Patrick Cutts suggested pooling resources and finances for a regional basic call taking skills class for new call takers instead of having separate trainings. He asked for volunteers to form a Non-MAG working group to discuss ideas and develop topics for training. Mr. Cutts will schedule a meeting with the volunteers.

13. Request for Future Agenda Items

Ms. Graeber suggested MIS Storage as a future agenda item.

Mr. Benjamin said he will make the MIS reports run faster.

Vicky Scott asked how to get MIS data off of server. Ms. Graeber replied the PSAP would inherit the responsibility.

Ms. Graeber stated a working group needed to be established to decide how it will be done and volunteers can contact her.

Next meeting is scheduled for July 15, 2010, at 9:00 a.m. The meeting will be held at:

**Maricopa Association of Governments  
302 N. 1<sup>st</sup> Avenue, Suite 200  
Saguaro Room  
Phoenix, AZ**

14. Adjournment

Vicky Scott motioned to adjourn the meeting at 10:23 a.m. Loretta Hadlock seconded, and the motion carried unanimously.

Ms. Graeber recognized National Public Safety Telecommunicators Week with a beautiful cake.