

July 7, 2010

TO: Members of the MAG PSAP Managers Group

FROM: Patrick Cutts, Scottsdale, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, July 15, 2010, at 9:00 a.m.
Maricopa Association of Governments
Suite 200 - Saguaro Room
302 North 1st Avenue, Phoenix (please see enclosed map)

A meeting of the MAG PSAP Managers Group has been scheduled for the time and place noted above. Members of the PSAP Managers Group may attend the meeting either in person, by videoconference or by telephone conference call. In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP Managers Group does not meet the quorum requirement, members who have arrived at the meeting will be instructed a meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Please park in the garage under the building, bring your ticket, parking will be validated. For those using transit, Valley Metro/RPTA will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation. If you have any questions regarding the meeting, please contact Liz Graeber, Maricopa Region 9-1-1 Administrator, City of Phoenix Fire, at 602-534-9775, or Nathan Pryor, MAG, at 602-254-6300.

**MAG PSAP MANAGERS GROUP
TENTATIVE AGENDA
July 15, 2010**

COMMITTEE ACTION REQUESTED

- | | |
|--|--|
| <p>1. <u>Call to Order and Introductions</u></p> | |
| <p>2. <u>Call to the Audience</u></p> <p>An opportunity is provided to the public to address the PSAP Managers Group on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the PSAP Managers Group requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.</p> | <p>2. Information.</p> |
| <p>3. <u>Approval of April 15, 2010, Meeting Minutes</u></p> | <p>3. Review and approve minutes of April 15, 2010, meeting.</p> |
| <p>4. <u>Demonstration of Non-9-1-1 Text Message into PSAPs</u></p> <p>Intrado will demonstrate to PSAP Managers the ability for PSAP to receive non-emergency text messages into their PSAPs through the Viper CPE.</p> | <p>4. Information and discussion.</p> |
| <p>5. <u>MSAG/GIS/Mapping</u></p> <p>A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.</p> | <p>5. Information and discussion.</p> |
| <p>6. <u>Maricopa Region 9-1-1 Tech Team</u></p> <p>A maintenance report will be provided by the Maricopa Region 9-1-1 Tech Team Technical Manager.</p> | <p>6. Information and discussion.</p> |
| <p>7. <u>Maricopa Region Wireless 9-1-1 Project</u></p> <p>An update on Maricopa Region's Wireless 9-1-1 will be provided as well as an update on the progress of the wireless trunk restructuring.</p> | <p>7. Information and discussion.</p> |

8. Community Emergency Notification System (CENS) Update

An update on the CENS program will be provided.

9. Arizona Department of Administration Report and State Wireless Update

The Administrator for the State 9-1-1 System from Arizona Department of Administration will provide an update regarding the overall coordination of 9-1-1 emergency telephone systems in other regions of the state and a report on the status of enhanced wireless in Arizona.

10. Qwest 9-1-1 Account Team Report

Qwest will provide a report regarding service items of interest to the PSAP Managers Group.

11. Positron Account Team Report

Positron will provide a report regarding service items of interest to the PSAP Managers Group.

12. MAG FY 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program

Each year, the Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five year equipment program that forecasts future 9-1-1 equipment needs of the region and will enable MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). The ADOA Order of Adoption stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund. The committee will be asked to review and recommend for approval the MAG Fiscal Year (FY) 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program. Justifications are attached for the agencies requesting new logging recorders. Please refer to the enclosed material.

8. Information and discussion.

9. Information and discussion.

10. Information and discussion.

11. Information and discussion.

12. Information, discussion and possible action.

13. MAG FY 2011 PSAP Annual Element/Funding Request Amendment

Arizona State University is requesting one additional position to meet the needs of call volume growth from added 9-1-1 trunks and coverage for four valleywide campuses. In addition, the Phoenix Police Department is requesting a new logging recorder with a larger capacity to replace the logging recorder installed six years ago. Please refer to the enclosed material.

14. Request for Future Agenda Items

Topics or issues of interest that the PSAP Managers Group would like to have considered for discussion at a future meeting will be requested.

Adjournment

13. Information, discussion and possible action.

14. Information and discussion.

MAG FY 2012 PSAP ANNUAL ELEMENT/FUNDING REQUEST

Agenda Item #12:

SYSTEM IDENTIFICATION: Maricopa County 9-1-1 (33320)
 AGENCY SUBMITTING: Phoenix Fire Department
 ADDRESS: 150 S. 12th St., Phoenix, AZ 85034

CONTACT: Liz Graeber
 TELEPHONE #: (602) 534-9775
 DATE: 24-Jun-10

Fiscal Year	2012												
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
Wireline													
Maintenance:													
911 Monthly Service:	\$1,340,064	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675	\$111,675
Customer Premise Equipment	\$3,996,660	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055	\$333,055
Special Projects/Misc maintenance	\$1,010,000	\$35,000	\$275,000	\$225,000	\$325,000								
Wireless	\$430,000	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918	\$45,918
Maintenance:	\$0												
911 Monthly Service:	\$2,870,340	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195	\$239,195
Addressing/Mapping/GIS	\$20,000												
Customer Premise Equipment	\$0												
Special Projects	\$0												
FY TOTALS	\$9,667,064	\$784,843	\$1,004,843	\$879,843	\$954,843	\$1,054,843	\$729,843						
Equipment:													
Upgrade Peripherals													
Buckeye													
Goodyear													
Paradise Valley													
Surprise													
Viper upgrade													
Two positions and logging recorder													
Viper upgrade													
Viper upgrade													
Equipment figures are only estimates - will have preliminary quotes before submitting to ADOA													
35,000													
\$275,000													
\$150,000													
\$225,000													
\$325,000													

\$1,010,000 Total

MAG FY2012-2016 PSAP Equipment Program

	FY2012	FY2013	FY2014	FY2015	FY2016
Apache Junction PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
ASU PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Avondale PD	No Response	No Response	No Response	No Response	No Response
Buckeye PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Capitol PD	No Response	No Response	No Response	No Response	No Response
Chandler PD	Nothing noted	Nothing noted	Nothing noted	1 Position, PSAP move	Nothing noted
DPS	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Ft. McDowell	No Response	No Response	No Response	No Response	No Response
Gilbert PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Glendale PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Logging Recorder
Goodyear PD	2 Positions, logging recorder, PSAP move	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Luke AFB	PSAP move	Nothing noted	Nothing noted	Nothing noted	Nothing noted
MCSO	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Mesa PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Paradise Valley PD	Nothing noted	Nothing noted	Logging recorder	Nothing noted	Nothing noted
Peoria PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Phoenix Fire	Nothing noted	18 Positions, logging recorder, PSAP move	Nothing noted	Nothing noted	Nothing noted
Phoenix PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Rural Metro PD	No Response	No Response	No Response	No Response	No Response
Salt River PD	Nothing noted	1 Position, PSAP Move	Nothing noted	Nothing noted	Nothing noted
Scottsdale PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Surprise PD	No Response	No Response	No Response	No Response	No Response
Tempe PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Tolleson PD	Nothing noted	Nothing noted	Nothing noted	Nothing noted	Nothing noted
Wickenburg PD	No Response	No Response	No Response	No Response	No Response

Budget Requests for FY 2011 - FY 2015

PSAP: *Apache JET P.D.*

Fiscal Year 2012 (July 2011-June 2012)

Budget Items

Logging recorder - Partial reimbursement only
 Include justification - age and condition of present recorder
 Documents needed for reimbursement - copy of invoice and check
 Must be purchased off of state contract or through bid process

Estimated # of channels _____
 Estimated purchase date _____

Additional positions
 Include justification - must include sample schedule that shows positions filled

How many _____

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.
 PSAP move

Estimated date _____
 Possible location _____

no

Fiscal Year 2013 (July 2012-June 2013)

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Fiscal Year 2015 (July 2014-June 2015)

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The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.
 PSAP move

Estimated date _____
Possible location _____

Contact: Kathy Teter
Phone #: 480-474-5448
Fax #: 480-474-5489
Date: _____

Please return to:

Liz Graeber
Phoenix Fire Dept - Maricopa Region 911 Services
150 S 12th St
Phoenix, AZ 85034
Fax: 602-495-3751
email: liz.graeber@phoenix.gov

Fiscal Year 2012 (July 2011-June 2012)

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Estimated date _____
Possible location _____

Contact: _____
Phone #: _____
Fax #: 4 _____
Date: _____

Please return to:

Liz Graeber
Phoenix Fire Dept - Maricopa Region 911 Services
150 S 12th St
Phoenix, AZ 85034
Fax: 602-495-3751
email: liz.graeber@phoenix.gov

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PSAP move

Estimated date _____
Possible location _____

Contact: Charles Arlak

Phone #: 623-386-6420

Fax #: 623-386-6434

Date: June 05, 2010

Please return to:

Liz Graeber
Phoenix Fire Dept - Maricopa Region 911 Services
150 S 12th St
Phoenix, AZ 85034
Fax: 602-495-3751
email: liz.graeber@phoenix.gov

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PSAP move

Estimated date _____
Possible location _____

Contact: Debbie Henry

Phone #: 602-223-2425

Fax #: 602-223-2968

Date: May 14, 2010

Please return to:

Liz Graeber
Phoenix Fire Dept - Maricopa Region 911 Services
150 S 12th St
Phoenix, AZ 85034
Fax: 602-495-3751
email: liz.graeber@phoenix.gov

MEMORANDUM _____

Police Department
An Internationally Accredited
Law Enforcement Agency

June 1, 2010

Liz Graeber
Phoenix Fire Department
150 S 12th Street
Phoenix, AZ 85034

Dear Ms. Graeber,

The Arizona State University Police Department is requesting one additional phone position for consideration in the 2011 fiscal year.

Our current student enrollment is approximately 69,000, with an additional 12,000 employees. The student enrollment is also expected to reach 100,000 students by 2012. With 35 residential complexes on campus, and more anticipated, the number of students living on campus full time will continue to increase and contribute to the increase in 9-1-1 calls. The ASU Police Department's 9-1-1 calls increased from 9,988 in 2008 to 12,078 in 2009, an approximate 21% increase.

Our Communications Center will be fully staffed as of 6/28/2010. Our allotted positions include two shift supervisors and 11 full time dispatchers. Once our two trainees are released, we will exceed the current four phone positions in our center four evenings per week.

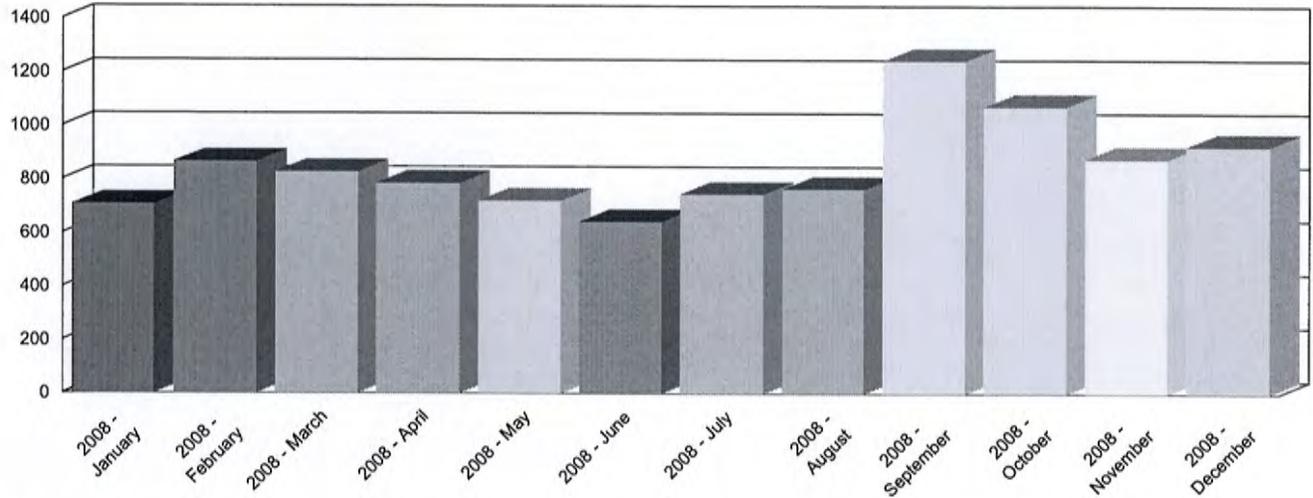
Sincerely,

Michelle Potts
Communications Supervisor
Arizona State University Police Department

Call Volume per Month

From : 01/01/2008 00:00:00 To : 12/31/2008 23:59:59
 Line Group: 9-1-1, 911 WRLS

Number of Calls : 10,172



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2008 - January	707	6.95	6.95
2008 - February	866	8.51	15.46
2008 - March	827	8.13	23.59
2008 - April	785	7.72	31.31
2008 - May	720	7.08	38.39
2008 - June	643	6.32	44.71
2008 - July	745	7.32	52.03
2008 - August	764	7.51	59.55
2008 - September	1,243	12.22	71.77
2008 - October	1,072	10.54	82.30
2008 - November	876	8.61	90.92
2008 - December	924	9.08	100.00
	10,172	100.00	

Call Volume per Month

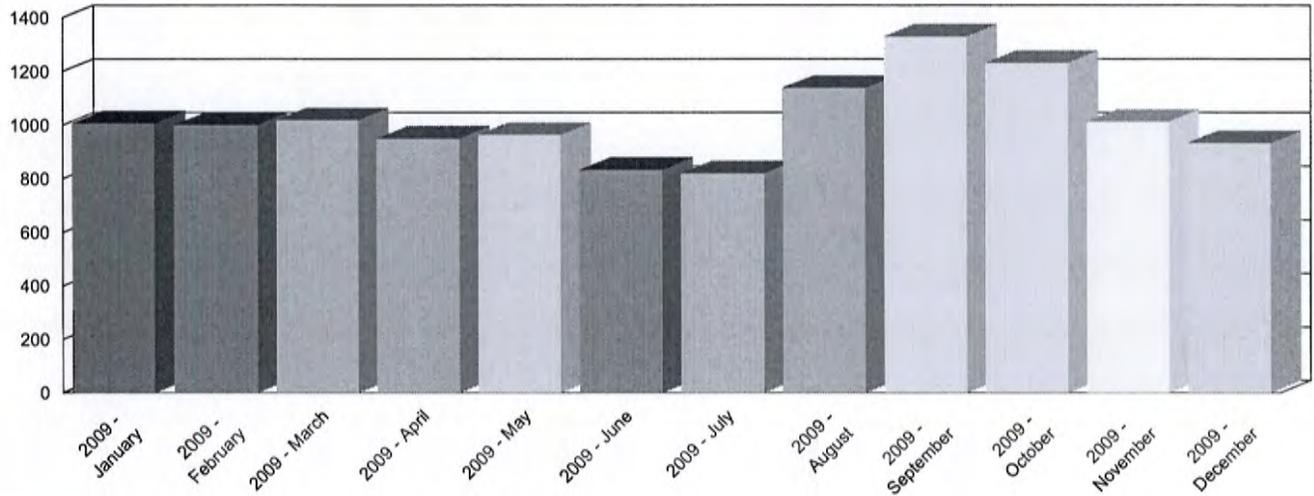
From : 01/01/2009 00:00:00

To :

12/31/2009 23:59:59

Line Group: 9-1-1, 911 WRLS

Number of Calls : 12,235



<u>Month</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
2009 - January	1,007	8.23	8.23
2009 - February	1,001	8.18	16.41
2009 - March	1,018	8.32	24.73
2009 - April	950	7.76	32.50
2009 - May	963	7.87	40.37
2009 - June	833	6.81	47.18
2009 - July	820	6.70	53.88
2009 - August	1,138	9.30	63.18
2009 - September	1,330	10.87	74.05
2009 - October	1,231	10.06	84.11
2009 - November	1,012	8.27	92.38
2009 - December	932	7.62	100.00
	12,235	100.00	



City of Phoenix

To: Liz Graeber, Administrator
Maricopa Region 9-1-1

Date: June 15, 2010

From: Jason Stokes, PSAP Manager
Phoenix Police Department

Subject: Request Advancement of Logging Recorder Funding

The Phoenix Police Department is requesting consideration of advancement of partial reimbursement for the purchase of a new logging recorder. Currently funding has been requested for FY 2012. The legacy logging recorder is 5 years old and requires maintenance and support that is cost prohibitive. We therefore request advancement of funding to FY 2011.

Due to the number of channels required and expansion to dual site operations, a technical review is currently underway to determine the cost.