

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
April 12, 2012
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	* Kim Humphrey, Phoenix
Cari Zanella, Mesa, Vice Chair	* Curtis Thomas, Salt River Pima-Maricopa Indian Community
* Lisa Eminhizer, Apache Junction	* Patrick Cutts, Scottsdale
* Janne Stringer, Avondale	Domela McHenry, Surprise
Jared Griffith, Buckeye	Del Webb, Tempe
Michelle Potts, Chandler	* Ed Syzponik, Wickenburg
* Stephanie Beebe, Ft. McDowell Yavapai Nation	+ Patty Simpson, ASU
Maggie Davidson for Janet Laird, Gilbert	+ Barbara Jaeger, ADOA
Loretta Hadlock, Glendale	+ Patty Simpson, DPS
# Chris Nadeau, Goodyear	+* David Demers, Luke AFB
* Jesse Locksa, Maricopa County	+ P. Jay Strebeck, Phoenix Fire
Bonnie Ginka for John Bennett, Paradise Valley	+* Ellen Anderson, Rural Metro/Southwest Ambulance
# Vicky Scott, Peoria	

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

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Wade Sanstra, Intrado
Dave Eaton, MR9-1-1	Rick Dale, IXP Corporation
Nate Nguyen, MR9-1-1	Jennifer Guthrie, Surprise PD
Liz Graeber, MR9-1-1	Michaelanne Acree, Glendale PD
Angela Beatty, MR9-1-1	Cathie Gura, Chandler PD
Tom Whiting, MR9-1-1	Doreen Wasick, Mesa Fire
William Boyd, MR9-1-1	Pete Adams, Mesa PD
Maria Hall, ADOA	Robert Woodhull, Pinal County
Sandy Gilstad, ADOA	Nathan Pryor, MAG
Bob Bobbett, CenturyLink	Audrey Skidmore, MAG

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Chair Toni Rogers, Tolleson Police Department, at 9:06 a.m. Self-introductions were made. Chair Rogers reminded all to use their microphones when speaking and to sign the sign in sheet.

2. Call to the Audience

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. There were no comments from the audience.

3. Approval of the January 12, 2012 PSAP Managers Group Meeting Minutes

Chair Rogers asked if there were any changes to the minutes. There were no changes to the minutes.

Ms. Cari Zanella moved to approve the minutes of the January 12, 2012 MAG PSAP Managers Group meeting. Ms. Loretta Hadlock seconded, and the motion passed unanimously.

4. Update on 9-1-1 Interaction With The Regional Community Network

Audrey Skidmore, MAG Information Technology Manager, reported that at the October 27, 2011 MAG Telecommunications Technical Advisory Group Meeting and the November 2, 2011 MAG Intelligent Transportation Systems Committee Meeting a no cost service addition to the Regional Community Network was approved. The Regional Community Network is a private fiber network that connects (11) MAG agencies for use for the 9-1-1 system as an alternate path and is exploring with Mike Benjamin how to make it work. She advised there were some restrictions; it cannot impact transportation, but she did not expect that to be an issue at this point.

Ms. Skidmore advised that Mike Benjamin could answer any technical questions.

Ms. Skidmore asked if there were any questions for her. There were no questions.

5. Update on the Activities of the 3-1-1 Business Plan Committee

Ms. Skidmore reported there have been (7) 3-1-1 Business Plan Committee meetings. She said the committee has been reviewing various 3-1-1 models that range from a simple interactive voice response system where someone would identify what agency they wanted to be transferred to and systems that will direct you to an agency based on where you are calling from. The latter of the two is a significant investment.

An update on the various 3-1-1 models was given to the MAG Management Committee on April 11, 2012. The MAG Management Committee directed the 3-1-1 Business Plan Committee to continue forward with the interactive voice response option. The 3-1-1 Business Plan Committee will work on detailed costs and a governing structure so there won't be any automatic redirection of calls. There is no approval on moving forward at this point with the voice response model but it is the only model that will be looked at.

Ms. Graeber asked if the 3-1-1 model would include listening to a recording and choosing the agency.

Ms. Skidmore replied it would be done with voice response because the list would be too large to manually select from.

Ms. Skidmore confirmed that 3-1-1 will be voluntary and every city does not have to participate. There will be a lot of technical issues to work out for agencies that do not participate.

Ms. Skidmore noted Patrick Cutts from Scottsdale serves on the MAG Technical Advisory board so the PSAP concerns would be identified.

6. MSAG/GIS/Mapping

Dave Eaton, Maricopa Region 9-1-1 GIS Manager, provided a GIS and mapping update. He said the next GIS update will be ready on April 23, 2012.

Mr. Eaton asked if there were any questions. There were no questions.

7. Maricopa Region 9-1-1 Tech Team

Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, distributed the quarterly report of maintenance case counts and advised there were no significant changes this quarter.

Nate Nguyen, Maricopa Region 9-1-1 Technical Supervisor, reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. Mr. Nguyen advised there was a 12 percent increase in cases this quarter; (419) total cases opened and (339) have been resolved. There are currently (166) outstanding cases. Trouble issues worked on this quarter include Viper, Power 9-1-1, Lifeline and MIS issues; Network Connectivity Issues, misroutes and levels on the trunk; T1/Circuit issues related to wireline and wireless; outstanding open tickets with Intrado.

Mr. Nguyen reported on some of the positive and negative issues this quarter. The positives include: Backup of configuration was complete on the POTS-Server, started tape backup on DB1 on most sites, regular Preventive Maintenance was done on all sites except for ASU, Chandler, and Gilbert including backroom server reboot and blowing out the PCs. With respect to Mesa, Peoria, and Phoenix Fire have in house technicians to help with this.

The not so positives include: Chandler didn't have redundancy on their POTS-SRVR. It took a little over one month to remedy a faulty server. Glendale VoIP required a reboot to clear way for one agent to take 911 calls (some sort of corruption on the VoIP's ACD). This happened after the Preventive Maintenance. As it turned out, the servers were not rebooted during the Preventive Maintenance and it was a lesson learned on our part.

There was an ASU VoIP server glitch and it manually went into a Make Busy state. Intrado is looking into it.

William Boyd, Maricopa Region 9-1-1 Project Manager, provided an update on 9-1-1 Technical projects. He stated that Maricopa Region 9-1-1 assisted Rural Metro on March 14, 2012 with their PSAP move from Scottsdale to Glendale. Rural Metro installed a new Baker 9-1-1 System which utilizes the MR9-1-1 data and voice network. Mr. Boyd coordinated the move of data circuits and Rural Metro is up and running. He advised funding was approved for Chandler PD to upgrade their backroom Viper equipment as well as front room PCs. They are currently running on an old version of Viper software and an old POTS Server that has software and hardware issues. The upgrade has not been scheduled. Chandler PD is also looking at adding (2) additional positions. Gilbert PD is looking at adding (2) additional positions. Mr. Boyd said he will be visiting the PSAPs and working with PSAP IT Managers and Facility Managers to assess fiber into the building.

Mr. Boyd asked if there were any questions. There were none.

Mr. Benjamin reported on the Regional Infrastructure and Improvements to 9-1-1 and moving forward with investments from the state in 2010. Mr. Benjamin stated he is working with Audrey Skidmore from MAG and the Regional Community Network. He said he is working on the engineering and coordination of the associated parties. If your city is not a part of the RCN, he will follow up with PSAP IT and Telecom contacts so we understand when we might be able to leverage this resource. We are exploring with CenturyLink in great detail about the possibility of bringing fiber to every PSAP.

Mr. Benjamin stated in 2010 the State funded a significant number of infrastructure projects and we have been working very hard to take of advantage of those investments. These projects and how they will benefit our 911 systems will continue to evolve. They represent a significant modernization – though a lot of the benefits are behind the scenes. Some reduce costs and others give never before seen insight into Operations. We have been able to create additional layers of security.

Mr. Benjamin advised that as of today, MR9-1-1 is no longer using or paying for the third party monitoring of the wireless system infrastructure. MR9-1-1 has invested in equipment and software that can do it better, faster and cheaper by pushing real time information to the MR9-1-1 field tech and Admin staff via a Smart Phone application. MR9-1-1 is still developing a way to push real time info about the status of the 9-1-1 system to the PSAP.

Mr. Benjamin asked if there were any questions. There were no questions.

8. Community Emergency Notification System (CENS) Update

Liz Graeber, Maricopa Region 9-1-1 Administrator, provided an update on the Community Emergency Notification System (CENS). Ms. Graeber advised use of the CENS is going well. She stated she had a few reminders for all when using the system. Practice using the system by doing test launches, make sure when setting up a launch to adjust the duration from the default setting if doing a larger launch or repeat launch, make sure the launch is for an emergency and that guidelines are followed within your agency because it is FCC regulated. Ms. Graeber stated that each PSAP should have guidelines in place to define the criteria of an emergency and that field staff need to be aware of it. Ms. Graeber advised there were (5) launches last month.

Ms. Graeber reported the Self Registration for cell phones is almost at 12,000. The URL is: 911alertsyou.com. Ms. Graeber says MR9-1-1 has developed a work around for those without internet access to register their cell phone.

Ms. Graeber asked if there were any questions. There were no questions.

9. Budget Limitations

Ms. Graeber provided an update on the 9-1-1 budget. She stated that House Bill 2094 prepaid wireless E911 excise tax passed and was signed by the governor on April 5, 2012. It will be effective December 31, 2013 and will collect eight percent of the gross proceeds.

Ms. Graeber advised the State 9-1-1 budget limitations have not changed. There is no funding for reimbursement of logging recorders, additional positions, new PSAP equipment and capital projects. The budget process for the 2014 budget will remain the same and justification will need to be provided for requests even though there is no funding.

Ms. Graeber asked if there were any questions. There were no questions.

10. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger, State of Arizona 9-1-1 Administrator, reported the Fiscal Year 2013 budget sweep of \$2.2 million out of the 9-1-1 program fund is still pending. She stated that if the sweeps continue, the amount of money available to communities will be reduced. She has asked Ms. Graeber to prepare a project priority list in case the money is not swept and there are funds available.

Ms. Jaeger advised still working on phase II projects and only deploying with carriers that do not seek cost recovery. Yuma County is working on their deployment and testing. Gila County request for service letters will go out soon. Greenlee County will be next and GIS needs are being worked on for Coconino County.

Ms. Jaeger advised funds have been secured from the State Land Department for GIS projects at La Paz, Navajo and Apache Counties.

Ms. Jaeger reported that House Bill 2094 prepaid wireless E911 excise tax passed which is good news but the bad news is we can not stop them from taking the money collected in a fund sweep.

Ms. Jaeger reported the FCC is going to undertake text to 9-1-1. She said this would only be a requirement on the wireless carriers and does not require us to take those calls. The FCC is looking at a 2-4 year roll out for text to 9-1-1. Ms. Jaeger has asked what are the operational procedures going to be and who is going to pay for it.

Ms. Graeber asked if FCC has only mandated wireless carriers and if their equipment has to be ready when 9-1-1 is ready to receive text.

Ms. Jaeger replied it will be the same process that is done for wireless. The wireless carriers have to be ready for text to 9-1-1 and PSAPs have to be ready to receive it. The wireless carrier can't just start it.

Ms. Graeber asked what the timeline was for the PSAP to be ready for wireless calls. Ms. Jaeger replied the timeline was 5 years and then it was extended.

Ms. Jaeger advised that her office is working on finalizing the FY2013 budget and that current revenue does not meet expenditures.

Ms. Graeber asked if there are any other pilot programs for text to 9-1-1 in the nation other than Black Hawk, Iowa.

Ms. Jaeger replied there are a couple of trials going on around the country but nothing is up and running.

11. Request for Future Agenda Items

There were no requests for future agenda items.

Chair Rogers announced the the next PSAP Managers Group meeting will be held on July 12, 2012 at MAG.

Chair Rogers also announced the 2012 AZ APCO/NENA State Training Conference will be held on July 8 -10 at the Wigwam Resort.

Adjournment

Ms. Zanella motioned to adjourn the meeting at 9:44 a.m. Ms. Hadlock seconded, and the motion carried unanimously.