

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
February 11, 2016
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

- Domela Finnessey, Surprise Police Department,
Chair
- Michelle Potts, Chandler Police Department,
Vice Chair
- * Lisa Eminhizer, Apache Junction Police
Department
- # Mike Sgrillo, Avondale Police Department
- Jim Tortora, Buckeye Police Department
- * Stephanie Beebe, Ft. McDowell Yavapai Nation
- * Janet Laird, Gilbert Police Department
- * Loretta Hadlock, Glendale Police Department
- Chris Nadeau, Goodyear Police Department
- Kristin Godbehere for Chad Brackman,
Maricopa County Sheriff's Office
- Cari Zanella, Mesa Police Department
- Shauna Henrie, Paradise Valley Police
Department
- Anje Reimer, Peoria Police Department
- # Dan McNemee, Phoenix Police Department
- * Curtis Thomas, Salt River Pima-Maricopa
Indian Community Police Department
- Karen Sutherland, Scottsdale Police
Department
- Patrick Cutts, Tempe Police Department
- # Toni Rogers, Tolleson Police Department
- * Ken Lutkiewicz, Wickenburg Police
Department
- *@ Trish Pryce, ASU Police Department
- @ Sandra Dyre for Barbara Jaeger, ADOA
- #@ Patty Simpson, DPS
- @ David Demers, Luke AFB Fire Department
- @ Doreen Wasick, Mesa Fire & Medical
Department
- #@ Dori Beck, Phoenix Fire Department
- @ Ellen White, Rural Metro Fire
Department/Southwest Ambulance

* Those members neither present nor represented by proxy.

@ Ex-Officio member

Attended by Teleconference

+ Attended by videoconference

OTHERS PRESENT

- Liz Graeber, MR9-1-1
- Mike Benjamin, MR9-1-1
- Angela Beatty, MR9-1-1
- Dave Eaton, MR9-1-1
- Nate Nguyen, MR9-1-1
- William Boyd, MR9-1-1
- Dave Dansevicius, MR9-1-1
- Carolyn Scott, Goodyear PD
- Sal Chavira, Surprise PD
- Christine Pantoya-Young, Mesa PD
- Ryan Stokes, Mesa PD
- Ryan Gish, MAG
- Robert Woodhull, Pinal County Sheriff's
- Laura Herrera, Pinal County Sheriff's
- # Lori Beuerlein, Phoenix FD
- # Jennifer Hagen, Scottsdale PD

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 9:04 a.m. by the new Chair Domela Finnessey, Surprise Police Department. Self-introductions were made.

Chair Finnessey advised this is her first meeting as the Chair of the PSAP Managers Group and Michelle Potts of Chandler Police Department was appointed the Vice Chair. Chair Finnessey expressed thanks to Cari Zanella of Mesa Police Department for being the Chair for the past two years and the Vice Chair for the two years prior to that. Chair Finnessey shared a few reminders: turn on your microphone when speaking for the recording and for remote users to hear you, if using a speaker phone please mute your phone when not speaking by pressing *6 and #6 to unmute, validate your parking ticket, sign the sign in sheet, and there is coffee and water available through the double doors.

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. Those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

No requests to speak were received.

3. Approval of the November 12, 2015 PSAP Managers Group Meeting Minutes

Chair Finnessey asked if there were any changes to the minutes. There were no changes to the minutes. Karen Sutherland moved to approve the minutes of the November 12, 2015 PSAP Managers Group Meeting. Anje Reimer seconded and the motion passed unanimously.

4. Regional Community Network Update

Ryan Gish from MAG provided an update on the status of the Regional Community Network also known as the RCN. The Regional Community Network is a fiber optic private Internet created from agency owned fiber that helps cities and towns with operations ranging from traffic control to police and fire calls. Mr. Gish stated that his report would cover some of the changes that are allowed over the network and how they are identifying opportunities for expansion. The RCN started out as a study in 2003 to examine additional uses for agency Intelligent Transportation Systems fiber. One of the primary recommendations of the study was to create a fiber network connecting MAG member agencies to support the sharing of traffic cameras and videoconferencing. The goal is to bridge the gaps in the fiber infrastructure between agencies and create a dependable network.

Mr. Gish explained that in 2008 using \$1.6 million in previously dedicated funding, the first phase of the network became a reality with the Arizona Department of Transportation (ADOT) overseeing the construction and participating agencies dedicating fiber for the project. Construction was complete on this phase in 2010 and control of the network was passed over to MAG. Since that time the RCN has been able to expand as additional agencies added fiber paths. Today, participants represent about 79 percent of the region's population and (9) of the (16) Traffic Management Centers across The Valley.

Mr. Gish stated that the biggest use is traffic camera sharing. In support of this use and at the request of the agencies, MAG is supporting a pilot project using a new camera sharing software to make sharing easier across departments. The second biggest use is for 9-1-1 communications. The RCN provides a diverse additional fiber path to many of the region's PSAPs. Additional fiber paths are critical in an emergency and in at least one location the RCN was the only available secondary provider. This fiber path is available to the 9-1-1 System at no additional cost.

Mr. Gish stated that in April 2009, the MAG Regional Council approved a number of processes that allowed the MAG Technical Advisory Group and the MAG Intelligent Transportation Systems Committee to jointly oversee the network and jointly approve the use of the network for additional purposes beyond the initial videoconferencing and traffic camera sharing. These committees have taken action to do this on several occasions. The most recent additions to the RCN include the committees' joint approval of a function that allowed the RCN to support the multi-agency coordination center for the Super Bowl, Pro Bowl, Waste Management Open, and the most recent college bowl game.

Mr. Gish noted that the other addition was one month ago when the Regional Council and the other committees approved the addition for a non-governing partner which allows non MAG member agencies to join the RCN. The most recent one was for support of Arizona State University. Mr. Gish said they are often asked about adding agencies to the network. He noted that they are always looking for opportunities to identify and bridge existing gaps. For example, working with Avondale and Goodyear they were able to get a small addition to an ADOT project. This will enable them to be added to the network by the end of this year.

Mr. Gish stated that they are collecting information on existing and planned fiber from member agencies in hopes of finding more locations where limited investment will help the most. This information is sensitive and they do not distribute it beyond the agencies. Mr. Gish noted that their goal is to connect all agencies in a way that capitalizes on existing and planned infrastructure spending. Mr. Gish stated in summary the RCN is providing a functional secure network that supports a variety of transportation and public safety needs by using existing investments as efficiently as possible.

Ms. Graeber asked for clarification of a timeline on when Goodyear and Avondale will be added to the network. Mr. Gish stated that it is based on ADOT's existing project that just started along I-10, but hopefully, by the end of this year.

Mr. Benjamin extended appreciation on behalf of MR9-1-1 to Mr. Gish and Ms. Audrey Skidmore. He said they have really stepped forward over the last few years to help bring 9-1-1 centers onto the Regional Community Network. He emphasized that he could not overstate the importance of the addition of non-leased, zero cost fiber facilities separate from Cox and CenturyLink for use in 9-1-1. Mr. Benjamin noted that MR9-1-1 now has this at (12) sites, which cover almost all of the large agencies and increases the resiliency of the MR9-1-1 Network.

5. MSAG/GIS/Mapping

Dave Eaton, MR9-1-1 GIS Manager, reported that they receive quarterly ALI Data Extracts from Intrado. This last one included 1.9 million landline telephone records. The records were geocoded and they are maintaining a highly accurate 99.96 percent Address Match Rate. This data supports both the Geocast Reverse 9-1-1 Program as well as our mapping. Mr. Eaton noted that they are going to be moving everyone on rMap over to NC2 so that they can upgrade the ArcGIS services at NC1. He further explained that this is also going to have a map update included so once they have everyone migrated over they will have new and improved mapping along with new map functionality.

Mr. Eaton recounted an email from Liz Graeber sent in December 2015 regarding a new class of service, VMBL, which AT&T was going to be providing. The new mapping functionality for the new class of service will be on the new map. Mr. Eaton advised that he also manages the Wireless Call Routing and there are 28,500 Wireless Cell Sectors for Maricopa Region. He said the last report was 20,000 and they continue to add hundreds weekly; there were 6,000 in 2005 at cutover.

Chris Nadeau asked for a timeline on the map migration to the alternate center.

Mr. Eaton stated all it takes is changing the macro button that launches rMap so it is seamless to the end user, provided everything goes smoothly. They tried moving a couple of sites yesterday and had some hiccups. Mr. Eaton stated that they will try to iron out the glitches today and have everyone migrated this week so the server could be upgraded next week.

Mr. Nadeau asked if the update will include new aerials.

Mr. Eaton stated that unfortunately they do not have the new aerials. There was an extensive delay with Maricopa County getting aerials from the vendor this time around. They are at the tail end of getting aerials and have to wait for the County to get them and provide them to the different entities. Mr. Eaton said that they do not have a timeline of when they will be available.

Ms. Graeber asked if a new Icon has been selected for the new class of service.

Mr. Eaton replied that, based on the nature of the call, VMBL is like having a personal cell tower at your house and is more like a VOIP service so it will have a VOIP Icon.

Anje Reimer asked for agency specific number of landline telephone numbers.

Mr. Eaton said yes, they can get the information regarding how many landlines are in a jurisdiction.

6. Maricopa Region 9-1-1 Tech Team

Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, provided an update on maintenance.

Mr. Benjamin presented a slide of quarterly case counts. He said he can email the pdf to anyone. He said the case counts this quarter are trending downward lower than average over the last (44) quarters. There were (455) cases last quarter and (389) this quarter. We like when there are fewer cases, and hopefully, this translates into fewer troubles being experienced at the PSAPs. Mr. Benjamin advised that Nate Nguyen will provide a more detailed report of the case activity during the 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 downward trend in cases: (389) total cases opened, (80 percent) cases remedied, (22) cases were serious and above. ASU, Avondale, and MCSO had more activity. Phoenix, Mesa PD, Glendale, Chandler cases dropped. He said that region wide, there are currently (282) outstanding cases, (114) cases are tasks created to improve the system. Mr. Nguyen provided a breakdown of how the troubles were reported: (18 percent) reported by PSAPs calling in, (24 percent) reported by email, (36 percent) MR9-1-1 Business Intelligence System monitoring, (17 percent) reported after hours.

Mr. Nguyen stated that trouble issues worked on this quarter by category include: (64) Viper cases, there were (60) last quarter; (81) Power 9-1-1 cases, there were (65) last quarter; (36) Network and Connectivity cases, there were (36) last quarter; (10) ALI cases, there were (8) last quarter; (52) PBX/Lifeline cases, there were (39) last quarter; (54) Vesta cases, there were (45) last quarter; (37) T1/Analog Circuit cases, there were (67) last quarter. Mr. Nguyen noted cases consistent with last quarter: (9) pMIS cases, (19) Map cases, and (50) PC Hardware/Software cases.

Mr. Nguyen stated that last quarter, he promised five PSAPs the upgrade on the Viper Stand-alone, but they never were able to complete it. West, formerly known as Intrado, asked MR9-1-1 to halt the patch upgrade because there was a bug. He said that they started with Buckeye and ended with Buckeye. Mr. Nguyen noted that they wanted to do this upgrade because there are some features that would benefit the PSAPs, but will not do it unless they know there are PSAPs outside of Maricopa Region in production. He

added that they typically give it about (6) months before applying it within the region. Mr. Nguyen stated that the Viper System 1 is the first multimode hosted with (3) PSAPs. They are trying to finalize some of the admin T1s moving away from the core into their respective segments, and are hoping to get that finalized next quarter. Mr. Nguyen stated that they had a glitch last time with Tempe, and he expressed his hope that next time there will be some improvements to accommodate outbound calls.

Ms. Graeber stated that she and Mr. Nguyen discussed the idea of back up lines for multi-node sites so that if T1s go down dial tones will still be available while they get the T1s back online.

Karen Sutherland suggested looking at the technology uses to call out trouble. She said the system now is antiquated where after hours the department calls Scottsdale, who calls the on duty tech, who calls Scottsdale back, and they try to arrange contacting the department having trouble. Ms. Sutherland remarked that a more efficient way to do it might be a trouble ticket where the information goes directly to MR9-1-1 via text.

Ms. Graeber stated that this was a good suggestion. They have a lot of tools with Business Intelligence and Alarming that can help with this. Ms. Graeber stated that they will take a look at this.

Mr. Benjamin reported that 24 percent of cases are opened due to email and they appreciate that. They believe the calls that they used to get through Scottsdale during the night shift have dropped off and folks are comfortable that they will respond to the emails consistently during the day shift. Mr. Benjamin stated that when the Tech Team first came into existence, they put together a focus group of PSAP members and asked their preference for contacting the Tech Team. He said they are thinking about getting a for hire contact center.

Tom Melton from Scottsdale said we are all contact centers and have people available 24 hours. He indicated that he wanted to ensure they are not making it more difficult for the PSAP. Mr. Melton stated that another idea is to rotate the responsibility to other PSAPs for a one-year or two-year commitment. If there is going to be a change they want to make sure the calling PSAP does not have to hunt down a technician. Mr. Melton stated that the PSAP may need somebody to talk to in case it is a power outage issue. They also have had an idea of using rMap as a text messaging service.

Ms. Sutherland said that maybe if there was call forwarding to the on-call technician they could answer themselves. It would make more sense that the agency with the problem can provide the information themselves.

Mr. Benjamin said that they do have the ability now with the phone tree IVR System where they could maybe take option 5 that would put you into the on-call technician. If the on-call technician is away from their phone the protocol would be to then get in touch with Scottsdale. Mr. Benjamin stated that they can implement that option by the end of the week with some documentation.

Ms. Graeber said they could attack this in multiple ways – the map portal where information could be entered that would trigger an alert.

Mr. Benjamin said the use of the rMap application as a portal would take some development.

Ms. Graeber said they could do the call tree now and work on developing the rMap portal.

Mr. Benjamin asked if there were any thoughts on option 5 going directly to the on-call technician.

Ms. Zanella stated that supervisors at the Mesa Police Department have felt awkward about calling Scottsdale after hours. The phone tree after hours option 5 seems like a better option.

Mr. Benjamin said the idea of calling Scottsdale after hours is so staff does not have to figure out who to call after hours. He stated that Scottsdale knows the on-call technician and has their cell phone number, home number, and back up phone numbers. Mr. Benjamin stated that this was offered by the PSAP Community; if there are rough edges they are happy to try and make it a smoother process if needed. Mr. Benjamin said they will re-record the message for option 5 for after hours and let their staff know.

Chris Nadeau suggested including a reasonable expectation of time when a return call back could be expected.

Mr. Benjamin clarified that option 5 is going to ring the on-call technician's phone. If option 5 does not answer, then the protocol will be to contact Scottsdale.

Nate Nguyen stated that he has voicemail for option 3 but he does not always get caller ID so it is very important to include your phone number on the voicemail.

Mr. Benjamin stated that he removed voicemail from his phone. Mr. Benjamin stated that they will advise technicians to change their voice mail message as well. Mr. Benjamin said he will provide a document to explain the various options. There are 5 options, and voicemail is one of those options. Mr. Benjamin stated that they do not get very many voicemails. Most people know to press Option 1 to get Mr. Nguyen or they email. Mr. Benjamin indicated that Option 2 is his phone and he rarely receives any calls.

Mr. Benjamin stated there were almost (100) cases dealing with the oldest technology installed in the MR9-1-1 system -- the Phoenix Police Department Lifeline 100. He said they are now funded for a project for Phoenix Police Department and they believe their caseload will drop when they get off of Legacy technology.

Ms. Graeber clarified that MR9-1-1 is awaiting funding approval for the Phoenix Police Department project and it has not been approved yet. Mr. Benjamin said stated that they are working to ensure they are ready in case the funding materializes.

Mr. Boyd provided an update on 9-1-1 Technical projects. He said they are currently installing a new Vesta 9-1-1 System at Luke Air Force Base and there is no cutover date yet. Mr. Boyd stated that the government requires some specifications when equipment is installed on a military base. Mr. Boyd stated that they are trying to work around those issues so it works best for Luke and MR9-1-1.

Mr. Boyd stated that the sites currently using power monitor are Chandler Police, Glendale Police, MCSO, and Mesa Police. They were planning to change out Power Monitor with Power Ops, which is a more robust system. Mr. Boyd said that West indicated that Brian Tobin is out to April or possibly later. They have lost a lot of instructors and he is not available.

Ms. Zanella asked if the only reason it is being pushed back is because of Brian's availability.

Mr. Boyd replied yes, Mr. Tobin is very familiar with the product. He worked with it at Tempe and Scottsdale and they feel he is the best resource to help MR9-1-1 configure it to the desired way. He said he does not have the software yet, but it should be shipped shortly.

Mr. Benjamin advised that Intrado is being rebranded under their parent company name, West. There is no more Plant, PlantCML, or Cassidian. Mr. Benjamin stated that Airbus and West are the two big companies in the 9-1-1 game that are on the State contract. He said that Luke and Rural Metro are two PSAPs whose CPEs are not directly supported by MR9-1-1. Mr. Benjamin advised that if funding for Phoenix comes in, then all of the MR9-1-1 sites will be digital.

Mr. Benjamin stated that Phoenix represents (100) of (337) positions in our region. In December, they cut over ASU to fiber based facilities. ASU is now dual fed fiber from Cox and CenturyLink and possibly the RCN. Mr. Benjamin stated that they want every PSAP to have three separate fiber connections. He noted that this month Chandler will be moved over to Cox Fiber and RCN Fiber by the end of this month. Another project is the new building project for Mesa Fire. He indicated that his group is preparing cut sheets and product needs. Mr. Benjamin stated that Mesa Fire is not a recognized PSAP by the State, so they are self-funding. The new building is located on Baseline Road in Mesa, which is close to the fiber facilities. Mr. Benjamin stated that MR9-1-1 is working with MAG to get RCN and Cox and CenturyLink to get fiber into the building. The building should be complete by the end of 2016.

Mr. Benjamin reported on things that didn't go well in 9-1-1 this quarter. He said he had an update from last quarter on a call routing concern that affected the Phoenix Police Department regarding over saturation from the earthquake and heavy monsoon activity

that overran trunks and calls ended up at the Tucson Police Department. After working with CenturyLink they determined they were indeed sending them wrong routing digits from one of the selective routers, which resulted in calls going to Tucson Police Department instead of Phoenix Police Department wireline trunks. We got the routing corrected.

Mr. Benjamin stated that on January 11, 2016, Phoenix Fire had an incident with their VESTA System. There was a CPE issue that was bad enough they decided to DOJ announce 9-1-1 was down into them. Mr. Benjamin stated that this happened during regular business hours. They engaged immediately and found that most elements of the system were operating as expected. Mr. Benjamin stated that call taking resumed without any specific corrective action on their part. He noted that a post incident examination is still ongoing. Airbus has not been able to determine a root cause. Mr. Benjamin indicated that the MR9-1-1 review of it attributes it to a VESTA issue. They have extensive tooling to review logs from the CPE, security systems and data network. Mr. Benjamin stated that funding limitations keep them from doing capture of every packet and every device. He said they have found no evidence of troubles with any supporting systems, or security hacking breaches. Airbus has been provided with CPE log information and IP packet capture data. Mr. Benjamin noted that an incident in Las Vegas was very similar to the issue that occurred at Phoenix Fire.

Mr. Benjamin stated that the Viper System 1 was the first Viper system deployed to support multiple PSAPs. It was originally deployed to support the Mesa Police Department and Mesa Fire Department independently because there was an idea that Mesa Fire might be moving to a new building. Mr. Benjamin stated that since the original deployment of Viper System 1, the Tempe Police Department has been added and have used funding from their system to grow the system out to how it is supposed to be deployed where some of the CPE is at the PSAP and other portions are at our two data centers. Mr. Benjamin stated that the idea is that it would take a lot to take down the system in its entirety. This distributed model is intended to be a cost effective way to add resiliency, though it is a more complex configuration. They feel the system is working as it is supposed to work.

Mr. Benjamin stated that they were comfortable enough with it that we set up a Viper System 2 for the west side and DPS is the only PSAP on it. Viper System 3 is under development and is purpose built for the dual-site Phoenix Police Department installation with (100) positions. There was a disruption to service in Tempe due to work being done on Viper System 1. Unfortunately, when Viper System 1 was original deployed, they did not have the equipment necessary to do both data centers and the PSAP at the same time. Mr. Benjamin stated that they have had to make adjustments to the system; it has not met their expectations and they have had some interruptions to service to Tempe outbound calling recently. He said they are just about at the end state where everything is configured. Mr. Benjamin stated that they are adding some backup lines, so if PBX went down, a dial tone would be available to make outbound calls.

Mr. Benjamin stated that wireless 9-1-1 trunk replacement continues. He said more trunking is available to the Phoenix Fire Department than they ever had before. Mr. Benjamin stated that they are moving more 9-1-1 trunks into production and getting real close to cancelling some of the leased services to reduce costs to 9-1-1. Most of the trunking is digital end-to-end for wireless callers from the handset through the wireless provider through our equipment and eventually out to the PSAP. There is no analog. Mr. Benjamin stated that being able to move to a digital platform means faster call setup time, higher trunk density, less expense and arguably better sound quality. He indicated that the MR9-1-1 system supports more than 200 analog circuits. Mr. Benjamin stated they will not have to maintain the analog pieces. They are going to work with CenturyLink to rework wireline trunking in a similar manner. This is an important cost savings and trunk density matter for all PSAPs and, specifically, for the Phoenix dual-site installation. Mr. Benjamin stated that they are weeks away from cancelling circuits.

Mr. Benjamin stated that Dave Dansevicius will provide a presentation next quarter.

Mr. Benjamin reminded everyone that this is a good time for agencies to start thinking about basic preventive maintenance and items at their site that 9-1-1 depends on as does all of the other back room equipment. They have no control over these items but need the assistance of PSAPs. Mr. Benjamin stated that now is the time to review the maintenance on UPS and HVAC condensate lines. Coordination for this work prior to the hot monsoon season should be considered a priority.

Patrick Cutts asked for clarification if the planned back up lines for outbound calls would require going through a separate function to use those lines or is it normal operation from the user side.

Mr. Benjamin replied that how that would be presented has not yet been finalized. He indicated they do not want it to be the primary outgoing piece. As lines are secured and integrated into the system, they want to make folks aware it is an option. Mr. Benjamin stated that they are not looking for this to change the screens or buttons.

Vice Chair Potts advised of a lesson they learned. She stated that when Phoenix Fire Alarm was down, they needed to reach a decision point when they needed to go around Phoenix Fire and go to their direct Fire to do dispatch when CAD or 9-1-1 is down.

Lori Beuerlein stated that they are working on a flow chart that will describe who to call and what to do in case of phone or CAD failure.

Ms. Graeber stated she was in a meeting with Phoenix Fire and they are working very aggressively on that and the ability if Phoenix goes down that Mesa has the ability to dispatch their calls.

7. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. Ms. Graeber advised a record was broken last year with (94) CENS launches. She said that she has the annual agencies' reports and can email to those not here. Scottsdale had the most with (18) launches. Ms. Graeber stated that there have been (18) launches to date this year which is the highest number for February. Chandler did a launch to located an endangered adult and they were able to stop the launch immediately because the person was located. Ms. Graeber said let us know if you need refresher training and we will come to your site. We did CENS training in Paradise Valley. We are still looking at upgrading the System with the little resources we have. Vesta Notification is the new system.

Ms. Zanella asked if monthly testing is still necessary.

Ms. Graeber said monthly testing is good to ensure machines are working properly. She commented that it is not a requirement and some agencies do not test.

Patrick Cutts asked how many cell phones have been registered for CENS.

Ms. Graeber stated the County Emergency Management has been a really great partner -- they do the brochures and register citizens that do not have Internet access. She said that there are a handful of registrations each day and she receives an email notification. She stated that the last count was 21,000. She added that Dave Eaton could confirm the number with Airbus.

8. Next Generation 9-1-1 Update

Ms. Graeber said the State 9-1-1 Office requires MR9-1-1 to do MIS total counts for all except Rural Metro. The 2014 results are 2,841,894 wireless and wireline 9-1-1 calls. In 2015 there were 3,248,362 wireless and wireless 9-1-1 calls. There was a 12 percent increase in 9-1-1 calls. Ms. Graeber said that in talking with her group and others in 9-1-1 it brought to her attention that two major incidents occurred that caused high call volume at the City of Phoenix in August. Ms. Graeber stated that they had the Super Bowl and a couple of bowl games last year. They had the earthquake where every PSAP had an increase in calls except Wickenburg. Ms. Graeber stated that wireline is 18 percent and wireless is 82 percent. The highest percentage of wireline calls is Mesa Fire where 36 percent of calls are wireline; Phoenix Fire has 33 percent of calls wireline; DPS has the fewest wireline calls with 0.6 percent, even though wireless calls come through on wireline.

Ms. Graeber said that she sent an email to PSAPs to gain support on House Bill 2365 which is a bill to do a Legislative study. Senators, House of Representatives, people from the telecom industry and the state 9-1-1 office would study 9-1-1 funding and how it has suffered from sweeps and a drop in collection. If the bill passes and they get that committee together the hope is that they will see what we have known all along that 9-1-1

has taken a big hit and a solution needs to come about to make the system healthy. Ms. Graeber stated that support by the local PSAPs is needed.

Ms. Graeber noted examples you can give is that some of the PSAPs go unfunded such as Mesa Fire. Maricopa is going live in May and they are unfunded. Throughout the state wireless has not been implemented. All the wireless carriers that require cost recovery the state have had to hold off. Funding is needed for Next Generation 9-1-1. The state will not pay for the cost associated with getting text to 9-1-1.

Ms. Graeber said that her job is to help them understand it is a statewide problem when the 9-1-1 fund is not healthy. She said that she did not know who they will pick to serve on the study committee. It is now at House Rules. Then it will go to Senate Rules. Ms. Graeber stated that she has not heard when the next House Rules Committee will be held, but she would let everyone know. She added letting the Legislature know you support it. They read off a list of who supports the bill.

Ms. Graeber stated that the Phoenix Police Department gets a call from the Intrado West call center. They have third party emergency centers. When you become a customer of VOIP you either have to sign a paper saying you recognize there is no 9-1-1 service with this service or they have to provide an alternative way to get to 9-1-1. Some small services contract out to have their calls to hit a third party 9-1-1 call center. The call goes to them and then they call and say they have a call from a certain location. Ms. Graeber stated that there is a big center in Canada and Intrado has gone into this business as well. It was their version of a 9-1-1 hang up so they did not talk to the person. When they try to call the number there is a recording saying you could not call this number back because it was a data center. Ms. Graeber said that they called Intrado to verify that this was true and they said yes, it was. She asked everyone to please make sure their staff are educated they are not always going to have 9-1-1 calls from a citizen calling you directly, they could get a call from a third party center calling on behalf of their customer as a makeshift link to the 9-1-1 System.

Ms. Sutherland asked if anyone has experience these type of calls come into their call center.

Bob Woodhull said Pinal County got one that came from a school district in the Town of Superior and it got routed through the Ontario call center. He said that he contacted the IT person at Town of Superior and got it changed.

Ms. Graeber stated with the Phoenix Police Department call, the PBX was located near Topeka, Kansas, and now that the digital age is here it creates a new problem because you can have a PBX sitting anywhere in the world, which complicates our 9-1-1 job even more. Ms. Graeber said that they recognized the number was not our number and there was nothing in the MSAG with that phone number.

Sandra Dyre, State of Arizona 9-1-1 Project Manager, stated that another third party call center for these types of calls is the Northern 9-1-1 center in Canada. The FCC calls these call centers a safety net for VOIP calls.

9. Arizona Department Of Administration Report and State Wireless Update

Sandra Dyre provided a report on the Managed Services Process on behalf of Barbara Jaeger, State of Arizona 9-1-1 Administrator. Ms. Dyre provided a wireless update. She said one of the most recent carriers that is deploying Phase II in Arizona without cost recovery is Cellular One. It only impacts Page, Apache and Navajo areas, but they are very large they compete with the four major carriers in this area. And because of that they were able to complete a Phase II project at the Page Police Department. Page Police Department is Phase II but because Cellular One is a new carrier it is a brand new project. The other example is Huachuca City Police; AT&T had never deployed and they just completed their Phase II project.

Ms. Graeber stated when they talk to elected officials they want to be correct. She asked if there are areas that are not Phase II because of funding limitations.

Ms. Dyre stated the funding limitations is twofold. When they talk about the State 9-1-1 Office not being able to fund wireless, they were not able to deploy a carrier because of cost recovery or they were not able to install dedicated wireless trunks. CommNet is the largest that has not gone to Phase II because of cost recovery. She said that San Carlos has an addressing project -- they want to become a part of the Gila 9-1-1 System. She stated that the funding limitations are not that simple. With the new FCC requirements on accuracy they are moving away from large towers and moving to smaller towers with smaller cell sectors to capture the uncertainty. She indicated she was not surprised they are seeing an increase in cell sectors. Ms. Dyre advised they are hoping to complete Sedona, Navajo, and Apache by April but are running into some restrictions with the Frontier switch. Sprint has recently migrated to the West Platform and they will be reaching out to system managers for testing.

Ms. Dyre expressed appreciation for the MIS Reports. They use that report, more specifically the wireless, for the JLBC report for the budget and those numbers are really important to them. If the house bill passes this will be good information to know.

Ms. Dyre stated that Commnet will be resending bills. Apparently, they had a reorganization in August and were not sending bills. She expressed that they were hoping they ceased cost recovery.

Ms. Dyre then reported on Managed Services. She indicated that they received the final service agreement from CenturyLink and hired Mission Critical to review it a second time. She said they received a semifinal report last Friday from Mission Critical and are looking at it.

Ms. Graeber asked when the managed services agreement and Mission Critical's findings will be released to the System Administrators.

Ms. Dyre said that they will release the Mission Critical report, but will not release the actual service agreement because that is CenturyLink's responsibility. She noted that there are some things Mission Critical found that were unresolved and added that they have not reviewed the final report yet as a group.

Ms. Graeber asked when Yuma and Pima are anticipated to start.

Ms. Dyre said it depends on when the documents are able to be released. CenturyLink has done a preliminary presentation in Pima and Yuma on the service agreement.

Mr. Cutts asked is the service agreement with the County or individual PSAP. He noted there is no state contract for this and is still an RFP Process. Mr. Cutts asked if payment to CenturyLink would come from individual agencies or from the 9-1-1 funding.

Ms. Dyre said payment is at a PSAP level and agencies may have to go through their RFP process at a local level. She advised that nobody is being forced into an agreement. Ms. Dyre stated that they are moving from the current budget model to a \$2,000 per position per month funding model for network equipment and maintenance. Wireless and independent telephone companies are not included in the \$2,000.

Mr. Cutts asked what the \$2,000 number is based on.

Ms. Dyre said it is based on the number of positions in the state and on how much they can afford. It does not include wireless; it only includes maintenance, network, and equipment. The goal is to do new things with the money they have. They are trying to move and consolidate by moving (87) back rooms to (4).

Ms. Graeber asked if wireline was factored into the \$2,000 per month.

Ms. Dyre said yes, it includes the wireline and wireless selective routers.

Mr. Cutts asked how long the \$2,000 service agreement is for and it is accounted for in the service contract.

Ms. Dyre said CenturyLink will offer the service agreement for five years for each PSAP. It does not mean when each one starts there is an additional five years. In five years there will be a reevaluation to see how things are going.

Mr. Cutts asked if there is an audit portion.

Ms. Dyre said the State 9-1-1 Office is available if there are concerns. With the new solution the PSAP will be able to enter tickets. There will be SLA reporting. CenturyLink will be hiring more staff such as program managers for this.

Mr. Nadeau said each PSAP would have to make a decision and we could end up with a situation where MAG 9-1-1 could become underfunded if some PSAPs are with CenturyLink and some are with MR9-1-1 and a different PSAP goes with West. My concern is that if the state is going to go through this whole process and then not put it on a state contract it puts everyone and our 9-1-1 system at risk.

Ms. Dyre said that she understood the concerns and she added she would bring the concerns to Barbara Jaeger.

Ms. Graeber said they will let CenturyLink answer these questions when it gives MR9-1-1 a presentation. She brought up the possibility of a special meeting or a dedicated PSAP meeting on this subject, but it will be needed.

Ms. Dyre said what is important to realize it does not reduce Maricopa's budget. There is no significant difference in the old and new budget structure.

Ms. Graeber said that each agency will have to pay the \$2,000 a month for any positions that are not state funded.

Ms. Graeber said as a region you can decide what direction you want to take. She expressed they are anxious to see the document so they can see what the procurement process is going to be.

Vice Chair Potts said this is the most productive conversation on this topic to date.

Ms. Dyre suggested that all attend other PSAP meetings around the state to get an understanding of what is going on around the state. It is going to be necessary in this new environment.

10. Request for Future Agenda Items

Ms. Graeber said she received a request from Peoria on the AZ Relay giving a presentation on insights for 9-1-1 centers interacting with the hearing impaired and deaf community.

Mr. Nadeau stated he will be coming back full time as the Telecom Manager and thanked Carolyn Scott for doing an outstanding job; she will go back to running a shift.

Adjournment

Chair Finnessey advised the next PSAP Managers Group meeting is May 12, 2016 at 9:00 a.m. at the MAG offices.

Chris Nadeau motioned to adjourn the meeting at 11:21 a.m. Patrick Cutts seconded, and the motion passed unanimously.