

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

October 17, 2002
Mesa Police Central Substation
Mesa, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson

*Dan Scott, Apache Junction

Mike Hudson, Avondale

*Velma Washington, Buckeye

Richard Speer, Chandler

Michelle Busch, El Mirage

Janet Laird, Gilbert

*Sheila Pattee, Glendale

*Chris Nadeau, Goodyear

Erika Wilson, Mesa

Tom Melton, Maricopa County

Bruce Barrows, Paradise Valley

Viola Bent, Peoria

*Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Ramsey Beckstead, Scottsdale

Ken Blume for Jack Aguilar, Surprise

Karen Allen, Tempe

*Toni Rogers, Tolleson

*Ronnie Miller, Wickenburg

*+Carol McLeod, ASU

+Barbara Jaeger, ADOA

*+Gina Weiers, Capitol Police

+Debbie Henry, DPS

*+Mark Bach, Ft. McDowell Yavapai Nation

*+Tracy Smith, Luke AFB

*+Louise Smith, Phoenix

+Tami deRuiter, Phoenix

+Ken Reid for Joe Gibson, Rural
Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.

+ Ex-Officio member

OTHERS PRESENT

Danielle Mills, Cox Communications

Mary Dysinger-Franklin, Phoenix

Bob Bobbett, Qwest

Jesse Cooper, Phoenix

Joe Theiss, Qwest

Sarath Joshua, MAG

Paul Punske, Motorola

Ed Brown, Phoenix

Penelope Meyers, ADOA

Harry Beck, Phoenix

Denise Escobar, El Mirage

Sara Boulger, Plant Equipment

Nancy Swanson, Plant Equipment

James Spillers, Qwest

Lisa Sheridan, Qwest

Heidi Pahl, MAG

Jean Maiocco, Phoenix

Cathie Gura, Chandler

Rocky Rockhold, Qwest

Fred Miller, Plant Equipment

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:10 a.m. Self-introductions were made.

2. Approval of the July 18, 2002 PSAP Managers Meeting Minutes

Mike Hudson moved, Ramsey Beckstead seconded, and it was unanimously carried to approve the July 18, 2002 PSAP Manager's meeting minutes.

3. Use of Regional Videoconferencing System For Future MAG PSAP Meetings

Heidi Pahl, MAG, provided a packet of information regarding the Regional Videoconferencing System. She highlighted the benefits of the system and discussed ways it can be used. She also answered questions from the group regarding its use.

4. Regional Concept of Transportation Operations

Sarath Joshua, MAG ITS Program Manager, presented information and provided a handout on the Regional Concept of Transportation Operations project and how effective coordination between Emergency Medical Service and traffic management can minimize disruptions and risk to other road users when responding to crash scenes or other medical emergencies. Sarath said he will send alerts out to Susan and Mary and we will advise the managers. There will be two weeks to comment as the project information is updated and he asked the PSAP managers to provide their feedback. Project information is updated on the following web page: <http://www.mag.maricopa.gov/project.cms?item=1395>

5. MSAG Information Report

Jean Maiocco stated that Qwest has completed the wire center for postal standards for the 548 prefix, which includes the name and numbered street. However, Qwest is moving Arizona's address management from Colorado to Seattle and Omaha so she is unsure of what will happen with this project.

6. Qwest 911 Account Team Report

Bob Bobbett, Qwest account manager, mentioned that the DPS, Luke, Goodyear and Scottsdale upgrades have been completed. They are working to add six positions at Phoenix PD before the end of the year. They are also working on upgrades at Surprise PD and Gilbert PD.

Bob introduced James Spillers and Joe Theiss. James has replaced Pam O'Neill as the 911 technical support supervisor and Joe is his manager.

7. Qwest Maintenance Report

James Spiller, Qwest, advised that his phone number and fax number are the same as Pam's. James mentioned that he has CPE experience and 30 years telecommunications. They are not all with Qwest. He said that with the retirement of all the senior technicians they have been given the authority to hire. They have also been able to hire by skills criteria rather than by seniority. They are looking for technicians with computer experience. He has one on board now and one slated to come on soon. He also mentioned that he has budgeted for extensive training for the technicians.

Erika Wilson, Mesa, asked James about the problem they experienced at Mesa. James advised that he talked with Joe Noce yesterday and it has been fixed. Mesa has 2 file servers - both have primary and backup ALI circuits. There was a modem speed problem on the backup but there was no loss of service. He said that Qwest does maintain the modem servers. Erica asked if this had anything to do with the problem they had transferring to Gilbert. James advised that was a routing issue and asked Rocky to explain.

Rocky explained that Gilbert PD was not getting any 911 calls out of the Gilbert CO – They were getting calls from the Superstition West and Chandler COs. He said that the translator who is responsible for inputting new prefixes, etc. was inputting what they call a trigger that tells the CO to go to SS7 and don't use the table that looks up wireless numbers. The translator made 2 mistakes – she pulled up the wrong list and then failed to read the list that stated these were 911 lines and triggers never go on 911 lines. This caused those calls to go to the SS7 network that was looking for different numbers and therefore sent the calls to a busy signal. When they checked the trunks everything was fine so they sent the calls to Condition 4 while they searched back for the problem. The problem was reported at 10:16 - the translator had made the error at around 8:30.

8. Cox Communications Report

Danielle Mills, Cox Communications, reported that the problem that Phoenix PD reported about the apartment numbers not transferring completely to their CAD has been corrected. Apparently Cox had right justified instead of left which caused this problem.

9. ADOA Report

Barbara Jaeger, ADOA, said that Benson, Huachuca City and Douglas are upgrading to enhanced 911 in December. This will leave a small area of Cochise County and one PSAP still to upgrade this fiscal year. Equipment upgrades are going on at Winslow PD, Camp Verde Marshall's Office, Nogales PD, Casa Grande PD, Coolidge PD, Sedona PD and Fire, and Gila County SO in Payson and Glen Canyon NPS, Marana PD and Oro Valley PD.

Barbara stated there are two state funded addressing programs underway, one outside the city of Williams (Parks and Valle) and Gila County. Cameron, Mormon Lake, and Supai currently not providing 911 service will by the end of the fiscal year.

Pima County Sheriff's Department discovered an issue with the TDD transcripts being

truncated. This would cause a problem if there were a need for a court transcript. Plant is working on a patch and all Vesta servers will be updated when it is available.

Barbara reminded everyone that she needs the confirmation document returned to her regarding the administrative code that was sent to all PSAP Managers.

Barbara stated that an equipment RFP is being developed and should be out within a month.

Penelope Meyers, ADOA Project Manager, stated she has been working on deploying Phase I. She will be deploying it county by county and is having a kickoff meeting in Pinal County next week. She expects it will take 2.5-3 years to complete due to its complexity. She mentioned that she did not start with Maricopa County because Susan is investigating a private solution as opposed to the Qwest solution she is working on throughout the state. Penelope also mentioned that she will be requesting traffic studies on the EM trunks statewide and has asked everyone to ID their 2 busiest weeks.

10. MAG FY2003 PSAP Annual Element/Funding Request Amendment

Mary Dysinger-Franklin stated that the Maricopa County Sheriff's Office has requested an amendment to the FY2003 budget for an estimated cost of \$3,600 to have 18 Genovation Keypads installed on their workstations. Other agencies with this equipment have found them to be beneficial. Mike Hudson motioned to accept this request, Richard Speer seconded and the motion carried.

11. Update on Established Working Groups

Tom Melton stated he does not have a report on the *Regional Backup Working Group*. He did mention that he is working on establishing an MOU with Scottsdale to be their backup.

Susan advised that she has requested that all rollovers be stopped for New Years Eve. Penelope said that Qwest is investigating and testing (in the next few weeks) a key that will allow each PSAP to turn rollover off whenever needed. The state 911 Office will pay for this service and a PSAP notification process will have to be developed.

Susan advised that Chris Nadeau is not here and was to give the *Westside Group's* update. She said that the group met at Luke AFB and discussed that the wireless working group is reviewing how many wireless calls are transferred to the smaller agencies. They are compiling this report from the CTI sites. This will give the agencies that are not initially receiving the wireless call of their potential call volume increase.

Susan mentioned that the *5 Year Plan Working Group* met a while back and assignments were given but she has not yet scheduled a time to meet again.

12. Arizona Missing/Abducted Child Alert Plan Update

Tom Melton said that this alert plan was pushed here in Arizona quicker than they had planned. They were notified a day before the press conference. His main concern is that the Teletype alert is sent but for most police agencies they end up in another building or area. Everyone should notify their records (or wherever the teletype is sent) to notify the dispatch center when they receive these alerts. Most PIO/field supervisors are coordinating these alerts.

13. Busy Study

(This item taken out of order) Rocky Rockhold, Qwest, reported that a busy study was completed on the Maricopa system. He mentioned that a P.01 grade of service is - 99 out of 100 calls in a busy hour go through. They compiled the results and Mary will email them out to everyone. With the exception of DPS all PSAPs have at least a P.01 grade of service. Most are at .001.

14. System Manual Update

Mary provided the latest updates to the system manual. She advised that updates would be provided semi-annually (October and April) and that the first page is a list of the updates or additions. She also asked everyone to let her know of anything that needs to be updated for April.

15. Valley of the Sun 211

Mary advised that she and Susan met with Brian Spicker of the United Way about their 211 project. In order for them to size the system correctly they have asked what type of call volume they can expect from 911 or those that may have previously called 911. He asked us to check with each PSAP to estimate how many calls they have taken that are really not an emergency and could have been referred to a health and human service type agency (i.e. only needs food or shelter). Mary stated she would be sending out an email requesting each agency to either estimate or count these types of calls and that she would be compiling and reporting to Brian.

Susan thanked Erika for hosting the meeting.

Next meeting is scheduled for Thursday, January 16, 2003 at 9:00 a.m. The meeting will be held at:

**Peoria Public Library
8453 W Monroe
Peoria, AZ**

The meeting was adjourned at 11:10 a.m.