

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

January 15, 2004
Avondale Police Department
Avondale, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson
*Steve Francis, Apache Junction
Mike Hudson, Avondale
Velma Washington, Buckeye
*Joe Brugman, Chandler
Michelle Busch, El Mirage
Janet Laird, Gilbert
Sheila Pattee, Glendale
Chris Nadeau, Goodyear
Darin Douglass for Erika Wilson, Mesa
Mary Millard, Maricopa County
Bruce Barrow, Paradise Valley
Vicky Scott, Peoria
*Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Tom Melton, Scottsdale
Janne Stringer for Jack Aguilar, Surprise
Karen Allen, Tempe
Toni Rogers, Tolleson
Scott Bowman, Wickenburg
*+Brian Tobin, ASU
+ Barbara Jaeger, ADOA
*+Gina Weiers, Capitol Police
+ Debbie Henry, DPS
+ Mark Bach, Ft. McDowell Yavapai Nation
+ Jacob Lausen for David Demers, Luke AFB
*+Leif Anderson for 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
Vergie Tsosie, Ft. McDowell Yavapai Nation
Mary Dysinger-Franklin, Phoenix
Bob Bobbett, Qwest
Maria Hall, Qwest
Lisa Sheridan, Qwest
Rich Manso, Phoenix
Linda Velazquez, Maricopa County
Wade Sanstra, Positron

Mike Rall, Phoenix
Jeff Walter, Tolleson
James Spillers, Qwest
Sherrie Clark, Glendale
Jean Maiocco, Phoenix
Denny Bennett, Glendale
Liz Hunt, Phoenix
Mike Benjamin, Phoenix
Dave Eaton, Phoenix

1. Call to Order and Introductions

Susan MacFarlane, chairperson, called the meeting to order at 9:02 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 16, 2003 PSAP Managers Meeting Minutes

Chris Nadeau moved, Tom Melton seconded, and it was unanimously carried to approve the October 16, 2003 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported that for the last year they have been working on the GIS data enhancement project. When they ran the street centerline file with the 911 ALI database from last January they had a 96 percent match rate. Over the year they had achieved a 99 percent match rate. After requesting another dump toward the end of the project the match rate was 98.2 percent due to the changes that occurred in the past year. They are working to correct those.

Another project the team is working on is to convert the flat, tabular MSAG and use the street centerline as the source. This will improve the data and by making only one change, errors are reduced.

Dave introduced Wade Sanstra with Positron. Positron was chosen through the RFP process to provide our Mapped ALI and the project is underway. The data for this project will be pushed from either of two servers that will be located at Phoenix Fire and Mesa PD.

Dave asked for volunteers to be involved in the working group he was forming to get input on preferences for the kinds of layers and the look of the mapping. Dave said that to help make the process smoother he was going to Colorado for Power-map training. He mentioned that site surveys would be soon. Dave or someone from the tech team will be contacting them to advise of the dates. He expects that all equipment and data will be at sites by June 1. Dave also told the group that the GIS data is available for other applications.

5. 911 Regional Tech Team

Mike Benjamin discussed the need for an ongoing Maintenance Customer Service Working Group and asked for participants to assist in representing Maricopa Region's maintenance needs. An email will be sent out to further explain the goals and to ask for participation.

Mike advised they will be hiring three new technicians, which should be open by the end of January. Formal training for those technicians and the present ones will continue through mid-year.

Peoria and Avondale were upgraded and moved the first part of November. For the most part it went quite well and they are addressing any outstanding issues. Pallas is still suffering issues although Plant engineers are working on it and will be on site at the next service pack installation.

Software upgrades to Positron equipment to Maricopa County Sheriff and Scottsdale PD have been completed and Fort McDowell and Goodyear will be scheduled soon.

Data Network development is progressing and will be used to push the GIS data to the PSAPs but will be leveraged for other products as well. Administrator and PSAP Managers will be able to have secure remote access that would include the use of FOBs similar to the ones distributed for the CENS program.

A prototype Web site has been implemented and a few documents for the CENS program have been downloaded. Input and suggestions on the Web site are requested. A calendar of events and real time information will be included on the Web site. The URL for your website is: www.maricoparegion911.org

6. Community Emergency Notification System

Liz Hunt stated that the CENS program was officially live January 1 although Glendale requested an activation in November. That activation had a 54 percent delivery rate, which was good considering there had been no public awareness. There were lessons learned. One very important one was to listen to your recording before sending to ensure that it is audible. Also having a written script improves the odds that nothing is forgotten in the message.

Liz reviewed key points and provided a sample script. (See attachment)

7. Maricopa Region Wireless 911 Project

Susan MacFarlane reported that she hoped to release the RFP for Wireless Routing by the end of January. The NENA recommended requirements for a wireless router will be used in the process. She asked for technical volunteers to be part of the evaluation team.

Expected time frame for wireless routing is August/September. For most wireless carriers we will go straight to Phase II.

8. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project. Penelope is currently working with Santa Cruz in the testing process. She developed an ALI data standard to ensure ALI delivery was consistent throughout the state. Phase I for all carriers is complete in Pinal County, Graham County and Pima County. Phase II is being worked on for Pima County and the Flagstaff and Sedona area.

Barbara reported that several attorneys are exploring the self-recovery costs being sought by some of the carriers. Especially the handset costs. Penelope was successful in negotiating one carrier's cost from the \$11 million they initially quoted to \$600,000. Verizon talks continue but they are not receptive to lowering their costs. Barbara mentioned that she is very happy with the progress and work Penelope has accomplished.

9. ADOA Report

Barbara Jaeger, ADOA, reported they are still trying to work with the addressing in some areas. Gila River has submitted their service plan and will soon be an encapsulated system. They will though, still be on the Qwest network.

Barbara advised that the Federal legislative level and the FCC have left it up to the states to deal with Multi-Line Telephone Service (MTLS). They may address it in the next session.

Barbara talked about the two legislative bills in congress. It is still trying to be worked out which one they will pass through. She also reviewed the differences in each one.

10. Qwest 911 Account Team Report

Bob Bobbett, Qwest, introduced Maria Hall who replaced Sherrie Bakker. Maria stated she has returned to Qwest after being gone for a few years and will be the person to contact to facilitate 911 network orders.

Bob also advised that the Wickenburg PD upgrade to Power 911 system is underway.

11. Qwest Maintenance Report

James Spillers, Qwest, advised that the 911 technicians have had in-depth training on the Positron equipment. They have been heavily into training to help support us during the transition to self-maintenance.

12. Cox Communications Report

Danielle Mills advised that they are holding interviews for her position next week and she has agreed to stay on for a few months to assist with training. She can only check for messages about every 48 hours so it is best to contact Cindi Deschane with any issues.

13. MAG FY 2004 PSAP Annual Element/Funding Request Amendment

There were no comments from citizens on this agenda item.

Mary Dysinger-Franklin presented a request from Peoria to amend the budget to reimburse them the allowable costs for the purchase of their logging recorder. This reimbursement would be for approximately \$5,000. Scottsdale has also requested an amendment to provide them with two additional positions. They have personnel scheduled that do not have a phone position. That cost is approximately \$28,000. Susan commented on the requirement on requesting additional positions and their schedule shows they need the additional positions. Mike Hudson motioned to accept these amendments, Velma Washington seconded and the motion carried.

Susan thanked Mike Hudson for hosting the meeting.

Next meeting is scheduled for Thursday, April 15, 2004 at 9:00 a.m. The meeting will be held at:

**Scottsdale Police Department
9065 E Via Linda Dr.
Scottsdale, AZ**

The meeting was adjourned at 10:03 a.m.

Attachment

Example of CENS Script

This is the _____ please stand by for an emergency message.

Spanish Intro

Message in English

Message in Spanish

EXAMPLE

“This is the Mesa Police Department, please stand by for an emergency message.”

Spanish Intro

“This is the Mesa Police, there is a missing child from 1616 E. Hampton. The child is 2 years old name of Sam Hunt. He is wearing a red shirt and blue overalls. He has brown hair and brown eyes. He has a multi-colored blanket with him. If you locate this child, please contact Mesa Police at 480-644-2211”

Spanish Message