

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Chandler Police Department
Chandler, Arizona
April 16, 2009

MEMBERS ATTENDING

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| Vicky Scott, Peoria, Chairperson | * Darren Shortey for Curtis Thomas, Salt River |
| Lisa Eminhizer for Kathy Jeter, Apache Junction | Pima-Maricopa Indian Community |
| Mark Gorla, Avondale | Patrick Cutts, Scottsdale |
| Velma Washington, Buckeye | Carol Campbell, Surprise |
| Vicki Szczepkowski, Chandler | Karen Allen, Tempe |
| * Stephanie Beebe, Ft. McDowell Yavapai Nation | Naomi Sloan for Toni Rogers, Tolleson |
| Janet Laird, Gilbert | * Ed Syzponik, Wickenburg |
| Loretta Hadlock, Glendale | + Michelle Potts, ASU |
| Chris Nadeau, Goodyear | *+Barbara Jaeger, ADOA |
| Darin Douglass, Mesa | *+Nicole Ankenman, Capitol Police |
| Jesse Locksa, Maricopa County | + Debbie Henry, DPS |
| Jim Tortora, Paradise Valley | *+David Demers Luke AFB |
| Jason Stokes, Phoenix | + Louise Smith, Phoenix |
| | + Mike Kalember for Ellen Anderson, Rural
Metro/Southwest Ambulance |

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

OTHERS PRESENT

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|------------------------|--------------------------------|
| Maria Hall, ADOA | Magdalena Castelamare, Buckeye |
| Mike Benjamin, MR911 | Liz Graeber, MR911 |
| William Boyd, MR911 | Bob Bobbett, Qwest |
| Nate Nguyen, MR911 | Angela Beatty, MR911 |
| Wade Sanstra, Positron | Dave Eaton, MR911 |
| Brian Tobin, Positron | |

1. Call to Order and Introductions

The meeting was called to order by Chairperson Vicky Scott, Peoria Police Department, at 9:06 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the January 15, 2009 PSAP Managers Meeting Minutes

Upon a motion by Chris Nadeau and a second by Loretta Hadlock, the minutes of the January 15, 2009 meeting were approved.

4. MSAG/GIS/Mapping

Dave Eaton provided a GIS update. Mr. Eaton stated that he posted a GIS update in mid March. He also talked about CENS data. He said the data source for Mapped ALI and the CENS data is the same. There will be an updated notification layer next week that will include schools and health care facilities. Mr. Eaton is working on a layer for CENS to identify locations with multiple telephone numbers. He asked for feedback and ideas for additional CENS layers. His staff continues to work on the ALI errors encountered during the process of Geocoding addresses. He received a new ALI Data Extract last week and will compare it with old one. There was a question from the floor about CENS. Can the park name label on the map be changed because it is too busy on the map? Mr. Eaton responded that he could fix that problem. Mr. Eaton also addressed the issue of using the GIS map to determine boundary jurisdictions. He stressed not to rely only on the ESN color because it can be deceiving if you are not zoomed in close enough to see the boundary. It is best to use the identify tool to click on the ESN to determine the correct ESN jurisdiction information when near a boundary.

5. Maricopa Region 911 Tech Team

Mike Benjamin provided an update on maintenance of the 911 equipment. He said the 911 technical team's focus is on day to day maintenance functions and ongoing deployment of CENS machines. The team is also putting more focus on improving the management of PSAP resources and centralized services. For example, patches, fixes, backups, preventive maintenance, software contracts, and disaster and failure recovery. Mr. Benjamin talked about the dual live project for the Phoenix Police Department. He stated that Phoenix has assigned a project manager from operations and that there are several entities involved in this project including a PBX vendor, Positron, City of Phoenix – Communications Operations, City of Phoenix – Information Technology, Qwest, and MR911 resources.

William Boyd gave a report on current technical projects. Mr. Boyd stated Goodyear Police Department went from a Lifeline to Viper system on March 11, 2009. Buckeye Police Department is scheduled to receive two additional positions in May. Peoria Police Department will be replacing their Lifeline and adding four additional positions in June. Surprise Police Department is scheduled to receive two additional positions but no date has been set yet.

Nate Nguyen gave a report on the Maricopa Region 911 case activity. He provided a hand out of quarterly PSAP dispatch activity. He stated the total number of cases was 383 with 342 resolved as of today. He advised he is waiting for Positron regarding the Queue Display issue but they currently don't have a fix. Mr. Nguyen created a Queue button to help alleviate the problem in the meantime. He reported there have been many hard drive failures, but few had major problems that were due to software. Hot fixes were applied to Viper sites.

Liz Graeber commended Nate Nguyen and Mike Benjamin's team for doing a tremendous amount of work to keep PSAPs up and running.

6. Maricopa Region Wireless 911 Project

Dave Eaton reported on a recent VOIP issue that was causing ALI problems. He stated the selective router was not translating correctly. It was sending the class of service in a field the selective router wasn't looking at. It was presenting calls as phase II and that problem has been resolved with a change to the selective router.

7. Community Emergency Notification System

Liz Graeber played the CENS video that was recently completed by MAG. The video will be released in a month after approval by the 911 Oversight Committee.

Ms. Graeber addressed the group regarding CENS. She stated the best defense is to have the PSAPs practice using CENS. The more you play with it the easier it will be. Ms. Graeber informed everyone to always use the PSAP three digit identifier when doing a launch and to use the email feature for reports because information is lost after 90 days.

8. Arizona Department of Administration Report and State Wireless Update

Maria Hall gave the report on behalf of Barbara Jaeger. Ms. Hall advised the last wireless carrier is being tested in Page and then they will be complete for phase 2 wireless. There is a project kickoff meeting on April 30, 2009 for Yavapai County. Cochise County mapping equipment is being installed. Final installation is scheduled for June and ready for service letters will be sent out. Ms. Hall reported they are conducting final reviews for mapping equipment in Mohave County. She said they are also working on two areas for enhanced 911, south Gila County and Greenlee County. Gila County's MSAG will be ready for review and they are in the process of scheduling kickoff meetings for both counties. Hopefully both will be fully enhanced with ANI/ALI by the end of the 2009 calendar year. Ms. Hall stated they are installing an enterprise network for Yavapai County to improve their mapping capabilities.

9. Legislative Update

Ms. Graeber reported there is a new bill #1048 being presented that will change the administrative percentage from three to five percent. The problem is the senate is not listening to any bills until the budget is balanced. Ms. Graeber stated she is in the process of working with intergovernmental representatives regarding talking with state legislators to emphasize the importance of GIS personnel for mapping of wireless 911 calls and keeping cell tower information updated. Last year, the same bill died on the floor -- not because anyone opposed it, but it was a victim of a standoff between legislators. The legislature will take a tour of Phoenix Fire. The tour will include a 911 presentation and tour of the alarm room. Hopefully, they will see the light and importance of this bill and push it through.

Ms. Graeber discussed the issue of legislation for changing the requirement of having a database behind a PBX. She stated it is possible to solicit support for a bill next year, but she stressed the number one priority this year for legislation is to secure funding for 911.

Ms. Graeber asked the group for their thoughts. Karen Allen asked if NENA has a standard.

Ms. Allen also suggested legislation for not having “9” as dial out to decrease the number of people dialing 911 in error.

Liz Graeber addressed the issue regarding the FCC asking state 911 agencies nationwide where money was spent for 911. It is just at a survey stage now. Ms. Graeber expressed concern about the survey. She stated that she liked the idea of money being protected but doesn’t want to pay a price for money being swept from the fund. In some cases, 911 funds can’t be collected if fund is swept. Ms. Graeber said Barbara Jaeger, who was not in attendance, would be able to provide more detail on this matter.

10. Qwest 911 Account Team Report

Bob Bobett advised there was nothing new to report.

11. Positron Account Team Report

Tom Nudo, Service Area Manager, could not make it due to illness. Brian Tobin reported Positron created a new coordinator position to oversee escalated tickets and they are also doing daily reviews of service area management. They will be opening another help desk in Longmont, Colorado, at the Intrado office. Mr. Tobin talked about new MIS software and current projects in Goodyear, Buckeye, and Peoria.

Liz Graeber asked where the new position falls in the food chain and who they report to. Brian Tobin said he did not have that information yet.

12. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics. No suggestions were given.

Next meeting is scheduled for July 16, 2009 at 9:00 a.m. The meeting will be held at:

**Maricopa Association of Governments
302 N. 1st Avenue, Saguaro Room
Phoenix, AZ**

The meeting was adjourned at 10:06 a.m.