

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Glendale Regional Public Safety Training Center
11550 W. Glendale Avenue
Glendale, AZ
October 15, 2009

MEMBERS ATTENDING

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

* Those members neither present nor represented by proxy.

+ Ex-Officio member

OTHERS PRESENT

Maria Hall, ADOA	Rudy Rietl, Positron
Adam Iten, ADOA	Joe Reposo, Positron
William Boyd, MR9-1-1	Sandy Gilstad, Pinal County
Nate Nguyen, MR9-1-1	Sarah Hess, Pinal County
Liz Graeber, MR9-1-1	Bob Bobbett, Qwest
Angela Beatty, MR9-1-1	Cathy Atkin, Qwest
Dave Eaton, MR9-1-1	Magdalena Castelamare, Buckeye
Tom Whiting, MR9-1-1	Ashish Patel, Intrado
Michael Benjamin, MR9-1-1	Michaelanne Ehrlich, Glendale
Wade Sanstra, Positron	

1. Call to Order and Introductions

The meeting was called to order by Chairperson Vicky Scott, Peoria Police Department, 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 July 16, 2009 PSAP Managers Meeting Minutes

Velma Washington moved to approve the minutes of the July 16, 2009, meeting. Janet Laird seconded, and the motion carried unanimously.

4. Qwest/Intrado Next Generation 9-1-1 Presentation

Ashish Patel from Intrado and Cathy Atkin from Qwest gave a presentation on Next Generation 9-1-1 and the NG911 Gila County Trial. They talked about the Next Generation network and the technology infrastructure. They also discussed the transitioning steps, advanced 9-1-1 integration, and Next Generation objectives. Ms. Atkin stated Gila County testing will be completed by 1st quarter 2010. See Bob Bobbett for a copy of the presentation.

5. MAG Committee Operating Policies and Procedures - Chair and Vice Chair Appointments

Liz Graeber advised everyone of the new one-year service term MAG guideline for Chair and Vice Chair appointments. If anyone is interested in being Chair or Vice Chair of the PSAP Managers' Group, please send a Letter of Interest to Peggy Neely at MAG by Friday, November 6, 2009. Contact Liz for any questions.

The new Chair and Vice Chair for the PSAP Managers Group will be announced at the January 14, 2010 PSAP Managers Group Quarterly Meeting.

6. MSAG/GIS Mapping

Dave Eaton stated the next round of GIS updates will be ready on October 26, 2009 which includes no major changes. Mr. Eaton advised that he received a new ALI Data Extract last week and will have a new notification layer ready soon. He also advised that he is still waiting for Positron to release PowerMap 4.0. The new release contains changes mostly to the administrator level. There won't be a lot of changes that the PSAP will see.

Mr. Eaton Asked Vicky Scott of Peoria PD to relay a recent PowerMap success story. Ms. Scott explained an emergency involving a truck that hit a mineshaft while four wheeling with a person trapped inside in an area with no roads which made it difficult to locate the caller. The truck flipped over and was underground in the mineshaft which also made it more difficult to locate visually. Ms. Scott said they used the measuring tool in PowerMap to determine the distance away from the incident based on the landmarks given. The truck was located and it took an hour to get it and trapped passenger out. Ms. Scott stated that time was of the essence in this situation and technology saved the day.

7. Maricopa Region 9-1-1 Tech Team

Mr. Benjamin provided a maintenance report. He stated the team focus is maintenance and trouble tickets twenty-four hours seven days a week. Projects have provided a steady stream of activity. A lot of staff time is dedicated to the Phoenix Police Department joint site project.

William Boyd gave a report on technical projects. Mr. Boyd advised that Positron offered to replace the front computers at Peoria Police Department to resolve the issues they had after upgrading from a Lifeline 100 to a Viper. Peoria had another cutover on July 27, 2009. Their initial cutover was on June 2, 2009.

Mr. Boyd reported that he has started working on Gilbert's upgrade project which is scheduled to cutover on December 8, 2009. Future upgrades also include Scottsdale in February 2010, Avondale in March, Glendale in April, and Wickenburg in May. Mr. Boyd said that some upgrades may include a PowerMap upgrade.

Nate Nguyen gave a report on the Maricopa Region 9-1-1 quarterly case activity. He stated the case load went up by seven percent. There are 345 cases opened and eighty-two percent of them have been resolved. Mr. Nguyen stated the most notable troubles this quarter included an SS7 link that was out of service for three days, a major Qwest fiber link outage which caused calls to roll from Phoenix to Mesa, and resetting Viper alarms and IAPPCs. There were also echo issues at DPS and Glendale. Hot fixes were applied to resolve the echo issues. Hard Drives were replaced at various sites.

Mike Benjamin talked about the need for 9-1-1 Make Busy Testing. He explained that there are four make busy circuits and without periodic testing MR911 doesn't trust they are always operable. Testing will validate that make-busy circuits to both Qwest and MR9-1-1 selective routers (two each) are able to signal from the PSAP to the selective router. Tempe and Peoria Police Departments have been doing a trial with MR911 for three months. More PSAPs are needed to participate. Contact Mike Benjamin to sign up for testing.

Mike Benjamin advised that Nortel does not exist anymore. He stated that it is used at the largest PSAPs. Avaya has taken over the assets of the Enterprise (telephony and data networking) and is pledging support for installed product. [Estimate: five years].

Mike Benjamin gave an update on the joint site project for the Phoenix Police Department. He stated the project is still in pre production testing and is getting close to live testing and production.

8. Maricopa Region Wireless 9-1-1 Project

Ms. Graeber distributed the Sprint Nextel Wireless Contact Sheet. There is a toll free number created specifically for law enforcement that contains no voice prompts, putting the caller directly into the hotline queue and is available 24 hours a day, seven days a week. There is also an email address for non emergency issues as well as direct contact info for the 9-1-1 Service Delivery Team.

9. Community Emergency Notification System Update

Ms. Graeber distributed a report of reverse 9-1-1 notifications to date. There have been a total of 51 launches. She emphasized the importance of testing the system to gain experience for a live launch since there is not a 24-hour 800 help number. Ms. Graeber reiterated the benefit of having supervisors practice since there is no charge for launches. She said to practice as much as possible to feel comfortable when it is time to do a real launch.

Velma Washington thanked Mr. Eaton for the Reverse 9-1-1 Tutorial. Mr. Eaton stated that he is working on putting the training tutorial on the CENS PCs. Ms. Graeber advised there is funding for CENS until June 2012 and that a permanent funding source is needed for CENS and to hire a CENS Manager.

Ms. Graeber informed everyone the vendor refresher training will be December 7-11.

10. Arizona Department of Administration Report and State Wireless Update

Ms. Jaeger gave a wireless report. Yavapai County is at Phase II. Cochise County will be Phase II in early 2010. They are using Frontier as back bone not Qwest in Mohave County and working on issues before request of service letters go out. There are no mapping projects right now.

Ms. Jaeger advised The State of Arizona 9-1-1 Office has been awarded a \$1.25 million dollar grant for deployment of Wireless Enhanced 9-1-1 and Next Generation (NG) 9-1-1 transitioning. The first \$625,000 in grant funds will be used for deployment of Wireless Phase II in Gila, Greenlee and Yuma Counties, in addition to the conversion of Automatic Location Identification (ALI) information to IP ALI.

Ms. Jaeger gave a report on Legislative issues. She advised that her office is currently preparing reports for the Legislature to justify why they should not take money from the 9-1-1 fund. She said they have taken forty million since 2002 and that the 9-1-1 expenditures are more than the revenue generated. Ms. Graeber asked if the Joint Legislative Budget Committee meeting has been scheduled. Ms. Jaeger replied the JLBC is not hearing anything right now because they are too busy with the current state budget crisis. Vicky Scott thanked Ms. Jaeger for looking out for 9-1-1 issues. Chris Nadeau asked if the 9-1-1 excise tax increased. Ms. Graeber said not yet. The Legislative focus is to protect what we have. It would be a waste of resources to try to push for an increase now but we definitely need to start preparing to address it in another year. Ms. Jaeger advised that Senate Bill 1048 passed increasing the admin percentage from 3 to 5%. MR911 gets and increase from 1 to 2%. She thanked Liz Graeber, The City of Phoenix, and MAG for their support.

11. Qwest 9-1-1 Account Team Report

Bob Bobbett advised there was nothing new to report.

12. Positron Account Team Report

Joe Reposa, Vice President of Service, reported there was a higher volume of trouble tickets this quarter due to the issues at Peoria Police Department. He stated the amount of time to close a case has decreased. In the first quarter of this year the average number of days was 56 and it is 38 days for the 3rd quarter. Mr. Reposa said Positron will continue to focus on cycle time to reduce open issues moving forward.

Rudy Rietl reported there is a steady stream of projects in the next few months. Gilbert equipment will ship this week and he will check on the Wickenburg equipment.

13. 3-1-1 Regionwide Discussion

Tempe Police Department is looking to have an all inclusive number for their residents. Liz Graeber attended a MAG meeting of IT personnel that discussed this issue. Liz gave an overview of what was discussed in the meeting. There were a lot of questions about how it would be set up. Maricopa County owns the rights to 3-1-1. Sacramento said an all inclusive number decreased their 9-1-1 calls by 20%. 9-1-1 funds can not be used for this. Glendale Police Department looked into this and decided the personnel and infrastructure was too costly.

If person calls 3-1-1 and needs to go to 9-1-1, there will be no ALI. Tempe said they are currently looking into how many calls are general or 9-1-1.

16. PSAP Pandemic Plans

This agenda item was taken out of order.

Vicky Scott stated she talked to her staff about this issue. She said the Mayor will determine Pandemic and that part of Peoria's plan is a lockdown. Having dispatchers come in to help from other PSAPs is not a part of the plan. Debbie Henry said DPS' Pandemic Plan was distributed recently. Barbara Jaeger stated the Arizona State Pandemic Plan addressed 9-1-1, but it was very generic. She said she can get a copy of it to everyone.

14. Topic Suggestions

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

The next meeting is scheduled for January 14, 2010 at 9:00 a.m. The meeting will be held at:

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

15. Adjournment

Chris Nadeau moved to adjourn the meeting at 10:58 a.m. Patrick Cutts seconded, and the motion carried unanimously.