

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Maricopa Association of Governments
Phoenix, Arizona
July 15, 2010

MEMBERS ATTENDING

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

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

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Adam Iten, ADOA
William Boyd, MR9-1-1	Emily Pepe, Surprise
Nate Nguyen, MR9-1-1	Ron Helterbrand, Intrado
Liz Graeber, MR9-1-1	Wade Sanstra, Intrado
Angela Beatty, MR9-1-1	Ashish Patel, Intrado
Tom Whiting, MR9-1-1	Nathan Pryor, MAG
Maria Hall, ADOA	

1. Call to Order and Introductions

The meeting was called to order by Chair Patrick Cutts, Scottsdale Police Department, at 9:01 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the April 15, 2010 PSAP Managers Meeting Minutes

Vicki Szczepkowski moved to approve the minutes of the April 15, 2010 meeting. Carol Campbell seconded, and the motion carried unanimously.

4. Demonstration of Non-9-1-1 Text Message into PSAPs

The Non-9-1-1 Text Message Demo was presented by Ashish Patel, Director of Solution Engineering at Intrado. Mr. Patel stated statistics show that 154 million Americans text every day. He said Intrado is building an IP based solution to accommodate Non-9-1-1 text messages into PSAPs. Qwest will provide the network component and Intrado will provide the data. The text message will be delivered to the PSAP through an IP network. The IP based solution will provide better capability of distributing calls through dynamic call routing and adding new 9-1-1 applications without rebuilding. When PSAPs migrate to an IP based infrastructure, they can use functionality such as text applications.

Mr. Patel stated there is no mandate for providing location information for a text message. A message will be sent to the end user to provide location and then Intrado will route call to the appropriate PSAP. The demo has already been deployed in a Viper Environment. Non Viper environments have a web based solution.

Liz Graeber asked if any other PSAPs have 9-1-1 text service. Mr. Patel responded no. The Black Hawk County Iowa 9-1-1 texting service was put on hold due to funding issues and wireless carrier issues.

A live test was done using a SMS network and test PSAP in Longmont, Colorado. Chair Patrick Cutts sent a hello text from his cell phone to 922. An automated response requested city and zip. He sent the requested information back. The text arrived at the PSAP successfully. Mr. Patel stated there are predefined scripts that can be set up to get more information from the end user such as, what is your emergency?

Ms. Graeber clarified the demo is using Non-9-1-1 technologies. Texting to a PSAP without using the 9-1-1 network is not state funded. Agencies have to bear the cost of using Non-9-1-1 technologies.

Mr. Patel said SMS technology works better than voice. Text messaging technology constantly tries to resend. If the network is congested it will keep resending. If there is a long message, part two of the message may be received before part one.

There were several questions from the PSAP Managers Group that were answered by Mr. Patel:

Where does the message go if the call taker is busy?

The parameters are configurable and the PSAP can decide what to do in that situation. It is just like 9-1-1 queues. Call Takers in universities are prepared to handle multiple solutions. It depends on how the PSAP wants to engage.

Is call back technology enabled?

Yes. Time is configurable to determine when the session is over.

Is IP solutions connected with two T-1s for redundancy?

Yes and more can be added.

How many text messages can be received at once?

This can be configured at the PSAP level.

Is there capability to queue calls based on geographic region to protect the network from being clogged by calls for the same incident?

The capability is not available now but it is in the works.

Ms. Graeber advised that MR9-1-1 is meeting with Intrado today to address Non-9-1-1 text messaging technical questions. She stated that MR9-1-1 has no issues with agencies that want to do it. Vicky Scott suggested all agencies move together as a whole to provide the same level of service.

5. MSAG/GIS/Mapping

Ms. Graeber reported that Dave Eaton is attending a GIS conference in San Diego, CA. She provided the report in his absence. She stated that Mr. Eaton will have GIS updates ready the first week of August and that he is diligently working on mapping.

6. Maricopa Region 9-1-1 Tech Team

Mike Benjamin provided a quarterly report of maintenance case counts. He advised there were no changes in staff. The MR9-1-1 team continues to focus on daily operations, PSAP upgrade projects, and the Phoenix Police Department joint site project.

Nate Nguyen reported on the Maricopa Region 9-1-1 quarterly case activity. He stated the case activity is moderate and manageable at 326 cases opened with 274 resolved. Currently, there are 115 outstanding cases. Troubles worked on this quarter include resetting Viper alarms, ITRR issues, wireless and wireline trunk issues, Genovation key pad resets and change outs, MIS issues, ALI spill to CAD issues and PC hardware replacement.

William Boyd reported on technical projects. He stated Avondale Police Department upgraded eight positions to Viper 3.0 no ACD on May 18th and that there were a few issues that were resolved. Glendale Police Department upgraded to Viper 3.0 with PRIs, ACD and Power Monitor implemented. There were some issues with parts and tickets were opened

with Positron to address them. Wickenburg Police Department is scheduled to upgrade to Viper 3.0 in August.

Mr. Benjamin reported on the monthly make-busy testing held on first Wednesdays from 9:00-10:30 a.m. He said the process is going well. There were few to no problems in June, but the July testing identified issues at four sites. Mr. Benjamin stated this is the reason why testing is so important and asked those not participating to consider doing so.

Mr. Benjamin provided an update on the Phoenix Police Department joint site project. He advised there is still a lot of staff time dedicated to this project. There is a lot of testing and limited production. Positron is struggling with a couple of the final details such as greetings and queue displays. He also advised that 620 W. Washington is being remodeled to include new consoles, carpet, ceilings and walls. This will be a dramatic improvement over the existing basement.

Mr. Benjamin provided an update on the Maricopa Region 9-1-1 Regional Infrastructure Project. He stated MR9-1-1 is putting to use some end of 2010 fiscal year funding and are replacing aged IP equipment and installing new IP centric equipment to position our regional infrastructure for the inevitable move to advanced 9-1-1 technologies.

7. Maricopa Region Wireless 9-1-1 Project

Liz Graeber advised the Commnet Wireless Phase II Deployment testing was attempted in June but was put on hold due to Intrado routing issues. Testing will be rescheduled when the issues are resolved.

Mr. Benjamin reported that Maricopa Region 9-1-1 is working with Qwest to resolve the issue of ALI not following transfers of wireless calls out of Maricopa Region.

8. Community Emergency Notification System

Ms. Graeber stated her appreciation to everyone for diligently using CENS. She said there were just a few instances where a launch didn't go through. She also advised that she and Dave Eaton receive a text message when a launch goes out for tracking purposes.

Ms. Graeber announced the self registration portal that will allow the public to register their cell and VOIP phones is available at www.maricoparegion911.org/CENS and a PR campaign is in the works. Mr. Eaton is working on a link for agencies to use on their own sites.

9. Arizona Department of Administration Report and State Wireless Update

Adam Iten provided a report on Enhanced 9-1-1. He said Greenlee County is fully enhanced and is currently working on their mapping project. Gila County is working on their MSAG. Cochise County is Phase II. Request for Service Letters were sent out this month for Mojave County and they will be Phase II within six months. Yuma County Request for Service

Letters will be sent out in late 2010. Commnet Wireless is working on Phase II deployment testing for Maricopa County Sheriff's Office and Wickenburg Police Department.

Mr. Iten advised there will be Positron Power Map Refresher Training at the 2010 AZ APCO/NENA Conference on Monday, July 19th.

Barbara Jaeger provided an update on the Arizona State 9-1-1 budget. She informed the group the Arizona State Legislature swept another \$2.5 million from the 9-1-1 fund to offset their budget deficit which depleted the 9-1-1 fund reserves. Ms. Jaeger stated the FY 2011 budget will be impacted due to the significant amount of sweeps from the 9-1-1 fund totaling \$50 million in seven years. The 9-1-1 program spent \$28 million for FY 2010 and plans to spend \$21 million in FY 2011 but will only collect \$17 million. The \$17 million that will be collected in FY 2011 is enough to cover network and equipment maintenance services. There will not be enough money for new projects and programs such as additional PSAP positions, Logging Recorder reimbursement, Enterprise Mapping, MIS packages, and new PSAPs. Equipment upgrade projects need to be prioritized and will be funded based on revenue received.

Ms. Jaeger also advised that historically when money was not used in a fiscal year it usually stayed in the 9-1-1 fund but now it is subject to sweeps, so funds left over from Maricopa's FY 2010 budget were made available for their Regional Infrastructure Project.

10. Qwest 9-1-1 Account Team Report

Ms. Graeber advised Bob Bobbett is out on family business.

11. Positron Account Team Report

Wade Sanstra reported that he had nothing new to report and asked if there were any questions. There were none.

12. MAG FY2012 PSAP Annual Element/Funding Request and FY2012-2016 Equipment Program

The FY 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program were presented to the PSAP Managers, who were asked if there were any questions, issues or concerns. The PSAP Managers Group asked why they needed to vote on this item if there is no money. Ms. Graeber advised the group of the MAG 9-1-1 budget process and that it cannot be stopped. The PSAP Managers Group must vote for budget approval and then it goes to the 9-1-1 Oversight Team for review and recommendation to the MAG Management Team and MAG Regional Council for review and approval. Chris Nadeau, Goodyear, motioned to recommend for approval the FY 2012 PSAP Annual Element/Funding Request and FY 2012-2016 Equipment Program. Jason Stokes, Phoenix, seconded and it was unanimously carried.

13. MAG FY 2011 PSAP Annual Element/Funding Request Amendment

The Arizona State University Police Department's request to amend the FY 2011 PSAP Annual Element/Funding Request for one additional position was presented to the PSAP Managers along with Phoenix Police Department's request for a logging recorder. Karen Allen, Tempe, motioned to recommend for approval the two FY 2011 PSAP Annual Element/Funding Amendment Requests. Lisa Eminhizer, Apache Junction, seconded and it was unanimously carried.

14. Request for Future Agenda Items

Ms. Allen suggested grant funding to see if there are other avenues to secure funding for 9-1-1 projects. Ms. Graeber replied the 9-1-1 fund sweeps will disqualify us for some 9-1-1 grants.

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

**Glendale Regional Public Safety Training Center
11550 W. Glendale Avenue
Glendale, AZ 85308**

15. Adjournment

Ms. Allen motioned to adjourn the meeting at 10:33 a.m. Loretta Hadlock seconded, and the motion carried unanimously.