

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Maricopa Association of Governments
Phoenix, Arizona
January 13, 2011

MEMBERS ATTENDING

Patrick Cutts, Scottsdale, Chair	Kim Humphrey, Phoenix
Toni Rogers, Tolleson, Vice Chair	* Curtis Thomas, Salt River Pima-Maricopa Indian Community
Lisa Eminhizer for Kathy Jeter, Apache Junction	* Carol Campbell, Surprise
* Mark Gorla, Avondale	Karen Allen, Tempe
Charles Arlak, 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
Michealanne Acree for Loretta Hadlock, Glendale	+Patty Simpson, DPS
* Chris Nadeau, Goodyear	*+David Demers, Luke AFB
Cari Zanella, Mesa	+Louise Smith, Phoenix
Jesse Locksa, Maricopa County	*+Ellen Anderson, Rural Metro/Southwest Ambulance
* Larry Scott, Paradise Valley	
Vicky Scott, Peoria	

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

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Dan McNemee, Phoenix PD
William Boyd, MR9-1-1	Sandra Gilstad, ADOA
Nate Nguyen, MR9-1-1	Maria Hall, ADOA
Liz Graeber, MR9-1-1	Bob Bobbett, Qwest
Angela Beatty, MR9-1-1	Lisa Sheridan, Qwest
Dave Eaton, MR9-1-1	Wade Sanstra, Intrado
Paul Ellis, MCSO	Nathan Pryor, MAG
Elena Bay, Gilbert PD	Emily Garcia, Pinal
Michelle Kessler, Phoenix PD	Jennifer Foster, Pinal

1. Call to Order and Introductions

The meeting was called to order by Chair Patrick Cutts, Scottsdale Police Department, at 9:13 a.m. Mr. Cutts recognized Patty Simpson and Commander Kim Humphrey as new PSAP Managers for Arizona Department of Public Safety and Phoenix Police Department. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 14, 2010 PSAP Managers Meeting Minutes

Jesse Locksa moved to approve the minutes of the October 14, 2010 meeting. Karen Allen seconded, and the motion carried unanimously.

4. MSAG/GIS/Mapping

Dave Eaton reported he recently received the ALI Database Extract of 2.4 million telephone/address records for the Maricopa Region. He is in the process of geocoding/address matching the data for the CENS Notification Map Layer and will have it updated by next week. Mr. Eaton advised the address match rate is currently at a high rate of 99.7 percent and he continues to work on improving it. Mr. Eaton expects to have the next GIS update ready on Monday, January 24, 2011. It will include updates to streets, address points, and cell sectors.

Patrick Cutts advised of a suggestion that was made in reference to a discussion regarding the Phoenix Fire Back Up Evacuation Plan and the need for PSAPs to handle calls in case of an emergency evacuation. He asked Dave Eaton if a Fire Department Jurisdictional GIS layer could be created so PSAPs know what agency is responsible for calls they need to handle and transfer to the correct dispatching agency. Mr. Eaton replied the MR9-1-1 office is working on adding jurisdictional text to the English Language Translation for the ALI record. The same information will also be reflected on the ESN Mapping Layer. Mr. Eaton stated that a Fire Department Jurisdictional GIS layer can be created but it may make the map too busy for PSAPs with a lot of other layers. Mr. Cutts asked if the layer could be turned off when not needed. Mr. Eaton said the mapping layers turn on and off at different scales and that MR9-1-1 has not allowed PSAPs the ability to toggle mapping layers.

5. 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 PSAP operations seven days a week and the ongoing regional infrastructure upgrades.

Mr. Benjamin provided an update on the Phoenix Police Department joint site project. He advised the 620 W. Washington basement is still in the process of being remodeled. It is a full scale rework including consoles, carpet, ceilings, and walls. They should be going on-line soon, possibly as soon as late this month. The remodel at Phoenix Police Department at 100 E. Elwood is scheduled to start in March or April.

Nate Nguyen reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. He stated the case activity is moderate and manageable at 239 cases opened with 217 resolved. Currently, there are 87 outstanding cases. Troubles worked on this quarter include resetting

Viper alarms, Qwest Network issues, Power 9-1-1, Lifeline, MIS issues, Positron Jackboxes Video Cards, Genovation Key Pads and replacing PC hardware. There were 43 after hours cases opened. There were some minor troubles associated with the Viper Upgrade at Glendale and Scottsdale Police Departments.

William Boyd reported on Technical Projects. He stated MR9-1-1 assisted Luke Air Force Base with its upgrade to a new Cassidian (formerly PlantCML) System which cut over on November 9, 2010. Tolleson Police Department is scheduled to upgrade to a new Viper System at their new location, 8350 W. Van Buren St. Their cut over is scheduled for January 25, 2011. Salt River Tribal Police Department is scheduled to upgrade to a Positron Viper System on March 2, 2011 and will be getting a new wireless trunk. The last project of Fiscal Year 2011 will be the Apache Junction Police Department upgrade to a Positron Viper System which is scheduled for April 12, 2011. Mr. Boyd advised after the completion of these three Viper upgrades, Maricopa Region 9-1-1 will have 23 Intrado sites, 14 Viper and nine Lifeline.

Vicky Scott asked how often the Self Registration for Community Emergency Notification System is updated. Mr. Eaton replied the Self Registration is updated daily by an automated server process that adds the data to the server and Self Registration Notification Layer over night. Mr. Eaton advised there are two notification layers that have to be turned on. The ALL Notification Layer includes telephone numbers from the 9-1-1 database and the Self Registration Layer includes cell phones.

Mr. Benjamin provided an update on the MR9-1-1 Regional Infrastructure Project. He stated MR9-1-1 continues to work on installing components and reworking the Telecom Infrastructure for IP which was last reworked in 2003. He advised that Cox is doing surveys at PSAPs and apologized for the short notice but they are trying to make improvements and bring in better facilities such as Fiber Optic Cable. He offered to assist with any questions or concerns.

6. Maricopa Region Wireless 9-1-1 Project

Liz Graeber advised this item can be removed from the agenda going forward since there is nothing new to report. She reminded everyone that busy hour studies will be done in March and are needed to see if wireless trunking adjustments are needed.

7. Community Emergency Notification System (CENS) Update

Liz Graeber informed the group the CENS Self Registration total is 4,700 as of yesterday. She advised as time permits MR9-1-1 will start work on a low budget CENS public relations campaign and that PSAPs have done a great job getting the word out by putting the self registration link on their websites and providing information at community events.

Ms. Graeber distributed a CENS Summary Report of 2010 Activations. There were a total of 72 activations in 2010 which increased from 65 activations in 2009. The 2010 activations included agencies that had not used CENS before. Ms. Graeber advised she was happy about

how the system is being used and encouraged all to continue to help establish it as a valuable system to secure funding. It is currently funded by a Homeland Security grant. Homeland Security likes the system because it is regional and it gets used. The 2010 Notifications summary report also identified a total of 95,000 candidates; Glendale Police Department had the highest number of activations with 12 activations; Law Enforcement uses CENS much more than Fire, and that missing children is the top reason for CENS notifications. There were a total of 208 Test Activations. Ms. Graeber also reminded everyone that Test Activations are encouraged. Luke AFB is using CENS as part of a drill at its location today.

Dave Eaton reported GeoCast Web will be upgrading to 1.7 and NXT to 4.2. The new functionality includes mass calling, reports, email and SMS messaging features. Mr. Eaton said the ability to use the mass call function is currently available but it has to go through the MR9-1-1 office and the major upgrade to mass call functionality will be available soon at your desktop that will allow hundreds of thousands of call per hour. MR9-1-1 will have to work with Qwest to address call blocking and throttling issues. Mr. Eaton stated the new report functionality for GeoCast Web allows more reports after a launch. New Email and SMS features are also included in the upgrade. The SMS feature is optional and costs need to be figured out. There will be a charge on the customer's cell phone to subscribe to SMS and receive activations. The email and SMS features are only for people using the Self Registration Portal.

Vicky Scott asked if the SMS fees are additional fees or regular text messaging fees. Mr. Eaton replied regular text messaging rates would apply.

Michaeleanne Acree asked if there is a way to reduce characters for text messages on NXT. Mr. Eaton replied there is a mandatory subject heading that has to have a character in the field. Mr. Eaton suggested replacing the current text with one character to free up more character space for the body of the text message.

Ms. Graeber addressed some misconceptions with the CENS System. She advised there are restrictions on using the 9-1-1 database under FCC regulations and that CENS must be used for emergencies only. Also, there is a misconception that launches have to be kept under 2,000 candidates or there will be a charge. Ms. Graeber stated that 10,000 minutes have been purchased for mass calling so doing multiple small launches is not needed and not the best use of the system.

Patrick Cutts asked about adding more T-1s since CENS usage has increased. Mr. Eaton replied the cost for a group of T-1s or PRIs would be needed and the cost is not trivial. Ms. Graeber stated it is something to look into in the future when funding is secure.

Vicky Scott asked if NXT usage and notifications can be tracked. Ms. Graeber replied she is not notified of NXT Communicator notifications since it is an in house system purchased by certain agencies. She asked the agencies that have purchased NXT Communicator if they use it. Mesa and Scottsdale Police Departments advised they are using it. Glendale Police Department is not using it yet.

Mr. Eaton advised that priorities for launches can be set in NXT for test and emergency notifications and that there haven't been any issues yet with NXT Communicator and GeoCast Web competing during launches but to set priorities just in case.

8. ALI Screen Updates

Liz Graeber stated that Phoenix Fire notified the MR9-1-1 team they are in negotiations to dispatch for a small fire district. Ms. Graeber said that during a discussion regarding the complexity of this situation and the potential for misroutes, she asked Jean Maiocco of MR9-1-1 if a three-digit code could be added for wireline to the English Language Translation for the ALI Screen and the ESN map to assist call takers with transferring Fire EMS calls. MR9-1-1 did a test with Glendale Police Department by adding a code for Phoenix Fire Department. It did not take long to make the change and was implemented within 30 minutes. Ms. Graeber provided a handout of the ALI Screen reflecting the change by displaying GLN-PFD. She asked the PSAP Managers' thoughts on the changes. There were no objections from the PSAP Managers. She stated that MR9-1-1 will make the changes and asked the PSAP Managers to let her know if it causes any problems.

Ms. Graeber advised Phoenix Fire's negotiations to dispatch for a small fire district also uncovered an area that has basic 9-1-1 service with voice only and no data. She has contacted the small Telecom Company to find out why they don't have enhanced 9-1-1.

Patrick Cutts asked about character limitations and if battalion information could be added in addition to dispatch information. Ms. Graeber responded there are character limitations.

9. ADOA Report and State Wireless Update

Barbara Jaeger provided an update on the Arizona State 9-1-1 budget. She advised she met with the Sheriffs' Association and sent emails to the Police Chief and Fire Chief Associations regarding the health of the 9-1-1 system. This information is also provided on the State 9-1-1 website. Ms. Jaeger stated this is the first fiscal year with serious financial problems. There are ten end of life equipment projects that were identified in the Fiscal Year 2011 budget that are awaiting the revenue stream for approval and will more than likely not be approved. She said the revenue stream is down an additional four percent is taking all figures into consideration to anticipate what revenue is left. There are no more funds in reserves. A total of \$51 million has been swept from the 9-1-1 program fund since 2003 which includes \$33 million in the past three years. Another \$2.4 million will be taken this fiscal year. Ms. Jaeger advised she hasn't seen the FY 2012 budget from the Governor's Office yet, but her office is doing everything in their power to show the Governor's Office and the Office of Strategic Planning and Budget that the 9-1-1 program can't sustain a budget reduction and that communities would bear the responsibility of costs. Ms. Jaeger stated there are three sites in Maricopa County - Buckeye Police Department, Paradise Valley Police Department and Surprise Police Department that may not be able to be upgraded due to limited funding. She stated her office is working on a plan to collect 9-1-1 fees from Prepaid Wireless subscribers that does not require legislation.

Ms. Jaeger advised there is revenue to cover Network and Maintenance costs for FY 2012, but all equipment upgrades are in jeopardy. There is language in the Legislative Administrative code that says if budgetary requests cannot be met, the costs or a percentage across the board would be the responsibility of the communities.

Vicky Scott asked if the cost to the communities would be for network and maintenance or new equipment. Ms. Jaeger replied it would be just for equipment right now but could change if there is not funding for network and maintenance.

Ms. Graeber advised she will keep PSAPs informed of any major changes that will affect their budgets so they can plan accordingly.

Ms. Jaeger provided a report on Wireless Phase II Projects. She introduced Sandy Gilstad as their new 9-1-1 Project Manager responsible for GIS Phase II Deployment Projects. Current GIS Phase II projects include Mojave, Yuma, Gila, and Greenlee Counties. She also advised there is no funding for the Coconino County GIS project. She is working with the Arizona Geographic Information Council for GIS Project funding.

10. Qwest 9-1-1 Account Team Report

Bob Bobbett advised there was nothing new to report.

11. Positron Account Team Report

Wade Sanstra stated there was no new information to report and asked if there were any questions. There were none.

12. Request For Future Agenda Items

Vicky Scott suggested creating a working group of PSAP Managers to discuss the Phoenix Fire Back Up Evacuation Plan and how to handle Phoenix Fire EMS calls Ms. Graeber advised it is not something that would be under MAG's jurisdiction, but it is a great idea and MR9-1-1 can sit in on the discussion. Interested parties can see Vicky after the meeting.

The next meeting is scheduled for April 14, 2011, at 9:00 a.m. The meeting will be held at:

**City of Mesa Public Safety Training Facility
3260 N 40th St
Mesa, AZ 85215**

Adjournment

Jesse Locksa motioned to adjourn the meeting at 10:17 a.m. Tonia Rogers seconded, and the motion carried unanimously.