

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
City of Mesa Public Safety Training Facility
Mesa, Arizona
April 14, 2011

MEMBERS ATTENDING

Patrick Cutts, Scottsdale, Chair	Dan McNemee for Kim Humphrey, Phoenix
* Toni Rogers, Tolleson, Vice Chair	Rachel Harris for Curtis Thomas, Salt River
Lisa Eminhizer for Kathy Jeter, Apache Junction	Pima-Maricopa Indian Community
Mark Gorla, Avondale	* Carol Campbell, Surprise
Charles Arlak, Buckeye	Dell Webb for Karen Allen, Tempe
Vicki Szczepkowski, Chandler	* Ed Syzponik, Wickenburg
* Stephanie Beebe, Ft. McDowell Yavapai Nation	*+Michelle Potts, ASU
* Janet Laird, Gilbert	+ Maria Hall for Barbara Jaeger, ADOA
Loretta Hadlock, Glendale	*+Nicole Ankenman, Capitol Police
Chris Nadeau, Goodyear	+ Patty Simpson, DPS
Cari Zanella, Mesa	*+David Demers, Luke AFB
Jesse Locksa, Maricopa County	*+Louise Smith, Phoenix
Larry Scott, Paradise Valley	+ Ellen Anderson, Rural Metro/Southwest
Vicky Scott, Peoria	Ambulance

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

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Jared Griffith, Buckeye
William Boyd, MR9-1-1	Matt Christensen, Chandler
Nate Nguyen, MR9-1-1	Michealanne Acree, Glendale
Liz Graeber, MR9-1-1	Lisa Sheridan, Qwest
Angela Beatty, MR9-1-1	Wade Sanstra, Intrado
Dave Eaton, MR9-1-1	Emily Garcia, Pinal
Tom Whiting, MR9-1-1	Jennifer Foster, Pinal
Sherry Giese, Goodyear	Jill Rohde, Pinal
Jared Griffith, Buckeye	

1. Call to Order and Introductions

The meeting was called to order by Chair Patrick Cutts, Scottsdale Police Department, at 9:09 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the January 13, 2011 PSAP Managers Meeting Minutes

Charles Arlak moved to approve the minutes of the January 13, 2011 meeting. Lisa Eminhizer seconded, and the motion carried unanimously.

4. MSAG/GIS/Mapping

Dave Eaton reported the next GIS update will be ready on Monday April 18, 2011. He advised that Jean Maiocco, MR9-1-1 MSAG Coordinator is retiring later this year and continues to work on geocoding the addresses from the ALI Database Extract of 2.4 million telephone/address records for the CENS Notification Map Layer. Mr. Eaton stated the geocoding address match rate is at a high rate of 99.5 percent. Chris Nadeau asked if cities are notified of errors. Mr. Eaton replied that he is not getting a lot of major updates from cities because there is not a lot of new growth.

5. Maricopa Region 9-1-1 Tech Team

Mike Benjamin provided a quarterly report of maintenance case counts. He advised the MR9-1-1 team is extremely busy and continues to focus on daily PSAP operations, equipment upgrades, and the Phoenix Police Department joint site project. There were no changes in staff.

William Boyd reported on Technical Projects. He stated there were three equipment upgrade projects that completed since the last PSAP Managers Meeting. Tolleson Police Department upgraded to an Intrado Viper System on January 25, 2011. Salt River Tribal Police Department upgraded to an Intrado Viper System on March 2, 2011 and received a new wireless trunk. Apache Junction Police Department upgraded to an Intrado Viper System on April 12, 2011. Mr. Boyd advised that Maricopa Region 9-1-1 now has 23 Intrado sites, (14) Viper and (9) Lifeline.

Nate Nguyen reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. He stated the case activity is moderate and manageable at 299 cases opened with 255 resolved. Currently, there are 107 outstanding cases. Troubles worked on this quarter include resetting Viper alarms, Qwest Network issues, Power 9-1-1, Lifeline, MIS issues, replaced monitors, hard drives, PC power supply, Positron jack boxes, and selective router hardware. There were (63) after hours cases opened.

Mr. Benjamin provided an update on the Phoenix Police Department joint site project. He advised that on February 23rd the two sites at 620 W. Washington and 100 E. Elwood were connected and are operating simultaneously. They are taking calls split between the two locations. There are a lot of improvements that are needed and MR9-1-1 is working on them.

Mr. Benjamin stated this project was not a trivial matter due to operation concerns, coordination, infrastructure improvements, and product challenges. The Phoenix Police Department handles 3,000 calls daily and more than one million 9-1-1 calls per year. This is four times as many calls as the next busiest PSAP and about half of the total 9-1-1 calls in the entire Maricopa Region. Mr. Benjamin advised the Elwood furniture replacement project will begin soon and will require a lot of work and coordination from MR9-1-1.

Mr. Benjamin talked about problems at sites with Intrado Viper Equipment. He stated that MR9-1-1 is developing procedures and a schedule for pre-emptive reboots of backroom server equipment. Front room (answering position) equipment is being rebooted by some large sites as frequently as daily. MR9-1-1 would like to recommend users restart positions at minimum of once a week and prefers this to be done early in the morning during the work week in order to have time to respond to the inevitable concerns that result from these restarts without tapping into overtime.

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.

Mr. Benjamin advised the MR9-1-1 support line will be upgraded this weekend and to call Scottsdale Police Department during these times to contact MR9-1-1 for support.

10:00 p.m. on April 15, to approximately 6:00 a.m. on April 16

10:00 p.m. on April 16, to approximately 6:00 a.m. on April 17

6. Budget Limitations

Liz Graeber advised to move this item after the Intrado report.

Ms. Graeber provided an update on the 9-1-1 budget. She said the state's sweeps from the 9-1-1 program fund to balance their budget have impacted planning for equipment and the baseline budget for Maricopa Region 9-1-1. Due to the Governor's proposed FY 2012 sweep of \$2.2 million, the 9-1-1 fund may not have enough money to cover the FY 2012 budget. Ms. Graeber advised that MR9-1-1 may need to cut 20 percent or \$1.5 million from their baseline budget of \$7.7 million which means cuts to 9-1-1 services. The baseline budget comprises (3) components: wireless network, wireline network, and maintenance. The impact of cuts to services is as follows:

- Wireline - Voice only and no ALI (Automatic Location Identification).
- Wireless - Not paying cost recovery to wireless carriers which could result in litigation. 70 percent of 9-1-1 calls are wireless.
- Maintenance – Not having MR9-1-1 staff to maintain the 9-1-1 equipment for 25 PSAPs. MR9-1-1 provides maintenance 24 hours a day seven days a week.

Ms. Graeber advised the 9-1-1 state office is analyzing the numbers to see what is left in the 9-1-1 fund. She is waiting to hear from them to see if the proposed cuts will need to occur.

She also advised the proposed cuts and baseline budget have been presented to the MAG 9-1-1 Oversight Team.

Vicky Scott asked if Next Generation 9-1-1 is on hold. Ms. Graeber replied that it is.

Ms. Graeber stated she will contact the new PSAP Managers to help them with the MAG FY 2013 budget requests. She advised the budget process still needs to be completed even though funding may not be available.

Ms. Graeber announced that it is National Telecommunicators Week.

Chair Cutts asked if all three components of the baseline budget have to be cut or if there is a work around. Ms. Graeber said one area does not cover the 20 percent so cuts will still have to be made.

Mr. Nadeau asked for a copy of the baseline budget fact sheet with numbers.

7. Community Emergency Notification System (CENS) Update

Liz Graeber provided an update on the Community Emergency Notification System (CENS). She advised CENS was approved for another Homeland Security Grant that will provide funding through 2013. Ms. Graeber reported there were 72 launches in 2010 and 17 launches so far this year. She said the test launches have gone up and asked everyone to keep up the good work.

Ms. Graeber advised that Pinal County is interested in joining the MR9-1-1 Community Emergency Notification System and that she is looking into the costs.

Ms. Graeber stated that the self registration for cell phones and VOIP phones has grown from 4,700 in January to 7,800 due to recent media coverage. She advised that Maricopa County Emergency Management is working on CENS pamphlets to educate the public and is also working on a program to help citizens without internet access with self registration. Ms. Graeber asked if there were any questions. Chris Nadeau asked for a CENS report of activations by jurisdiction. Mr. Eaton asked the PSAP Managers group to get the word out about CENS and self registration to the emergency management staff at their agencies.

8. ADOA Report and State Wireless Update

Maria. Hall provided a report on Wireless Phase II Projects. Mojave County is testing with AT&T and hopes to be complete by the end of this fiscal year. Greenlee County has a GIS project funded with a grant and will be complete by May. Yuma and Gila will be Phase II by this summer. Funding is limited so projects may be on hold due to budget limitations. Coconino County is moving forward quickly and will be ready for Phase II in 9-12 months. Apache, Navajo and La Paz are the only counties left that are not Phase II.

Ms. Hall advised the annual access line count revealed that wireline count is down and wireless is up by a little.

Ms. Hall advised the State 9-1-1 office received a service plan from Navajo County which their office is reviewing. Navajo County is not currently in the State 9-1-1 plan. They have two PSAPs in Arizona and one in New Mexico. The state will not fund PSAPs in other states.

Ms. Hall provided an update on the current state of the budget. She said the FY 2012 budget was recently signed by the governor and included a \$2 million sweep from the 9-1-1 program fund. ADOA is analyzing the numbers to see how the sweep will impact each 9-1-1 system and will share the information when they have more definitive information.

Lifeline equipment is at end of life. Maricopa Region 9-1-1 and Apache have end of life equipment that is not being replaced due to the budget limitations. Capital Improvement projects have not been approved either.

9. Qwest 9-1-1 Account Team Report

Lisa Sheridan reported that Qwest is now CenturyLink as of April 1, 2011.

10. Intrado Account Team Report

Wade Sanstra stated there was no new information to report.

11. Request for Future Agenda Items

There were no requests for future agenda items.

Vicki Szczepkowski with Chandler Police Department announced she will be retiring in May and introduced her replacement, Commander Matt Christensen.

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

**Old Phoenix Fire Department Training Academy, Classroom #5
2430 S. 22nd Avenue
Phoenix, AZ 85009**

Adjournment

Chris Nadeau motioned to adjourn the meeting at 10:24 a.m. Loretta Hadlock seconded, and the motion carried unanimously.