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October 5, 2011

TO: Members of the MAG PSAP Managers Group

FROM: Patrick Cutts, Scottsdale, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, October 13, 2011, at 9:00 a.m.
Maricopa Association of Governments
Suite 200 - Saguaro Room
302 N. 1st Avenue
Phoenix, AZ 85003

A meeting of the MAG PSAP Managers Group has been scheduled for the time and place noted above. Members of the PSAP Managers Group may attend the meeting either in person, by videoconference, or by telephone conference call. In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP Managers Group does not meet the quorum requirement, members who have arrived at the meeting will be instructed a meeting cannot occur and subsequently be dismissed. Your attendance at the meeting is strongly encouraged.

Please park in the garage under the building, bring your ticket, parking will be validated. For those using transit, Valley Metro/RPTA will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation. If you have any questions regarding the meeting, please contact Liz Graeber, Maricopa Region 9-1-1 Administrator, City of Phoenix Fire, at 602-534-9775, or Nathan Pryor, MAG, at 602-254-6300.

A Voluntary Association of Local Governments in Maricopa County

City of Apache Junction ▲ City of Avondale ▲ Town of Buckeye ▲ Town of Carefree ▲ Town of Cave Creek ▲ City of Chandler ▲ City of El Mirage ▲ Fort McDowell Yavapai Nation ▲ Town of Fountain Hills ▲ Town of Gila Bend
Gila River Indian Community ▲ Town of Gilbert ▲ City of Glendale ▲ City of Goodyear ▲ Town of Guadalupe ▲ City of Litchfield Park ▲ Maricopa County ▲ City of Mesa ▲ Town of Paradise Valley ▲ City of Peoria ▲ City of Phoenix
Town of Queen Creek ▲ Salt River Pima-Maricopa Indian Community ▲ City of Scottsdale ▲ City of Surprise ▲ City of Tempe ▲ City of Tolleson ▲ Town of Wickenburg ▲ Town of Youngtown ▲ Arizona Department of Transportation

**MAG PSAP MANAGERS GROUP
TENTATIVE AGENDA
October 13, 2011**

COMMITTEE ACTION REQUESTED

- | | |
|--|---|
| <p>1. <u>Call to Order and Introductions</u></p> | |
| <p>2. <u>Call to the Audience</u></p> <p>An opportunity is provided to the public to address the PSAP Managers Group on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three-minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the PSAP Managers Group requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.</p> | <p>2. Information.</p> |
| <p>3. <u>Approval of July 14, 2011, Meeting Minutes</u></p> <p>Review and approve the minutes of the July 14, 2011, meeting.</p> | <p>3. Review and approve minutes of July 14, 2011, meeting.</p> |
| <p>4. <u>MSAG Coordinator Retirement Presentation</u></p> <p>Jean Maiocco, Maricopa Region 9-1-1 MSAG Coordinator, will be recognized for her years of service.</p> | <p>4. Information.</p> |
| <p>5. <u>MSAG/GIS/Mapping</u></p> <p>A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.</p> | <p>5. Information and discussion.</p> |
| <p>6. <u>Maricopa Region 9-1-1 Tech Team</u></p> <p>A maintenance report will be provided by the Maricopa Region 9-1-1 Tech Team Technical Manager.</p> | <p>6. Information and discussion.</p> |
| <p>7. <u>Community Emergency Notification System (CENS) Update</u></p> <p>An update on the CENS program will be provided.</p> | <p>7. Information and discussion.</p> |

8. Budget Limitations

An update on current and future budget issues of the MAG 9-1-1 system will be provided.

9. Arizona Department of Administration Report and State Wireless Update

The Administrator for the State 9-1-1 System from Arizona Department of Administration will provide an update regarding the overall coordination of 9-1-1 emergency telephone systems in other regions of the state and a report on the status of enhanced wireless in Arizona.

10. CenturyLink 9-1-1 Account Team Report

The CenturyLink 9-1-1 account team will provide a report regarding service items of interest to the PSAP Managers.

11. Intrado Account Team Report

Intrado will provide a report regarding service items of interest to the PSAP Managers.

12. Representation on the MAG Technical Advisory Group

On July 13, 2011, the MAG Management Committee established a 3-1-1 Business Plan Committee to explore technological, financial, and operating options in regard to the possible implementation of a regional 3-1-1 telephone number for non-emergency municipal services. To ensure coordination with the region's 9-1-1 system, the Management Committee action also included the participation of a representative from the PSAP Managers Group on the MAG Technology Advisory Group. The MAG Technology Advisory Group will serve in a technical advisory role to the 3-1-1 Business Plan Committee. Members of the PSAP Managers Group will be requested to discuss the representative for appointment to the MAG Technology Advisory Group. Please refer to the enclosed material.

8. Information and discussion.

9. Information and discussion.

10. Information and discussion.

11. Information and discussion.

12. Information, discussion, and possible action.

13. Mesa Fire PSAP Request

Per Chapter One, Title Two, Article Four of the Arizona Administrative Code, the City of Mesa Fire Department is requesting to be defined as a member of the Maricopa Region 9-1-1 community, and an Ex-Officio member of the MAG PSAP Managers Group. Mesa Fire has recently expanded its facilities and has expressed interest in developing and implementing a new PSAP in addition to the existing Mesa Police PSAP. The existing Mesa Police PSAP will continue its activities and representation on the MAG PSAP Managers Group. Mesa's request will be presented through the MAG committee process, including the MAG Regional Council. The PSAP Managers will be requested to make a recommendation to the MAG 9-1-1 Oversight Team regarding Mesa Fire's request.

14. PSAP Call/Patch Policies

As the usage of the PSAP Call/Patch talk groups has grown and the changes made to interoperability capabilities throughout the region, a review the policy as written is needed. The PSAP Managers will determine what changes, if any, are needed to update the policy to meet current practice; i.e., what currently is broadcast on PSAP is appropriate and what is not.

15. Smart 9-1-1 Presentation

Smart 9-1-1 will review their ability to provide premise information associated by ALI data. Smart 9-1-1 will provide question and answer time after the presentation.

16. Request for Future Agenda Items

Topics or issues of interest that the PSAP Managers Group would like to have considered for discussion at a future meeting will be requested.

Adjournment

13. Information, discussion, and possible action.

14. Information, discussion, and possible action.

15. Information and discussion.

16. Information and discussion.

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
July 14, 2011
Old Phoenix Fire Department Training Academy, Classroom #5
Phoenix, Arizona

MEMBERS ATTENDING

Patrick Cutts, Scottsdale, Chair	Michelle Kessler for Kim Humphrey, Phoenix
Toni Rogers, Tolleson, Vice Chair	Rachel Harris for Curtis Thomas, Salt River
Lisa Eminhizer, Apache Junction	Pima-Maricopa Indian Community
* Mark Gorla, Avondale	Carol Campbell, Surprise
Jared Griffith, Buckeye	Karen Allen, Tempe
David Levoy for Matt Christensen, Chandler	* Ed Syzponik, Wickenburg
* Stephanie Beebe, Ft. McDowell Yavapai Nation	+ Michelle Potts, ASU
Maggie Davidson for Janet Laird, Gilbert	+ Barbara Jaeger, ADOA
Michaelanne Acree for Loretta Hadlock, Glendale	*+Nicole Ankenman, Capitol Police
Chris Nadeau, Goodyear	+ Patty Simpson, DPS
Cari Zanella, Mesa	+ David Demers, Luke AFB
Jesse Locksa, Maricopa County	+ P. Jay Strebeck, Phoenix Fire
Bonnie Ginka for John Bennett, 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	Thomas Nudo, Intrado
Dave Dansevicius, MR9-1-1	David Doane, Intrado
Nate Nguyen, MR9-1-1	Ron Helterbrand, Intrado
Liz Graeber, MR9-1-1	Kasey Beal, Mesa Fire
Angela Beatty, MR9-1-1	Brian Kotsur, Mesa Fire
Tom Whiting, MR9-1-1	Paul Ellis, MCSO
Maria Hall, ADOA	Emily Garcia, Pinal County
Sandra Gilstad, ADOA	Jennifer Foster, Pinal County
Bob Bobbett, CenturyLink	Robert Woodhull, Pinal County
Domela McHenry, Surprise PD	Nathan Pryor, MAG

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Chair Patrick Cutts, Scottsdale Police Department, at 9:00 a.m. Self-introductions were made.

2. Call to the Audience

An opportunity is provided to the public to address the PSAP Managers Group on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three-minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the PSAP Managers Group requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

There were no comments from the audience.

3. Approval of the April 14, 2011 PSAP Managers Meeting Minutes

Ms. Scott moved to approve the minutes of the April 14th, 2011 meeting. Ms. Kessler seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Liz Graeber, Maricopa Region 9-1-1 Administrator, provided the report on behalf of Dave Eaton in his absence. Ms. Graeber stated the GIS update will be ready at the end of this month and to call the Maricopa Region 9-1-1 technical support line to report any mapping issues.

Ms. Graber commended Tom Whiting, Maricopa Region 9-1-1 Integrated Systems Administrator, for receiving the APCO/NENA Technician of the Year Award for the State of Arizona. Ms. Graeber stated that Mr. Whiting's hard work and dedication to the Phoenix Police Department dual site project is greatly appreciated.

5. Maricopa Region 9-1-1 Tech Team

Mike Benjamin, Maricopa Region 9-1-1 Technical Manager, distributed the quarterly report of maintenance case counts. Mr. Benjamin introduced a new member to the Maricopa Region 9-1-1 Technical Team, Dave Dansevicus. Mr. Dansevicus started last week as a 9-1-1 Field Technician. He has 17 years of experience in Information Technology and most recently worked for Pinal County Government. Mr. Benjamin said that Mr. Dansevicus will be a great asset to the team due to his background and certifications in IP data networking.

Mr. Benjamin stated that William Boyd was absent and provided the report on technical projects on his behalf. He reported there was a small increase in maintenance cases after equipment upgrade projects at the Tolleson, Salt River, and Apache Junction police departments.

Mr. Benjamin provided an update on the Phoenix Police Department projects. The furniture remodel project at 620 W. Washington is complete. The furniture remodel project at the

Elwood location will begin soon. It includes 58 positions and will be done in two phases, which will require a lot of work and coordination from MR9-1-1. Mr. Benjamin reported the dual site configuration has been stable with just a couple of notable troubles and has provided Phoenix Police Department with some flexibility. Phoenix Police Department is now able to utilize both wireless trunk groups at the same time. Historically, they were only able to use half of the trunks at a time.

Nate Nguyen, Maricopa Region 9-1-1 Technical Supervisor, reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. Mr. Nguyen advised there was an 11 percent increase in case activity from last quarter with (337) cases opened, (296) cases resolved, and (41) cases active. Currently there are (111) outstanding cases for PSAP/Network issues and low priority tasks. Mr. Nguyen advised trouble issues worked on this quarter include Viper, Power 9-1-1, Lifeline and MIS issues; Wireless cases related to CPE, Century Link network, misroutes and levels on the trunk. Mr. Nguyen stated MR9-1-1 is still working on the low volume transfer issue, but has not been able to resolve it yet.

Mr. Nguyen outlined the new MR9-1-1 site ownership service model for Viper sites. MR9-1-1 field technicians will be assigned to specific PSAPs/Viper sites that they will be responsible for maintaining during regular business hours. He advised the model was tried before but there were not enough resources and it was put on hold. With the addition of the new MR9-1-1 field technician the service model for Viper sites can be implemented. This model is for Viper sites only, not Lifeline sites. Lifeline sites are too big to use this model. Mr. Nguyen said to call him if there are any issues or concerns with the new model. There are no changes to standby/on-call after hours assignments. The new technician will be added to the rotation once he becomes more familiar with PSAP equipment.

Mr. Benjamin provided an overview of the 'PSAP Attack'. MR9-1-1 technical, GIS, and administration staff will visit each PSAP to observe its operations to see if changes are needed. MR9-1-1 staff will review site physical installation, sit with call takers to learn and review processes and take back questions and concerns in an effort to flush out chronic items the PSAP is dealing with. Mr. Benjamin stated that MR9-1-1 is here to help. He is developing a schedule and agenda.

Mr. Benjamin provided an update on the MR9-1-1 Regional Infrastructure Project. He stated that the Adaptive Private Network equipment deployment is complete and all sites are up and running which improves the ability to scale our IP bandwidth and use any available provider.

Mr. Benjamin continues to work on preparing the IP Infrastructure. Cox Communications will be installing fiber optic service at (7) sites: Fort McDowell, Tempe, Gilbert, Peoria, Phoenix, Scottsdale, and Tolleson. Mr. Benjamin stated this is a significant improvement and holds a lot of promise for 911. These projects are happening with no capital investment from the 911 system and no cost to the affected city. There are a few sites that need trenching and permits. Mr. Benjamin said he is happy with Cox for their efforts to bring fiber to these sites at no additional cost.

6. Community Emergency Notification System (CENS) Update

Ms. Graeber provided an update on the Community Emergency Notification System (CENS). She advised there has been a recent issue with Communicator NXT, the internal Notification System. There have been a couple of instances where phone numbers for personnel have changed but have not been updated in the Communicator NXT system and as a result notifications are being sent to the wrong person internally. Ms. Graeber asked those with the Communicator NXT System to please be aware of this issue and to keep contact information updated.

Ms. Graeber advised she attended the Homeland Security grant meeting in April. There were (53) grant requests. Reverse 9-1-1 was the first one on the agenda and was approved. Ms. Graeber said she will be notified of the amount of the Homeland Security Grant in November which will provide funding for CENS through 2013. Ms. Graeber stated her appreciation to everyone for using the Community Emergency Notification System (CENS).

Ms. Graeber advised that Mesa Police Department had a major power outage due to a powerful storm and needed to use CENS to send a message to 77,000 residents. The launch was going to take ten hours for a (1) minute message on the regular system. Ms. Graeber said she advised Mesa this was not productive and suggested using the mass call out feature. She contacted the vendor and was informed that MR9-1-1 did not have the mass call out feature but has a back up system. The back up system is a replica of the regular system and has the same number of phone lines. Ms. Graeber stated MR9-1-1 was able to cut Mesa's launch time in half by doing half of the notification on the regular system and the other half on the back up system. Ms. Graeber advised there is a cost to use the back up system. The 10,000 minutes that were purchased a year ago were used up during Mesa's launch. Mesa has agreed to replace the 10,000 minutes and pay for any overages related to their launch. Ms. Graeber stated MR9-1-1 will look into purchasing additional minutes and has asked the vendor to provide mass call out capability which utilizes more phone lines. She reminded all to keep using the regular system for small notifications and to be aware that there is a cost to use the back up system for larger notifications. The cost is usually 15 cents per minute.

Ms. Graeber asked Ms. Zanella if there was any feedback from citizens on how the launch went. Ms. Zanella stated the back up system may have cut off some of the message. Ms. Graeber replied she is looking into that. She also stated the back up system does not have Spanish and can only be activated by MR9-1-1.

Ms. Graeber asked if there were any questions.

Chair Cutts asked for clarification regarding the availability of the mass call out feature. Ms. Graeber replied mass call out is a feature that needs to be configured and was not active on the day of Mesa's launch. MR9-1-1 is working with the vendor to get it configured.

Ms. Graeber said there are (137) telephone lines designated for the regular notification system; the mass call out feature can utilize multiple lines closer to the thousands to send a message.

7. Budget Limitations

Ms. Graeber provided an update on the 9-1-1 budget. She reported the Arizona State Legislature recently took \$2.2 million from the 9-1-1 fund to cover their budget which impacted the FY2011 budget for Maricopa Region 9-1-1 and other counties in the state of Arizona. The equipment upgrade and additional positions for Maricopa County Sheriff's Office were cancelled. Logging Recorders were not funded. Navajo and Apache County had equipment purchased that was not installed. The Yuma County Phase II project was cancelled.

Ms. Graeber stated the Arizona Department of Administration informed her that there was enough revenue to cover the FY2012 budget operations costs which include network and maintenance. All capital equipment projects will not be funded statewide, including two additional positions and a logging recorder for Goodyear, a system upgrade for Buckeye, a system upgrade for Paradise Valley, a system upgrade for Surprise, and ten additional positions and a system upgrade for Maricopa County Sheriff's Office. Ms. Graeber advised that agencies will have to fund these projects themselves and that MR9-1-1 will continue to provide maintenance on existing equipment. The FY2013 equipment projects may also be in jeopardy due to funding limitations. Phoenix, Tempe, and Mesa Police Departments have end of life equipment that needs to be replaced.

Ms. Graeber stated the goal regarding the 9-1-1 budget is to educate the legislature on the impact of the 9-1-1 fund sweeps to prevent future sweeps and keep the 9-1-1 fund healthy.

Ms. Graeber provided an update on funding for Evergreen, a service from Intrado to keep system software up to date at the current release. The Evergreen contracts are traditionally purchased in five-year increments and will expire soon for some agencies. Ms. Graeber is checking to see if funding is available to renew contracts. If funding is limited, MR9-1-1 may have to let the contract expire or the agencies will have to cover the cost to renew the contract. Ms. Graeber said she will contact agencies individually to review their options.

Ms. Scott asked how far in advance agencies will be notified before their contract expires. Ms. Graeber said she will notify each PSAP by email of their Evergreen contract expiration date next week.

Nathan Pryor, MAG, advised the budget limitations item has been presented to the MAG 9-1-1 Oversight Team, MAG Management Committee and will go to Regional Council later this month.

Ms. Graeber stated she talked to the East Valley Chiefs yesterday about the 9-1-1 budget limitations also.

8. MAG FY 2013 PSAP Annual Element/Funding Request and FY 2013-2017 Equipment Program

The FY 2013 PSAP Annual Element/Funding Request and FY 2013-2017 Equipment Program was presented to the PSAP Managers. Ms. Graeber advised that MR9-1-1 is requesting equipment peripherals (\$50,000), Avondale is requesting a logging recorder reimbursement (\$50,000), Buckeye is requesting a Viper upgrade (\$275,000), Goodyear is requesting a logging recorder reimbursement and two additional positions (\$150,000), MCSO is requesting 10 additional positions and a Viper upgrade (\$940,000), Paradise Valley is requesting a Viper upgrade (\$225,000), and Surprise is requesting a Viper upgrade (\$325,000). FY 2013 equipment total is \$2,015,000. FY 2013 budget total is \$9,891,724.

Jesse Locksa, Maricopa County Sheriff's Office, motioned to recommend for approval the FY 2013 PSAP Annual Element/Funding Request and FY 2013-2017 Equipment Program. Carol Campbell, Surprise Police Department, seconded and it was unanimously carried.

9. ADOA Report and State Wireless Update

Sandra Gilstad provided a report on Wireless Phase II projects. Ms. Gilstad stated that Wireless Phase II services are an important component of our 9-1-1 system. Due to the state of the 9-1-1 budget and the costs associated with Phase II deployment and services, the decision was made to suspend any future Phase II projects. Recently, an option to continue Phase II was reviewed and accepted that will allow the State 9-1-1 Office to continue Phase II deployments with wireless service providers who do not seek cost recovery from the State of Arizona. The new deployment option also requires that no dedicated wireless trunks will be installed as part of the Phase II deployment requiring wireless calls to be received over existing wireline 9-1-1 trunks. Continued traffic studies will ensure that the P.01 grade of service is met. Nationally, the majority of states do not have dedicated trunking.

Ms. Gilstad said Yuma County 9-1-1 was informed of the new Wireless Phase II deployment restrictions and has agreed to move forward with Phase II deployment. Yuma County 9-1-1 was offered a traditional, full Phase II deployment if the system wanted to locally fund any aspect of the deployment and continued services the State 9-1-1 Office could not.

Ms. Gilstad stated that upon successful completion in Yuma, Phase II deployment will continue with Gila County, Greenlee County and Coconino County. Coconino County is GIS ready for Phase II deployment; however, an ALI enhancement project for the Tusayan/Grand Canyon area is in need of completion. We are making progress and hope to start Coconino County Phase II project in July 2012.

Regarding GIS, the State 9-1-1 Office has been offered grant funds from the Arizona State Land Department for the completion of 9-1-1 GIS for the remaining three counties: La Paz, Navajo and Apache Counties and is in the process of completing an ISA that will secure the funding for the projects. In addition, the State Land Department has secured the AZ3D server from Government Information Technology Agency (GITA) and will allow the 9-1-1

community space on the server as a central repository. Connectivity for the 9-1-1 systems and/or PSAPs to the server is still under discussion along with how to attain the data and management of updates.

Ms. Jaeger advised that GITA has dissolved and consolidated with Arizona Department of Administration and is now Arizona Strategic Enterprise Technology (ASET).

10. CenturyLink 9-1-1 Account Team Report

Bob Bobbett advised he had nothing new to report and asked if there were any questions or concerns.

Mr. Benjamin asked about the Public Switched Telephone Network (PSTN) outage that occurred on April 19, 2011, which affected several sites. Mr. Bobbett stated he did not know the details surrounding the outage but would research and provide the information to Mr. Benjamin.

11. Intrado Account Team Report

Tom Nudo reported that he has been assigned to a new area and introduced David Doane as the new service account manager for the western region.

12. Regional 3-1-1 Update

Nathan Pryor, MAG, provided an update on the status of implementing a regional 3-1-1 telephone number for non-emergencies and municipal services. Mr. Pryor advised that the City of Tempe has invested a lot of time researching 3-1-1 and that the new Chair of the MAG Management Committee is the Tempe City Manager. Mr. Pryor said MAG presented regional 3-1-1 to the 9-1-1 Oversight Team for discussion. The concerns discussed at the meeting included resources, budget limitations, and the impact to 9-1-1.

Mr. Pryor stated this item was also presented at the MAG Management Committee meeting yesterday. He provided an overview of the action taken. MAG will set up a 3-1-1 Business Plan Committee which will include a representative from the 9-1-1 Oversight Team to review funding and system options. MAG Technical Advisory Group will review technologies and make recommendations to the 3-1-1 Business Plan Committee and would like a member from the PSAP Managers Group to serve on the MAG Technical Advisory Group. Mr. Pryor stated regional 3-1-1 will be presented to the Regional Council at a later date.

Mr. Pryor stated the Potential Evaluation of a 3-1-1 System for the MAG Region presentation can be found on MAG's website at azmag.gov.

Ms. Graeber thanked Mr. Pryor for the update and asked if there were any questions.

Ms. Graeber stated 3-1-1 is optional for each agency. 3-1-1 operators will answer non-

emergency city related questions that 9-1-1 administration does not answer.

Ms. Graeber said that 9-1-1 call volume for New Mexico decreased when 3-1-1 was implemented.

City of Tempe has purchased software to implement 3-1-1 as a pilot program. Karen Allen stated she does not know yet if it has reduced 9-1-1 call volume for Tempe.

Ms. Graeber asked if the 3-1-1 operators are staffed 24 hours. Ms. Allen replied no the call takers work from 7 am to 6 pm.

Ms. Graber asked if a 10 digit number is used or 3-1-1. Ms. Allen said 4-3-1-1 is used.

13. Request for Future Agenda Items

Chair Cutts asked if there were any topics or issues of interest that the committee would like to discuss or present at the next meeting. Ms. Graeber advised that she received a request from Smart 911 to provide a presentation at the October meeting.

Chair Cutts announced that Carol Campbell, Surprise Police Department Communications Manager is retiring August 1st and thanked her for her service.

Ms. Graeber advised of the 2011 Arizona APCO-NENA State Training Conference July 17-20, 2011.

The next meeting is scheduled for October 13, 2011 at 9:00 a.m. The meeting will be held at:

**Maricopa Association of Governments Saguaro Room
302 N 1st Ave
Phoenix, AZ 85003**

Adjournment

Chris Nadeau motioned to adjourn the meeting at 10:04 a.m. Vicky Scott seconded, and the motion carried unanimously.