

April 4, 2012

TO: Members of the MAG PSAP Managers Group

FROM: Tonia Rogers, Tolleson Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, April 12, 2012 at 9:00 am
MAG Office, Suite 200 - Saguaro Room
302 North 1st Avenue, Phoenix

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.

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.

**MAG PSAP MANAGERS GROUP
TENTATIVE AGENDA
April 12, 2012**

COMMITTEE ACTION REQUESTED

1. <u>Call to Order and Introductions</u>	
2. <u>Call to the Audience</u> 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.	2. Information.
3. <u>Approval of January 12, 2012, Meeting Minutes</u>	3. Review and approve minutes of January 12, 2012, meeting.
4. <u>Update on 9-1-1 Interaction With the Regional Community Network</u> The MAG Technology Advisory Group and the MAG Intelligent Transportation Systems Committee have both taken action to approve the addition of limited 9-1-1 traffic as an approved application for the Regional Community Network. This provides an alternate, physically separate path for 9-1-1 communication in the future. An update will be provided.	4. Information and discussion.
5. <u>Update on the Activities of the 3-1-1 Business Plan Committee</u> On July 13, 2011, the Management Committee voted to form a 3-1-1 Business Plan Committee composed of representatives from local governments to discuss potential system types and funding options for a regional implementation of 3-1-1. To examine the technical issues, the Management Committee recommended that the existing MAG Technology Advisory Group (MAGTAG) report to the 3-1-1 Business Plan Committee. To ensure coordination with the MAG 9-1-1 committees, it was	5. Information and discussion.

recommended that a representative from the MAG 9-1-1 Oversight Team serve on the 3-1-1 Business Plan Committee and a representative from the MAG 9-1-1 Public Safety Answering Point Managers Group serve on the MAGTAG. An update will be provided on the activities of the 3-1-1 Business Plan Committee to date.

6. MSAG/GIS/Mapping

A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.

7. Maricopa Region 9-1-1 Tech Team

A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager.

8. Community Emergency Notification System/Reverse 9-1-1 Update

An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided.

9. Budget Limitations

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

10. Arizona Department of Administration Report and State Wireless Update

The Administrator for the State 9-1-1 Office from the 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.

11. 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

6. Information and discussion.

7. Information and discussion.

8. Information and discussion.

9. Information and discussion.

10. Information and discussion.

11. Information and discussion.

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
January 12, 2012
Tolleson Police Department, Community Room
8530 W. Van Buren, Tolleson, Arizona 85353

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	Vicky Scott, Peoria
Cari Zanella, Mesa, Vice Chair	Michelle Kessler for Kim Humphrey, Phoenix
* Lisa Eminhizer, Apache Junction	Rachel Harris, Salt River Pima- Maricopa Indian Community
Janne Strigner, Avondale	Patrick Cutts, Scottsdale
Jared Griffith, Buckeye	Domela McHenry, Surprise
Matt Christensen, Chandler	Karen Allen, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	* Ed Syzponik, Wickenburg
Janet Laird, Gilbert	+ Barbara Jaeger, ADOA
Loretta Hadlock, Glendale	+ Patty Simpson, ASU
Sherry Gise for Chris Nadeau, Goodyear	+ David Demers, Luke AFB
Jesse Locksa, Maricopa County	+ P. Jay Strebeck, Phoenix
Bonnie Ginka for John Bennett, Paradise Valley	+ Ellen Anderson, Rural Metro/Southwest Ambulance

*Those members neither present nor represented by proxy.

+Ex-Officio member

OTHER PRESENT

Lisa Sheridan, CenturyLink	Robert Bobbett, CenturyLink
Liz Graeber, MR911	William Boyd, MR911
Dave Eaton, MR911	Mike Benjamin, MR911
Tom Whiting, MR911	Nate Nguyen, MR911
Sandra Golstad, ADOA	Maria Hall, ADOA
David Doane, Intrado	Robert Woodhull, Pinal County
Emily Garcia, Pinal County	Veronica Dimas, Phoenix
Jennifer Guthrie, Surprise	Nathan Pryor, MAG
Brian Kotsur, Mesa	Michaelanne Acree, Glendale
Allyna Bay, Gilbert	Ralph Cornejo, Gilbert
Margie Castelamare, Buckeye	

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Toni Rogers at 9:05 a.m. Self introductions were made. Vice Chair, Cari Zanella was recognized and Patrick Cutts was also recognized for his service as Chairman.

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 October 13, 2011 PSAP Manager's Meeting Minutes

Mr. Patrick Cutts moved to approve the minutes of the October 13, 2011 meeting.
Ms. Domela McHenry seconded and the motion passed unanimously.

4. Arizona Child Abduction Response Team (AZ CART)

A presentation of the Arizona Child Abduction Response Team (AZ CART) was made by Det. Ralph Cornejo from Gilbert Police and Allyna Bay from Gilbert Communications. Arizona Child Abduction Response Team (AZ CART) is looking for law enforcement dispatchers to serve as Communications members on its team. AZ CART is a dynamic, flexible workgroup specially trained to deploy when requested by law enforcement agencies investigating a report of a missing/abducted child. The agency is seeking dispatchers who are self starters, who can work without direction and who are flexible and able to adapt to constant change. Dispatchers should have knowledge of radio operating systems, portable radio use and be able to dispatch "on the fly" using hand logs or general PC word processing programs. AZ CART is comprised by volunteer members from agencies around the valley. Independent funding and members are financially supported as employees of their home agency. Upon activation, AZ CART coordinators would like to utilize a rotational schedule of dispatchers to provide communications coverage during the event. Dispatchers must know that the working environmental conditions may be less than optimal during a CART deployment and should respond prepared to work in these conditions, often without breaks and need to come prepared with their own food and water. A list of potential members is to be compiled by February 1st. An orientation meeting and training time will then be established to provide all new members with adequate preparation for deployment. Periodic team meetings will then be held to conduct updated training, debriefing, etc. If members are interested in having their Communications Center participate and feel you have employees that would be interested in working on this team, please contact Allyna Bay via email at allyna.bay@gilbertaz.gov by February 1, 2012.

5. Maricopa Region 9-1-1 Technical Team

Mike Benjamin reported that the 9-1-1 Technical Team had no staff changes. Case counts were discussed and over 375 cases were logged, 153 outstanding cases open. Preventative maintenance was performed live for certain cities. On the negative side, there was a short ALI outage and Glendale was unable to receive calls (Administrative and 9-1-1). There has been no root cause determined, it is suspected that this could have been a telecom issue in

the CenturyLink network. A question on Ad-Hoc MIS report was asked by Michaelanne Acree from Glendale. David Doane from Intrado, said he believes this function will no longer be supported. William Boyd reported on Rural Metro and no active funded projects. Currently, the team is tending to Phoenix and internal projects. Goodyear Police Department will be going on to a new PSAP. New TECH and CENS machines were deployed this quarter. These new machines came at no cost to our department, they were provided as surplus from a downsized City of Phoenix Department.

6. Community Emergency Notification System Reverse 9-1-1 Update

Liz Graeber reported that Glendale came in at 16 launches. 57 total notifications, down from last year of 72. Law Enforcement usage is far more extensive than Fire. Liz reviewed the FCC guideline usage of the system. The Health Insurance Portability and Accountability Act (HIPAA) Laws discussed as well as cell phone self registration. 911alertsyoud.com is the website in place to help cut down on the registration process. Valley wide PIOs are aware of the valley wide launce to start January 23rd.

7. MSAG /GIS/MAPPING

January 23rd is the next scheduled GIS update and will be sent out. Dave Eaton gave a demonstration on RMAP/Call Screen Functionality and Capabilities. It will be installed at Rural Metro in March 2012.

8. Budget Limitations

Liz Graeber reported that prepaid wireless collections will generate income to the fund. 20 cents vs. 8 cents was discussed. A mechanism on billing/collection is being looked into. Fiscal Year 2012-13 look at being stable however, the State 911 Office is still standing down on all capital projects. House Bill 2094; Prepaid Wireless E9-1-1 Excise Tax was discussed. This bill is an attempt to collect 911 excise tax from prepaid cell phones. Ms. Graeber will keep the managers informed on the bill's movement.

9. AZ Department of Administration Report and State Wireless Update

Barbara Jaeger reported on: Cost Recovery, two trunk group vs. one trunk group, conditions on-going to Phase II. No enterprise mapping, due to lack of funding. Budgets were due in December of 2011.

10. Alarm Alert on 9-1-1

Liz Graeber stated that the current administrative code for 911 does not allow a recorded message to on 9-1-1 lines, it needs to be a two-way communications system. Currently a product called EmFinders have sold subscriptions despite the regulations. Their product is directed to certain patients, i.e., Alzheimer patients and the ability to track them using the 911 mapping system.

11. Quarterly PSAP Meeting Location

Liz Graeber asked the group if all were open to having the quarterly meetings at the MAG office, located at 302 N. 1st Avenue. Commander Christensen from Chandler motioned on having all meeting at the MAG Phoenix Office and Loretta Hadlock from Glendale second the motion.

12. 9-1-1 System Five Year Working Plan

Liz Graeber is looking at a group (5-7 members) to work on this plan.

13. Update on the 3-1-1 Business Plan Committee

Liz Graeber stated that due to cost issues, the 3-1-1 Business Plan Committee has decided to go with other models. A subcommittee was developed to look at the cost, model, and is scheduled to meet in a couple of weeks per Patrick Cutts.

14. Request for Future Items

There were no requests for future agenda items, members were encouraged to send information to Liz Graeber for the next meeting scheduled for Thursday, April 12, 2012.

Recognition was given to Karen Allen who will be retiring after 30 years of service with the City of Tempe.

Adjournment

Michelle Kessler with the Phoenix Police Department motioned to adjourn the meeting at 10:50 a.m. Patrick Cutts seconded, and the motioned carried unanimously.