

October 3, 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, October 11, 2012 at 9:00 a.m.
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
October 11, 2012**

COMMITTEE ACTION REQUESTED

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| <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 12, 2012, Meeting Minutes</u></p> | <p>3. Review and approve minutes of July 12, 2012, meeting.</p> |
| <p>4. <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>4. Information and discussion.</p> |
| <p>5. <u>Maricopa Region 9-1-1 Tech Team</u></p> <p>A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager.</p> | <p>5. Information and discussion.</p> |
| <p>6. <u>Community Emergency Notification System/Reverse 9-1-1 Update</u></p> <p>An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided.</p> | <p>6. Information and discussion.</p> |
| <p>7. <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>7. Information and discussion.</p> |

- 8. New Year's Eve Wireline Rollover
The Maricopa Region's current New Years Eve plan includes Century Link to temporarily stop wireline 9-1-1 calls from rolling over. A discussion on whether the region wants or needs to keep this practice in place. Please refer to the enclosed material.

- 9. 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.

- 10. 9-1-1 Rollover and Make-Busy Map
Review of the current diagram of the PSAP 9-1-1 Rollover model. Please refer to the enclosed material.

- 11. PBX 9-1-1 Issues
Review and discuss issues with 9-1-1 calls received from PBX switches that are not programmed or utilize PS-ALL.

- 12. 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

- 8. Information, discussion and possible action to continue or change the New Year's Eve Wireline 9-1-1 model.

- 9. Information and discussion.

- 10. Information and discussion.

- 11. Information and discussion.

- 12. Information and discussion.

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
July 12, 2012
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	Deneen Price for Jesse Cooper, Phoenix
Cari Zanella, Mesa, Vice Chair	* Curtis Thomas, Salt River
* Lisa Eminhizer, Apache Junction	Pima-Maricopa Indian Community
Mirela Borsan for Avondale	Patrick Cutts, Scottsdale
Jared Griffith, Buckeye	Emily Pepe for Surprise
Michelle Potts, Chandler	* Arleen Caruth, Tempe
# Stephanie Beebe, Ft. McDowell Yavapai Nation	* Ed Syzponik, Wickenburg
# Maggie Davidson for Janet Laird, Gilbert	+ Lonny Foster for ASU
Loretta Hadlock, Glendale	+ Barbara Jaeger, ADOA
Chris Nadeau, Goodyear	+* Patty Simpson, DPS
Jesse Locksa, Maricopa County Sheriff's Office	+* David Demers, Luke AFB
Bonnie Ginka for John Bennett, Paradise Valley	+ Eric Focht for Kasey Beal, Mesa Fire
John Schmitt for Vicky Scott, Peoria	+ Dori Beck for P. Jay Strebeck, Phoenix Fire
	+* Ellen Anderson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.

+ Ex-Officio member

Attended by Teleconference

OTHERS PRESENT

Mike Benjamin, MR9-1-1	Lisa Sheridan, CenturyLink
Nate Nguyen, MR9-1-1	Bob Bobbett, CenturyLink
Liz Graeber, MR9-1-1	Michaelanne Acree, Glendale PD
Angela Beatty, MR9-1-1	Emily Garcia, Pinal County
Tom Whiting, MR9-1-1	Robert Woodhull, Pinal County
William Boyd, MR9-1-1	Pete Adams, Mesa PD
Maria Hall, ADOA	Dianna Hoffman, Avondale PD
Paul Ellis, MCSO	

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Chair Toni Rogers, Tolleson Police Department, at 9:03 a.m. Self-introductions were made.

Chair Rogers asked everyone to remember to sign the sign in sheet.

Chair Rogers advised that Jesse Locksa from Maricopa County Sheriff's Office is retiring at the end of this month and recognized him for his dedicated years of service.

Mr. Locksa stated he has worked for only 42½ years and thanked all for their patience and help during his time at the Maricopa County Sheriff's Office. He advised that Lieutenant Paul Ellis will be taking his place when he retires.

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 January 12, 2012 PSAP Managers Group Meeting Minutes

Chair Rogers asked if there were any changes to the minutes. There were no changes to the minutes.

Patrick Cutts moved to approve the minutes of the January 12, 2012 MAG PSAP Managers Group meeting. Mr. Locksa seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Liz Graeber advised there was no new information to report. GIS Updates are still coming out quarterly, R Mapping has been deployed in some areas and others still have Power 911 Mapping.

Ms. Graeber asked if there were any questions. There were no questions.

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. He stated the 9-1-1 technical team had no staff changes. Nate Nguyen will review the technical case activity and William Boyd will provide a report on technical projects.

Mr. Benjamin advised Maricopa Region 9-1-1 continues to work on regional infrastructure items and improvements to 9-1-1. The formal project opening date with CenturyLink to bring fiber to every PSAP is getting close. Some PSAPs already have CenturyLink fiber. At the

end of the project just about all of Maricopa Region 9-1-1 PSAPs will have fiber connectivity to CenturyLink. This is a large endeavor and a significant improvement for the health and functions of 9-1-1. MR9-1-1 continues to work with the MAG Regional Community Network (RCN) which is currently live at two sites; Phoenix Police at 620 W. Washington Street and Phoenix Fire at 150 S. 12th Street. Peoria Police and Mesa Police are the next two sites to come online. Talks have been started with Scottsdale, Gilbert, Surprise, and Glendale. The RCN is separate from the Cox and CenturyLink Fiber Network. It provides diverse telecommunications into the PSAPs. Other infrastructure projects include PSAP equipment and network monitoring, and security.

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 a 6% decrease in cases this quarter; (389) total cases opened including (82) that were opened after hours and (319) have been resolved. There are currently (193) outstanding cases. Trouble issues worked on this quarter include Viper, Power 9-1-1, Lifeline and MIS issues; Power Map, ALI, Meridian PBX, Circuit, and Hardware related issues. There are (9) outstanding open tickets with Intrado; Over half are for Chandler Police Department because of their Viper Equipment Upgrade.

Mr. Nguyen advised there were a few worthy notes for this quarter. A much needed wireless trunk was added for Glendale Police Department. (106) cases were opened due to the Maricopa Region 9-1-1 Business Intelligent System (BIS) which provides Wireless trunk reports, BIS daily reports, BIS alerts from iPhones and Technicians finding problems while on site. For example, DPS went into Make Busy on May 27th. MR9-1-1 received the alert through the iPhone and a technician worked to remedy a hardware issue in the backroom within 10 minutes.

Mr. Nguyen asked if there were any questions. There were none.

Mr. Benjamin stated the Business Intelligence System is MR9-1-1's attempt to be more proactive. One out of three cases this quarter was opened based on information that MR9-1-1 is finding hopefully before the PSAP supervisors and call takers are affected. It is not just an email but is an alert that provides priority information and detail about the problem. The goal is to try to be in front of technical issues. Mr. Benjamin thanked Barbara Jaeger for investing in the BIS two years ago.

William Boyd, Maricopa Region 9-1-1 Project Manager, provided an update on 9-1-1 Technical projects. He stated that Maricopa Region 9-1-1 replaced the backroom equipment at Chandler Police Department. They had a defective server and a version of Viper software that was several years old and not supported. Their Viper equipment and front room PCs were replaced on June 20, 2012. Chandler Police Department is the first site to have Sonic which is an interface between the back room and front room PCs. All 10 positions are on a Sonic platform now. All upcoming projects will use the Sonic platform. This platform does not affect the PSAP. There was a trial with a few sites at Scottsdale Police Department. Chandler Police Department also implemented ACD on June 20th and they are the first site to get desktop Power Monitor which is a queue display that displays on the call taker desktop.

Still working through issues at Chandler and hope to have them resolved soon since they are a busy medium size PSAP and are also planning to remodel soon. The state has funded four projects for Fiscal Year 2013. Buckeye Police Department is scheduled to be upgraded from Lifeline to Viper on 10/3/12. Surprise Police Department is scheduled to upgrade 8 positions from Lifeline to Viper. Paradise Valley Police Department is scheduled to upgrade 3 positions from Lifeline to Viper. Maricopa County Sheriff's Office is scheduled to upgrade from Lifeline Viper. Their upgrade is dependent on completion of their new building. Goodyear Police Department is moving to a new building and will finance a new 9-1-1 system as part of the move.

Mr. Boyd asked if there were any questions. There were none.

Mr. Benjamin played 2 audio clips of possible bogus calls from field techs or vendors to PSAPs requesting access to their building. He stated neither call was determined to be a legitimate call for service. One call came in on a 911 trunk from an uninitialized phone and the other one could not be identified.

Mr. Benjamin advised Phoenix Police Department has had a rash of incidents in the last 6 months. He said MR9-1-1 will never send a vendor to your PSAP unannounced. If you get calls from someone claiming to be a vendor working on 911, please direct them to the MR9-1-1 support line to verify legitimacy, have them escorted by an officer or send them away. MR9-1-1 will escort if necessary. If we are unable to provide timely escort we (OUR 911 staff) would call to coordinate with your supervisors or managers.

Liz Graeber talked about abandoned wireless calls. She said the MIS abandon report only recognizes wireline calls not wireless calls; this issue was discovered and discussed during the wireless cutover in 2004 but needs to be discussed again for new PSAP Managers. The MIS will show the abandoned wireless call as a regular call and doesn't flag it as abandoned. The way the wireless selective router handles the call is digital and so fast that we have to force the call to stay open so that the call is delivered to your analog system so you can call back.

6. Community Emergency Notification System (CENS) Update

Liz Graeber, Maricopa Region 9-1-1 Administrator, provided an update on the Community Emergency Notification System (CENS). Ms. Graeber advised there were (7) activations in June and that the cell phone self registration total is up to 20,000. She stated there are self registration brochures available that explain how to register. It includes a self registration form that can be filled out to assist those without internet access or an email address. Maricopa County Emergency Management will handle the forms. Ms. Graeber said to let her know if your agency needs brochures to display in public areas.

Ms. Graeber provided information about the Integrated Public Alert and Warning System (IPAWS). It is a FEMA program that broadcasts an emergency text message to cell phones. It is not a text message but is a broadcast message in text that allows 90 characters. The messages could be initiated by the white house, national weather service, or local level. Ms.

Graeber advised the problem is it is all or nothing. If we use the system, it would send a message out to every cell phone which would overwhelm the system. Ms. Graeber said we are negotiating with Maricopa County Emergency Management and State Emergency Management Office to localize it so a message could be sent to specified areas; they anticipate the technology for that will be available soon. Ms. Graeber said once the technology is in place we would set up a component on our notification system which provides another way to send notifications, by text messages. The system knows what cell phones are in the target area not self registration cell phones. Ms. Graeber advised the national weather service is already sending emergency broadcast text messages but they have not educated the public. Ms. Graeber will research to find out if the messages go out to certain areas. She said IPAWS triggers all alerting systems, but we would design it to only work with our CENS System.

Ms. Graeber asked if there were any questions. There were no questions.

7. MAG FY 2014 PSAP Annual Element/Funding Request and FY 2014-2018 Equipment Program

The FY 2014 PSAP Annual Element/Funding Request and FY 2014-2018 Equipment Program was presented to the PSAP Managers. Ms. Graeber advised that MR9-1-1 is requesting equipment peripherals (\$50,000), ASU Police is requesting logging recorder reimbursement (\$50,000), Buckeye Police is requesting two additional positions (\$50,000) Chandler Police is requesting four additional positions (\$100,000), Goodyear Police is requesting logging recorder reimbursement and two additional positions (\$150,000), Mesa Fire is requesting a Viper System (\$400,000), Mesa Police is requesting a Viper upgrade (\$900,000), and Phoenix Fire is requesting a Viper upgrade and five additional positions (1,200,000). FY 2014 Equipment Total is \$2,900,000. FY 2014 budget total is \$12,307,218.

Ms. Graeber advised that logging recorders, additional positions, and new PSAPs are not being approved by the State 9-1-1 office at this time; PSAP Managers still have to go through the MAG budget approval process so that can move forward in case the money becomes available.

Barbara Jaeger asked if the budget constraints are explained to the 911 Oversight Team and Regional Council.

Ms. Graeber advised the budget is presented and explained to the 911 Oversight Team. The budget will be presented to the Management Committee and Regional Council on the consent agenda.

Patrick Cutts, Scottsdale Police Department, motioned to recommend for approval the FY 2014 PSAP Annual Element/Funding Request and FY 2014-2018 Equipment Program. Loretta Hadlock, Glendale Police Department, seconded and it was unanimously carried. Chair Rogers asked if all were in favor of approving the budget and if anyone opposed. All were in favor.

8. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger, State of Arizona 9-1-1 Administrator, reported that House Bill 2094 prepaid wireless E911 excise tax passed but does not go into effect until December 2013 due to Department of Revenue's request for an extension from the September 1, 2012 effective date. As a result of this, there will be no additional revenue coming in. The current revenue statewide is 16.5 million which is not enough to fund all projects. Ms. Jaeger advised the Fiscal Year 2013 budget sweep of 2.2 million did not happen so that money was used immediately to fund end of life equipment projects for Maricopa Region 9-1-1.

The FCC is working on mandates for uninitialized and multi line private phone systems. Currently there is no mandate to require a private business exchange system to have enhanced 9-1-1. This has been on going since 1994. Hopefully there will be limitations set once all of the hearings and documents are completed.

Ms. Jaeger advised her office is finalizing the Fiscal Year 2013 budget. She has put all of the equipment requests into the budget even though there is no money to fund it to show there are needs for 9-1-1. A letter will go out to the County 9-1-1 Administrators explaining what projects are approved.

Ms. Jaeger advised still working on phase II projects and only deploying with carriers that do not seek cost recovery. Yuma County completed without two carriers. Gila County request for service letters will go out soon. Greenlee County request for service letters have gone out and GIS needs are being worked on for Coconino County.

Ms. Jaeger advised \$175,000.00 in funds has been secured from the State Land Department Broadband Grant for GIS projects at La Paz, Navajo and Apache Counties.

Ms. Jaeger said there have been two separate trunk groups for wireless and wireline 9-1-1. If PSAPs need additional trunking, there is an additional cost and the two separate trunk groups will be eliminated. It will be combined into one trunk group. This has already occurred in Page and Cottonwood Arizona. Any new needs for additional trunking based on busy studies will have to be met in a different way.

Mr. Cutts asked if the \$175,000.00 grant for phase II projects is subject to not being approved if funds are swept.

Ms. Jaeger stated those funds are approved and came from the Broadband Grant through the State Land Department not 9-1-1 grant funds.

9. 9-1-1 Calls Through Monitoring Services

Ms. Graeber advised several companies have popped up offering different types of 9-1-1 monitoring services. The company Emfinders was discussed a few months ago. This company provided emergency bracelets to Alzheimers patients in order to locate them if lost. Ms. Graeber advised Emfinders is no longer in business. She said another company is 911Emergency Assist. Their service provides medical history, premise information, emergency contacts to the PSAP. This company said they would make a \$0.50 donation to the 9-1-1 fund for every customer. NENA's government liaison is looking into the legality of this to see if it is a service that qualifies to donate to the 9-1-1 fund. Another company is MobileHelp Medical Alert.

Ms. Graeber asked all to please let us know if you get any calls from these type of companies so we are aware. These companies are not coming to us first to let us know they are going to start doing business in Arizona. We aren't finding out until they have sold their services. These types of calls to a 3rd party monitoring service do not go against the Arizona Administrative Code. It is when the alarm triggers a call into the 9-1-1 center with a recording that is against the Administrative Code. The company Emfinders was using this platform. Ms. Graeber stated Barbara Jaeger contacted the State Legal Department to find out the legal ramifications for businesses that are sending a recording to 9-1-1. Ms. Graeber asked Ms. Jaeger to share the reply from the legal department.

Ms. Jaeger shared the legal ramifications are based on the methodology of the system. We had a lot of questions that Emfinders could not answer. Their network design was a unique situation and the call did not go to 9-1-1 initially. Under normal circumstance if an automatic alarm goes to 9-1-1 we need to know who it is coming from and we can make a determination on a case by case basis to make sure the company is following the state guidelines.

Chair Rogers recognized those that are National Award Winners that will be recognized at the APCO Conference in Minneapolis:

Trainer of the Year Award – Doreen Wasick, Mesa Fire
Horizon Award - Phoenix Police Department – Technology Advancements

Chair Rogers also recognized the new PSAP Managers:

Lonny Foster – ASU Police Department
Lt. Mirela Borsan – Avondale Police Department
Domela McHenry – Surprise Police Department

Chair Rogers announced there is an upcoming APCO/NENA general meeting in Prescott on September 21, 2012 at Goldwater Lake. Contact Chair Rogers, Ms. Graeber, or Ms. Jaeger for more information.

10. Request for Future Agenda Items

Chair Rogers asked if there were any requests for future agenda items. There were no requests.

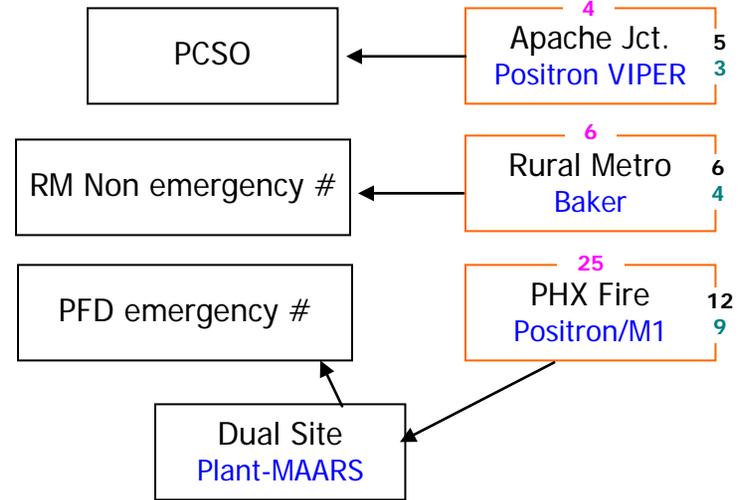
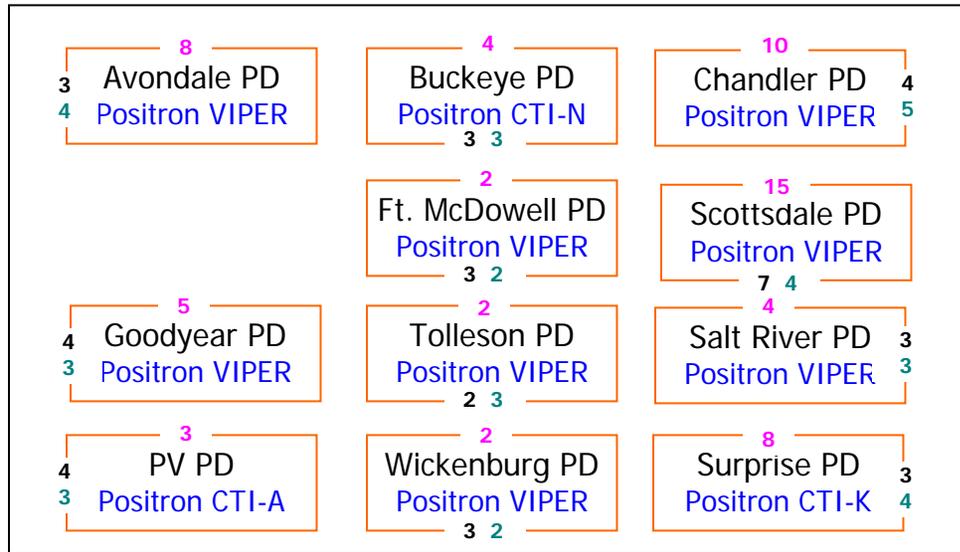
Mr. Locksa advised that construction for the new Maricopa County Sheriff's Office 9-1-1 center building has started. It is located between 5th and 6th Avenue and Madison and Jackson Streets. He thanked Mr. Cutts for his contributions to the construction project and Ms. Jaeger project funding.

Chair Rogers announced the next PSAP Managers Group meeting will be held October 11, 2012 at MAG.

Adjournment

Chris Nadeau motioned to adjourn the meeting at 9:58 a.m. Mr. Cutts seconded, and the motion carried unanimously.

PSAP Rollover Diagram



Legend:

- Overflow to where indicated by arrow
- A = Avaya
- N = Norstar
- K = Key system
- **Wireline 911 trunks**
- **Wireless 911 trunks**
- **Positions**

In general wireless trunks don't roll over, exceptions are ASU, APJ, BUC, FTM, GDY, LUK, PDV, PFD, SRI, TOL, WIC

