

January 2, 2013

TO: Members of the MAG PSAP Managers Group

FROM: Tonia Rogers, Tolleson Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, January 10, 2013 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  
January 10, 2013**

**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 October 11, 2012 Meeting Minutes</u></p>  | <p>3. Review and approve minutes of October 11, 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>Arizona Department of Administration Report and State Wireless Update</u></p> <p>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</p>  | <p>7. Information and discussion.</p>                              |

state and a report on the status of enhanced wireless in Arizona.

8. Wireless 9-1-1 Review

Highlight and review on the unique features on wireless 9-1-1 calls.

9. 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 and discussion.

9. Information and discussion.

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
October 11, 2012  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	# Dan McNemee for Jesse Cooper, Phoenix
Cari Zanella, Mesa, Vice Chair	Rachel Haris for Curtis Thomas, Salt River
Lisa Eminhizer, Apache Junction	Pima-Maricopa Indian Community
* Mirela Borsan, Avondale	Karen Sutherland, Scottsdale
Jared Griffith, Buckeye	* Domela McHenry, Surprise
Michelle Potts, Chandler	* Arleen Caruth, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	# Sam Haden, Wickenburg
* Janet Laird, Gilbert	+ Lonny Foster, ASU
Loretta Hadlock, Glendale	+ Barbara Jaeger, ADOA
Chris Nadeau, Goodyear	#+ Patty Simpson, DPS
Paul Ellis, Maricopa County Sheriff's Office	+ David Demers, Luke AFB
Bonnie Ginka for John Bennett, Paradise Valley	+ Doreen Wasick for Kasey Beal, Mesa Fire
Vicky Scott, Peoria	+ 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	Jennifer Foster, Pinal County
Dave Eaton, MR9-1-1	Pete Adams, Mesa PD
Maria Hall, ADOA	Dianna Hoffman, Avondale PD
Tom Melton, Scottsdale PD	Cody Simmons, Luke AFB
Stephanie Hackel, Chandler PD	

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 reminded all to use their microphone or podium microphone when speaking for the recording and to use the parking validation stamp if needed.

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. 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 July 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.

Chris Nadeau moved to approve the minutes of the July 12, 2012 MAG PSAP Managers Group meeting. Loretta Hadlock seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton reported the last GIS update was a substantial one. He requested current cell sector information from all wireless carriers due to recent wireless mapping errors. The GIS update included a wireless update of cell sectors for all carriers except Sprint & Nextel. Mr. Eaton stated he just received the Sprint & Nextel information and it will be included in the next GIS update.

Mr. Eaton advised that the regional web map (rMap) has been deployed at Luke AFB, Rural Metro, and Buckeye PD. He continues to work on stabilizing the rMap so there is no single point of failure.

Mr. Eaton 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 there were no staff changes. Nate Nguyen will review the technical case activity and William Boyd will provide a report on technical projects.

Mr. Benjamin advised there has been an increase in the number of cases primarily due to post cut issues with Positron System at the Chandler Police Department and chronic issues with aging Positron equipment at some of the larger PSAPs, such as Peoria Police Department. He also advised the technical team has been down a technician for a number of weeks and the technician has returned to work as of today on light duty status.

William Boyd, Maricopa Region 9-1-1 Project Manager, provided an update on 9-1-1 Technical projects. He stated that Buckeye Police Department cut over to an Intrado Viper System on October 3, 2012. They added two positions funded by Buckeye Police Department and now have a total of six positions. They are up and operating but there are some minor issues that need to be cleaned up. Surprise Police Department is next for an upgrade to a Viper System, tentative cut over is scheduled for early first quarter 2013. Paradise Valley Police Department is scheduled to upgrade to a Viper System in late first quarter 2013. Goodyear Police Department is moving to a new location in October 2013. MCSO is moving to a new building in February 2013. They are also assisting Phoenix Fire with its new PSAP being built in South Phoenix. Mr. Boyd said the CenturyLink Fiber project is going to phase II and he will be contacting PSAP Managers and IT staff. He indicated they will need access to areas not normally needed so will need someone to assist.

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

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 seven percent increase in cases this quarter; (421) total cases opened including (71) that were opened after hours and (346) have been resolved. There are currently (206) outstanding cases. Trouble issues worked on this quarter include NC2 Selective Router hardware issue that caused the AP to lose configuration which caused embryonic abandon calls at NC2. There were issues at the Chandler Police Department and chronic issues at the Peoria Police Department; Viper, Power 9-1-1, Lifeline and MIS issues; Power Map, ALI, Meridian PBX, Circuit, and Hardware related issues.

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 advised in regards

to the SS7 issues, one of the selective routers and had to go through a full system restart. When it restarted it did not have one of the configuration elements programmed which caused embryonic abandon calls for the PSAP. Embryonic call is an abandoned call that occurs in less than a second. The PSAP equipment can not respond that quickly. Maricopa Region 9-1-1 worked with the vendor to do a specific modification to the selective router to ensure the programming was restored and the embryonic abandoned call was not displayed.

Mr. Benjamin advised he has a graph printed out of total wireless calls for October 12, 2012. There were a total of 5,455 calls with the Phoenix Police Department taking 2,400 calls.

Mr. Benjamin advised there are 14 PSAPs that will require some level of construction for the fiber project. He said this is a huge endeavor that can be used for other PSAP telecom needs not just for 9-1-1.

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 reported August was highest usage of CENS launch with (19) activations. The cell phone self registration total is up to 20,000. She stated she has self registration brochures available that explain how to register and asked all to take them to their public areas for display. Ms. Graeber reminded all to do regular CENS tests.

Ms. Graeber provided an update on the Integrated Public Alert and Warning System (IPAWS). 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, the National Weather Service, or at the local level. Ms. Graeber advised the problem 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 some folks may have received a weather alert. She said IPAWS triggers all alerting systems, but we would design it to only work with our CENS system. We would have to update our software and wireless carriers have to update the phones. There is no control over it. It is all or nothing. Since the weather service had already started some citizens have opted out of it so we may want to do a public awareness campaign.

Ms. Graeber asked if there were any questions. Vicky Scott asked about funding for CENS. Ms. Graeber stated funding is approved through Homeland Security January 2014. Homeland Security funds have been cut every year and they have indicated that CENS needs to find permanent funding. She will notify the PSAPs in enough time if funding is in jeopardy.

7. MSAG/GIS/Mapping

Chair Rogers advised this item is a repeat of a previous agenda item.

8. New Year's Eve Wireline Rollover

Ms. Graeber advised that back in the day when 9-1-1 started one of the issues was with the rollover scenario when a PSAP is inundated with calls and the system is set to rollover. CenturyLink has traditionally turned off the ability to do rollovers on New Year's Eve due to call volume spikes. There is a fee associated with this. Ms. Graeber said the majority of calls (70 percent) are wireless. With the change in the call volume model we think the rollover is no longer needed. She said the wireline volume is low enough that you would not have rollover on New Year's Eve.

Ms. Graeber stated the PSAP Mangers Group needs to decide whether or not to keep the current model or stop the New Year's Eve rollover every year.

Chair Rogers if there were any comments.

Dan McNemee said he agrees with Ms. Graeber that the wireline rollover is an outdated procedure and since the majority of the calls are wireless the current model should be stopped.

Vicky Scott said 76 percent of calls at the Peoria Police Department are wireless and she was not aware that a fee was associated with the New Year's Eve rollover so it makes sense to discontinue it.

Vicky Scott motioned to not rollover this year New Year's Eve wireline calls. Chris Nadeau seconded, and the motion passed unanimously.

9. Arizona Department Of Administration Report and State Wireless Update

Barbara Jaeger, State of Arizona 9-1-1 Administrator, reported that the Gila County phase II project is underway and testing will take place in November of this year. Yuma County is complete. The State 9-1-1 office is no longer deploying any cost recovery wireless carriers. Greenlee County is next for phase II deployment and Coconino County will deploy in 2013. This leaves only a few counties and the tribal nation for Phase II deployment. Ms. Jaeger she is still in discussions with CenturyLink for a managed services proposal to replace equipment and now reaching out to Frontier for the same thing in order to move forward to a next generation solution.

10. 9-1-1 Rollover and Make-Busy Map

Ms. Graeber advised there is a current PSAP rollover diagram for wireline and wireless make-busy included in the agenda packet. She said due to PSAP Administration staff changes the rollover can be overlooked so this is an opportunity to see what agencies go where. Ms. Graeber said your agency can rollover to whatever agency you want to. When it was originally set up back in the 1980s all PSAPs were defaulted to MCSO.

Ms. Graeber advised that if a PSAP wants to switch agencies you need to get into an agreement with that agency and notify Maricopa Region 9-1-1. It is a simple process and Maricopa Region 9-1-1 needs a two week lead time to notify CenturyLink. Ms. Graeber stated the decision of who your agency rollovers go to is the PSAP's decision.

Ms. Graeber asked if there were any questions on the diagram. There were no questions.

11. PBX 9-1-1 Issues

Ms. Graeber advised there was a recent PBX issue that she was made aware of that she wanted to share. She said she thought when a 9-1-1 call comes in that does not have a database behind it, there would be a default ALI location but that is not always the case. She thanked Lisa Sheridan for explaining the PBX programming process to her. Ms. Graeber stated she was made aware of another scenario that shows NO RECORD FOUND. A 9-1-1 call from a retirement home in Glendale came in as NO RECORD FOUND and the call went to MCSO because that is the default PSAP. MCSO transfers the call to Glendale Police Department and has been diligent with completing ALI Discrepancy Reports, but the PBX owner has to program their PBX to show the default address. CenturyLink is very proactive with their PBX customers to make sure they program accordingly but not all service providers do. Ms. Graeber stated there is nothing legally that we can do to force the PBX customer to program their PBX. She wants to make sure everyone understands this scenario is out there and that it is the PBX customer's responsibility to program their PBX if they don't have PSALI.

12. 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 5<sup>th</sup> and 6<sup>th</sup> Avenues 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 the next PSAP Managers Group meeting will be held January 10, 2013 at MAG.

Adjournment

Loretta Hadlock motioned to adjourn the meeting at 9:41 a.m. Cari Zanella seconded, and the motion carried unanimously.