

April 4, 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, April 11, 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
April 11, 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 January 10, 2013, Meeting Minutes</u></p> | <p>3. Review and approve minutes of January 10, 2013, 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>Budget Limitations</u></p> <p>An update on current and future budget issues of the MAG 9-1-1 system will be provided.</p> | <p>7. Information and discussion.</p> |

8. 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.

9. Condition 4 Routing

Condition 4 Routing is utilized when the calling party's originating end office is isolated from the 9-1-1 tandem. The purpose of Condition 4 Routing is to deliver the 9-1-1 call to a predetermined 7-digit telephone number. Century Link will review the Condition 4 configuration with the PSAP Managers.

10. 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.

10. Information and discussion.

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
January 10, 2013
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 Harris 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	Patrick Cutts, 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
Liz Graeber, MR9-1-1
Angela Beatty, MR9-1-1
Tom Whiting, MR9-1-1
Dave Eaton, MR9-1-1
Maria Hall, ADOA
Sandy Gilstad, ADOA

James Tortora, Buckeye PD
Lisa Sheridan, CenturyLink
Bob Bobbett, CenturyLink
Michaelanne Acree, Glendale PD
Robert Woodhull, Pinal County
Eric Focht, Mesa Fire & Medical
Chris Deshan, Glendale Fire

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 9:08 a.m. Self-introductions were made.

Chair Rogers reminded all to use their microphone when speaking for the recording, to sign the roster, 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. 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 11, 2012 PSAP Managers Group Meeting Minutes

Chair Rogers asked if there were any changes to the minutes. Liz Graeber advised there was an error that showed Mirela Borsan of the Avondale Police Department did not attend the meeting.

Patrick Cutts moved to approve the minutes of the October 11, 2012 MAG PSAP Managers Group meeting with the change to show Mirela Borsan attended the meeting. Cari Zanella seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton, Maricopa Region 9-1-1 GIS Manager, reported he is working on compiling data for the next GIS update which will be ready on Monday. It will be a larger update. It includes parcel data which has not been pushed out in a while so it may take a few minutes longer to run at the client positions. Mr. Eaton said he will send an email out when it is ready.

Mr. Eaton advised there are three PSAPs that are actively using the regional web map (rMap). It is currently running out of both Maricopa Region 9-1-1 Network Centers for redundancy so there is no single point of failure. Surprise Police Department and a few positions at Gilbert Police Department will be the next PSAPs to add rMap. Mr. Eaton stated some PSAPs that deployed rMap early on experienced outages but those issues have been resolved now that redundancy has been built in. He said he will continue to improve the map going forward.

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 and a 2012 bar graph of wireless 9-1-1 call counts for the Maricopa Region. He said there were more than 2.1 million wireless calls in 2012. Phoenix Police Department had 950,000 calls and represents 50 percent of the wireless call volume and is not represented on the bar graph. He stated the wireless 9-1-1 call totals are steadily increasing each year. Mr. Benjamin advised there were no staff changes and that Nate Nguyen and William Boyd are not at the meeting due to projects and annual selective router maintenance.

Mr. Benjamin provided the report on 9-1-1 Technical Projects on behalf of William Boyd. He stated Mr. Boyd is currently preparing Surprise Police Department for their upgrade to a Viper System. Chandler Police Department went through a massive remodel and a lot of MR9-1-1 staff time was involved in helping the different groups that were working on the remodel project. They vacated their PSAP and moved to temporary facilities outside of their building and have moved back to their remodeled facility. MR9-1-1 worked to finish up some minor issues for Buckeye Police Department after their cut to a new Viper system at the end of last quarter. Surprise Police Department is due to cut to Viper on January 15, 2013. Paradise Valley is the next PSAP to move to Viper, no cut date has been determined yet. MR9-1-1 just received equipment to add two positions to the Viper System at Gilbert Police Department. Goodyear Police Department is building a new facility and a move is scheduled for late 2013. MCSO's new building is out of the ground and a new phone system is expected in early 2014. Mr. Boyd also has been working on a large fiber project with CenturyLink and is coordinating construction work at the PSAPs.

Mr. Benjamin asked if there were any questions on projects. There were none.

Liz Graeber advised that Phoenix Fire has requested demos on phone systems from three different vendors. They are scheduled for the afternoon of next week Wednesday and most of Thursday. She said if you are a large site and would like to attend or are a Lifeline ACD site you are welcome to attend. You will not be able to ask any questions because we want to leave that to Phoenix Fire. She also said if you are not a Lifeline site and would like to attend to please let me know so we can get a roster of who will be attending.

Mr. Benjamin provided the report on 9-1-1 maintenance quarterly case activity on behalf of Nate Nguyen. He advised there was a 16 percent decrease in cases this quarter; (353) total cases opened including (75) that were opened after hours and (349) have been resolved. Mr. Benjamin stated that he appreciates the PSAPs that submit cases after hours via email or voice mail to help out with MR9-1-1 staffing and eliminate the need for overtime for cases that can wait until the next business day. Chandler Police Department had a significant increase in cases due to their remodel. Other PSAPs had a lower amount of cases than the previous quarter. There were (48) high priority cases. There are (106) outstanding cases and most of these are for task level issues not trouble issues.

Trouble issues worked on this quarter include: Viper, Power 9-1-1, PBX Lifeline and MIS issues, Network/Connectivity, Power Map, ALI, Circuit and Hardware related issues.

Mr. Benjamin asked if there were any questions or concerns about issues that are not being resolved.

Michaelanne Acree asked if anyone has been having issues with error messages when logging in to Power911 that states the user is not able to go ready or click calls. She stated they have had to rebuild several profiles lately. Mr. Benjamin stated this probably only applies to ACD sites. He will make note of the issue and take it back to MR9-1-1 staff that monitors patterns. He stated that Intrado has improved with their timeliness of responding to trouble issues.

Mr. Benjamin provided a Regional Infrastructure update. He said the CenturyLink fiber project will not have any negative impact to the PSAP operations. MR9-1-1 has reached out to the city IT and TeleCom staff or groups that contract with the PSAPs to coordinate work that needs to be done. Some sites already have fiber; MR9-1-1 is working with CenturyLink to switch circuits. The other type of work that is a big focus is improving monitoring security for everything 9-1-1 so that MR 9-1-1 is in a good position to take on Next Generation 9-1-1 as it evolves. Mr. Benjamin stated MR9-1-1 is making significant progress to be able to monitor in real time the equipment that NextGen 9-1-1 will run on. It will be dynamic.

Mr. Benjamin provided a reminder on ALI Rebids. He stated that it has been a while since Wireless Phase II training. The original training states rebids are to be done in 15 second intervals. There are swing shift call taker(s) hitting the retransmit button over and over at Gilbert and Glendale Police Departments because they want to get a location update. He stated this doesn't do any good and could interfere with ALI for other calls at the PSAP. MR9-1-1 gets error messages when call taker(s) are hitting RTX in rapid fire succession. The System kicks out an error because it can't give an update. It's not systemic, not every PSAP and not every shift.

Patrick Cutts asked in regards to Phoenix Fire's selection of a phone vendor if they select a vendor other than Intrado will it affect the fiber project and interconnectivity. Mr. Benjamin replied the infrastructure changes that MR9-1-1 has been building for the last two years will be in place to accommodate the extra bandwidth for text and videos. He said when we move from traditional CAMA trunks, there won't be analog CAMA trunks and ANI won't be delivered in that method, everything will be IP based.

Vicky Scott asked if there is any time frame of when Next Generation 9-1-1 will be in Maricopa Region 9-1-1. Mr. Benjamin advised that Barbara Jaeger can answer most of that question when she talks about funding because it is a big part of it. He stated we are watching some of the other groups that say they are doing text to 9-1-1 now. It probably won't be ready until 2014 when carriers can support it. Mr. Benjamin stated there are elements that will evolve and get to us such as moving off a legacy analog network to an IP network. He said we could manage an IP network now if we had the money to do it by replacing CAMA trunks.

Barbara Jaeger stated she has been involved in the negotiations of the text to 9-1-1 agreements with the four major carriers which was accepted by the FCC recently. She stated there is no demand from the FCC that the PSAP take the call. The agreement says the PSAP has to request the text to 9-1-1 services. Ms. Jaeger said the only way we would be mandated to do text to 9-1-1 is if the Department of Justice demands it.

Ms. Graeber stated Intrado has just come out with a service that allows you to send text to their emergency call center. Their call center is like a PSAP but it is a third party and they hire experienced staff to work there. The service is similar to video relay TTY calls where information is relayed to 9-1-1. She said this will be a wave of the future until 9-1-1 is able to communicate through messaging. There are applications on smart phones to communicate with a third party who will contact the PSAP. It is available now.

Barbara Jaeger stated that the agreement with four major carriers also stipulates the carriers have to provide a bounce back message if text to 9-1-1 is not available from the PSAP or the area and has to be in place by May 30, 2013 and carriers are not required to provide service until July 2014. She stated this gives time to start looking at solutions to operational issues and what the impact will be to your PSAP. Ms. Jaeger advised that her comments to various groups regarding the operational issues and impact to the PSAP has fallen on deaf ears because it is public driven and the public really wants it.

Mr. Benjamin advised we will do our best to make sure PSAPs are ready from the technology and operational side of it.

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 the 2012 stats for CENS launches. We tied our record for highest launches with (72) activations. We broke the record for the number of candidates at (137,961). The PSAP with the highest number of activations is Mesa Police Department with (14) activations, Glendale Police Department was close with (13) activations. Ms. Graeber said she has the individual PSAP CENS activation reports and to see her after the meeting to get it.

Ms. Graeber stated her and Mr. Eaton have been working with Cassidian on doing SMS messaging for Communicator NXT. There is a charge to add the SMS module, but we don't know the cost yet. We are going to see if there is a bundled package and how much the costs are, then we will contact the PSAPs with Communicator NXT licenses to discuss the options.

Ms. Graeber emphasized a few reminders regarding CENS launches. If you do launches in the middle of the night that are going to awaken residents from their sleep, make sure it is for something life threatening. Do monthly test launches to increase your skill level and to ensure the CENS machine is working properly so that you are prepared for an actual launch and know what to do immediately. When testing be aware that others may hear the voice message and double check to make sure there are no candidates selected.

Karen Sutherland asked if any other PSAPs are using Communicator NXT for personnel notifications successfully. She said Scottsdale Police Department recently did a launch for a missing child to a group of 86 people and had partial success with it. Some people reported not getting the original voice message and no one received the email even though the system showed that it was sent. She said she is trying to track what went wrong, but can't figure it out and wants to get feedback from other PSAPs that have had success with the system. Ms. Graeber asked Mr. Cutts if Tempe Police Department uses Communicator NXT on a regular basis.

Patrick Cutts advised Tempe Police Department uses it for command staff. He stated they had an issue with a recent launch this week where they sent out a page before an Amber Alert but the page did not go out because the text to speech component was not working.

Mr. Eaton advised there is a Cassidian Technical Support Technician working on the text to speech issue right now.

7. Arizona Department Of Administration Report and State Wireless Update

Barbara Jaeger, State of Arizona 9-1-1 Administrator, reported the excise tax for prepaid wireless goes into effect on January 1, 2014 and can not be collected until then. She advised revenue has flat lined due to no additional revenues coming in; she still can't approve equipment and is trying to manage money more efficiently. She stated that the 2015 budget is looking dismal and there may be another fund sweep in the future. She has a conference call with the Federal Government Accountability Office next Wednesday to review their annual report to the FCC on fund sweeps. Questions that will be asked include what is our plan for finishing and why have we been unable to complete wireless phase II and Next Generation 9-1-1, and what was money swept from the 9-1-1 fund used for. She is working on the budget for next year and received a favorable review from the JOBC meeting which only approves budget for wireless not wireline. The budget was approved quickly. She is still reviewing budgets that were received in December. There are several changes around the state with several new 9-1-1 System Coordinators and she continues to work with them to help them understand technology changes and what their requirements are for funding.

Ms. Jaeger is still working on deploying phase II in different parts of the state for wireless carriers that don't seek cost recovery. Those that seek cost recovery have the option to pay for deployment themselves. She said we are moving forward with deployment in Gila, Greenlee, and Coconino County. The Request for Service letters for Coconino County will go out in March and the wireless carriers have six months to deploy 50% of their cell towers. She is also working with the Department of Land and secured broadband revenue to do GIS work for the Navajo, Apache and La Paz Counties. Ms. Jaeger said she is in the process of doing scope of work for the Navajo and Apache County GIS project.

Ms. Jaeger advised that as far as NextGen 9-1-1 we have to look at it from a different light. We have requested a managed services proposal from CenturyLink that would be inclusive of equipment, network, and maintenance all in one package. The preliminary pricing that has come in exceeds what we can afford today so going forward with NextGen 9-1-1 looks dismal with current funding. Ms. Jaeger stated we have already seen some states that have deployed NextGen 9-1-1 and have reported problems with their equipment and interconnectivity.

Ms. Graeber advised she wanted to make all the PSAP Managers aware of an email she received from the state in regards to the NENA PSAP Registry that she forwarded to all of the PSAPs. She said this is their opportunity to provide their published 24X7 ten digit number so that their agency is reflected on the registry. She also stated that you are not to give out the 9-1-1 routing number. That number is never to be given out.

8. Wireless 9-1-1 Review

Ms. Graeber advised to make sure your staff understands when it is appropriate to rebid and that your staff does not push the rebid button over and over. MR9-1-1 staff is alerted when this occurs and then have to figure out if there is a problem which may create unnecessary overtime.

Ms. Graeber said if you have problems with routing let us know. If there is a borderline cell sector, we send it to the agency that has the most homes. A good example is Tempe Marketplace. The sectors that point north hit Salt River so they get calls sometimes that should go to Tempe.

Ms. Graeber thanked the GIS team of Mr. Eaton and Ms. Beatty for quality GIS information. The GIS geocoding match rate for the ALI data extract is at 99.59 percent. She also thanked the MR9-1-1 Technical Team for their development skills. Mr. Benjamin's team has developed tools to monitor active wireless 9-1-1 calls and trunking usage by phone position. Ms. Graeber advised she can now see what phone positions are doing at some of the PSAPs and what wireless trunk they are on. She advised she also receives a report every morning of how many times a wireless call hits the network queue. She will begin to send the PSAP this report to show when you are inundated with wireless 9-1-1 calls. This will help you to evaluate staffing levels and gives the PSAP insight. She said eventually you will be able to get these reports directly. Ms. Graeber asked to please let us know if there are any wireless issues since it is a lot different from wireline with a lot of anomalies.

Ms. Graeber asked if there were any questions.

Ms. Jaeger asked if wireless trunks rollover to other PSAPs. Ms. Graeber stated that the PSAP Managers had a working group in 2005 and decided they did not want wireless trunks to rollover. She said wireline trunks rollover and wireless trunks go to a recording. Ms. Graeber asked if anyone had New Years Eve Wireline Rollover. No one acknowledged having New Years Eve Wireline Rollover.

9. Request for Future Agenda Items

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

Chair Rogers announced the next PSAP Managers Group meeting will be held April 11, 2013 at MAG.

Adjournment

Chris Nadeau motioned to adjourn the meeting at 10:09 a.m. Loretta Hadlock seconded, and the motion carried unanimously.