

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
April 11, 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
Jim Tortora, Buckeye	Domela Finnessey, Surprise
Martha Russo for Michelle Potts, Chandler	Del Web for Patrick Cutts, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	Ken Lutkiewicz, 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	+ Kasey Beal, Mesa Fire & Medical
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	Laurie Russo, Mesa PD
Angela Beatty, MR9-1-1	Robert Woodhull, Pinal County
William Boyd, MR9-1-1	Melissa Burns, Pinal County
Nate Nguyen, MR9-1-1	
Lisa Sheridan, CenturyLink	
Bob Bobbett, CenturyLink	

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 9:05 a.m. Self-introductions were made.

Chair Rogers advised that Liz Graeber will not be present today because she was attending a Homeland Security meeting to secure additional grant funding for the Community Emergency Notification System (CENS).

Chair Rogers reminded all to use the parking validation stamp if needed and to sign the sign in sheet.

Mike Benjamin advised that this was Telecommunicators Week.

Chair Rogers recognized Vicky Scott for her many years of service to the 9-1-1 industry and wished her well in retirement. She said Ms. Scott has served as PSAP Managers Group Chair from 2007-2009, MAG 3-1-1 committee representative, and has been very instrumental to a lot of things related to 9-1-1 especially in the West Valley.

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 10, 2013 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 January 10, 2013\_MAG PSAP Managers Group meeting. Vicky Scott seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Chair Rogers advised that Angela Beatty would provide the report on behalf of Dave Eaton in his absence. Ms. Beatty stated that Mr. Eaton is working on a new GIS update that will be ready on May 22, 2013 and he will send out an email to advise when it is ready to run at your positions. He is also working on the upgrade to rMap servers that will allow load balancing and fail over protection.

Ms. Beatty 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 said Nate Nguyen will provide more detail on the technical case activity and William Boyd will provide a report on technical projects. Mr. Benjamin advised there were no major staff changes over the last quarter, but the technical team has been down a technician for a fairly long period of time due to an industrial injury.

William Boyd, Maricopa Region 9-1-1 Project Coordinator, provided an update on 9-1-1 Technical projects. Mr. Boyd reported Surprise Police Department upgraded (8) positions to a Viper System and cut over on January 15, 2013. MR9-1-1 assisted the Gilbert Police Department with adding (2) new phone positions that were purchased by the Town of Gilbert and were put into service in February. They are currently working on installing a new Viper System at the Paradise Valley Police Department for (3) positions with a tentative cut over date of May 1, 2013. Mr. Boyd stated that Paradise Valley will be the 17<sup>th</sup> Viper System installation out of the (26) PSAPs that we support in the Maricopa Region. He said Goodyear Police Department is building a new facility and a move is scheduled for first quarter 2014; Goodyear PD has (5) positions and will hopefully get (3) more for a total of (8) positions. MCSO is building a new facility at 5<sup>th</sup> Avenue and Jackson Street. The PSAP is scheduled to move into the new facility sometime in February 2014. MCSO currently has (18) positions and is going to purchase (4) more for a total of (22) positions. Phoenix Fire is looking at options for purchasing a new 9-1-1 System for their current location and their new backup location. Mr. Boyd stated he is also working with CenturyLink and most of the PSAPs for MetroOptical Ethernet installation at their sites. There are currently (15) sites running on MetroOptical Ethernet. The remaining sites are waiting for construction. He said he appreciates the support received during this project from IT staff at all of the PSAPs.

Mr. Boyd asked if there were any questions on projects. 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 16 percent increase in cases this quarter: (421) total cases opened, (346) cases remedied, (81) cases with priority level 3 and above and (75) cases remain active this quarter. He said there are currently (246) outstanding cases and he is working with Intrado on (4) cases regarding MIS Issues.

Mr. Nguyen stated trouble issues worked on this quarter by category include: Viper cases (39), Power 9-1-1 cases (67), PBX Lifeline cases (40), Network and Connectivity cases (51), MIS cases (4), PowerMap/rMap cases (9), Circuit related cases (28), PC Hardware/Software cases (54). He stated that DPS and Phoenix Police Department 620 had a big spike in cases due to minor trunk related and hardware issues. He provided a breakdown of how the troubles were reported: (103) troubles opened after hours, (104) troubles reported by way of PSAPs calling in, (64) troubles reported by email, (101) troubles initiated by our Business Intelligence System.

Mr. Nguyen reported there is good news regarding an ALI fix that was applied. MR9-1-1

worked with the ALI Vender 911Datamasters who modified the steer parser so that the XY coordinates can be delivered to the ANI/ALI controllers. Bordering PSAPs to other counties will benefit from this change. Outside wireless calls will now map.

Mr. Benjamin provided a follow up statement in regards to the ALI fix and X/Y not passing on certain 9-1-1 calls. He stated this came to light when Town of Buckeye starting dispatching for Town of Maricopa. Town of Maricopa has a different wireless provider and routing and the XY is delivered in a different way that wasn't mapping. Mr. Benjamin stated all PSAPs in the Maricopa Region are now mapping properly.

Mr. Benjamin provided a report on some problem areas this quarter. He stated that Tmobile was taking down its connectivity to us into both of our network centers simultaneously on random nights during the week. When this occurred we believed calls were going through the Public Switch Telephone Network (PSTN) to your PSAP but it would have no ALI. This has stopped and is no longer an issue. Another issue with Tmobile is with their Tmobile at home service. It is a service that provides a cell tower/radio at your home that the phone connects to using a home internet connection to place calls. Tmobile was sending their Tmobile at home service customers to Yavapai County Sheriff's Office when they called 9-1-1. The fix sends the call to the correct PSAP but with no ALI. MR9-1-1 is still working with Tmobile to get updates on when this will be fixed.

Mr. Benjamin advised there was a MR9-1-1 data network issue that resulted in a loss of ALI on March 4, 2013. He said it was a Network hardware problem that caused the trouble. MR9-1-1 was making configuration changes to a piece of hardware. There were ALI delivery issues to all PSAPs that lasted for about an hour. Mr. Benjamin said we were able to back out the change and understand what happened so that we can identify processes that need to be put in place to minimize this type of problem in the future. He stated that in this case we were our own worst enemy.

Mr. Benjamin provided an update on Regional Infrastructure Projects. He stated there are ongoing efforts to bring fiber to the PSAPs. There are construction projects going on all across the valley. These projects will provide higher availability and access to increased bandwidth. Another element is the Regional Community Network provided by MAG. Currently there are (7) PSAPs on the RCN and it will increase to (11) in a few months. There are (13) sites with Cox, (13) with CenturyLink, and (6) PSAPs that have all three service providers. Mr. Benjamin advised he is working hard to get PSAPs with heavy call volume to have fiber from all three service providers.

Mr. Benjamin advised there was an issue at Phoenix Police Department on April 4, 2013 with their CAD network that caused the CAD System to go down at one of their sites. He said Phoenix PD has been taking 9-1-1 calls simultaneously at both of their sites for a few years. Since they already have call takers at both Phoenix PD locations, there was an orderly transition between the sites when one location was having trouble. This PSAP takes 3,000-4,000 9-1-1 calls a day so losing a prime resource was very significant.

Dan McNemee reported he was out sick on the day this occurred. He said the Network

wasn't allowing the CAD to communicate between the two buildings. For safety sake we switched call taking and dispatching to one site so there was not a communication issue. Mr. McNemee said it was about 3 ½ hours before things were back to normal.

Mr. Benjamin talked about Telephony Denial of Service (TDoS). He said it is getting a lot of recent hype and that NENA and APCO have put out a lot of information about it. Mr. Benjamin stated this is not a new vulnerability. He said it is not a direct physical threat from a personal perspective, but is a threat from a technological perspective if someone can flood your system with more calls than it can take. This causes invalid calls to get into the system. This type of attack is a stark reality; we are a hyper-connected world and it can be executed from anywhere. Mr. Benjamin advised that Maricopa Region 9-1-1 plans for this, designs for this, and expects to be a target. We watch all elements of our network that have a public facing feature. Hope is not a strategy. Complacency is bad, you need to be vigilant, and question everything. Do not give absolute trust to anyone or anything. Don't panic, listen to how others have been burned, and learn what to look for, be creative in looking at where your weaknesses may lay. The reality is 9-1-1 has always been at risk and the risk will always be growing.

Mr. Benjamin said he has additional notes on this subject from APCO and has a copy of the situational advisory from the state of Louisiana if anyone is interested in seeing them.

6. Community Emergency Notification System (CENS) Update

Chair Rogers provided the CENS report on behalf of Liz Graeber in her absence. Chair Rogers reported there are currently 13,235 cell phone self registrants and there have been (17) activations since January 1, 2013. She advised again that Ms. Graeber is at a Homeland Security meeting to try and secure additional grant funding for CENS. Chair Rogers stated Maricopa Region has one year of funding left for CENS; the additional funding will help CENS to continue, and hopefully Ms. Graeber will have good news to report from the meeting.

Chair Rogers asked if there were any questions. There were no questions.

7. Budget Limitations

Mike Benjamin provided the report on behalf of Liz Graeber in her absence. He stated there were no 9-1-1 fund sweeps scheduled for the next fiscal year, but you never know what can happen. The 5 year budget for 2015-2019 will be coming out in the following week. The Fiscal Year 2015 budget requests require justification. Ms. Graeber is available to assist any new PSAP Managers that need help with the budget process. The requests are due to Ms. Graeber by June 3, 2013.

8. Arizona Department Of Administration Report and State Wireless Update

Chair Rogers said to skip this item. Barbara Jaeger, State of Arizona 9-1-1 Administrator, was not present at the meeting and there was no representative from ADOA to provide the report on her behalf.

9. Condition 4 Routing

Lisa Sheridan, CenturyLink 9-1-1 Technical Project Manager, provided an overview of Condition 4 Routing. Ms. Sheridan distributed a handout of information that explained when Condition 4 Routing is utilized and listed a refresher of scenarios for Condition 4 Routing.

Ms. Sheridan stated that she sent each PSAP their Condition 4 Routing by email in October and there were (6) PSAPs that did not respond to the initial or second request so she will approach it differently in the future by copying Liz Graeber on the emails. She said that Condition 4 Routing will be needed even as we move to Next Generation because we will always have Central Offices that send out 9-1-1 calls to the 9-1-1 center.

Ms. Sheridan advised Condition 4 Routing is utilized when the calling party's originating end office (AKA CO/Central 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 10-digit telephone number. ANI will not be available during Condition 4 Routing.

Ms. Sheridan explained the scenarios for Condition 4 Routing.

Scenario #1 – Both 911 trunks and Public Switched Network (PSN) are down between the 9-1-1 Tandem and Central Office (CO). Calls can be re-routed to a 10 digit number which resides inside the boundaries of the remote CO, the host/standalone CO, or any other remote CO served by the Host/Stand-alone CO.

Ms. Sheridan stated a regular POTS line is needed to reroute 9-1-1 calls to (not a DID or PBX line). Phoenix Police Department, which has a massive amount of Central Offices within their boundary, has reached out to Circle K's, community centers, and many locations within its central office boundary and contracted with them so they can dispatch an officer to go there and take 9-1-1 calls and the officer radios back to the 9-1-1 center and then everything is dispatched from there. She stated there are many different options that can fulfill your Condition 4 Routing in case a CO goes down.

Scenario #2 – Only the 911 trunks are down between the 9-1-1 tandem and CO but the PSN is still operational. Calls can be re-routed to a 10 digit number which resides inside or outside of the boundaries of the office experiencing the 911 trunk failure. Basically this means anywhere because the PSN is up and working. She stated this is an easy number to fulfill.

Scenario #3 – Is for Remote CO's only – The umbilical between the Host/Stand-alone CO and the remote CO is down which turns the Remote CO into a huge intercom, no calls out and no calls in. Calls can be re-routed to a 10 digit number that resides within the boundaries (only)

of the remote CO that is experiencing the failure. The alternate number must be a "Plain Old Telephone Service (POTS) number. Ms. Sheridan advised remote central offices are installed in expanding areas where copper is not available and that not too many PSAPs in Maricopa County have remote central offices. Ms. Sheridan stated this needs to be a 24X7 manned number to re-route calls to. She said she understands this is a hard number to fulfill.

Ms. Sheridan advised a Condition 4 Routing number must be a CenturyLink Telephone Number. No other carrier can be accepted. If numbers are ported to another carrier, your Condition 4 Routing will have to be re-negotiated with a CenturyLink TN.

Ms. Sheridan asked if there were any questions. There were none.

10. Request for Future Agenda Items

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

Chair Rogers reminded all about the upcoming APCO/NENA State Training Conference on July 7-9 at the Wigwam Golf Resort and Spa. She said presenters are needed and to go to the AZ APCO/NENA website for more information.

Adjournment

Loretta Hadlock motioned to adjourn the meeting at 9:47 a.m. Del Webb seconded, and the motion carried unanimously.