

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
July 11, 2013
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	Rachel Harris for Curtis Thomas, Salt River Pima-Maricopa Indian Comm.
Laurie Russo for Cari Zanella, Mesa, Vice Chair	Karen Sutherland, Scottsdale
* Lisa Eminhizer, Apache Junction	Domela Finnessey, Surprise
Mirela Borsan, Avondale	Patrick Cutts, Tempe
Jim Tortora, Buckeye	* Ken Lutkiewicz, Wickenburg
Michelle Potts, Chandler	+ Lonny Foster, ASU
* Stephanie Beebe, Ft. McDowell Yavapai Nation	+ Barbara Jaeger, ADOA
* Janet Laird, Gilbert	#+ Patty Simpson, DPS
Loretta Hadlock, Glendale	*+ David Demers, Luke AFB
Chris Nadeau, Goodyear	+ Kasey Beal, Mesa Fire & Medical
Paul Ellis, Maricopa County Sheriff's Office	+ Martha Johnson for Dori Beck, Phoenix Fire
Michael Cole, Paradise Valley	+ Ellen Anderson, Rural Metro/Southwest Ambulance
# Patricia Williams, Peoria	
# Dan McNemee for Phoenix	

* Those members neither present nor represented by proxy.
+ Ex-Officio member
Attended by Teleconference

OTHERS PRESENT

Liz Graeber, MR9-1-1	Lisa Sheridan, CenturyLink
Mike Benjamin, MR9-1-1	Maria Hall, ADOA
Dave Eaton, MR9-1-1	Sandy Gilstad, ADOA
William Boyd, MR9-1-1	Christine Pantoja Young, Mesa PD
Nate Nguyen, MR9-1-1	
Tom Whiting, MR9-1-1	

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 9:04 a.m. Self-introductions were made.

Chair Rogers advised that Phoenix, DPS, and Peoria were joining the meeting by teleconference.

Chair Rogers welcomed new members to the PSAP Managers Group: Patricia Williams, Peoria Police Department, and Michael Cole, Paradise Valley Police Department.

Chair Rogers reminded all to use the parking validation stamp if needed and to turn on the microphones when speaking.

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 April 11, 2013 PSAP Managers Group Meeting Minutes

Chair Rogers asked if there were any changes to the minutes.

Liz Graeber reported a change to the April 11, 2013 minutes. Ms. Graeber advised that on page 5 under the Community Emergency Notification System CENS Update, the minutes states there are 13,235 self registrations. Ms. Graeber stated this is incorrect and there are actually over 20,000 self registrations.

Chris Nadeau moved to approve the minutes of the April 11, 2013_MAG PSAP Managers Group meeting with the change. Patrick Cutts seconded, and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton, Maricopa Region 9-1-1 GIS Manager, reported that he is working on pushing out a GIS Update for Power Map and the email will go out on July 22, 2013. Mr. Eaton advised there are five PSAPs that are using the regional web map rMap; Buckeye, Luke, Paradise Valley, Surprise, and Rural Metro. He said that rMap does not require GIS Updates the updates are done automatically. He said he will show progress made with rMap at the next PSAP Managers meeting Mr. Eaton stated that Phoenix Fire currently has been testing rMap at 12 positions and will eventually have rMap running on all of their positions when they get their new phone system.

Chair Rogers asked if there were any questions for Mr. Eaton. 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. Mr. Benjamin advised there were no staff changes over the last quarter,

but the technical team continues to be down a technician due to an industrial injury. He stated that Nate Nguyen will provide more detail on the technical case activity and William Boyd will provide a report on technical projects.

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 one percent increase in cases this quarter: (425) total cases opened, (329) cases remedied, (41) cases with priority level 3 and above and (96) cases remain active this quarter. He said there are currently (269) outstanding cases; (1) case is with Intrado regarding MIS Issues (111) are task cases to make the network and CPE better.

Mr. Nguyen stated that trouble issues worked on this quarter by category include: Viper cases (64) there were 39 last quarter, PC Hardware/Software cases (69), PowerMap/rMap cases (29), Power 9-1-1 cases (43), PBX/Lifeline cases (56), Network and Connectivity cases (40), MIS cases (9), Circuit related cases (19), Call Routing cases (26). 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: (88) 17 percent troubles opened after hours, (127) 24 percent troubles reported by way of PSAPs calling in, (66) 13 percent troubles reported by email, (180) 34 percent troubles initiated by our Business Intelligence System.

Mr. Nguyen provided a report on PSAPs that had a spike in trouble cases. He stated that ASU Police Department had a spike due to minor backroom issues that were mostly software related. Fort McDowell Police Department had a spike due to circuits and backroom CPE. Gilbert and Peoria Police Departments spiked because of genovation file issues and jackboxes. Mesa Police Department spiked due to Lifeline/PBX issues. Paradise Valley Police Department had a spike due to their Viper Equipment Upgrade in early May.

Mr. Nguyen advised of a recent issue at ASU Police Department. Due to the monsoon storm season, AC condensation leaked water on to the DMARC causing a circuit issue in the backroom. CenturyLink was dispatched out and they determined there was a water leak which caused the outage and ASU Police Department went into a make busy state. Mr. Nguyen said to see him after the meeting if there were any questions.

William Boyd, Maricopa Region 9-1-1 Project Coordinator, provided an update on 9-1-1 Technical projects. Mr. Boyd reported that Paradise Valley Police Department cut over to a new Viper System on May 1, 2013. There are now a total of (17) Viper sites and (6) Lifeline sites. Currently working with MCSO they are building a new facility and PSAP with a capacity of (36) positions, planning to cut over a total of (22) positions (18) are state funded and (4) are funded by MCSO. Tentative cut over date for Viper ACD is January 15, 2014. Also working with Phoenix Fire Department, they chose to move away from the Positron Platform and chose a Cassidian Vesta Phone System; no cut over date is planned yet for installation, but are planning to install (25) positions at their existing site and (10) additional positions at their back up site. He said that a kickoff meeting with Cassidian will be held this day and another one later this month and will hopefully establish a cut over date. Goodyear Police Department is building a new facility and will add (3) additional positions funded by the City of Goodyear with a tentative cut over date of first quarter 2014. Mesa Police Department is scheduled for a Viper System Upgrade for a tentative cut over in the first

quarter 2014. Ms. Graeber advised Mesa Police Department and Mesa Fire Department will be sharing the same backroom but with two different systems. Salt River Tribal Police Department will be enlarging their PSAP and installing new PSAP furniture that we will be assisting them with.

Mr. Benjamin advised of another small project. He stated that MR9-1-1 assisted DPS during its new furniture installation without any overtime or cost to the PSAP. Patty Simpson confirmed they did a complete remodel even though their phone systems remained the same. Ms. Simpson acknowledged and thanked MR9-1-1 Technician Dominick Zanfardino for the tremendous amount of work he did checking in with them daily and breaking down computers and getting them back up quickly.

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. He said there are four PSAPs left to bring CenturyLink fiber to; Scottsdale, Luke, Salt River, and the new Phoenix Fire Dispatch Facility. We plan to be complete this month with CenturyLink fiber at almost all PSAPs. Every PSAP has or will have shortly at least one fiber provider (Regional Community Network provided by MAG, Cox, or CenturyLink). All PSAPs have at least two providers and we believe we will soon have 11 PSAPs with three fiber providers.

Mr. Benjamin reminded all to please call 911Support for any technical issues. He stated there was a recent incident where a PSAP was having issues with their CENS machine and asked their IT person to look at it instead of calling 911Support. The IT person with no malicious intent tried to hack into the CENS machine but was unsuccessful. The unsuccessful attempts caused a lot of alarms for MR9-1-1. Mr. Benjamin stated that MR9-1-1 has tight security measures in place. It will be much faster to get a MR9-1-1 tech involved with a problem. He asked all to remind their supervisors to call or email for non critical issues or to call Scottsdale Police Department if it is after hours. Mr. Benjamin stated MR9-1-1 is ready to assist with any 9-1-1 technical issues. Please help us to get involved early.

Karen Sutherland, Scottsdale Police Department asked if there are other technology avenues for getting in touch with technicians after hours. Ms. Sutherland said it is not a problem for them to take the calls and make the calls but they cannot answer many of the questions and it would be more effective for the technician to be in direct contact with the agency that is having trouble.

Mr. Benjamin replied MR9-1-1 is exploring concepts using rMap, a web based tool that was developed internally and through rMap the PSAP can use a tool to interface directly with a technician and send a message.

6. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. Ms. Graeber stated there have been 47 launches to date. She said we had 47 launches last year in September so we are using the system and that is always good thing. She stated she had to miss the last PSAP Managers meeting due to a meeting for the distribution of the homeland security grant funds. She explained that there was a question about our application. Ms. Graeber went to plead their case and as a result they put CENS high on the list for receiving the grant funds. Ms. Graeber

stated that CENS has been living on homeland security grants for six years. The Homeland Security grants are going away, even though CENS is high on this list they cut a percentage of everyone's grant. Ms. Graeber said we still need to find permanent funding. She said they are looking at upgrading the current system because it is five years old. Ms. Graeber said they are considering an IP based system instead of analog, but more money will be needed for that. She said they successfully secured another round of grant funds which starts in October. Ms. Graeber noted that that launches to say a missing child or adult has been found are unnecessary. Also if a child is found, it is not considered an emergency and does not require a CENS launch. Ms. Graeber stated that most of the launches were for missing adults/children.

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

7. MAG FY 2015 Annual Element/Funding Request and FY 2015-2019 Equipment Program

Liz Graeber provided the report MAG FY 2015 Annual Element/Funding Request and FY 2015-2019 Equipment Program which is used to map the needs of the PSAPs. Ms. Graeber advised she does three budget processes a year; one for City of Phoenix, MAG, and the State. FY 2015 will start on July 1, 2014, and includes maintenance and networking costs for both wireline and wireless. The project requests include \$50,000 for Equipment Upgrade Peripherals which are items needed for projects that are not part of what the vendor has sent such as printers, cables, monitors. DPS has requested a logging recorder, Mesa Fire has requested two additional positions and a logging recorder, Phoenix Police Department for a 9-1-1 System Upgrade, Scottsdale Police Department is requesting a logging recorder, Tempe Police Department is due for a 911 System Upgrade. The total equipment total is \$5,000,000. Special Projects includes a request to upgrade the MR9-1-1 selective router for 3,000,000. The total FY 2015 budget for networking, new equipment, and maintenance is \$15,185,758. Ms. Graeber advised that MR 9-1-1 still goes through the budget process as if there is money available, but there is a possibility that requests may not be granted. The budget will go through the MAG process to be reviewed by the 9-1-1 Oversight Team, Management Committee and then on to the Regional Council and then to the State 9-1-1 Office.

Chair Rogers asked if there were any questions on the budget. There were no questions.

Patrick Cutts, Tempe Police Department, motioned to recommend for approval the FY 2015 PSAP Annual Element/Funding Request and FY 2015-2019 Equipment Program.

Karen Sutherland, Scottsdale 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 the annual revenue is \$16.5 million. She stated the prepaid tax goes into effect in January 2014. The Department of Revenue estimates \$2 million of revenue per year from prepaid, but it cannot confirm how it arrived at that number. Ms. Jaeger commented that she will have better idea once collection of the revenue begins. Ms.

Jaeger stated she continues to work on Phase II projects around the state. She reported that Greenlee County is complete and they are in the process of starting to test Gila County. There are four counties left that are not Phase II. Apache and Navajo Counties are working on GIS necessary to be eligible for funding. Ms. Jaeger advised only deploying carriers that do not seek cost recovery. La Paz County is coming out of Broadband grant funds from the Department of Land. Coconino County is still doing some internal work within its organization. She reported that its PSAP Manager/Wireless Oversight passed away recently which has slowed progress.

Chair Rogers asked if there will be any upcoming fund sweeps from the Legislature. Ms. Jaeger replied \$124,000 was identified in the FY 2014 budget that is going to the Automation Fund, and because it is technical it has to come out of the five percent available for Administrative Costs. Ms. Graeber asked for clarification of the Automation Fund. Ms. Jaeger replied it is the State's Automation Fund for all Automation Projects throughout the state and they are obligated to contribute to it because they have state offices that are using the Automated Systems for budget and billing.

9. Text to 9-1-1 Proposals

Ms. Graeber advised to be prepared to have Next Generation 9-1-1 as a permanent agenda item. She stated The Federal Communications Commission (FCC) is requiring by October that all the wireless carriers have to provide a bounce back message to anyone that sends a text message to 9-1-1. Ms. Graeber said the bounce back message may say, "You can't text 9-1-1 in this area; please make a voice call." Sprint, ATT, Verizon, and TMobile already have bounce back messages in place. Ms. Graeber said this is the only mandate from FCC in regard to text to 9-1-1 -- everything else has been suggestions.

Ms. Graeber said the PSAP Managers Group needs to discuss and make a decision on how they want text to 9-1-1 implemented when it becomes a reality. Ms. Graeber gave kudos to Mike Benjamin and his team for being so dedicated to getting fiber without costing a lot of money and as a result we have a network that is ready for Next Generation 9-1-1. Ms. Graeber said there is an FCC document included with the agenda that contains a lot of information and options but she wants to focus on the options for receiving Text to 9-1-1. The first suggestion is through a text capable 9-1-1 center which means that your center is able to receive a SMS message that will come to your call taking machine or answering position. The last two suggestions are for those that want to get text messages right away but are not text capable through their 9-1-1 equipment. The second suggestion is to have a web browser base which will require a separate computer from your call taking equipment. The third suggestion is to convert text message to TTY. This sounds like a good idea, but there are so many technical issues with this and you can lose valuable information.

Ms. Graeber stated there are the three options the region needs to look at. MR9-1-1 can provide suggestions as a technical team, but the PSAP Managers need to decide what they want to do since they will be using it. MR9-1-1 prefers the first option, waiting until a standard is out and not try to rush it by putting in anything that might not get the citizens the services they need.

Patrick Cutts asked if there had been any requests from outside groups for text to 9-1-1 functionality. Ms. Graeber replied no there have been no requests from outside groups.

Mr. Cutts stated the web browser option is not acceptable because it is one more thing that has to be monitored. The text to TTY sounds good on the surface but there are already a lot of issues when trying to do TTY communications. Mr. Cutts said he recommends waiting until we are able and to take text with 9-1-1 equipment and does not necessitate a lot of changes to our functionality.

Chris Nadeau stated his concern is if people can text they will also want to send pictures. He said he agrees the web browser option is something additional to monitor and also now there is no connection between browser and CAD System or 9-1-1 recordings and TTY won't be able to do anything but basic text and would slow down the process. We should wait until they can provide a solution we have equipment that can support it inst

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

Karen Sutherland, Scottsdale Police Department, motioned to go with option 1 and move towards becoming NG9-1-1 text capable PSAPs. Loretta Hadlock, Glendale Police Department seconded and it was unanimously. Chair Rogers asked if all were in favor of approving option 1 and if anyone opposed. All were in favor.

10. Request for Future Agenda Items

Chair Rogers asked if there were any requests for future agenda items.

Chair Rogers stated the next meeting is October 17, 2013.

Patrick Cutts suggested funding options for CENS.

Chair Rogers advised there is a Intrado User Group Meeting October 7-11 in Longmont at the Intrado Facility. Ms. Graeber said it is good opportunity to speak to Intrado about the likes and dislikes of their System and wishes for future improvements. She said MR9-1-1 will try to send a few people to act as liaisons for the PSAPs. If you are not able to go and have items you would like us to address on your behalf, please let staff know.

Adjournment

Chris Nadeau motioned to adjourn the meeting at 9:57 a.m. Mirela Borsan seconded, and the motion carried unanimously.