

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
October 17, 2013  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

MEMBERS ATTENDING

Toni Rogers, Tolleson, Chair	* Rachel Harris for Curtis Thomas, Salt River Pima-Maricopa Indian Community
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	+ John Locklin for Kasey Beal, Mesa Fire Medical
Rich Johnson, Maricopa County Sheriff's Office	+ Dori Beck, Phoenix Fire
Michael Cole, Paradise Valley	+ Ellen White, Rural Metro/Southwest Ambulance
Patricia Williams, Peoria	
Jesse Cooper, Phoenix	

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

OTHERS PRESENT

Liz Graeber, MR9-1-1	Steve Whitney, MCSO
Mike Benjamin, MR9-1-1	Lisa Sheridan, CenturyLink
Dave Eaton, MR9-1-1	Bob Bobbett, CenturyLink
Angela Beatty, MR9-1-1	Michael Sherman, ADOA
William Boyd, MR9-1-1	Cori Hayes, Mesa Fire
Chuck Montgomery, 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 9:09 a.m. Self-introductions were made.

Chair Rogers welcomed new member Patricia Williams of the Peoria Police Department to the PSAP Managers Group.

Chair Rogers reminded all to turn on their microphones when speaking for the recording.

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. Phoenix Police Department Recognition

Cari Zanella, Mesa Police Department recognized Phoenix Police Communications for their assistance during Mesa's PSAP evacuation due to a generator issue that filled their facility with exhaust and made their employees sick. Phoenix Police Department hosted Mesa Police Department. She said moving to the Phoenix Police Department Elwood was a smooth and seamless transition. Ms. Zanella presented Jesse Cooper, Phoenix Police Department with a plaque for being a great neighbor.

4. Approval of the July 11, 2013 PSAP Managers Group Meeting Minutes

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

Patrick Cutts moved to approve the minutes of the July 11, 2013\_MAG PSAP Managers Group meeting with the change. Loretta Hadlock seconded, and the motion passed unanimously.

5. Rural Metro Fire Dispatching Yarnell Fire

Ellen White, Rural Metro Fire Department reported that three months ago Rural Metro Fire was contacted by Chief Cole who has since resigned his position regarding dispatch of their Yarnell Fire Department. Ms. White said they went out and did a site survey to see what type of assistance they would be able to provide for them. Ms. White stated we currently have a

VOIP solution in place with them and are working on back ups through Maricopa County to get to the microwave site and the top of Yarnell Hill. We started dispatching for them six weeks ago and as of today have successfully dispatched all 19 of their calls without having to increase capacity or staffing. We are writing the agreement with them now. Ms. White advised Rural Metro is receiving Yarnell Fire's 9-1-1 calls and she explained how Yarnell previously dispatched calls, they had volunteer firefighters that took 9-1-1 calls on their cell phones and then respond to the fire station and work the radios. She said this is not a successful way to receive and dispatch calls.

6. MSAG/GIS/Mapping

Dave Eaton, Maricopa Region 9-1-1 GIS Manager, reported he is working on pushing out a GIS Update for those on Power Map and it will be available a week from Monday. He advised that half of the 9-1-1 call centers are now using the regional web map rMap; ASU, Buckeye, Chandler, DPS, Gilbert, Luke AFB, Mesa PD, Rural Metro, Surprise, Wickenburg, Phoenix PD and Phoenix Fire and Tempe are testing. Tolleson and Avondale will start testing tomorrow. Mr. Eaton presented a demo on the regional web map rMap for those not currently using it. Mr. Eaton reminded all the 2003 Mapped ALI project was a huge project and cost \$3,000,000.00 to deploy the vendor map for everyone. He stated there has been no cost so far for deploying rMap to (13) call centers just his time and the technicians time to roll it out which is saving a lot of money and giving you additional functionality that you didn't have before. He provided an overview of the top buttons, pan/zoom functionality with mouse and trackball. The biggest change is the search box which can search common places. We had been looking at getting commercial data but the cost is \$30,000.00 so we are going to just work with and manage the data we have. The ALI Grid shows live calls and recent calls and is configurable. The Phoenix PD map has an incoming calls tab and shows precinct columns. Potential tools include a radar button to include radar information on the map which may be helpful during monsoon season. He said that rMap does not require GIS Updates the updates come automatically when the map is refreshed.

Patrick Cutts if you can search by lat long coordinates. Mr. Eaton replied yes you can.

Loretta Hadlock asked if it is intended for all agencies to have rMap. Mr. Eaton replied yes.

Barbara Jaeger asked if outside agencies have access to rMap. Mr. Eaton replied no it is internal to the 9-1-1 network. No one outside of 9-1-1 call centers can access it.

Chuck Montgomery asked if there is a Hydrant Layer on the map. Mr. Eaton replied no but that it can be added.

Barbara Jaeger asked if all PSAPs have to come to you for updates and changes. Mr. Eaton replied yes and that they already do that for PowerMap.

Barbara Jaeger asked if the information is available to the Fire Department EOC if needed. Mr. Eaton replied its not there at the moment but it can be reached by a live network feed to a workstation or by remoting in through the internet to a position.

Mike Benjamin stated the Fire Department EOC is moving to a new facility and the 9-1-1 data network will be there.

Mr. Eaton also advised that you can have a customized map that includes data from adjacent cities.

7. 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 the call counts were fairly consistent except for the Phoenix Police Department 620 W Washington site which has a much larger count due to clean up work and aging equipment.

William Boyd, Maricopa Region 9-1-1 Project Coordinator, provided an update on 9-1-1 Technical projects. Mr. Boyd reported he is working on projects for four large PSAPs. MCSO - currently installing equipment at their new location 550 W Jackson St, Phoenix. It is an active construction site. They have (18) state funded positions at their old site and (4) additional positions funded by MCSO, planning to cut over a total of (22) positions. Tentative cut over date for Viper ACD is January 15, 2014. After MCSO is done, we will be installing a new Viper System at Mesa Police Department and Mesa Fire & Medical Department. They currently have (30) positions, (26) for the Police Department and (4) for the Fire & Medical Department. Tentative cut over date is February 12, 2014. Goodyear Police Department is building a new facility at 145<sup>th</sup> Ave and south of Van Buren St. They are purchasing their own Viper System which is not state funded. They currently have (5) positions and are purchasing an additional (3) positions for a total of (8) positions. The building is under construction so there is no tentative cut over date yet. Also working with Phoenix Fire Department, they chose to move away from the Intrado Platform and chose a Cassidian Vesta Phone System and are planning to install (25) state funded positions at their existing site and (10) additional positions at their back up site. The new building is complete and some installation has been started. The tentative cut over date is March 19, 2014.

Mr. Benjamin asked for clarification on if he is able to ask CenturyLink about a report on the Mesa CO outage that occurred recently.

Ms. Graeber stated Mesa can brief us on the incident and then we can have follow up questions to CenturyLink.

Mr. Benjamin advised there was a service outage affecting wireline 9-1-1 into Mesa that affected a Central Office.

Ms. Zanella advised that on October 9<sup>th</sup> 5pm-1:30 am. The PSAP noticed it first that we were unable to make outbound calls and starting getting overflow calls to 9-1-1 and that residents were getting a fast busy when they called the non emergency line. If they called from a landline and were not in the affected CO they were able to get through 9-1-1. The media

coverage made it appear that the 9-1-1 call center was down but it was not. There was a major outage for 40,000 residents. 20 prefixes went down and the Non emergency administrative line was affected. It was a partial service outage. Ms. Zanella stated just to be clear the 9-1-1 center was never down it was the administrative lines that were down you could still call 9-1-1 from a cell phone.

Mr. Benjamin asked CenturyLink if they could provide a report. Bob Bobbett replied CenturyLink is preparing a root cause analysis report that will be available soon.

Mr. Benjamin reported on the Maricopa Region 9-1-1 maintenance quarterly case activity on behalf of Nate Nguyen. Mr. Benjamin advised there were (459) total cases opened and (357) cases closed, (72) cases with priority level 3 and above and (102) cases remain active this quarter. He said there are currently (333) outstanding cases; (134) are task cases to make the network and CPE better.

Mr. Benjamin stated trouble issues worked on this quarter by category include: Viper cases (41) there were 64 last quarter, PC Hardware/Software cases (31), PowerMap/rMap cases (26), Power 9-1-1 cases (45), PBX/Lifeline cases (50), Network and Connectivity cases (45), MIS cases (6), Circuit related cases (25), Call Routing cases (21). Other projects include rMap installations, replacement of ALI Servers at NC1/NC2, Parity Security Software System on 500 PCs

#### 8. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. Ms. Graeber stated there have been 68 launches to date, last year there were 72. There is the ability to use mass call out as opposed to call outs in which you use the platform that we provide. The calling platform we provide is 137 lines. The mass call out is thousands of lines and will cost \$0.20 per minute. There have been a couple of PSAPs that have used the mass call out for small notifications in error. Please remember to use mass call out for large notifications. Ms. Graeber said there will be refresher CENS training at Phoenix Fire before the end of the year and she will advise of the dates. Ms. Graeber stated Patrick Cutts asked at last meeting that we talk about funding. There are Homeland Security Funds, but no permanent funding is available so we are looking at possibly dividing up by each position/agency that has access to it which would be \$3,600.00 annually. It would have to go through the MAG process to be approved. We are also looking at an upgrade of the software that will be coming out sometime next year. At that point we will solicit funds through the grant process. We have held off on the IPAWS feature which is the ability to sense where a cell phone is and include them on the notification. It is an all or nothing so we don't want to bring that on until it gets to a level that is manageable.

#### 9. Next Generation 9-1-1 Update

Ms. Graeber provided a report on the Chrysler UConnect product. There are four Chrysler models that provide this service. It is not Telematics the owner buys a service after they get it

for a year free. They press a button on their console and it places a 9-1-1 wireless call through the Sprint Network. It comes in just like a wireless call and looks like a wireless call on the ALI Screen. When Chrysler first started this they brought in people from the Public Safety Community to discuss this but then implemented without notification until a few weeks ago. Ms. Graeber stated that this is the wave of the future and we need to be aware of these types of issues and need to start a working group.

10. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger, State of Arizona 9-1-1 Administrator, reported she continues to work on Phase II projects around the state. Gila County is complete with the exception of Sprint. Coconino County will be next deployment of phase II. Ms. Jaeger advised only deploying carriers that do not seek cost recovery. Apache and Navajo Counties are working on GIS necessary to be eligible for funding. La Paz County is coming out of Broadband grant funds from the Department of Land.

11. Update on New MAG Member Agencies and the MAG Region 9-1-1 System.

Ms. Graeber advised she was notified that Pinal County and some of its communities wanted to become members of MAG. There was a discussion with the MAG director to find out how this would affect the 9-1-1 System. Ms. Graeber said it does not affect our system because we already have parts of Pinal County in our system such as Apache Junction, Queen Creek, and City of Maricopa. The Town of Florence joined MAG but they are not part of the 9-1-1 group and will stay with the Pinal County 9-1-1 System.

12. Vice Chair Solicitation

Ms. Graeber advised the chair appointment is a two year appointment and that Toni Rogers has done a great job as chair. Cari Zanella will move to the chair position which leaves a vice chair opening. Ms. Graeber encouraged all to put in a letter of intent.

13. Request for Future Agenda Items

Chair Rogers asked if there were any requests for future agenda items. There were none.

Chair Rogers advised the next PSAP meeting is January 9, 2014 at the MAG offices.

Chair Rogers announced the APCO Western Regional Conference is the week of May 5, 2014. We are looking for presenters and there is more information to come.

Adjournment

Patrick Cutts motioned to adjourn the meeting at 10:24 a.m. James Tortora seconded, and the motion carried unanimously.