

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
January 9, 2014
MAG Office Building, Saguaro Room
Phoenix, Arizona

MEMBERS ATTENDING

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

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

OTHERS PRESENT

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|------------------------|---------------------------------|
| Liz Graeber, MR9-1-1 | Robert Woodhull, Pinal County |
| Dave Eaton, MR9-1-1 | Melissa Burns, Pinal County |
| Angela Beatty, MR9-1-1 | Lisa Sheridan, CenturyLink |
| William Boyd, MR9-1-1 | Bob Bobbett, CenturyLink |
| Nate Nguyen, MR9-1-1 | Jean Killingsworth, CenturyLink |
| Tom Whiting, MR9-1-1 | James Scoffin, Goserco Inc. |
| Maria Hall, ADOA | Geoff Goin, Goserco Inc. |
| Sandra Gilstad, ADOA | |

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order by Chair Cari Zanella, Mesa Police Department, at 9:06 a.m. Self-introductions were made.

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

Chair Zanella thanked Toni Rogers for her years of service as the MAG PSAP Managers Group Chair.

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 17, 2013 PSAP Managers Group Meeting Minutes

Chair Zanella asked if there were any changes to the minutes. There were no changes.

Chris Nadeau moved to approve the minutes of the October 17, 2013 PSAP Managers Group meeting. Patrick Cutts seconded and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton, Maricopa Region 9-1-1 GIS Manager, reported that AT&T and Verizon Wireless are both rolling out LTE service which is a faster wireless data plan. This will change how wireless cell sector information is displayed. The current display is a numeric field; five digits for the tower, one digit for the sector, and three digits for the switch information. This will change to a seven digit combination of letters and characters. There will be no changes to the PSAP the cell sector information will still be displayed, but the cell sector identifier will look differently. Mr. Eaton stated that AT&T and Verizon Wireless are the only ones moving forward with rolling this out and there over 3,000 new cell sectors between the two of them that will be providing the LTE service.

Mr. Eaton stated that as he moves forward with rMap development and looks for functionality to improve the map, he found that MapQuest has free services such as traffic conditions and traffic incident location information that can be overlaid in rMap. He is looking for feedback to see if this is something PSAPs would like to see on their maps. Patty Simpson at DPS said it would be a benefit for DPS. Mr. Eaton said it would be a map layer in the rMap web based map that shows traffic volumes on the freeways primarily. He said the map layer transparency can be set so it does not take over the map or the map layer can be toggled on or off. Doreen Wasick at Mesa Fire stated they would be very interested in it too. Mr. Eaton said he would move forward with setting it up for DPS first since they are a PSAP

that deals with a lot of traffic conditions. He stated there are some network issues that have to be figured out in order to roll it out to other PSAPs. He will make it available for DPS within the next week and will send an email when the functionality is available; will roll it out to other PSAPs as the network issues are resolved.

Mr. Eaton stated he is also requesting feedback and would like to set up an rMap User Group. This would be a forum where computers are set up for PSAPs to see their respective maps, advise what works and what doesn't, make recommendations, and demo new rMap functionality. He stated this is for users that are really good with the map. He would like to get people from several PSAPs and set it up for a mid March timeframe for about an hour. He will send out an email shortly and appreciates any feedback.

Chair Zanella asked if there were any questions for Mr. Eaton. There were no questions.

5. Maricopa Region 9-1-1 Tech Team

Chair Zanella advised that Liz Graeber, Maricopa Region 9-1-1 Administrator, would be providing the report due to Mike Benjamin's absence.

Ms. Graeber stated there would not be a full report from Mike Benjamin due to his absence; William Boyd will report on projects and Nate Nguyen will report on maintenance.

William Boyd, Maricopa Region 9-1-1 Project Coordinator, provided an update on 9-1-1 Technical projects. Mr. Boyd reported he is currently working on four projects. MCSO is scheduled to cut over to a new Viper System on January 15, 2014; however, they requested to move the cut over date to January 29, 2014. They are moving to a new facility at 550 W. Jackson Street, Phoenix. They currently have and will cut over (18) state funded positions and (4) additional positions funded by MCSO will be added later after the furniture is installed. Mr. Boyd stated this is a large cut over that shouldn't affect most PSAPs. They will transition the wireline calls through CenturyLink which is just a programming change. The wireless trunks are cut over 1 trunk at a time. Mr. Boyd advised there will be an impact to PSAPs that have ring downs to MCSO. The circuits will be down as they get moved one circuit at a time.

Mr. Boyd said that Phoenix Police Department, Rural Metro Fire Department, and ASU all have ring down circuits that are paid by their agency and there will be additional charges from CenturyLink on your bills to move the circuits to a new location. This will occur on January 29, 2014 during the CenturyLink maintenance window of 3:00-6:00 am. 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. Phoenix Fire Department 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 at 2425 W. Lower Buckeye Road. The tentative cut over date is March 19, 2014. Mr. Boyd stated this cut over

may impact other PSAPs, will talk about it as the cut over date gets closer. Goodyear Police Department is building a new facility at 145th Avenue and south of Van Buren Street. 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 cut over date is May 6, 2014.

Mr. Boyd asked if there were any questions. There were no questions.

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 28 percent decrease in total cases from the previous quarter. There were (372) total cases opened and (63) cases with priority level 3 and above and 50 percent of the cases were created through the MR9-1-1 monitoring system which is used to identify problems before the PSAP experiences it.

Mr. Nguyen stated that Buckeye Police Department and Chandler Police Department will be having their first Viper upgrade to service pack 3; will start with Buckeye next Tuesday and follow with Chandler. He said AT&T delivered 2 new circuits to consolidate their trunks/new wireless switch; 1 each for Network Center One (NC1) and Network Center Two (NC2). He advised PSAPs may experience some test calls from AT&T.

Chair Zanella asked if there were any questions for Mr. Boyd or Mr. Nguyen. There were no questions.

Ms. Graeber stated the Mesa Police Department and Fire project is a significant project because it will be the test case and model for remote hosting. She said that even though Mesa Police and Mesa Fire are in the same building, the back room will be designed as if Mesa Fire is in another location. This will allow us to start setting up PSAPs so that they can have back up in a different location. Ms. Graeber stated that this is going to be the model for Next Generation 9-1-1 and we are anxious to see how it goes.

Ms. Graeber expressed appreciation to the MR9-1-1 team for their hard work and the PSAPs for their patience during all of the fiber projects to get fiber into the PSAPs. She stated we have tried to put three different fiber sources from different vendors into your centers and it has been a tremendous project that will be very helpful for Next Generation 9-1-1.

Chair Zanella asked if there were any questions for Mr. Boyd, Mr. Nguyen, or Ms. Graeber. There were no questions.

6. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. Ms. Graeber stated that CENS broke several records in the year 2013. There were a total of (80) launches; there were (72) launches in 2012. Ms. Graeber said she has individual PSAP annual reports and will distribute them after the meeting. The agency with the most launches

is Mesa Police Department with (17) total launches. There were a record number of (12) PSAPs that used CENS. The total number of candidates for all calls is (380,858). Ms. Graeber advised all to continue using CENS because it helps to justify funding. She also suggested adding the CENS annual report to your annual PSAP reports to executive staff so they know it is a tool that you are using. Ms. Graeber said there was CENS refresher training in November that was well attended, but there were some PSAPs that weren't able to attend. She said we will try to do yearly refresher training and if your agency needs training please let me know so we can arrange to do an individual training.

Patrick Cutts asked if there would be a CENS budget discussion about funding options at this meeting. Ms. Graeber replied that nothing has changed, there is funding into the next year. She said she has floated the idea to MAG of each agency splitting the cost. This idea would have to go through the MAG chain all the way up to approval by the Regional Council and if the PSAP Managers Group wants to support the idea, she can submit it to MAG.

Mr. Cutts asked if the group could vote on it now or later. Ms. Graeber said it would be done at the April PSAP Managers Group meeting. She will prepare the dollar amount for each agency that has access to it. She stated that DPS does not use it, but they may want to reconsider now that they have taken over the State Capitol area as part of their dispatch.

Ms. Graeber said she will have the numbers ready at the April meeting for voting and if approved it will go to 9-1-1 Oversight Team, Management Committee, and the Regional Council for approval.

Patty Simpson at DPS stated they do not need CENS for the State Capitol area because they have a texting service for all of the State Capitol employees in all of the buildings.

7. Next Generation 9-1-1 Update

Ms. Graeber provided a report on Next Generation 9-1-1. She stated there are a few items that she has been receiving a lot of calls about. The first one is that Sirius XM is now going to be offering a service similar to OnStar that can do a wireless call by pushing a button in the vehicle. The ALI Screen will show Sirius XM. She said this is going to keep evolving with different ways to contact 9-1-1 and we need to be prepared. Ms. Graeber stated another issue that is causing confusion for PSAPs is 3rd party 9-1-1 centers. She said the FCC mandates that if you are a VOIP company you have to offer 9-1-1 service. In some instances the VOIP company doesn't have the ability to deliver 9-1-1 calls to the Public Telephone Network so they use a third party 9-1-1 call center to route the call to the PSAP. She stated that Gilbert and MCSO both had an instance where a customer advised them that their VOIP provider does not offer 9-1-1 service. Customers have tried to get the 911 system ten digit routing numbers from the PSAPs. Ms. Graeber stated we don't give out the 10 digit 9-1-1 routing number. It gives a back door pass to the 9-1-1 center and it could bring the 9-1-1 System down if the information got into the wrong hands. Ms. Graeber asked CenturyLink if the routing numbers will be needed when we go to Next Generation 9-1-1. Lisa Sheridan stated they will be needed for Legacy Systems. Ms. Graeber stated the working group for

Next Generation 9-1-1 has not met yet and she will be sending an email to those that volunteered so they can start discussing these issues.

8. Arizona Department Of Administration Report and State Wireless Update

Sandy Gilstad, State of Arizona 9-1-1 Project Manager, reported that in 2013 the Greenlee and Gila County modified Wireless phase II projects were completed. She stated they are no longer able to do full phase II deployments and are doing modified phase II deployments for carriers that do not seek cost recovery from the State of Arizona. She also advised they are no longer doing dedicated trunking. There is a single wireline path that receives the wireless calls instead of installing wireless trunking. The Coconino County Wireless phase II project was started on December 13, 2013. We will be deploying AT&T, Verizon, and Tmobile and haven't confirmed Sprint yet. Ms. Gilstad stated that in regards to the third party call center issue, during the Gila project we learned that Tmobile recently transitioned their network to Level 3 Communications which currently has wireless call overflow routing to a third party call center in Canada. She said we are working with Tmobile to get that routed back locally because we do not want 9-1-1 calls going to Canada to those who are unfamiliar with our area and state. Ms. Gilstad advised that once Coconino County is complete there are only three counties left in Arizona to complete and they are Navajo, Apache, and La Paz. She said that hopefully we will be completely phase II in two years.

9. Request for Future Agenda Items

Chair Zanella asked if there were any requests for future agenda items. Patrick Cutts suggested the CENS budget as a future agenda item.

Chair Zanella advised the next PSAP Managers Group meeting is April 10, 2014 at the MAG offices.

Adjournment

Toni Rogers motioned to adjourn the meeting at 9:38 a.m. Loretta Hadlock seconded, and the motion carried unanimously.