

May 7, 2015

TO: Members of the MAG PSAP Managers Group

FROM: Cari Zanella, Mesa, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, May 14, 2015, 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  
May 14, 2015**

**COMMITTEE ACTION REQUESTED**

- |   |  |
|---|--|
| 1. <u>Call to Order</u>   |  |
| 2. <u>Call to the Audience</u><br><br>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. | 2. Information.  |
| 3. <u>Approval of the February 12, 2015, PSAP Managers Group Meeting Minutes</u>  | 3. Review and approval of the minutes of the February 12, 2015, PSAP Managers Group meeting. |
| 4. <u>MSAG/GIS/Mapping</u><br><br>A report on current MSAG/GIS projects will be provided by the Maricopa Region 9-1-1 GIS Manager.  | 4. Information and discussion.   |
| 5. <u>Maricopa Region 9-1-1 Tech Team</u><br><br>A maintenance report will be provided by the Maricopa Region 9-1-1 Technical Manager.  | 5. Information and discussion.   |
| 6. <u>Community Emergency Notification System/Reverse 9-1-1 Update</u><br><br>An update on the Community Emergency Notification System/Reverse 9-1-1 program will be provided.  | 6. Information and discussion.   |
| 7. <u>Next Generation 9-1-1 Update</u><br><br>Next Generation 9-1-1 and its impact to the region will be discussed.   | 7. Information and discussion.   |

8. Arizona Department of Administration Report and State Wireless Update

The Administrator for the State 9-1-1 System 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. Budget Update

An update on the current and future budgets of the Maricopa Region 9-1-1 system will be provided. Please refer to the enclosed material.

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.

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
February 12, 2015  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

MEMBERS ATTENDING

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

\* Those members neither present nor represented by proxy.

+ Ex-Officio member

# Attended by Teleconference

OTHERS PRESENT

- |                             |   |
|-----------------------------|---|
| Liz Graeber, MR9-1-1        | Carlos Simmons, CenturyLink             |
| Mike Benjamin, MR9-1-1      | Bob Bobbett, CenturyLink                |
| Angela Beatty, MR9-1-1      | Lisa Sheridan, CenturyLink              |
| Dave Eaton, MR9-1-1         | Krisee Eckert, CenturyLink              |
| Nicholas Utkin, MR9-1-1     | Maria Hall, ADOA                        |
| Nate Nguyen, MR9-1-1        | Jennifer Cruz, Maricopa PD              |
| William Boyd, MR9-1-1       | Robert Woodhull, Pinal County Sheriff's |
| James Scoffin, Goserco Inc. | Melissa Burns, Pinal County Sheriff's   |

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 9:04 a.m. by Chair Cari Zanella, Mesa Police Department. Self-introductions were made.

Chair Zanella reminded all to use the parking validation stamp if needed, turn on your microphone when speaking for the recording, and to mute your phone when not speaking if using a speaker phone.

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.

Chair Zanella advised there is a comment from Bob Bobbett, CenturyLink. Mr. Bobbett advised he is retiring at the end of this month. He introduced his replacement Mr. Carlos Simmons to the PSAP Managers Group. He stated that Mr. Simmons has an extensive Telecom background and extensive 9-1-1 background with Integra and Frontier as well as working with CenturyLink. Mr. Simmons stated he looks forward to working with everyone.

3. Approval of the October 9, 2014 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 9, 2014 PSAP Managers Group Meeting. Loretta Hadlock seconded and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton, MR9-1-1 GIS Manager, advised he is currently working on an update to the rMap base map. He said the rMap update doesn't require any action from the PSAP there will be an update with new features in between shift changes. Mr. Eaton stated typically during the course of developing rMap it has gone on the same quarterly update process as PowerMap when we had to push files out to everybody. With some help from his network partner Michael Benjamin, he now has access to the primary GIS Server and will have updates on a more frequent basis.

Mr. Eaton reported they have added additional functionality to rMap at the Glendale Police Department and Maricopa County Sheriff's Office. Through the Maricopa County GIS Office they have a license for Pictometry which is oblique photography that allows you to see the sides of buildings. He advised it is an open license so as time permits and as they get

feedback or interest they can deploy it at the PSAPs. Goodyear Police Department said they were interested in it.

Mr. Eaton advised they have been using traffic services from Mapquest and that DPS was the only PSAP using it. He found out yesterday that they have changed their model and the traffic flows are no longer free. He said ADOT has some layers that they can get to that show traffic flows for major freeways in the area and he will start working with that. He said they also have freeway overhead signs and if you click on the icons it will show what the signs are saying. He requested that people let him know if anyone is interested in the traffic flows or freeway signs for integration into their map.

Mr. Eaton stated that is all he has for the mapping update unless Maricopa County Sheriff's Office or Glendale Police Department wants to comment on their Pictometry.

Rich Johnson said Pictometry was incredibly well received by the staff at Maricopa County Sheriff's Office and as soon as they get some good success stories they will share them. He stated it is another tool in the tool box that is available, instantaneous with just a right click, requires no training, and works quite well. Loretta Hadlock stated she has not heard any complaints about it; Glendale Police Department officers are using it more and it helps them in the field.

Chair Zanella asked if the officers are asking reference questions now that they know you have it. Ms. Hadlock replied yes they are inquiring a lot more and are coming into the 9-1-1 center to look at it. We have had some 9-1-1 abuse calls and they have used it to it gives them a better idea. She said sometimes the SWAT guys will come in and use Pictometry more so than Mapquest. Mr. Johnson said they anticipate using it for Missing Persons out in the desert. Someone that is lost can give reference points about the big cactus with five arms and that may help in locating them.

Mr. Eaton stated the Pictometry license is owned by Maricopa County and is available to everybody. If your SWAT Teams or Tactical Teams are interested please let him know and he can put you in touch with the Maricopa County GIO.

Liz Graeber advised of a mapping challenge that she and Angela Beatty came across yesterday. She stated this challenge affects Maricopa County Sheriff's Office more than any other agency and they will meet with Mr. Johnson one on one to go over it. There are Fire Departments in the West Valley that are going out and setting up house by house fire subscriptions in Maricopa County Islands. She stated what this means to the PSAPs, for example, is that Ms. Smith at 123 W. Main Street has Peoria Fire coverage and her neighbor Ms. Jones is covered by Sun City West Fire coverage and her neighbor Mr. Fletcher has Rural Metro Fire coverage. The old idea of a neighborhood being under one ESN is going away.

Ms. Graeber reported that Ms. Beatty has been going through and updating the ESN for each one to reflect the correct fire response agency. They have been in contact with the agencies to let them know that something in writing from the chief level is needed to say this is the

coverage so there are no misunderstandings. The other thing is if Ms. Jones calls from her cell phone it may not always show the address at times depending on how good the information is being fed to the cell company. MCSO relies on the ESN Layer on rMap to show the 9-1-1 response information. Ms. Graeber said this is an extra challenge for updating the MSAG, ALI, and rMap. She asked the PSAPs to please be aware if they have County Islands that it could be individual fire departments taking coverage.

Chair Zanella 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 advised he will be using more of a video projection for slides and dispense with the print outs for the future. He said he can provide the tech case counts via email if anyone is interested. Mr. Benjamin provided an update on staffing. He advised that one of their ten year staff members Tom Whiting passed away in January succumbing to some serious medical concerns he had for a long time. It has been a tough situation for us he took a lot of institutional knowledge with him. They are hopeful as they hire a replacement and get their team back up to full strength they will be back in business in a good way. Mr. Benjamin advised that Nic Utkin is a new 9-1-1 Technician filling a vacant technician position. He started in January, has been with Public Safety for ten years, and came from Phoenix Fire Department through the normal hiring process. He is smart, hardworking, and a nice guy.

Mr. Benjamin stated Nate Nguyen will provide more detail on the technical case activity and William Boyd will provide a report on technical projects. Mr. Benjamin said that the maintenance case count numbers for this quarter only is a four month quarter October-February due to the shift of the quarterly meeting by one month per MAG's request. He said he will not include this extra long quarter in the running average since it would skew the numbers. The long running average is about 378 calls per quarter is typical. There are a few PSAPs that had some spikes and Nate Nguyen will address those issues.

Mr. Benjamin showed a slide of the Wireless Call Volume Chart and reported that in year 2014 there were 2.2 million total Wireless calls. He said they have to take Phoenix out of the larger graph or the chart is skewed. Out of those 2.2 million calls Phoenix Police Department handled 950,000 of those calls. There were 2.1 million Wireless calls for year 2013 so there was a slight increase.

Mr. Benjamin stated the chart gives an idea from a wireless perspective what the top busiest PSAPs are in terms of call volume. He said that they understand that every single 9-1-1 call is just as important as any other 9-1-1 call but they know that some of the biggest PSAPS such as Maricopa County Sheriff's Office, Glendale Police Department, Phoenix Fire Department, Mesa Police Department, Tempe Police Department and DPS have a lot of calls coming in on those trunks on any given day. The trunk counts for wireless calls for the 24 hour period of February 11, 2015, shows the Phoenix Police Department Elwood and 620 calls are handled by their first trunk group that goes into Elwood and 96 percent of their calls

were handled by that trunk group with only 123 calls needing to roll over into the other trunk group. Mr. Benjamin said the top 10 PSAPs shift every day. They check these trunks every day to watch for trends and to make sure they are trunked appropriately for the PSAPs. He said he can email the slides to anyone that is interested.

Nate Nguyen, Maricopa Region 9-1-1 Technical Supervisor, reported on the Maricopa Region 9-1-1 maintenance quarterly case activity. Mr. Nguyen advised the case count is for a four month period: (474) total cases opened, (399) cases remedied, (40) cases with priority level 3 and above. Sites with above average cases are: Chandler Police Department, Glendale Police Department, Phoenix Police Department (both sites), and Surprise Police Department. He stated the increase is due to a lot of service calls for adding users and wear and tear items such as jack boxes that are getting old. Fort McDowell Police Department had no case activity and this is the first time this has happened since 2<sup>nd</sup> quarter 2012. He said there are currently (280) outstanding cases, (122) of those are trouble cases. Mr. Nguyen provided a breakdown of how the (474) troubles were reported: (102) troubles opened after hours, (108) troubles reported by way of PSAPs calling in, (142) troubles reported by email, (141) troubles initiated by our Business Intelligence System monitoring.

Mr. Nguyen stated that trouble issues worked on this quarter by category include: (38) Viper cases there were (40) last quarter, (46) PC Hardware/Software cases, (18) PowerMap/rMap cases, (89) Power 9-1-1 cases there were (55) last quarter increase due to PSAP requesting add move changes requests, (3) PBX/Lifeline cases, (29) Network and Connectivity cases, (10) Power MIS cases, (61) Circuit related cases, (25) ALI cases.

Mr. Nguyen stated there were software upgrades completed for Buckeye Police Department, Chandler Police Department, and our multinode Viper System which is running on half of its node. We are looking to get the other half of the hardware which is scheduled to be online in a couple weeks and they will be working with Intrado to get that in service. Next quarter they will be upgrading Maricopa County Sheriff's Office, Surprise Police Department, Paradise Valley Police Department, Goodyear Police Department, and Glendale Police Department to the latest Intrado Viper and Power 9-1-1 service packs.

Mr. Nguyen advised that Mr. Benjamin will discuss a critical issue with Phoenix Police Department this quarter.

Mr. Benjamin stated there is one item he did not mention before for the Wireless call counts, the 2.2 million is for Wireless for 2014. The counts for Wireline are still coming in and we are still assessing it. He said that they do not get great information from their provider on wireline. Wireline is in the neighborhood of 600,000 calls. The overwhelming majority of calls are coming in on Wireless.

Mr. Benjamin advised of significant outages that occurred this past quarter. On the morning of Monday November 3, 2014, the Scottsdale Police Department was evacuated due to a chemical spill in the building and was in make-busy for about one hour. It is good that they do their quarterly make busy testing because you never know when it is going to come into play. There were two incidents at Phoenix Police Department. The first incident occurred on

Friday November 28, 2014, on the day after Thanksgiving. Due to hardware trouble at the Phoenix Police Department Elwood location, call takers at Phoenix Police Department 620 were not getting ALI and no users were getting CAD SPILL or rMap. Phoenix PD Elwood relocated a shift of call takers to Phoenix PD 620 and rerouted 9-1-1 calls there. The hardware issue was stabilized and services and call takers resumed at Phoenix PD 620. This configuration and associated equipment is going on eight years old, it is slated to be replaced moving forward. The fact that Phoenix PD was able to move their staff helped to minimize the impact to their operations.

The second incident occurred on the morning of Wednesday January 14, 2015. Non-9-1-1 contractors were working in an area dealing with new cabling near the 9-1-1 equipment. That equipment got tangled up with the power source for the PBX at Phoenix PD Elwood and caused a series of electric breakers to trip and interrupted the power item where the power and backup power meet to go into the PBX. The primary power and backup power were taken out and this caused a period of Make-busy activation. Calls were sent to Mesa for a period until they were able to get their staff to the location. A lingering issue surfaced at midnight causing another interruption. The PBX was not happy that its power had been pulled and it had an ungraceful shut down. During the day we had brought it back up and believed it was solid but that night some maintenance routines that run at midnight came on and caused another impact. They do not staff at Phoenix PD 620 during the third shift and they were able to move their people and allow us time to stabilize items. For this very large PSAP having dual sites was key to minimizing the interruption. There have been no problems since January.

Mr. Benjamin said Mr. Boyd will be giving more detail on PSAP CPE Infrastructure Upgrades for Glendale Police Department, DPS, Scottsdale Police Department, Tempe Police Department, and possibly Phoenix Police Department pending funding.

Mr. Boyd provided an update on 9-1-1 Technical projects. He stated that on October 29, 2014, they installed and cut over a new Viper System for the Glendale Police Department. On December 9, 2014, they installed and cut over a new multi-node Viper System for DPS, which is their first multi-node configuration. Scottsdale Police Department is scheduled to cut over to a new Viper System on April 28, 2015, and Tempe Police Department is scheduled to cut over to a new Viper System on June 16, 2015. The only Lifeline site left after Tempe Police Department cuts over to a Viper System is the Phoenix Police Department.

Mr. Benjamin said that was a quick and subtle update but it is an item we should take a second to think about that during the difficult funding periods that they have had and with all the talks of NG9-1-1 and what they are doing with IP, they are down to the last two PSAPs at Phoenix Police Department Elwood and 620 that are not yet on IP. It will be a big milestone when they get there and will enable them to launch into some of their NG9-1-1 plans. Mr. Benjamin said IP and their use of it came into play for the big Super Bowl Event in February. There were some good things that occurred for their team. They were able to put in an additional fiber connection prior to the Super Bowl for the Glendale Police Department. They now have fiber optic facilities from three different telecommunications service providers:

MAG Regional Community Network, CenturyLink, and Cox. They were able to add additional wireless trunks assuming that the Super Bowl may increase call counts for them and in case of absolute catastrophe they would have trunking to be able to handle additional calls. This came with no additional bill to the State 9-1-1 Office. Four additional wireless trunks were added using IP as the transport over our 9-1-1 data network. There were no install charges and no monthly recurring charges, just their staff time to integrate it.

Mr. Benjamin stated that Wireless 9-1-1 Trunk replacement continues. He said they have talked about in prior meetings that Mesa Police and Mesa Fire Departments have no leased trunks for wireless. The trunks that run from their data centers to those two locations are trunks that they do not have to pay for individually from a phone company. They use their 9-1-1 data network and IP capability to transport that information. And now with DPS cutting over to their hosted solution they have cancelled their leased trunks for wireless. This saves the system over \$6,000 per year in trunking charges.

Mr. Benjamin showed a picture slide and talked about the Make-Busy Switch. He said there was a PSAP that was putting their PSAP in make-busy by flipping up the top gun protective cover and then closing the top gun protective cover thinking that would leave them in make busy. Mr. Benjamin said the protective cover does not allow you to have the switch activated and have the cover down. He said when going into make-busy, don't close the red cover. To activate the make-busy, open the switch cover, flip the switch, and leave the switch cover in the open position.

Mr. Benjamin stated Mr. Nguyen talked about several upcoming software upgrades, coming to various sites. He said the 9-1-1 new world reality is CAD, Radio, email is all IT and there are new versions, updates, patches, service pack, hot-fixes that are coming out all the time. Many of the important components for 9-1-1 and IT are built using PCs. That comes with a lot of flexibility and also a lot of pain. They weren't designed like the Legacy items that were was designed for service life of 10, 20, or more years. Today's reality is that PC servers and desktops have much shorter expected service life, 4-5 years for continuously running PC based device is what should be expected service life. New features are coming out and there are security flaws that need to be patched or fixed which are requiring that service intervals be on a short leash. Please bear with us and give us honest feedback if it is not a good time for this. We want to accommodate you as much as we can. We try to work with the vendors to accommodate us in order to reduce the impact to your operations.

Mr. Benjamin provided a diagram and an update on the 9-1-1 Grade IP Data Network. He said we have talked on occasion about the different providers that we use for our IP Data Network. It is not reliant on one carrier and there are different providers such as Cox Communications and CenturyLink. We've used 4G LTE wireless data in areas where a new building was being constructed that didn't have sufficient facilities or at Salt River Tribal properties that have challenges of its own. We frequently use the MAG Regional Community Network fiber at 13 locations. Salt River Tribal uses Saddleback Communications. We are now starting to leverage in a bigger way Microwave between City of Mesa and City of Phoenix where our data centers are located. He said the purpose of the diagram is if

something is outlined in red it is not on fiber optics, red dots is expected to be moved on to fiber optics, and yellow is expected to be on MAG RCN. Apache Junction uses MediaCom.

Buckeye has Fiber from 2 providers. Wickenburg has Cox Communications Fiber. Fort McDowell has CenturyLink and Cox. We have at least one fiber provider at Apache Junction, Buckeye, Wickenburg, and Fort McDowell. We would like to have PSAPs to have 3 providers and that translates to no single point of failure. Mesa, Gilbert, Chandler, and Tempe have 3 fiber connection providers. There is a project going with Cox Communications at ASU. Phoenix Fire, one of the Phoenix PD sites, and the new MCSO building has 3 fiber providers. Elwood based on their location south of the river bottom City of Phoenix has a hard time getting fiber in there so it is not known if we can get RCN fiber there. Peoria, Glendale, Surprise have 3 fiber providers. Luke is a complex campus not sure what we can do for them. Goodyear, Avondale, and Tolleson are outlined in yellow. The MAG RCN is close maybe a few months out. There was a problem at Goodyear they were not able to get Cox Communications to their new building at all. We partnered with City of Goodyear and City of Phoenix to get microwave in there. There are 10 sites that have all 3 providers. Mr. Benjamin asked if there were any questions.

Chris Nadeau stated Goodyear will be getting Cox into their facility and the timeline is 18 months.

Mr. Benjamin displayed a diagram of the rNG9-1-1 System. He said the concept was created in 2013 and there have been some minor updates since then. It is our vision of where we think the industry is going in terms of NG9-1-1 and the systems that we support. In 2013 when this diagram was put together a lot of the concepts weren't being done yet but now in 2015 there are some early adopters that are doing it according to the NENA Standards for NG9-1-1. We are meeting next week with someone from Texas that is doing some of these pieces to see how it is working for them. A lot of these functions we are already providing. We are bound by the funding. Our data centers are very well connected to each other and the PSAPs with fiber. We don't feel Geo-spatial routing of calls will be problematic for us we don't have to build anything new these are things we are already doing and deal with every day. We've operated the systems that serve the majority of 9-1-1 calls for about 10 years. We have skills and confidence in these areas. We are serving more and more 9-1-1 calls using IP in the path. We are evaluating text to 9-1-1 possibilities. We will continue to evaluate and with sufficient funding we can continue to build and operate this. Mr. Benjamin said there will be more explanation in future meetings.

Ms. Graeber said the diagram can be very overwhelming. She said we will send the pdf out to you and will explain it one piece at a time. This is the direction that 9-1-1 is taking. Chair Zanella asked if there were any questions.

Patrick Cutts asked if we will lose the functionality of IP wireless trunks if we go to managed services. Mr. Benjamin said if there was a move to manage services I don't think they would be delivering in any other method than IP.

6. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. She stated there have been total of (11) activations this year with 21,993 candidates selected. Apache Junction, Buckeye, Chandler, Glendale, Gilbert, Mesa, MCSO, Peoria, Phoenix, Scottsdale, Salt River, and Wickenburg all did activations in 2014. There was a total of (78) activations which is down from the record of (82) activations in 2013. Chandler Police Department is the agency with the most activations (16), Mesa had (14) activations. Ms. Graeber advised we are deploying new CENS PCs at your PSAPs as we are able with grant funding. The old ones are on XP and still work but we need to get you off of that. We also have to do a software upgrade this Tuesday from 9am-noon so your CENS PC will be offline during that time. We have a back up system that we can do notifications through the internet. If you need to do a CENS Activation during the maintenance window on Tuesday call Ms. Graeber or Mr. Eaton.

Karen Sutherland said they had to do a notification last week and it didn't go as well as normal. Every time we tried to zoom in on the map it would reset itself and we couldn't get to the street level. Ms. Graeber stated we have noticed that bug and hopefully it will get remedied with the upgrade on Tuesday. Patrick Cutts asked if we have moved forward with identifying other funding sources. Ms. Graeber stated there are no permanent solutions at this time. We have enough reserves to get us through one more year. She said once we are told that we don't have grant money the plan is to use what is in reserves and approach MAG to see if member agencies would be willing to supplement to make it a permanent solution. We know that all city budgets are tight so we didn't want to approach them until we know for sure we are not going to get Homeland Security Grant Funding.

7. Next Generation 9-1-1 Update

Ms. Graeber talked about the XYZ Coordinate. She stated there have been a lot of webinars going on in the last few weeks on plans to get the high rise Z Coordinate on inside calls. NENA had a good one yesterday that you can get on Youtube. They talked about five areas in the nation that they are going to do as pilots. Phoenix was not selected. There will be pilots in Denver, Chicago, Los Angeles, Manhattan, and Atlanta. They will be reaching out to the 9-1-1 communities for input. When we have to start making decisions as a region we will talk more about it. It is still in the infancy stage on how it is technically going to work. We want to make sure our systems can capture that Z Coordinate and apply it to your 9-1-1 map. Please watch the webinars if you have an opportunity.

Ms. Graeber provided an update on Managed Services. She said that shortly after the last PSAP Managers Group Meeting the FCC came out with a report from the outage that occurred in April that affected all of the State of Washington. Ms. Graeber advised the report gave some insights on concerns we have and has caused managed services through CenturyLink to be taken off the table to rework to make sure they are meeting the needs that they need to. The current contract is not available until some reworking is done and then a new offer will come out that will help answer concerns the FCC had. Everybody in the 9-1-1 community wants 9-1-1 to succeed. CenturyLink is looking at it to make sure there are no vulnerabilities when they give a new offer to the State of Arizona.

Patrick Cutts asked if we can get access to the quarterly reports that will be coming out in 18 months to 9-1-1 Administrators on the X Y Z Coordinate pilot program to view or comment. Ms. Graeber stated yes we can discuss it in our meetings.

Ms. Graeber said the XYZ Coordinate webinar stated the wireless service providers will provide info according to wireless routers.

Mr. Cutts said they will use wireless routers as well Bluetooth beacons to get a dispatchable location including an apartment or suite number and is more than just an address it is a physical location.

Ms. Graeber asked will they pull the mac address from a wireless router to help locate someone on the 10<sup>th</sup> floor.

Mr. Cutts said yes in most cases they own the wireless router so they have that information.

#### 8. Arizona Department Of Administration Report and State Wireless Update

Sandy Dyre, State of Arizona 9-1-1 Project Manager, reported that the Wireless phase II projects are winding down. We are still working on the La Paz County phase II project and have completed the call routing sheets and are waiting on dates to do drive testing from the Wireless Carriers. It is on schedule to complete around summertime. She said we hope to start the Apache Navajo phase II project. We are currently installing their maps. It has taken two years to get to this point. We will be putting together an implementation plan for Text to 9-1-1 Services. It is contingent on what the PSAP capabilities are. Ms. Dyre said NG9-1-1 is a topic that we will continue to talk about and we would like to participate in that with you. Over the years we have received grants from ADOT or AZ Broadband Project to facilitate GIS work. At the end of last year we receive funds to complete the address point project for areas that lacked address point data. Ms. Dyre said in NG9-1-1 address points are not required although I think they are necessary. We are pleased that now every 9-1-1 system has an address point layer. Ms. Dyre asked if there were any questions.

Mr. Cutts stated there is a recent report that FCC auctioned off some of their advanced wireless services and collected 40 billion dollars and making 115 million available to states for NG9-1-1 projects. He asked is that something that we can go after if it becomes available and are we eligible for it. Ms. Dyre stated it was her understanding that it was tied to the

Dblock Auction and funds could be available after bills were paid and other things were funded such as FirstNet. She said I don't know if any communications have gone out about the availability of those funds or the process to apply for them. Ms. Dyre asked Mr. Cutts to send her the information. She said historically the reason we haven't been able to pursue some grants is due to the allocation of funds taken from our 9-1-1 fund and added to the general fund. A lot of national grants have a contingency that no funds could have been swept 18 months before or after. This is how we loss the grant funding in 2010 that was a 1.4 million grant approved to do the NG9-1-1 Gila project. We loss that funding shortly after it was granted. Ms. Dyre said our office is not opposed to grants. Please let me know if you hear of any grant opportunities that you want us to pursue. In the past four years we have received half a million in grants from ADOT and Broadband to do GIS work. In the next few months we are going to put out a NG9-1-1 GIS User guide that takes the NENA standard and all the evaluation we've done of statewide datasets to help 9-1-1 GIS personnel to support their local 9-1-1 systems. This helps small communities that have high turnover. Through the AGIC 9-1-1 working group we have created a web based address point editing system. You do not have to be a GIS person to use it. You can move the point to where it should be. The edits go back to the local 9-1-1 system for validation. Our next goal is for centerlines and polygons ESN boundaries.

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Mr. Cutts asked if there is any fear for this upcoming fiscal year that 9-1-1 funds will be swept due to the one billion dollar budget shortfall.

Ms. Dyre stated the initial Governor Ducey's budget does not show us slated for any fund transfers. The Legislature has not put out their recommendation for the budget yet. We watch this diligently and will let you know as soon as we hear of any fund transfers.

Ms. Dyre advised the AZ APCO/NENA State Training Conference is September 8-10, 2015. We are hoping to have it in Tempe. The AGIC Conference is in September 23-25 in Prescott AZ. This gives us training opportunities that are in state.

9. Request for Future Agenda Items

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

Chair Zanella advised the next PSAP Managers Group meeting is May 14, 2015 at 9 a.m. at the MAG offices.

Adjournment

Mr. Cutts motioned to adjourn the meeting at 10:36 a.m. Mr. Johnson seconded, and the motion passed unanimously.

April 1, 2015

TO: Members of the MAG PSAP Managers Group

FROM: Liz Graeber, Maricopa Region 9-1-1 Administrator

SUBJECT: PREPARATION OF MAG FY 2017 PSAP EQUIPMENT FUNDING REQUEST  
AND MAG FY 2017-2021 PSAP EQUIPMENT PROGRAM

The Maricopa Association of Governments (MAG) is beginning the preparation of the 9-1-1 budget request to be submitted to the Arizona Department of Administration (ADOA) for FY 2017. In addition to preparing a request for FY 2017, we will continue preparation of a five-year equipment program, outlining future equipment needs of each of the region's PSAPs. To facilitate the preparation of the FY 2017 budget request and the five-year program, we have prepared the attached 9-1-1 PSAP Budget Request form. We are requesting that each MAG PSAP Manager complete and return this document to the Maricopa Region 9-1-1 Office **no later than June 5, 2015, even if you are not requesting upgrades.**

Please refer to the MAG 9-1-1 System Manual, page 4, for further information regarding the budget process. Justification documentation is required to accompany all FY 2017 requests in order to be considered through the committee process.

Following our review of the completed documents from the MAG PSAPs, an overall budget request to ADOA for FY 2017 will be prepared. This effort will include consideration of the ADOA Order of Adoption that stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund. Please be advised that in addition to the ADOA requirements pertaining to allowable funding, other budgetary constraints will also be considered when preparing the overall request.

The completed upgrade request document will also be used to develop a draft FY 2017-2021 MAG PSAP Equipment Program. This five-year program will be used by the MAG 9-1-1 Oversight Team to forecast future equipment needs of the region and will enable MAG to provide estimates regarding future funding needs to ADOA.

It is anticipated that the overall request as well as the draft five-year program will be reviewed by the MAG PSAP Managers Group and the MAG 9-1-1 Oversight Team. Following recommendation of the 9-1-1 Oversight Team, the budget request will be forwarded to the MAG Management Committee and MAG Regional Council for review and approval.

Because accurate equipment information is very important to the planning process, **we are asking that you complete and return the document even if you are not requesting upgrades for FY 2017 no later than June 5, 2015.** If you have any questions, please contact me at (602) 534-9775.

cc: MAG 9-1-1 Oversight Team  
MAG Intergovernmental Representatives

**Fiscal Year 2017 (July 2016-June 2017)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2018 (July 2017-June 2018)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

**Fiscal Year 2019 (July 2018-June 2019)**

**Budget Items**

**Logging recorder** - Partial reimbursement only  
 Include justification - age and condition of present recorder  
 Documents needed for reimbursement - copy of invoice and check  
 Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
 Estimated purchase date \_\_\_\_\_

**Additional positions**  
 Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move

Estimated date \_\_\_\_\_  
 Possible location \_\_\_\_\_

Fiscal Year 2020 (July 2019-June 2020)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Fiscal Year 2021 (July 2020-June 2021)

**Budget Items**

**Logging recorder** - Partial reimbursement only  
Include justification - age and condition of present recorder  
Documents needed for reimbursement - copy of invoice and check  
Must be purchased off of state contract or through bid process

Estimated # of channels \_\_\_\_\_  
Estimated purchase date \_\_\_\_\_

**Additional positions**  
Include justification - must include sample schedule that shows positions filled

How many \_\_\_\_\_

The state does not fund PSAP moves but because the Maricopa Region 911 team needs to be involved please advise of any upcoming moves.

PSAP move  
Estimated date \_\_\_\_\_  
Possible location \_\_\_\_\_

Contact: \_\_\_\_\_

Phone #: \_\_\_\_\_

Fax #: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return to:**

Liz Graeber  
Phoenix Fire Dept - Maricopa Region 911 Services  
150 S 12th St  
Phoenix, AZ 85034  
**Fax:** 602-495-3751  
**email:** liz.graeber@phoenix.gov