

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
May 14, 2015  
MAG Office Building, Saguaro Room  
Phoenix, Arizona

MEMBERS ATTENDING

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

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

OTHERS PRESENT

- |                        |   |
|------------------------|---|
| Liz Graeber, MR9-1-1   | Ron Parks, Chandler PD                  |
| Mike Benjamin, MR9-1-1 | Carlos Simmonds, CenturyLink            |
| Angela Beatty, MR9-1-1 | Lisa Sheridan, CenturyLink              |
| Dave Eaton, MR9-1-1    | Robert Woodhull, Pinal County Sheriff's |
| Nate Nguyen, MR9-1-1   | Laura Herrera, Pinal County Sheriff's   |
| William Boyd, MR9-1-1  |   |

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 9:05 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, mute your phone when not speaking if using a speaker phone by pressing \*6 and #6 to unmute, and to sign the sign in sheet. She also advised there is coffee and water.

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.

3. Approval of the February 12, 2015 PSAP Managers Group Meeting Minutes

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

Jim Tortora moved to approve the minutes of the February 12, 2015 PSAP Managers Group Meeting. Karen Sutherland seconded and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton, MR9-1-1 GIS Manager, reported he has been doing spot updates to the map and is primarily focusing on the next generation of rMap. He said the client that is running currently is Adobe Flex client and the majority of everyone in the GIS world is moving to a Java Script client. He said he has been researching the server side applications for that and is moving forward with moving rMap to Java Script. The map will no look a whole lot different once it is moved to Java Script. Later this year they will transition to a new Java Script client and there is no cost to the PSAPs. Mr. Eaton advised there are currently seven PSAPS that are able to view Pictometry. He is working on updating the code within the next month or two so that everyone can use Pictometry. Unfortunately, they do not have coverage at Wickenburg.

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, advised he will be presenting a slide of the quarterly report of maintenance case counts on the projection screen instead of paper copies and he can send the pdf file via email or any of the other statistics they report on. He said Nate Nguyen will provide a more detailed report of the case activity and reported the numbers this quarter are fairly consistent with more than 400 cases opened. The number of cases is down a bit from the last reporting quarter, but the last reporting quarter wasn't an actual quarter it included an additional month added due to MAG moving the meeting out a month. Mr. Benjamin provided an update on staffing. He advised that Dave Dansevics who is present here today has been promoted

to our Integrated Systems Administrator. This is a position that was vacated when they lost Tom Whiting. He has been at MR911 since July 2011 as a 9-1-1 field technician and has now moved up to a senior position. His promotion has created a vacancy for a 9-1-1 field technician. Mr. Benjamin stated at the next meeting Mr. Dansevicius will begin presentations to describe what an Integrated Systems Administrator does.

Mr. Benjamin stated introduced Nate Nguyen to 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 the case count is for a four month period: (439) total cases opened, (354) cases remedied, (28) cases with priority level 3 and above; He said there are currently (285) outstanding cases, (110) cases are tasks assigned to MR9-1-1 Technicians and (175) are trouble cases. Mr. Nguyen provided a breakdown of how the (439) troubles were reported: (107) troubles were reported after hours, (122) troubles were reported by PSAPs calling in, (82) troubles reported by email, (152) troubles were initiated by our Business Intelligence System monitoring.

Mr. Nguyen reported trouble issues worked on this quarter by category include: (44) Viper cases there were (38) last quarter, (32) PC Hardware/Software cases, (5) PowerMap/rMap cases, (72) Power 9-1-1 cases there were (89) last quarter, (4) PBX/Lifeline cases, (35) Network and Connectivity cases there were (29) last quarter, (7) Power MIS cases, (61) Circuit related cases dealing with carriers, and (9) ALI cases.

Mr. Nguyen stated there were four PSAPs that had a Viper software upgrade. Viper 4.1 SP4 and Power 911 5.5. SP4 software upgrade was completed for Maricopa County Sheriff's Office, Paradise Valley Police Department, Glendale Police Department, and Goodyear Police Department. Surprise Police Department will be completed by next week.

Mr. Nguyen stated that they are still continuing with quarterly maintenance with minimal disruption for the PSAPs. There may be some instances where you may lose an admin call but until the VOIP System gets back up online, the admin lines will be restored then.

Mr. Nguyen advised that Viper System 1 secondary hardware is now online. This completes Viper System 1. Right now there are two satellite sites on it, which are Mesa Police Department and Mesa Fire Department. Mr. Boyd is going to talk about Tempe Police Department getting hosted by Viper System 1.

Mr. Nguyen advised this quarter they had a glitch with the VOIP System at Mesa and Paradise Valley. The VOIP Servers had a glitch and they are uncertain of the cause. A case was opened and has been escalated to Intrado. It is at Level 2/Level 3 and they are in discussions about what occurred, hopefully they will have an answer within the next month.

Mr. Boyd provided an update on 9-1-1 technical projects. He stated that on April 28, 2015, they installed a new Viper System for Scottsdale Police Department. They have 17

positions they replaced all the back room and front room equipment. Mr. Nguyen mentioned with Viper 4.1 SP4 they turned on some new features that other PSAPs do not have. They have a dynamic queue which allows a call taker to move between queues without logging out and logging back in. Queue stats provide call takers a better view of the person on the call and the type of call. Power Ops, which is a replacement of Power Monitor, is a more robust view of what is going on in the call center if you are on ACD.

Mr. Boyd stated that the Tempe Police Department is scheduled to upgrade from a Lifeline to Viper System. The cutover is scheduled for June 16, 2015. It will be on the same multinode as Mesa Fire and Mesa Police Departments. They are working with the Town of Wickenburg to install a new PBX to make sure their lines are integrated into their Viper System for when they switch over. They are also working with Maricopa County Sheriff's Office to integrate nine positions and turn up a new PRI.

Mr. Benjamin displayed a chart of the number of wireless calls that were processed through the region's wireless selective routers for the twenty-four hour period on May 13, 2015.

Mr. Benjamin advised that there is another project they are working with the state to try to determine the availability of funding for the Phoenix Police Department dual PSAP locations upgrade project. He said this project would result in a situation where there would be no Legacy PBX or Lifeline equipment. All PSAP equipment would be IP capable. Everybody from the small PSAPs such as Buckeye, Apache Junction, and Wickenburg to the big PSAPs such as Phoenix Fire, Mesa and Phoenix Police Departments, would be on an IP capable platform.

Mr. Benjamin stated that Mr. Nguyen discussed specifics about outages and interruption to service and tickets involved in our group and it is frustrating working with vendors and trying to get good information about what is going on with products. They also watch other news accounts and react to other outages that are items of interest to what is going on in the region. On February 25, 2015, there was a fiber cut that affected northern Arizona telephony, 9-1-1, and Internet Services. This is indicative of what happens when you have a single provider with facilities that are not redundant. There were hours of interruption from everything to 9-1-1 calls to credit card transactions and internet access. Mr. Benjamin said could not promise that the MR911 network will never go down, but he can say it would not be due to a person with a hacksaw.

Mr. Benjamin said on March 2, 2015 at Goodyear a cable back hoe took out some of the critical infrastructure into their new building, which carries the 9-1-1 analog trunks and powers Goodyear because they have not moved to IP as a primary transport for voice 9-1-1 trunks at every site. They do have it at some sites. If they had that at Goodyear there would have been no interruption to service. This was not construction from CenturyLink. CenturyLink performed well to get this all put back together. This cable going into their new building has now been tarnished. These are multi hundred pair cables and it takes really talented people to get into a hole and put a cable wiring back together. They have a specific way they protect it and put it back together. It will suffer from bad pairs in the future. For the future Goodyear will not use those copper pairs and

it will be fiber fed facilities with separate providers, not just CenturyLink, but also MAG RCN and Cox Communications.

Mr. Benjamin advised that on March 23, 2015, MR911 experienced a region wide hit to CenturyLink MetroEthernet service with 12 minutes of instability in their network. As is historically the case MR911 had to contact CenturyLink to let them know a service they pay thousands of dollars a month for was not operating properly. Within a few minutes CenturyLink was able to identify they had an issue. Mr. Benjamin advised the PSAPs suffered zero loss of service because MR911 has redundant facilities going into each PSAP.

Mr. Benjamin advised that the FCC announced they issued fines to CenturyLink and Intrado in the amount of \$17.4 million for a multi-state 9-1-1 outage that occurred in April 2014. He said you can read about it online and there are links on FCC.gov documenting the finger pointing and the various back and forth between these two providers trying to explain what happened. Unfortunately, Intrado was back in the news in April 2015 with a large outage in North Carolina.

Mr. Benjamin talked about the rebid and retransmit button. He said this is an issue that has come up recently and they need your help to pass on this information. The initial training was done 10 years ago and there has been a lot of new personnel since then and could use some reinforcement. He said most of the PSAPs here use Power9-1-1 which has the RTX button. The rebid is to help you get better location information for wireless callers. There is confusion on what it is, when to use it, and why you wouldn't want to keep hitting it constantly. If there are questions please feel free to interrupt so I can clarify. When a 9-1-1 call comes to your center, it may not be delivered with Phase II Information. The Viper System will query for the ALI information as soon as it gets the ANI that is associated with that call. That query from the Viper System can occur before your call taker is on the phone. It occurs as soon as that call is received by the CPE that services your PSAP. That query for that location information may query before the location information is available from the Wireless Carrier. That is why you get a large number of Phase I calls that come into to your center. Phase I calls into your center does not mean there is not a location available for that caller, it just means that you may have to issue a retransmit to go from Phase I to Phase II information.

Mr. Benjamin stated that on a national level there have been new reports on how bad the wireless location information is. They did a sample of a journalist making a call from within a PSAP with a PSAP Manager. They had the Phase I information and the address of the tower which is not the address of the PSAP. The journalist was astounded that he was standing in a 9-1-1 center and not getting good information on his location, but the PSAP Manager did not suggest to the call taker to do a rebid and they will likely get good location information. Mr. Benjamin said this perpetuated bad information that if you get Phase I as part of initial delivery with a call that it is bad information. That is not a fact, if the retransmit button is there and used appropriately and if there is location information available, it will plot to the map. What not to do is to continue to mash on the retransmit button over and over again because this causes all kinds of problems. It causes the carrier to ignore the request for a retransmit. The training from 2004 and a recent document from Sprint outlines that rebid information may not be available any more than 15-20 seconds.

Mr. Benjamin said there were call takers that were hitting the retransmit button 1,000 times in an eight hour shift. He said they are watching your systems closely not to monitor your personnel but they watch because it causes other alarms and delays other ALI queries because too many ALI queries are going at one time. You can have a denial of service created from within your own PSAP by people continually mashing the retransmit button. Seeing a retransmit after a Phase 1 is to be expected but seeing dozens of retransmits is not.

Mr. Webb stated that in the Positron system, when you hit the retransmit there is a yellow light that is generated and terminates usually when the data have been received and it is a lot shorter than 20 seconds -- it is more like 7-8 seconds. He asked if it is safe to do a retransmit after the notification that a new ALI has been received.

Mr. Benjamin stated that is measuring the time when the retransmit is hit and when a response comes back from the ALI System. It does not mean that the information that our ALI System is receiving has been updated. Your PSAP CPE has no way of knowing there is new location information from the wireless carrier or dynamic location provider. When you hit the retransmit and it gives you an indication it is thinking that is strictly communication to the ALI system not to the wireless carrier. He indicated he did not have fresh information as to how frequently carriers are updating their information other than the document from Sprint. Back in 2004, they had various responses from wireless carriers but the longest interval was 15 seconds. Mr. Benjamin requested that agencies train their personnel not to retransmit any more than 15 seconds.

Mr. Benjamin advised that the Mesa Communications Building will be going dark for up to 12 hours June 10<sup>th</sup> and 11<sup>th</sup> for extensive facility rework for air conditioning and primary and backup electrical equipment. This building houses the Mesa Police Department, the Mesa Fire Department, and MR9-1-1 data center 2. Phoenix Police and Phoenix Fire Departments are assisting by hosting Mesa Police and Mesa Fire Departments during this outage.

Mr. Benjamin stated that the MR911 data center 2 will be taken completely offline. They have redundant data centers so this should only affect capacity in terms of the number of trunks they can have at one time. Half of our trunks are out of the data center in Phoenix and half are at data center in Mesa. This will be coordinated to run as an overnight, middle of the night event. For the highest call volume PSAPs they have sufficient trunking that will get them through this period. He noted they have not had to shut down a data center previously.

Mr. Benjamin informed that there will be additional notifications coming from MR911 staff two weeks and a week in advance. They will also have people working overnight during this period to respond quickly to any alarms. In the notification updates they will advise what they feel is the best method to handle any alarms during this period. You will have separate notifications from Mesa if you interact with them. They expect no impact to 9-1-1 trunk and ANI delivery coming from the Phoenix data center.

Mr. Benjamin stated there is one exception which is CENS. There is not sufficient funding to have CENS at both network centers so the CENS product will not be available

during this offline period and there is no back up. This includes the NXT function and Geocast Web. Please communicate this to your staff that use NXT for SWAT call outs that it will not be available during this dark period. It will be offline and completely dark.

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

6. Community Emergency Notification System (CENS) Update

Liz Graeber provided the Community Emergency Notification System (CENS) Update. She stated that CENS will be down on June 10, 2015 due to the outage at the Mesa Communications Building. She said if you use NXT, you need to plan on a backup method of notification and Ms. Graeber will be on call if a Reverse 9-1-1 CENS launch needs to be made to your citizens.

Ms. Jaeger asked Mr. Benjamin to add her to the Mesa Power Outage email distribution list.

Ms. Graeber advised Palo Verde Nuclear Plant, Maricopa County Sheriff's Office, and Maricopa County Emergency Management Office all coordinated a Preparathon on April 30<sup>th</sup> which was a drill of different things that had to do with Palo Verde Nuclear Plant and they tested CENS as part of this drill. They identified 3,000 calls and notified people ahead of time they were going to be doing this launch. She said they learned when looking at the reports afterwards is that 50 percent of the lines were busy and they discovered they hit Palo Verde's PBX. She indicated she did not know if they have something that says if they get flooded with calls to shut it down. She said to keep this in mind when you are drawing your CENS notification boundary on the map around anything that has multiple lines such as hospitals that they might read that as a denial of service. Ms. Graeber said the drill was a really good participation.

Ms. Graeber advised they MR911 applied for Homeland Security Grants this year for the CENS System were extended. She said they are systematically changing out your equipment. It needs to be on Windows 7. Each year they ask for a handful of PCs and the MR9-1-1 team is changing out the CENS machines so they can be on the updated platform. Ms. Graeber stated there is a total of (30) activations this year. Mesa had (7) activations, Glendale had (6) activations, and Chandler had (5) activations. Ms. Graeber said we are where we were last year, everybody has been doing very well, and we are approaching ten years of having CENS which is very exciting.

Ms. Graeber asked if there were any questions. There were no questions.

7. Next Generation 9-1-1 Update

Ms. Graeber advised that Chandler Police Department has invested in Non-Emergency Texting to their center and Michele Potts will provide information on how long it has been installed and lessons learned. Ms. Graeber said this is valuable information that will prepare us for when we do text to 9-1-1. Ms. Potts said one of the things they learned overall by putting in this Non-Emergency Texting is that there is no way to anticipate all

the things that come with it and they have come across a few interesting things. She said it went live and did public education on February 18, 2015.

Prior to that they had it for 60 days and played with it internally before going live. It is cloud based and it comes in through their main number. 150 text strings have come in, 1/3 of those are internally generated from our officers/detectives and 2/3 are external. They put it out there with very open boundaries and didn't put any policies in place. Some examples are on an abandoned 9-1-1 call they get a voicemail on call back and the call taker sends a text message to that cell phone. The caller responded no didn't mean to do that. They said no to that because they really want people to keep 9-1-1 separate from Non-Emergency text messaging. Another instance they had a missing adult with no foul play and hadn't heard from them in a while. They sent a text message but didn't get a response and they probably won't use it for this but it is an option. They are using it for if someone texts or calls in for service they have an internal policy that they do a notification within the hour. Last week they had a suicidal young girl, the dad lives out of state and she was threatening suicide by text message to dad and friends. They went out there and she said everything was fine there was no problem on day one.

Mr. Benjamin asked how the address was obtained for the suicidal daughter. Ms. Potts responded the Dad knew where the daughter was and called us to tell us that she was suicidal so they went out to her home address based on the information the Dad provided. It happened again the next day so they had him screen shot the text messages from the daughter so they could try and do an involuntary committal.

Ms. Potts stated that within four weeks of the public education people were sending us picture messages. There was some hiccup with the vendors as to what wireless carriers are willing to send. The vendor has been very good working with us.

Ms. Potts said they heard from the hearing impaired community on two occasions. One was to say thanks and another was a call for service.

Ms. Graeber asked if there was an outreach specifically to the hearing impaired community or were they a part of the public relations plan.

Ms. Potts stated they did both. There was a city wide blast and she personally was involved with the hearing impaired community and used her sources. Two weeks ago she met with ADA Coordinator for the city and they are planning a major outreach to the hearing impaired community which they are piggy backing on.

Ms. Potts said they have experienced some frequent flyers. One guy sends us license plates of cars outside his house. They haven't had any emergencies come through Non-Emergency and they were concerned about that. They were also concerned about the impact on the expectation of other agencies so they started tracking how many times there was a request for another agency. Out of 150 texts, there were five requests for another agency, 50 generated for a call for service, another 10 were duplicates and 50 that were miscellaneous police requests.

Ms. Potts stated it is being used as intended. They thought they would have a few more hurdles and are working now on how to keep it alive in the community. They are adding stickers to patrol cars that say call 9-1-1 for emergencies and for Non-Emergency call or text. The Dispatchers do 9-1-1 education at schools. The pencils, stickers, and magnets have that information on it as well.

Ms. Graeber asked if every position in your call center has access to this.

Ms. Potts stated they had a SWAT exercise at the Intel Plants not too long ago. They had not intentionally put it on the patrol channels for purposes of workflow and to minimize duties on patrol channels. From the SWAT exercise they learned when they get flooded with phone calls, sometimes the dispatchers, if they are not working the hot channel don't have a lot to do. The text messaging had very minimal impact on the radio traffic workload so they did make a change to the workflow.

Ms. Graeber asked if the text records are captured.

Ms. Potts said the stats are manually retrieved weekly and monthly and their personal retention policy is 365 days.

Ms. Graeber asked what the Caller ID shows.

Ms. Potts said the caller phone number comes through and they have the ability to add names. They have added names to the internal frequent flyers but she was not sure what the callers see.

Karen Sutherland asked does this come into a website that the dispatchers have to keep checking or does it come into CAD.

Ms. Potts said it is on their administrative PC. There is an audible alert and a bright orange bubble that comes up in the upper right corner of their PC. The way it is designed it comes up on every PC that is logged into it. If a mouse crosses over that bubble it disappears from everyone else's screen so that person has control of it. It requires an additional step for quality control to make sure everything has been answered. The vendor is Zipwhip and they have another site in Wisconsin that is a lot smaller. The vendor has been very responsive. It was not designed for public safety but they are interested in moving it in that direction.

Vice Chair Finnessey asked if Chandler Police Department is going to be putting together an official report that can be shared with other agencies.

Ms. Potts said she has been documenting lessons learned along the way and updating Ms. Graeber. She said they need to formalize something and will look at doing it after they have six months under their belt.

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

Barbara Jaeger, State of Arizona 9-1-1 Project Manager, provided a report on Wireless Phase II projects. She said the La Paz County phase II project is live with AT&T and

TMobile and they are testing Verizon this week. It has been quite interesting because the central offices in that county were acquired by Frontier and Frontier had no capability of getting 9-1-1 because they use a different product than what Frontier uses today, but this has been resolved and the selective router they are using now is the Frontier selective router in Kingman for Wireless Phase II calls. She said the only two counties left that are not Phase II are Navajo and Apache. They are still having some GIS issues.

Ms. Jaeger advised that House Bill 2205 legislation was passed in the last session. It included limited liability for everything associated with 9-1-1. It repealed and replaced AZ 12713. It was signed by the governor and gives better liability protection to the communities for 9-1-1 purposes. They are working on a solution for the transfer of 9-1-1 calls outside of Maricopa Region to be able to have the Phase II data. Ms. Jaeger advised regarding Managed Services, due to a fine from FCC, CenturyLink has to meet criteria by having to ensure they have a compliance officer in place that manages and oversees certain aspects and they will not be moving forward with managed services until some of those things are resolved with CenturyLink.

Ms. Jaeger advised Sedona Fire, who is the primary for 9-1-1 calls and does most of the dispatching in the Verde Valley area, is closing due to a financial issue. This affects a lot of agencies such as Yavapai County, Coconino County, City of Sedona, Cottonwood Police Department, and Black Canyon City. There may have to be service plan changes, testing, and data changes. Sedona Fire will still respond to the calls but they won't be taking or dispatching calls. They were also responsible for the MSAG Coordinator and they don't know where that is going to end up. It has been quite a learning experience and they have put together a document that they will distribute for PSAPs on what you have to consider when looking at closing a PSAP. Sedona Police Department has decided and voted at city council to become a primary for City of Sedona and that takes a lot of changes that are not done overnight.

Ms. Graeber asked if Ms. Jaeger will share the changes so they can reprogram the star codes. Ms. Jaeger said yes there is meeting with everyone involved on May 28<sup>th</sup> and they will have a better understanding of the changes after that.

The Annual APCO/NENA picnic is on June 19, 2015 at Fort Tuthill in Flagstaff. There is no cost and membership is not required to attend. It will be catered due to fire restrictions. You can RSVP at [az-apco-nena.org](http://az-apco-nena.org).

Mr. Webb said at the last meeting Patrick Cutts advised FCC auctioned off some of their advanced wireless services and collected \$40 billion and were making \$115 million available to states for NG9-1-1 projects. He asked if there was an update on this.

Ms. Jaeger stated the grants that will be available under the FCC ruling are at the state level and the criteria hasn't been released yet. In the past the funds are not available to any state that sweeps funds. She said they have been very good about spending our money but they are limited to what they can spend. DOT is establishing guidelines for the grants and the grants would go the states. The state has to guarantee that those funds will not be swept and she did not know if they can do that with a multibillion dollar deficit.

Ms. Graeber asked if Tempe would be able to apply for the grant if Arizona gets the funds.

Ms. Jaeger said no it would have to go through the state 9-1-1 Office.

9. Budget Update

Ms. Graeber advised she sent an email out to all of the PSAPs requesting 5 year budget 2017-2021 requests. She said this is a MAG and State 9-1-1 office process so it is important that you complete it. Ms. Graeber thanked those who have returned them already. She reminded members that if they are doing anything in Fiscal Year 2017, such as adding positions, logging recorder reimbursement, or moving, these items need justification. Anything after 2018 is more of a wish list and doesn't require justification. The budgets are due to Ms. Graeber by June 6, 2015. You can send it by soft copy. The FY 2017 Budget will be presented at the August PSAP Managers meeting and then it goes to the 9-1-1 Oversight Team and then to the Management Committee and Regional Council.

10. Request for Future Agenda Items

Mr. Webb stated FCC is opening up comments on getting rid of Non-Initialized cell phones to be able to call 9-1-1. He asked if we are going to comment.

Ms. Graeber asked does it give an opening date.

Mr. Webb said the comment date is 30 days after publication April 1st.

Ms. Graeber said for the next meeting think about how agencies handle calls that come in that you want to send to your community college and how you get information back to them.

Adjournment

Chair Zanella advised the next PSAP Managers Group meeting is August 13, 2015 at 9:00a.m. at the MAG offices.

Ms. Sutherland motioned to adjourn the meeting at 10:19 a.m. Mr. Webb seconded, and the motion passed unanimously.