

November 4, 2015

TO: Members of the MAG PSAP Managers Group

FROM: Cari Zanella, Mesa, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, November 12, 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  
November 12, 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 August 13, 2015, PSAP Managers Group Meeting Minutes</u>  | 3. Review and approval of the minutes of the August 13, 2015, PSAP Managers Group meeting. |
| 4. <u>Highly Infectious Disease Briefing</u><br><br>The Maricopa County Department of Health will give a presentation to the PSAP Managers to discuss the most current guidelines for patients with a highly infectious disease, including Ebola.   | 4. Information and discussion.   |
| 5. <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.  | 5. Information and discussion.   |
| 6. <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.  | 6. Information and discussion.   |
| 7. <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.  | 7. Information and discussion.   |

- 8. Next Generation 9-1-1 Update  
Next Generation 9-1-1 and its impact to the region will be discussed.
- 9. 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.
- 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  
August 13, 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               |
| # Jerry Ward for Lisa Eminhizer, Apache Junction<br>Police Department | Karen Sutherland, Scottsdale Police Dept.                         |
| # Mike Sgrillo, 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                        | *@ Jami Perry, ASU Police Department                              |
| # Allyna Bay for Janet Laird, Gilbert Police<br>Department            | @ Barbara Jaeger, ADOA  |
| Loretta Hadlock, Glendale Police Department                           | #@ Patty Simpson, DPS   |
| Carolyn Scott for Chris Nadeau, Goodyear Police<br>Department         | *@ David Demers, Luke AFB Fire Department                         |
| Rich Johnson, Maricopa County Sheriff's Office                        | #@ Doreen Wasick, Mesa Fire & Medical<br>Department               |
| Shauna Henrie for Michael Cole, Paradise Valley<br>Police 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, non-voting member

# Attended by Teleconference

+Attended by Videoconference

OTHERS PRESENT

- |                            |  |
|----------------------------|--|
| Liz Graeber, MR9-1-1       | Ron Parks, Chandler Police Department              |
| Mike Benjamin, MR9-1-1     | Lisa Sheridan, CenturyLink                         |
| Angela Beatty, MR9-1-1     | Robert Woodhull, Pinal County Sheriff's            |
| Dave Eaton, MR9-1-1        | Laura Herrera, Pinal County Sheriff's              |
| Nate Nguyen, MR9-1-1       | Lynn Kolibuski, Mesa Police Department             |
| William Boyd, MR9-1-1      | Christine Pantoja Young, Mesa Police<br>Department |
| Dave Dansevics, MR9-1-1    | Ryan Gish, MAG                                     |
| Corey Kludt, MR9-1-1       | Shaun Andrews, Goserco                             |
| Lisa Sheridan, CenturyLink |  |

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 available.

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.

No requests for comment were received.

3. Approval of the May 14, 2015 PSAP Managers Group Meeting Minutes

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

Karen Sutherland moved to approve the minutes of the May 14, 2015 PSAP Managers Group meeting. Loretta Hadlock seconded and the motion passed unanimously.

4. MSAG/GIS/Mapping

Dave Eaton, MR9-1-1 GIS Manager, reported that he and Michael Benjamin attended the NENA Conference last month. He indicated he would provide an update on Mapped ALI at MR9-1-1. He said they are doing the same thing that all the vendors are doing. Everybody has moved to the same model of using ArcGIS Server as the back end and having a web client as the front end. This is the model that everyone is moving to and it has not cost the PSAP anything.

Mr. Eaton stated that they are in the process of working on updating the maps. They have received requests from Tempe and Gilbert for some areas that needed work. Mr. Eaton stated that they are updating areas as they receive the updates and it takes no intervention from your users, they are automatically updated.

Mr. Eaton advised the Maricopa County Flood Control Department is in charge of procuring the aerial photos for Maricopa County and they have had some issues with the vendor. They are displaying 2012 imagery of aerial photos and as soon as they get

updated imagery they will become available on the server. Mr. Eaton stated that there have been some delays with the imagery from the vendor. He indicated that he found out at the NENA Conference that Google is now allowing users to purchase their map services such as street view, imagery, and maps. It is a feature they are selling to entities. They are going to start looking at the options for funding that because he thinks it would be a valuable asset to everyone. Mr. Eaton noted that this would be part of the contract through the Maricopa County Aerial Photo Program. He added that Google does not sell directly to entities and goes through third party vendors.

Mr. Eaton said that he is working on a Wireless dual ALI Load Project with CenturyLink and Intrado. He said since MR9-1-1 operates our own selective routers, right now when you transfer calls outside of Maricopa Region the ALI does not follow with them. This project will enable PSAPs outside of our region to get ALI when calls are transferred outside of the Maricopa region. Mr. Eaton indicated that he would send letters to all of the Wireless Service Providers with that information. Mr. Eaton said the project is underway. It was done in Mojave County with Frontier and MR9-1-1 is using that model. He advised the PSAP Managers that they can let everyone know that now they will receive ALI for calls transferred outside of the region.

Mr. Eaton 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, provided an update on staffing. He said there is one vacant technician position and they will be doing some interviews later this month. Mr. Benjamin advised Corey Kludt is the most recent addition to the MR9-1-1 team. He started in July. He is a proud member of the Army and served in deployments both in Korea and Afghanistan. He continues to serve proudly in the Army Reserve. He comes to our group with a desire to improve his networking skills.

Mr. Benjamin presented a slide for the case counts and said he will not be printing them out anymore. He also presented a slide on the year to date Wireless call stats for Maricopa Region. He said Phoenix is not depicted in the graph because it receives a high number of calls which would affect the graph. The total calls are 1.5 million wireless calls already for this calendar. Mr. Benjamin advised the MR9-1-1 will eclipse the 2.2 million calls the system handled in 2014. He said Nate Nguyen will provide a more detailed report of the case activity during the quarter and reported the numbers this quarter are higher than average with 450 cases opened.

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 five percent increase in cases: (459) total cases opened, (392) cases remedied, and (28) cases with priority level 3 and above. He said sites with above average cases are Phoenix, Tempe, Mesa Police, and Mesa Fire. Tempe was dealing with a lot of wear and tear items with jack boxes. Mr. Nguyen advised that they are trying to iron out the bugs in Tempe's new CPE. Mr. Nguyen noted that two local technicians from Mesa Police and Fire retired so MR9-1-1 technical staff have assisting them.

Mr. Nguyen 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 (459) troubles were reported: (128) 22 percent of troubles were reported after hours; (122) troubles were reported by PSAPs calling in; (117) 20 percent troubles reported by email; (203) 35 percent troubles were initiated by our Business Intelligence System monitoring; 18 percent troubles were reported after hours.

Mr. Nguyen stated trouble issues worked on this quarter by category include: (72) Viper cases, there were (44) last quarter; (41) PC Hardware/Software cases; (20) PowerMap/rMap cases; (74) Power 9-1-1 cases, there were (89) last quarter; (24) PBX/Lifeline cases; (46) Network and Connectivity cases, there were (35) last quarter; (12) Power MIS cases; (62) Circuit related cases dealing with carriers; (16) ALI cases.

Mr. Nguyen stated that next quarter they are going to try to get Mesa Police and Mesa Fire equipment moved around so that in case of an outage they will be protected in terms of admin lines, and ring downs. They will continue with the PSAP Maintenance Attack, and Corey and the rest of the team will be at sites early in the mornings to solve and prevent problems. Mr. Nguyen stated that they will try to upgrade DPS which is a tethered site to Viper System Two SP4 and Power 911 SP4.

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

Mr. Boyd provided an update on 9-1-1 Technical projects. He stated that the Tempe Police Department was converted from a Lifeline System to a Viper System on June 16, 2015. We also added six more wireless trunks during that conversion. They are still cleaning up some of the fallout from that conversion, hence the increase in tickets.

Mr. Boyd stated that an upgrade Luke Air Force Base to a Vesta System is planned for the upcoming year. It is funded by the state; a cutover date has not yet been established. Luke Air Force Base is also looking at purchasing an additional position pending funding. He indicated they also have a few minor projects next year related to furniture removal at DPS, when technicians will remove old equipment and install new equipment.

Mr. Benjamin stated that the new Tempe Viper System allows retiring the Legacy PBXs and the Lifeline equipment that previously existed at Tempe. The majority of the equipment associated with the Tempe solution is installed in the MR9-1-1 data centers and is the same equipment that is hosting Mesa Police and Mesa Fire Departments. It allows MR9-1-1 to add additional wireless trunks at no monthly recurring cost. Mr. Benjamin reported that they doubled the number of wireless trunks and cancelled the leased trunks associated with their systems, which results in thousands of dollars each year of leased line charges that are saved. Mr. Benjamin advised that it gives them the equivalent of two back rooms: one at the data center in Phoenix and the other at the data center in Mesa.

Mr. Benjamin said the sites that are on Viper System 1 -- Mesa Police, Mesa Fire, and Tempe Police -- are not small sites. These are large, higher call volume, ACD sites. He

indicated they are developing a lot of confidence in the product that it is able to be deployed in this manner under the data network that they have deployed. They are getting good experience managing and operating the deployment in this model. Mr. Benjamin stated that, currently, DPS is the only system on a Viper System 2. Between Mesa Police, Mesa Fire, Tempe Police, and DPS they have retired numerous leased circuits and are pushing 1,500 wireless calls daily that are using IP as the transport out to the PSAP. Mr. Benjamin reported that system wide there are 7,000-8,000 wireless calls per day coming through the system. They are taking incremental steps to do Next Generation 9-1-1 features with IP trunk replacement.

Mr. Benjamin provided an update on outages and power struggles this past quarter. He said Apache Junction Police Department was in make busy this morning for about 40 minutes. There were troubles with outbound calling through their town provided system. He explained that they were unable to make 9-1-1 call backs and opted to go into make busy. Mr. Benjamin noted that they were able to come out of that at 5:00 a.m. that morning.

Mr. Benjamin said that last week Phoenix Police at 100 E. Elwood decided, due to a concern with their building, that they needed to evacuate and move their operations completely over to Phoenix Police at 620 W. Washington St. They were staffing both locations at the same time so this was able to be done in an orderly manner. Mr. Benjamin expressed they would have liked their equipment to have performed better and they had concern whether or not some calls had been processed properly. Mr. Benjamin stated that in a fairly short order they were able to provide Phoenix Police with a list of calls that they felt were affected. He added that they have not heard that any of those calls were actually not serviced, but they wanted to provide the list as a precautionary measure.

Mr. Benjamin stated that occasionally, Phoenix Police does the opposite and moves a shift from Phoenix 620 to Phoenix Elwood and they have not had issues with that. This time when Phoenix Elwood moved to Phoenix 620, they had an issue where not all calls were moved in an orderly manner. Mr. Benjamin stated that this equipment is very dated and is need of replacement. They will continue to see if they can figure out what happened. There were some electric power struggles.

Chair Zanella asked if the cause is known for the Phoenix Police make busy issue. She added that they are interested because Mesa Police takes their overflow.

Mr. Benjamin stated when everyone logged out of their ACD at Elwood, there were calls that did not get released. It appeared from a technology perspective that calls in play may not have been handled properly. New calls were being typed over to Phoenix 620. Mr. Benjamin stated that they know that because they requested from CenturyLink to move all calls to Phoenix 620, but they didn't. He said that calls were moved only into Elwood. In reviewing logs they saw that all the wireline calls moved to Phoenix Elwood had been moved by our systems to the call takers at Phoenix 620. Mr. Benjamin noted that they have not been able to determine why there were calls that were not released. The only way they could get more clues is to have Phoenix Police do this again, however, they

explored with Phoenix Police to see if they are interested in doing that. Mr. Benjamin said Phoenix Police did not activate their make busy.

Mr. Benjamin said they contacted CenturyLink to request that all calls go directly to 620 and not use Elwood. MR9-1-1 modified their call routing to send calls directly to 620. With the Legacy make busy configuration, they moved those calls to 620 but the make busy switches were still activated and that is why the calls moved to Mesa Police. Mr. Benjamin stated that they had people at Phoenix 620 but as they moved calls away from Phoenix Elwood to go to Phoenix 620, calls overflowed to Mesa Police. The root issue appears to be with ACD functionality and the Legacy system. He remarked that the system is in need of replacement. They do not make changes to the system out of the concern that it could be a difficult situation to support. Mr. Benjamin advised that they still pay a third party vendor for support. The equipment is Nortel which does not exist as a company anymore.

Dan McNemee stated that both Phoenix Police sites are staffed 24 hours/7 days a week.

Mr. Benjamin stated that the City of Mesa had been working a highly coordinated project to replace significant portions of their building which houses Mesa Police Dispatch, Mesa Fire Dispatch, and one of the MR9-1-1 data centers. It was a full scale updating of critical building features including all the air conditioning, power, and generators. They were preparing for a planned power outage on June 10<sup>th</sup>, but unfortunately on June 1<sup>st</sup> during some of the preparations there was a complete unscheduled power outage. It occurred at 8:30 a.m. when all Mesa and MR9-1-1 technicians were there. Some of the equipment that is hosted out of this data center is hosted on equipment that runs off of DC power not AC power. Mr. Benjamin stated that they lost all of the AC power; everything connected to a UPS is on AC power such as PCs, monitors, video displays, servers, and PBXs.

Mr. Benjamin stated that there were less than a handful of calls that were in play at that time, and those calls were maintained by going to PSAPs outside of Mesa Police and Mesa Fire. He explained that the Mesa Police and Mesa Fire phone system is reliant on the PC equipment, which is reliant on the AC power. As a result, the calls they had were interrupted. Mr. Benjamin stated that they assessed that there were less than a handful of calls that were interrupted. He expressed that they believe that their implementation and deployment having two geographically separate data centers that have little dependency on each other truly performed well under a real world test. Mr. Benjamin advised that the data center facilities that are run out of Phoenix were not affected. They were able to process the balance of calls during the time that it took to get the Mesa systems and the data center equipment back online.

Mr. Benjamin talked about an unscheduled event that occurred on June 9<sup>th</sup> just two days before the scheduled Mesa power outage. The UPS at the Phoenix Fire Facility completely failed. This was another completely unscheduled outage of a PSAP and one of the MR9-1-1 data centers. Mr. Benjamin advised that Phoenix Fire was not in the process of replacing this UPS. It was a dated UPS that should have been replaced but had not been replaced up to this point. They now were in a position where they had to quickly get a UPS to operate a building of that size which takes a couple of months. Mr.

Benjamin stated that the UPS was replaced; the site ran on generators and make-shift small UPSs for a couple of months. This was a real world test of the MR9-1-1 data center deployment. This event when the UPS failed occurred in the middle of the night around 3:00 am and they were able to restore the equipment fairly quickly. Mr. Benjamin stated that the good news is the scheduled work at Mesa on the night of June 10<sup>th</sup> going into the June 11<sup>th</sup> was completed without any surprises due to all their planning and efforts and working with their partners and the MR9-1-1 team.

Mr. Benjamin talked about ring downs. He said everyone has ring downs and that some groups like Phoenix Fire have hundreds of them. Mr. Benjamin noted that these are not a 9-1-1 function but they do connect to the PSAP 9-1-1 Call Taking Equipment. To maintain a high level of customer service, the MR9-1-1 group needs to be delicate when handling ring down situations because there is terminating equipment that is in our domain. There are times when the trouble is with the ring down provider. Mr. Benjamin stated he will give a quick overview on how they have instructed their technicians to handle ring down situations and they are open to hearing feedback. In cases where they have a known history of troubles with associated terminating equipment (bad blocks, house cabling, aged CPE, or the like) the technicians are familiar with these sites and will open a case immediately. If it involves overtime they have to get supervisor approval. When Phoenix Fire ring downs are involved they will defer those cases to Phoenix Fire Department Technical Services. If the PSAP has already contacted MR9-1-1 they will inform them that they are going to pass the case to the Phoenix Fire Department Technical Services. This group will decide the priority and will need to provide updates to the PSAP. Other reports of ring down troubles should be directed back to the reporting agency's IT/telecom support. Where no support is available to the PSAP then they are to work on these on a best effort basis without associated overtime. Mr. Benjamin stated they are not the customer of record and do not have the circuit identified for ring downs.

Ms. Graeber stated it is a natural correlation when the ring down is not working to think that it is a MR9-1-1 problem, but they do not control the ring downs. If there is trouble with the ring down, you have to open a ticket with CenturyLink. CenturyLink will not open a ticket for one of our technicians because they do not pay the bill. Ms. Graeber stated that you need to know who your agency Telecom person is that pays that bill because they will need to engage CenturyLink.

Ms. Jaeger stated the State 9-1-1 office does not fund ring down circuits.

Mr. Benjamin stated in the next generation of things that MR9-1-1 is doing, the systems will support any ring downs that are part of the phone system that they present. This would put the ring downs in our domain and they would be able to respond to any trouble.

Ms. Graeber asked for clarification if it is a platform where Mesa Police would be able to contact Tempe Police via an internal ring down because of the system they are on instead of a copper ring down provided by CenturyLink.

Mr. Benjamin replied yes, it would be part of the 9-1-1 phone system allowing you to communicate like a radio system in a private manner that is not using any facility in the public switch phone network. Instead of paying Cox or CenturyLink for ring downs for this address to that address, you are on a hosted Viper or Vesta System.

Mr. Benjamin presented a screen shot of ALI formatting. He said the screen shot depicts a VOIP and Telematics class of service. He said these new type of calls are coming in to the PSAP through the Legacy wireline system and some are coming in to the PSAP through our system. Mr. Benjamin showed a screen shot of using a Qwest 30W standard and using our standard. He remarked that they did not like the Qwest 30W standard where they embed the call back number. Mr. Benjamin stated that they apply their formatting to the XML ALI stream received for these newer types of calls. They place the call back number (when available) where the call back number should be – as the first phone number in the upper left, like a land line.

Mr. Benjamin stated that they are starting to see more calls coming in with the call back number embedded further down in the ALI. In Arizona, CenturyLink uses the Qwest 30W Format. It has been modified in other states to put the call back number when available in the upper left, but they are not able to do it in our region. Mr. Benjamin said you will run in to more calls like this. Bandwidth had sent more than 200 calls in to the MR9-1-1 system and they are not able to reformat that. They are only able to present the ALI as it is presented from the wireline provider. Mr. Benjamin indicated that they are in talks with Bandwidth right now to see if they can work out an agreeable method so they can trunk to us with no additional charge. He added that they have had other providers that have been willing to do that for us. Mr. Benjamin advised if you see numbers like 211 it is a routing number and is not a number that can be dialed to reach the calling party or 611 is wireless call in our region.

Ms. Graeber reminded all that it is possible for wireless calls to come over wireline trunks. She said for example if Pinal County transfers a wireless call to Apache Junction, it will show up with that format and have “Callback=” embedded in the ALI.

Karen Sutherland asked Ms. Graeber if she can send her the ALI Formatting screen shots for training purposes.

Ms. Graeber said yes they can send the screen shots of the 30W Format as opposed to what MR9-1-1 uses.

Del Webb asked Mr. Benjamin if he can also send the explanation about the 211 and 611 routing numbers to help our employees with identification.

Mr. Benjamin said he can send the screen shots out by email and will include other helpful notes.

Mr. Benjamin stated Dave Dansevics has taken on a new role through a promotion on our team. He takes care of our Integrated Systems and features on the back end and is going to give a presentation on some of the things they do for monitoring.

Mr. Dansevicus stated that he would be giving a high level overview of monitoring and why it is important and t some specific examples. He stated MR9-1-1 provides monitoring because they want to be proactive and be in front of an issue before it affects the customer and have their team engaged in working on the problem ideally before the customer knows there was an issue. Mr. Dansevicus stated that they are constantly reviewing and tuning the way they look at data. They have a good idea of what normal looks like so that when something abnormal occurs they take notice. Part of their role is to identify root cause when an event occurs. By having a monitoring system in place, it allows them to perform a detailed review of past events and correlate items to see patterns that would otherwise be impossible if they were using the limited or nonexistent tools provided by the vendors.

Mr. Dansevicus stated they monitor different domains that each have different requirements in terms of what and how they need to monitor. The 9-1-1 call routing domain consists of the incoming and outgoing 9-1-1 trunks and supporting devices, 9-1-1 wireless selective routers, and the Legacy make busy circuits. Mr. Dansevicus stated that 9-1-1 CPE includes the Vesta and Viper Systems at your sites. As this evolves, removing functionality that had been previously provided by the critical major minor alarm box at your site and the systems that are notifying the MR9-1-1 technicians as problems occur so that they are calling you with information on the problem rather than you calling them with notification that an alarm lamp is turned on.

Mr. Dansevicus stated that the back end systems include monitoring the systems surrounding ALI Delivery and rMap including devices needed to keep that operational. Data Network and Security are planned for a future presentation so they can be covered in more detail. Since they are working in a 9-1-1 environment, there is no off the shelf package that they can use to monitor these systems all together. Mr. Dansevicus remarked that it is too difficult to rely on the vendor tools to give our team a comprehensive view of what is going on in the 9-1-1 environment. They took commercial tools and modified them to work in our environment.

Mr. Dansevicus stated that rAlerts is a custom application that allows MR9-1-1 to notify our team in real time of events as they occur in their environment. It is set up that the only way to get this information is to log in via a secure VPN connection into our network. Mr. Dansevicus stated that Daily Exception reports are reviewed daily to look for patterns and anomalies. Dashboards are custom displays that provide us with real time data.

Mr. Dansevicus displayed an iPhone screen shot and reviewed an event from July 14<sup>th</sup> where the Peoria Police Department was having issues with a Legacy make busy analog circuit. Any calls that would have come in during this time would have been routed to Glendale Police. Prior to rAlerts the only way they would have known about this is when they received a call from Glendale asking why they are getting Peoria's calls. He said as they move toward Next Generation 9-1-1 and systems become more complex, the monitoring provided by rAlerts will prove invaluable. Mr. Dansevicus stated that they require that the notification be acknowledged by the person on duty so that if the phone is

offline the rAlert system can start an escalation process so the problem is not ignored. This is a snippet of the daily exception report for our wide area network link quality. Everyday network circuits have errors, it is a reality of an IP Network. Mr. Dansevicus stated that they have people looking at these so they can do historical trending. Since they routinely notify carriers of issues in their networks they are confident that other vendors are not monitoring their networks this closely. Mr. Dansevicus noted that they have been able to work with Cox to improve service at ASU. They see a high number of errors at Wickenburg for CenturyLink Metro Ethernet service. If this continues they can use this information to engage CenturyLink to fix the problem. Mr. Dansevicus displayed the dashboard analytics bar that shows real time total call counts on outgoing trunks for NC1. He said they rely on rAlerts and email alerts to let us know if a trunk is in serious trouble.

Mr. Benjamin stated that this presentation and others that they will give in future meetings will hopefully highlight some of the things they do behind the scenes. They have done significant work over the years through the support of the State 9-1-1 office with product purchased in 2010 that they have been able to leverage to make the regional 9-1-1 system as resilient as possible. Mr. Benjamin stated that they are providing real time access to data to Chandler and Tempe. He noted a slide that depicted the number of network hits in a day. Those hits happen in all IP Networks but vendors do not provide that information. They want to give the impression that their networks are without failures. Mr. Benjamin stated that they are doing their best to monitor the circuits and make sure the circuits are doing what they are supposed to do.

Chair Zanella said it was a good presentation. She 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 they are up to a record number in CENS activations so far this year with 67 CENS activations. She said Mesa Police and Chandler Police are tied with the most activations at 13 and Scottsdale has 11 activations. Ms. Graeber stated that they have not had any issues with activations going out. Everyone is good about testing their system to make sure it is working.

Ms. Graeber said they have been in contact with their vendor on the next generation and they gave us a demo. They had the opportunity to see Vesta Alerts at the NENA Conference. If you are going to the APCO Conference stop by The Cassidian booth and look for Donna. She will be happy to show Vesta Alerts to you. Ms. Graeber stated that they asked how much it will cost to upgrade to Vesta Alerts and they sent some numbers. She added that MR9-1-1 will have to figure out how to fund it. Ms. Graeber stated that there are some technical questions that they have on us being able to send things out through SIP. Our goal is to upgrade all of our systems throughout the PSAPs. She indicated she will keep the PSAPs informed.

Ms. Graeber stated that when activating a launch an agency needs to ensure they are really paying attention to numbers and leaving enough time. If you do anything over

3,000 you may want to extend it for longer than an hour. If you leave the default time which is an hour, it will stop after an hour even if all the people have not been contacted. Ms. Graeber said you can call her or the MR9-1-1 technical support line if they have any issues with your system.

7. Next Generation 9-1-1 Update

Ms. Graeber advised that they keep getting 9-1-1 calls delivered from different systems and they covered this in an earlier agenda item. She said to remember wireless calls do not necessarily come over wireless trunks. They can come over wireline too and you have to get used to that. She stated that VOIP calls can go over either one of them. She said it is the nature of the beast as they get closer to NG9-1-1.

Ms. Graeber stated that Michelle Potts would give an update on Non-Emergency Text to 9-1-1 at Chandler Police Department. Ms. Potts stated they are just short of the six month mark and they are going to be writing a paper that encapsulates all of the lessons learned in the first six months. She said one thing that has happened since the discussion at the last meeting is picture messaging and video comes through. The video quality is terrible, but pictures are fine. Ms. Potts said they had one case usage a few weeks ago with domestic violence. She was not under duress at that moment but had been in the last couple of days and was looking for some options to get out.

Ms. Potts stated that they have not had too many emergencies coming through on the non-emergency. In the last six months they have had six or eight that were requesting another agency, 44 percent of incoming were calls for service, 20 percent were duplicates to calls for service, and 30 percent were miscellaneous police related questions. Ms. Potts stated that they had spam early on but they not seeing as much as they used to. They are not having any issues with wrong numbers. It is being used as intended and they have not had to do much to keep it under control. Ms. Potts added that they still have not done any policy on it.

Ms. Graeber asked if they get a lot of tips from people wanting to give information on a case to a detective.

Ms. Potts said no they have not received any tips.

Mr. Benjamin asked a question about the video quality. He asked if the video was from a person talking to you at the time or were they trying to send a video they had taken earlier.

Ms. Potts stated the video was not from a citizen, it was from a dispatcher. They were just trying to push the limits to see how much the system could do. It came across very pixilated, very slow, and very choppy.

Mr. Benjamin asked was it intended to be a real time interaction where you could see their face.

Ms. Potts replied no, it was a recorded and the video clip was sent.

Ms. Potts stated as of last week there were 272 texts total. The average is 2.1 text strings per day.

Karen Sutherland said Ms. Graeber mentioned that wireless calls can come over on wired lines. She said that she keeps monthly track of the percentage of wireless calls in correlation to how many wired. Ms. Sutherland asked if there is any way to tell if their statistics are accurate and what percentage of calls are wireless. She expressed concern for capturing good statistics.

Ms. Graeber asked Mr. Benjamin if there is an instance where a wireline will come across wireless.

Mr. Benjamin said if you are pulling the statistics based on the trunk and saying that it came in on this trunk, therefore it is this type of call, is going to give you a drift from reality because on wireline there may be wireless calls coming from outside of our region. To get better statistics about what type of call you have you would need to use the MIS System to look at the class of service which is derived from the ALI.

Ms. Graeber advised to filter by class of service when doing MIS reports. If you filter by the wireless trunks, wireline will not be on there. Whatever your percentage is based on the trunk is your baseline count and wireless calls that come in on wireline will add to that count. She noted that if it is No Record Found, the class of service is not going to help. Ms. Graeber advised you have to consider all of those class of service variables so you may not ever get a true exact count but going by wireless trunks should get you the closest number.

Mr. Benjamin said there would be a small margin of error that would be difficult to pinpoint. He said they do not see a lot of calls roll over. Mr. Benjamin stated that they look at trunk usage reports every day for patterns in terms of trunk usage but they do not look for VOIP or Telematics. That information would be obtained from MIS.

8. MAG FY 2017 PSAP Annual Element/Funding Request and FY 2017-2021

Ms. Graeber provided the report on the MAG FY 2017 Annual Element/Funding Request and FY 2017-2021 Equipment Program. She advised per 9-1-1 policy and the State requirement they request a budget. Ms. Graeber stated that they want a five year forecast and they sent out the requests to the PSAPs in April. She explained that they then put together a budget for those that responded that they will submit through the MAG process.

Ms. Graeber said action by the PSAP Managers Group is the first step in the MAG committee approval process. It will then go to the 9-1-1 Oversight Team and then on to MAG Management Committee and then to the MAG Regional Council. Ms. Graeber stated that the budget and equipment request are then submitted to the State 9-1-1 Office

by December 15<sup>th</sup> for them to take a look at the requests of our region to see what is able to be funded and what is not able to be funded.

Ms. Graeber stated that every year, PSAPS are requested to put in requests as if there was funding, however, the State is limiting logging recorder reimbursement, additional positions, and new PSAPs, due to lack of funding for 9-1-1. She advised that the Phoenix Police Department upgrade was not approved and got rolled over into the next year budget along with other PSAP with aging equipment that needs to be changed out.

Ms. Graeber stated that the FY 2017 projects requests are ASU, Avondale, Fort McDowell, Gilbert, and Phoenix Police Departments. ASU requested one additional position and a logging recorder. DPS requested a logging recorder. Mesa Fire requested six positions and a logging recorder. Phoenix Fire requested a logging recorder. The projects total for FY 2017 is \$6,175,000. Including 9-1-1 wireless and wireline monthly service, special projects, and mapping/ addressing, the total budget is \$18,195,980. She remarked that the state collects this amount annually so the needs and collections are not lining up. The state will examine and let MR9-1-1 know which ones are able to be funded.

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

Karen Sutherland, Scottsdale Police Department, motioned to recommend for approval the FY 2017 PSAP Annual Element/Funding Request and FY 2017-2021 Equipment Program. Rich Johnson, Maricopa County Sheriff's Office, seconded.

Chair Zanella asked if all were in favor of approving the budget and if anyone opposed. All were in favor.

9. 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 that money is tight and is getting tighter at the state.

We have recently completed a Phase II project in La Paz County. It was a tedious project as a result of the fact that the central office that used to be owned by Verizon is now owned by Frontier and they were trying to get their database in place and have now moved to an Intrado Database. We still have a couple of anomalies out there that they are trying to resolve.

Ms. Jaeger stated that they have done request for service letters for the Navajo and Apache County areas outside of the Navajo Nation and that project will start moving forward in January. That will be the last two areas of the state that they have control over that has Phase II capabilities.

Ms. Jaeger referenced the comment made about the National Transportation grant at the last PSAP meeting. Ms. Jaeger said they are still looking at developing the criteria necessary for that grant. The grant administrators have not come up with the criteria yet.

Ms. Jaeger indicated they have made it a point to bring to the attention of the Arizona Department of Administration the ruling for the grants that you cannot sweep funds within a certain amount of time. Ms. Jaeger advised that they have spent all the funds and they have no funds for them to sweep. She added that they will continue to spend all the money. Last week, Governor Ducey announced the new Director for the Arizona Department of Administration. He is coming from the private sector. Ms. Jaeger stated that they also had a reorganization come up within the last couple of weeks. The FirstNet grant has been moved to the grants office from the ASET office. It is still with Arizona Department of Administration but is now under the director's office.

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

10. Community College Communications

Ms. Graeber started a discussion regarding Community Colleges. She said the community colleges approached us about being a secondary PSAP. They have not formally asked it was more of investigation on their part to see what it would take. She said that she wanted to reach out to the PSAP Managers to give an idea how agencies handle calls if they have a community college in their jurisdiction, for example, are all emergency calls transferred to a ten digit number, are officers sent to their campus on certain types of calls, or is everything sent to their security?

Ms. Graeber asked Chair Zanella if Mesa Police Department handles those types of calls. Chair Zanella said it is a hybrid, they handle all wireless calls.

Ms. Graeber asked if calls are entered into their CAD System or handed off to the security office at the college. She asked if Mesa Police respond to calls on the campus.

Chair Zanella said yes, they respond to calls on the campus. She said they are the PSAP, but they work closely with community colleges. They can communicate with radios.

Ms. Graeber said calls are entered for officers to respond along with their sworn officers.

Ms. Graeber asked Glendale Police how they handle calls.

Ms. Hadlock stated they respond to all calls at Glendale Community College. They work closely with their security and communicate by radio. Ms. Hadlock stated that they also train together.

Ms. Potts said they do not get any calls from Chandler Gilbert College. We have partnered with them and they come to training with us.

Dan McNemee said Phoenix Police responds to the community college but they do not notify campus security directly.

Ms. Graeber stated this is something for us to think about. The community colleges have not come back after she provided them the cost to be a secondary PSAP. Ms. Graeber stated they will talk about it more if it becomes a formal issue.

11. Request for Future Agenda Items

Ryan Gish asked if he could give a short presentation on the MAG Regional Community Network and the some of the applications that are associated with it.

Adjournment

Chair Zanella advised the next PSAP Managers Group meeting is November 12, 2015, at 9:00 a.m. at the MAG offices.

Ms. Sutherland motioned to adjourn the meeting at 11:19 a.m. Mr. Johnson seconded, and the motion passed unanimously.