

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

MEMBERS ATTENDING

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

\* Those members neither present nor represented by proxy.

@ Ex-Officio member

# Attended by teleconference

+ Attended by videoconference

OTHERS PRESENT

Liz Graeber, MR9-1-1  
Mike Benjamin, MR9-1-1  
Angela Beatty, MR9-1-1  
Dave Eaton, MR9-1-1  
Nate Nguyen, MR9-1-1  
William Boyd, MR9-1-1  
Dave Dansevicius, MR9-1-1  
Carlos Simmonds, CenturyLink  
# Jennifer Hagen, Scottsdale PD  
Ron Parks, Chandler PD

Robert Woodhull, Pinal County Sheriff's  
Laura Herrera, Pinal County Sheriff's  
Justin Bodlander, Mesa PD  
Chris Schau, Intrado  
Valerie Day, MAG  
Mitch Latch, Maricopa County Public Health  
Marcus Castle, Maricopa County Public Health

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, 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.

3. Approval of the August 13, 2015 PSAP Managers Group Meeting Minutes

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

Liz Graeber, Maricopa Region 9-1-1 Administrator, advised there is one change. The members attending showed Carolyn Scott attending as the permanent PSAP Manager for Goodyear Police Department. Carolyn Scott is acting for PSAP Manager Chris Nadeau.

Karen Sutherland moved to approve the minutes of the August 13, 2015 PSAP Managers Group Meeting with the change to Carolyn Scott as acting for PSAP Manager Chris Nadeau at Goodyear Police Department. Patrick Cutts seconded and the motion passed unanimously.

4. Highly Infectious Disease Briefing

Marcus Castle and Mitch Latch, Planning Supervisor and Program Manager from Maricopa County Department of Health Office of Preparedness and Response, gave a presentation on guidelines for patients with highly infectious diseases, including Ebola.

Mr. Castle stated that what currently occurs in Maricopa County is if there is a traveler from West Africa to the state of Arizona, the Arizona Department of Health Services would receive that traveler's information prior to their arrival at Sky Harbor Airport. Once they arrive, Maricopa County Department of Public Health receives the traveler's name, address, and contact information. Mr. Castle stated that they make contact with that individual within 24 hours of their arrival here. The purpose of that is to ensure the individual is monitored for up to 21 days. There is a daily check in and daily monitoring

report with the individual to make sure they are aware if anyone starts to have symptoms or signs of not feeling well.

Mr. Castle noted that if a person is considered a Patient Under Investigation or highly at risk for exposure to Ebola, they provide them with Maricopa County Department of Health 24x7 contact information. Mr. Castle said there have been instances where people have called 9-1-1 before contacting Maricopa County Department of Health and it changes the type of response that might be necessary.

Mr. Castle said there are three times when a patient will call 9-1-1 for assistance with an infectious disease. The least likely is a person already in the hospital who tests positive for the Ebola Virus and needs to be transported to the treatment center of excellence.

Mr. Latch advised that Maricopa Integrated Health System (MIHS) is the designated treatment center for Ebola. If a patient is at a hospital for another reason and tested positive for Ebola they would need to be transported to MIHS.

Mr. Castle explained the second scenario for someone calling 9-1-1 in regard to an infectious disease: A person just returned from Africa and reports he/she is sick and has Ebola. The third scenario is where there is another area seeking transport of a person with an infectious disease.

Mr. Castle said that they can help coordinate the type of response that is needed. They can confirm if we have been in contact with them and what their symptoms were the last time we spoke to them. Mr. Castle stated that they also can confirm if they have no knowledge of this person. The intent is to ensure a coordinated effort so that the whole HAZMAT team of six or seven trucks is not called out for a person that may be falsifying information over the phone.

Mr. Castle stated that they have an Ebola Treatment Center of Excellence, but they want to make sure that only individuals who have tested positive and have a confirmed case of an infectious disease, such as Ebola, are transported to that facility. They want to advise hospitals of what is coming their way. If a patient is transported with a known infection disease it is going to shut down the emergency area for 8-24 hours. Mr. Castle said they are not just talking about Ebola; if anybody calls reporting an infectious disease, you can get in touch with them. He noted that they have infectious and communicable disease documents that can help over the phone or in person.

Mr. Castle said there are three different numbers that they can be contacted at any time of the day. 602-747-7111 is a 24x7 disease reporting line that has a live operator who will take your information and will be in contact with our doctor on call. 602-826-3731 is the nurse on call who can confirm if the person is on the return traveler list or not. 602-527-5070 is the Office of Preparedness (OPR) Duty Officer, which is another 24x7 contact. Mr. Castle added that if you are assisting another area outside of the Maricopa County Region these phone numbers can get you in contact with the right individual to other regions.

Mr. Castle stated that in summary they want to make sure that everyone is aware that the Public Health Department is in the loop when it comes to highly infectious disease. They are tracking individuals and can assist with the type of response necessary if someone were to call and say they have one of these infectious diseases.

Mr. Castle stated that Pinal County Health Districts and other health departments outside of Maricopa County are notified if a return traveler is in their community and they follow the same protocol with monitoring that individual for up to 21 days.

Vice Chair Finnessey asked if people have been forthcoming with information that they have been in another country and may have been exposed.

Mr. Latch replied that in Maricopa County most people have been forthcoming because they are very concerned and want treatment.

Ms. Graeber asked they have reached out to the EMS / local Fire Departments. Mr. Latch said they have worked with some fire departments, but not all.

Ms. Graeber asked meeting attendees who provide EMS or dispatch if their protocol includes anything about infectious diseases or is it something that needs to be developed through their departments.

Lori Beuerlein explained that the Phoenix Fire Department EMD protocol does go through a series of questions, for example, is a person displaying signs and symptoms of flu-type symptoms or has a person been out of the country, etc. She said their EMS Director has directed that they can eliminate those questions now, however, this is the first she heard of the 24x7 number. Ms. Beuerlein suggested a teleconference with public health staff and city staff. She stated they can also put that number into their information and give it to the dispatchers.

Ms. Graeber asked which numbers are the 24x7 numbers.

Mr. Castle said the two duty officer numbers are the 24x7 numbers to call if you need to talk to someone right away.

Ms. Graeber asked which number they would like us to try 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup>.

Mr. Latch said the nurse on call number is not a 24x7 number. He said to start with the disease reporting line and then go to the OPR Duty Officer. If it is during the daytime the nurse on call could be used because they are disease experts and can advise if the person is on the return travelers list.

Mr. Castle advised having an infectious disease has been the number one excuse from people trying to get out of being arrested with Law Enforcement.

5. MSAG/GIS/Mapping

Dave Eaton, MR9-1-1 GIS Manager, reported since the last meeting he has been focused on upgrading the servers at Data Center Two. He will be migrating everyone soon to Network Center Two while he updates server software at Network Center One. He said it will be seamless process and won't affect anyone. Mr. Eaton advised if you have any desired functionality to please contact him directly or through 9-1-1 support.

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

6. 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 we will be doing interviews for that position this week.

Mr. Benjamin presented a slide for the quarterly case counts. He said the case counts this quarter are higher than average but consistent with the previous quarter. He said he can email a pdf file of the case counts to anyone that is interested. He also presented a slide on the year to date Wireless call stats for Maricopa Region. He said the 2014 total calls were at 1.8 million and the 2015 total up through the end of October is at 2.2 million calls, which is a fairly significant increase in wireless calls. Over the last number of years the percentage of wireless calls over wireline calls has steadily increased. Mr. Benjamin advised that Nate Nguyen will provide a more detailed report of the case activity during the quarter.

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: (455) total cases opened, (376) cases remedied, (34) cases were serious and above; He said Phoenix was the only site with a significant increase in cases. This is due to their Legacy CPE Equipment which is outdated. He said there are currently (264) outstanding cases, (110) cases are tasks to improve the system. Mr. Nguyen provided a breakdown of how the (459) troubles were reported: (25 percent) reported by PSAPs calling in, (17 percent) reported by email, (37 percent) MR9-1-1 Business Intelligence System monitoring, (19 percent) reported after hours.

Mr. Nguyen stated that trouble issues worked on this quarter by category include: (60) Viper cases -- there were (72) last quarter; (65) Power 9-1-1 cases -- there were (74) last quarter; (36) Network and Connectivity cases -- there were (46) last quarter; (8) ALI cases -- there were (16) last quarter; (39) PBX/Lifeline cases -- there were (24) last quarter; (54) Vesta cases -- there were (45) last quarter; (67) T1/Analog Circuit cases -- there were (57) last quarter. There were cases consistent with last quarter: (9) pMIS cases, (19) Map cases, and (50) PC Hardware/Software cases.

Mr. Nguyen stated there are about a dozen PSAPs that are on Viper 4.1 SP4. Intrado came out with a new KB (knowledge base) FR (feature release) software upgrade that

will help us with the call routing portion. He indicated that he will reach out to the PSAP Managers and coordinate dates and times in order to begin the upgrade process. It will probably be two months from now, since Intrado is still dealing with a bug with the new release.

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

Mr. Boyd provided an update on 9-1-1 Technical projects. He stated that Luke Air Force Base is scheduled for a new Vesta System. They do not have a cutover date yet but the tentative date is around the end of February. They have three (3) positions funded by the state and one (1) position funded by the Federal Government. Another item pertaining only to the six ACD sites in our region. Two sites currently use Power Ops. The other four sites currently use Power Monitor.

Mr. Boyd stated that Intrado has offered to upgrade that software to Power Ops for Chandler Police, Glendale Police, MCSO, and Mesa Police. They are planning to upgrade those sites to Power Ops sometime in January 2016, depending on resources. Mr. Boyd stated that he will work with the PSAP Managers to come up with a design for changing out the display. Mr. Boyd stated that Power Ops is a more robust display than Power Monitor: more options, more information, and more graphics. He said that Scottsdale Police and Tempe Police are currently using Power Ops. Mr. Boyd suggested contacting Patrick Cutts at Tempe or Karen Sutherland at Scottsdale if there were questions.

Mr. Benjamin advised that Chris Perry and Patrick Cutts in Tempe have spent a lot of time exploring all the ins and outs of what Power Ops can do and understand the product very well. He said to please contact them to get a head start on understanding the product or to get a demo on site. The Power Ops product is a lot more mature than the Power Monitor product.

Mr. Benjamin provided a report on regional infrastructure. He said that they do struggle with the equipment at the Phoenix Police Department. It is well past its expected life span. It is the only PBX Lifeline installation and is located at their largest call volume dual site.

Mr. Benjamin stated that they are working with Phoenix Fire for digital input for 9-1-1 trunking, and hopefully, this will improve call set up times and quality. Calls that come in from the wireless side come in digital and they have to convert to analog which degrades call quality. They have been trying to work with CenturyLink to get this for wireline as well and it has been a slow process. Mr. Benjamin advised that they have brought on another provider, Bandwidth, which is a VOIP Positioning Center and provide services to VOIP Providers such as Vonage, Uma, and Magic Jack. He reported that Bandwidth asked to partner with MR9-1-1 after they were having problems with CenturyLink and Intrado on their connectivity and ability to deliver ALI in a way they wanted. At no cost to the region they moved from CenturyLink and moved into our system.

Mr. Benjamin provided a report on notable outages and events due to storm activity. He said that on Monday night, August 31, 2015, a monsoon swept straight across downtown Phoenix and into the East Valley. There were downed power lines, trees, street lights, and some street flooding. It also had an impact on some power components in the new Maricopa County Sheriff's Office building. They had taken a serious power hit that disrupted some of the UPS System and power distribution within the building. There was enough power in areas of their building to keep some parts of systems up, but there was enough impact that they had to go into Make Busy for a short period. Since then, Maricopa County Sheriff's Office has reworked the power distribution within the building. And now we are out of the monsoon season so it will probably be next season that gets the full on test.

Mr. Benjamin stated that there was also flooding in the Phoenix area around Thomas and Grand Avenues not far from where DPS is located. That flooding took out a Cox fiber feed used for DPS. He said it is significant to note because DPS is a hosted VIPER site and is completely dependent on IP data coming into their site. There is no analog component. DPS has fiber connections from Cox, CenturyLink, and the MAG Regional Community Network (RCN). While the Cox repairs took hours they still had two functioning fiber providers and DPS suffered no ill effects from this carrier outage.

Mr. Benjamin said that more of a traditional type of outage that they are used to seeing was a Metro Ethernet outage into Tolleson on October 15, 2015. This was cable seeking backhoe type where the CenturyLink fiber got cut. This event resulted in an 18-hour outage. Tolleson is not a hosted Viper site but they do receive their map and ALI information and MR9-1-1 monitor and does remote diagnostics over the IP Network. He said Tolleson suffered no loss in 9-1-1 services as Cox, our other provider, performed without issue during this window.

Mr. Benjamin advised on an event out of Pennsylvania that happened recently in October regarding a multi-hour, multi-jurisdictional 9-1-1 outage.

Mr. Benjamin stated on November 11, 2015 Chandler had a power outage in the MDF Main Distribution Point where services come into the building. Chandler has three separate providers and two are fed through the same entrance room where the power went out. Chandler had no loss in service because they had the third provider that does not go through that entrance area.

Mr. Benjamin advised that an earthquake that occurred on November 30, 2015, more than 100 miles from our area, overwhelmed the 9-1-1 System. He said there were hundreds of calls that occurred within a couple to a few minutes. This had a ripple effect through Phoenix, Scottsdale, Gilbert, Mesa, MCSO, and probably others. In order to try to distribute those calls they put some calls in the CenturyLink Network and some calls ended up in Tucson. Mr. Benjamin stated that they will be working with CenturyLink to find out why they went to Tucson. Mr. Benjamin presented a chart that shows if one percent of four million people in the MAG region called 9-1-1, that is 40,000 calls in a matter of minutes. The phone systems can't handle 40,000 calls. The chart shows the

inflection point of where the system would be completely overwhelmed at 400 calls which represents 0.01 percent of the population calling in. Mr. Benjamin stated that any wide scale or cataclysmic event such as an act of war, large flood, tornado, nuclear incident, earthquake, nuclear event, and astronomical event will overwhelm the 9-1-1 System.

Ms. Graeber stated that for 18 minutes our system was overwhelmed. Thankfully, there was no injury or property damage but it gave them an opportunity to think about what would happen if there had been damage and injuries – then it would have been 18 minutes of calls for hours. She said she was going to reach out to some of the larger metropolitan areas that have reoccurring events to see how they have their rollover system set up.

Ms. Graeber said back in the 1980s when they set up 9-1-1, they felt that that there should always be a voice and no one should get a busy signal or have constant ringing. She said that the calls that went to Tucson were not all earthquake calls -- some were emergency calls. This is an opportunity to examine if they still want the protocols of having voice no matter where they are in the state. She said once they go to an IP Platform that type of ripple effect could expand to out of the state. Ms. Graeber commented that there is a need to start looking at how we want 9-1-1 handled. Ms. Graeber said she looked at the MIS Reports and it showed that at Sunday at 10:00 pm there were no calls; at 11:00 pm the calls tripled and then dropped down after midnight. Ms. Graeber asked what were the callers saying when they called in.

Karen Sutherland at Scottsdale Police stated that callers thought there was someone on their roof. Michelle Potts reported that at Chandler Police some wanted to know why they did not do a weather alert. Loretta Hadlock at Glendale Police said they did not get a lot of calls but callers thought it was something from Luke Air Force Base.

Chair Zanella from Mesa Police said the traffic was 20 times what it is usually.

Patrick Cutts asked where the state is currently on Managed Services for this area.

Ms. Graeber said CenturyLink has to go back and rework their program due to some FCC findings. They are now preparing the proposal that would be given to the state 9-1-1 office. They are going back and forth with the new proposal. It will then be studied by a third party technical consultant and then the state will present it to the 9-1-1 Coordinators.

Mr. Benjamin asked the agencies that did not receive calls if they knew an earthquake occurred.

Mr. Cutts stated that ABC 15 sent out a news alert about 15 minutes after it happened with initial report saying it was a 3.1 earthquake.

Mr. Benjamin stated that they considered the idea of putting a marquee message into the rMap system that would display on every call takers map simultaneously. He added that they have not worked out the governance on who would enter them and how they would be tracked. Mr. Benjamin asked members to submit to him any ideas they might have.

Mr. Benjamin provided a report on Data Network After Hours Work. There was clean-up work at NC2 after the summertime electrical work at Mesa DC. There was a region wide update to the APN software. Mr. Benjamin stated that they take this extremely seriously and immediately after the upgrade monitoring picked up subtle performance differences in how the IP data network was operating. These differences were not service affecting. Mr. Benjamin stated that the notifications regarding the additional off hours work were to explore the differences and to make minor adjustments.

Mr. Benjamin said Dave Dansevicius will present on the security solutions that have deployed. He said an adobe connect link was emailed for those participating in the meeting remotely so they could view via email so you can view the presentation slides.

Dave Dansevicius said he would review why security is important, go over one of the tools used to secure the environment Bit9, and provide some examples of how Maricopa Region 9-1-1 uses Bit9. Mr. Dansevicius stated the main reason for security in our environment is to ensure availability of our systems. They have multiple tools and the goal for all of them is to nullify or catch a threat before they can enter our environment, or if tools fail to accomplish that, to catch them before they cause any damage.

Mr. Dansevicius noted that the benefit of having security tools in place and monitoring the output from those tools is having visibility into what is happening and what is normal in our environment. Mr. Dansevicius stated that Bit9 is a product installed at every PSAP at hundreds of PCs and servers. At its core, it is an application white listing product, which means it only allows programs to run on your computer that have been preapproved or whitelisted.

Mr. Dansevicius stated that files that have not made the list are not permitted to run. This is different from an antivirus application. An antivirus application detects the file after it has run; Bit9 prevents a file from running. The Bit9 Server connects over the internet to Bit9 Threat Intelligence Cloud. It currently has more than 120 million files in its catalog. It determines the reputation of a file with a score derived from criteria, such as attack behaviors and trust rating to determine if a file on a PC in our network should be allowed or denied.

Mr. Dansevicius showed an example of a threat intelligence cloud analysis for a VMware file in our environment with a trusted reputation with a score of 10 out of 10. He said that their process does not allow vendors to just send files, they must be scanned first with antivirus software. Mr. Dansevicius noted that an exception is when they have a new install and systems are preconfigured from vendor staging. The file catalog keeps track of files as they arrive, where they move, when they are renamed, and where they are currently located down to the machine level.

Mr. Dansevicius provided an example of file catalog looking at all installed copies of Power911.exe. He said that they can block files system wide across all sites from this screen if they are determined to be malicious. Mr. Dansevicius said this software protects Maricopa Region 9-1-1 by checking every file that tries to execute. If it is on the list it is permitted to run, if not, it is blocked from executing. We get a near real time alert via our rAlerts application. When a USB jump drive is inserted into a PC they are notified. Since their goal is to catch threats before they cause issues, they do not allow unapproved devices to be connected to the 9-1-1 Network. He said some of the PSAPs may have been contacted by Ms. Graeber or Mr. Benjamin when their staff connects their iPhone or Droid to the network.

Mr. Benjamin stated the Application Whitelisting is a solid solution that they have been using since 2006. In October 2015, the National Institute of Standards and Technology issued a guide to using Application Whitelisting. They had been using it for nine years and have gotten a good head start. Mr. Benjamin said regular antivirus software is only as good as the last update. It is looking for things that it thinks might be bad. With Application Whitelisting if they do not recognize it, they do not let it run.

Mr. Benjamin stated that their goal is to identify the software that is running in our system and run them against reputation based software. This becomes a challenge when vendors bring in software, typically during an install. Mr. Benjamin stated that has happened twice in our environment -- both Phoenix Police and Peoria Police Departments have had viruses during a vendor project. He noted that it was not just one vendor -- this occurred with different vendors. There were years between the events but these events continue to happen. Mr. Benjamin advised that this happened recently with a CenturyLink/VESTA install in Santa Fe. Mr. Benjamin said vigilance is necessary, in their experience they cannot trust vendors to protect our systems, or to give timely, accurate or complete information.

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

Liz Graeber provided the Community Emergency Notification System (CENS) Update. She stated Maricopa Region 9-1-1 is setting a record number in CENS activations this year with (90) CENS Activations. There were (83) notifications in 2013. She said there are just a couple of reminders. The system always defaults to one hour. If a launch exceeds 5,000 the setting needs to be changed to two hours. The system is diligent and will stop after one hour so please ensure you are setting the necessary time to contact everyone in your launch. The number of launches by PSAP are MCSO (5), Glendale (9), Peoria (3), Gilbert (3), Mesa (13), Chandler (16), and Scottsdale (18). She said it is exciting that CENS is being used, however, they want to make sure it is being used correctly and not for anything that is not an emergency. Ms. Graeber advised that if a field unit is asking for a launch that a PSAP does not think is an emergency, the PSAP can have them contact Ms. Graeber and they can discuss it. She added that they are still looking to upgrade the system and are working through the procurement portion and what it is going to cost.

8. Next Generation 9-1-1 Update

Ms. Graeber said she did not have anything major to report on Next Generation 9-1-1. She said we already discussed working with the company Bandwidth and testing IP Delivery. They also discussed Managed Services and that it is still being looked at. Ms. Graeber stated that CenturyLink do a presentation when it is complete. She said there is a new class of service for that AT&T is offering for VOIP. Ms. Graeber noted that she has reached out to NENA to try to get answers on that. She added that she was not sure why it would not be under the VOIP class of service.

9. Arizona Department Of Administration Report and State Wireless Update

Maria Hall, State of Arizona 9-1-1 Project Manager, provided a report on behalf of Barbara Jaeger, State of Arizona 9-1-1 Administrator. Ms. Hall said the Joint Legislative Budget Committee Report which is an annual report that our office prepares for the Legislature has been completed. It is under review before it gets sent to the Legislature who will then schedule it for a hearing. She said Ms. Graeber participates in that process so you will probably hear more about that shortly.

Ms. Hall stated that Phase II testing continues in the Northeastern part of the state for the Apache and Navajo County areas. These are the last two counties that, short of tribal areas, that do not have Phase II currently. Drive testing began in Winslow last week with TMobile. Winslow is a little different because it was the only area in the state that was already Phase I. There are several more carriers that will test in the Winslow area and then the balance of Apache Navajo. Ms. Hall added that they anticipate completion of the Phase II project by the spring of this year providing we do not get more snow, which prevents testing of the cell sites and sectors.

Ms. Hall said Ms. Jaeger asked her to share that the National 9-1-1 Office is still working on criteria for the distribution of some additional funds that were made available under the 2009 act. When the criteria are established it will be announced on the 911.gov website so agencies may want to check it periodically. Ms. Hall said Ms. Jaeger reported at the last meeting about a new director that the Governor appointed. The new Director's name is Craig Brown and he is now located in their building. We also have a new ASET Assistant Director and CIO. His name is Morgan Reed. Both came from the private sector. Ms. Hall said things are changing at ADOA as far as reporting structure, if there is anything significant that affects 9-1-1 they will let you know.

Chair Zanella if there were any questions.

Ms. Sutherland referenced the 9-1-1-only phones for victims of domestic violence. She asked if there could be some legislation so that 9-1-1 can dial that number back. She said right now if they call and are in an emergency situation and they try to call back it rings back into their 9-1-1 center and they have no way of reestablishing contact.

Ms. Hall stated she understands that this has been an issue for quite some time and that it was a Federal mandate that uninitialized phones have the ability to dial 9-1-1 and she did not know if there is anything that could be done on a state level to change that. Ms. Hall asked Ms. Graeber if she had any comments on this matter.

Ms. Graeber said that back in the day the FCC thought it was a good idea. The 9-1-1 Systems across the nation are overwhelmed with false calls so they are now looking at reversing this because it has caused more problems for the 9-1-1 System. And now that cell phones are an easy commodity, they can put cell phones in the hands of those who need protection without having them be uninitialized phones. Mr. Graeber said that PSAPs might want to reeducate their staff so they understand what an initialized phone call looks like, the area code shows up as 9-1-1. Phones can still get Phase I and maybe Phase II. There is no way to call it back and there is nothing they can do about it.

10. Request for Future Agenda Items

Ms. Graeber introduced the new Intrado representative Chris Schau, who replaced Wade Sanstra who moved to the Midwest region in his job. She said he can help with any questions.

Adjournment

Chair Zanella advised the next PSAP Managers Group meeting is February 11, 2016, at 9:00 a.m. at the MAG offices.

Ms. Sutherland motioned to adjourn the meeting at 10:30 a.m. Vice Chair Finnessey seconded, and the motion passed unanimously.