

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

April 18, 2002
Mesa City Plaza
Mesa, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Ramsey Beckstead, Scottsdale
*Dan Scott, Apache Junction	*Ken Blume, Surprise
Glen Hutchinson for Katie Post, Avondale	Karen Allen, Tempe
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
Patty Gambie for Richard Speer, Chandler	*Ronnie Miller, Wickenburg
*Michelle Busch, El Mirage	*+Carol McLeod, ASU
Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sheila Pattee, Glendale	*+Fred Christley, Capitol Police
*Chris Nadeau, Goodyear	+Debbie Henry, DPS
Liz Hunt for Joe Noce, Mesa	+Mark Bach, Ft. McDowell Yavapai Nation
Tom Melton, Maricopa County	*+Tracy Smith, Luke AFB
*Bruce Barrows, Paradise Valley	*+Louise Smith, Phoenix
Viola Bent, Peoria	+Tami deRuiter, Phoenix
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	+Ken Reid for Joe Gibson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member
Participated by telephone or videoconference call

OTHERS PRESENT

Danielle Mills, Cox Communications	Rick Auch, Peoria
Mary Dysinger-Franklin, Phoenix	Rocky Rockhold, Qwest
Bob Bobbett, Qwest	Lisa Sheridan, Qwest
Jim Martin, Pinal County	Pam O'Neill, Qwest
Mary Leonard, Phoenix	Sherrie Clark, Glendale
Francisco Esparza, Qwest	Jean Maio cco, Phoenix

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:16 a.m. Self-introductions were made.

2. Approval of the January 17, 2002 PSAP Managers Meeting Minutes

Liz Hunt moved, Viola Bent seconded, and it was unanimously carried to approve the January 17, 2002 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco reminded everyone of the ALI issue Patti Walton talked about at the last meeting. They have been receiving numerous calls where the apartment number is being cut off on the ALI and was wondering if Intrado could lengthen that field. Penelope Meyers, Qwest, advised that Intrado has several standard ALI formats they can use and that Arizona uses format 30. She said that they cannot change the field in our format but would check with Intrado to see if one of the other standard formats would work better for us. According to Jean the format was not the problem. An IT programmer at Qwest found the problem coming out of the SOI files going to Intrado. The problem has been corrected, however, the correction did not affect any existing records. Any new records or any type of service record activity on existing accounts will be okay. If there are major problems with a large account such as a business or school, contact Jean and she will work with Qwest to resolve those. Otherwise, be aware the problem is out there and submit them on the ALI form within 911Net.

Jean said that Qwest has completed converting all customer records to postal standard for the numbered streets in the Mesa Main CO (833 prefix). Postal standard example: 1AV is now 1st AVE. Next are the named streets A-D converting street suffixes. Qwest has also started converting the numbered streets in the Beardsley CO (584 prefix), which primarily covers Sun City, Sun City West and Surprise. She again provided a copy of the postal standards.

Jean mentioned that when completing an ALI form, copy the displayed ALI information exactly as it appeared when the call came in: telephone number, company ID (3-4 letter abbreviation of the service provider – not a number), customer name, complete address (must include the suffix), community name, ESN, and location. All of this information is available from the ALI printout. Give the corrected address exactly as it appears in the MSAG (must include the suffix) and please ensure the corrected address you are submitting on the ALI form is MSAG valid. If the corrected address is not MSAG valid, Intrado will send the ANI report back to you in a suspended status and it will sit there uncorrected until you take some type of action on it again. If the corrected address is not MSAG valid (whether in your community or not) it is the PSAPs responsibility to contact Jean so that she can correct/update the MSAG with Intrado.

Jean reminded everyone to never give a customer the telephone number to the Intrado analyst. They cannot correct a record or process any information unless it comes on a service order from the customer's telephone service provider, you on an ALI form, or by Jean.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, advised that several projects are underway. Chandler PD is scheduled to cut on May 1, DPS on June 28, Goodyear on July 10, Scottsdale on August 1 and Luke AFB on August 15. He also advised that Lisa Sheridan has accepted Penelope Meyers's position as the Intrado liaison. Her last day is May 10 and will assume her new position on May 13. Sherri Bakker is replacing her. Sherri has quite a few years experience and is currently in higher education. Bob also said that Karen Geiger will be replacing Linda Sorensen. She also comes from higher education.

5. Qwest Maintenance Report

Francisco Esparza, Qwest, mentioned that he has been working on the issues at Phoenix PD 620 W Washington site. They had A/C problems and were unable to maintain the correct temperature, which caused the lifeline shelf to shut down. They should be cutting them back this weekend to their Elwood site.

Francisco said that he has been working with Tom Melton at MCSO. They have to replace an entire shelf because one of the slots has gone into an "intershell" busy locking itself out. He is coordinating that with Tom and will have that done as soon as possible. Francisco mentioned that they have successfully cut over the move for Surprise. They moved their center to another part of the building.

Francisco also stated that several PSAPs were unable to transfer out of state. He was able to get the translation problem corrected in the tandem. This translation should now allow out of state transfers at each of the PSAPs. He did check with Peoria and Chandler.

Susan asked Tom Melton if his ongoing problem had been resolved. Tom stated that they did do equipment replacement, which did help some. He is starting to see the same cycle again where there is no ANI and ALI and the Positron equipment doesn't like it and stops. The dispatcher then can't do anything with the call. It is less frequent, though. They received about 4 in the last month where they were getting 25 or so a day.

Tom asked about his MIRAN problem where a call rings for quite some time before it goes to the recorder. Per Bob Bobbett they need broadcast RAN, which is a software upgrade. He will resend the quote to Mary and Susan for ordering.

6. ADOA Report

Barbara Jaeger said that they just approved funding to Coconino County to complete their addressing program in two areas of the county. She also has a proposal from Gila County to do the rural addressing in their county. Barbara mentioned that Yavapai County has almost completed their addressing and Cochise County's addressing is completed for the incorporated areas. Gila River will be addressing with XY coordinates.

Barbara announced that Larry Beauchamp has retired from ADOA.

Barbara reported that Voice Stream is the only wireless provider in Pima County that is not yet providing Phase I but they should be ready shortly. She said that once Voice Stream is compliant, Tucson will be one of the largest areas in the country that is totally Phase I compliant. Most areas have only one or two carriers with Phase I.

Barbara stated that she is moving forward with statewide deployment of Phase I. She is looking at hiring someone with experience that will be able to help her determine the best way to proceed and will be able to manage the project.

Susan mentioned that she supports Barbara in this and that at the same time her office will be working on getting Mapped ALI at each of the PSAPs. Mapped ALI will plot the cell sector of the wireless caller on the map. This allows the call taker to see on a map the tower and direction of the cell tower face that the wireless phone reached, showing them at least a smaller area of where that caller may be. She thinks that Phase II is still some time away and mapping will be needed for Phase II also. Susan also said that the biggest part of this project will be the GIS data and deploying that to each of the PSAPs.

Barbara said that in our state we have cost recovery for wireless carriers. Although the FCC has determined that from the end office to the tandem should be the cost of the carrier, the state's legal opinion says we are still liable for that. She says they are working on getting legislation that will change that and make it more beneficial to us. She has seen costs to upgrade a cell site at \$50,000 and there are more than 1,000 sites in Arizona.

Barbara mentioned that La Paz County completely funds their centers outside of what the state pays with a half percent sales tax. She also said that the state is bringing in \$1.7 million a month from wire line, wireless and interest. She stated that the next quarterly check to each of the systems should be coming out next week and that yearly a report needs to be submitted showing what the money was used for. Susan mentioned that this money has been set up to be accepted at the city similar to a grant so that it will be spent only for the 911 system. Right now we will probably be hiring contractors to work on the one common GIS for our system. Although some agencies already have GIS, this will include outside their boundaries for those calls that aren't in their city, as well as allow for quality control.

Barbara said she was excited about this next year with all the new projects. She said we should thank Anita for working so hard on the contracts with the wireless carriers. In the last 3 years she has been able to take the 45-page contracts and get them down in some cases to just a few pages. We will be able to use these as we move forward.

7. 911 System Consultant Study

Susan mentioned that at the last meeting the consultant study was provided and everyone was asked to review it. We are asking this group to approve to move it forward through the MAG committees. She asked if anyone had comments or questions on the report. Ramsey Beckstead requested that we table it to the next meeting, to allow for additional review time. Tom Melton said that some of the recommendations are pie in the sky for

our group but there were good recommendations that we could move forward with. Liz Hunt moved to recommend approval of the study to the Oversight Team and that we would make recommendations on how to proceed at the next meeting. Sheila Pattee seconded and the motion carried.

8. Update on Established Working Groups

As the Regional Back up group chairman, Tom Melton reported that the group met. He said the first thing they discussed was whether it seemed feasible to even look in to it. The unanimous vote was to proceed. Lots of ideas where discussed but he noted that he would like more people involved especially from the smaller agencies. The more participation the better this project will be. Although phones and 911 are common among the PSAPS - CAD, radios, etc are different. He feels that 10 meetings would be sufficient to produce a working paper. The meetings will probably be once a month and be no longer than 1½ hours.

Susan stated that the Westside working group met in March. Chris Nadeau had planned to give a report from the March meeting but was unable to attend today. Mary and Susan stated that the group talked about what they would like for the group. They see these meeting as a way to educate each other on issues relating to their centers. They talked about regional back up, Phase I and II, the budget process and Condition 4. Tami deRuiter, Phoenix, asked if she could attend the next meeting to identify and explain that what Phoenix does for Condition 4 affects the other agencies. Susan said that would be a great follow up to the discussion they had at the last meeting. Jean Maiocco asked if Tom Melton could provide a copy of MCSO's condition 4 procedure as a guide for other agencies. Tom advised he would.

Susan mentioned that the 5-year plan group will be meeting on May 15 at 1:30 at Phoenix Fire. Everyone is welcome and encouraged to help out with this working group.

Susan stated that she would like to form another working group. This one needs to include technical people from your agencies to set criteria on when our 911 equipment should be replaced. This group will make the recommendation on our system's lifecycle and set criteria on when such things as monitors should be replaced. She would also like to include vendors in these meetings. Then we can have a framework to work from and get these in the budget cycle for everyone. Contact Susan at 602-262-4433 if you have someone from you agency that would be willing to participate. The first meeting will be toward the end of May or first of June.

9. 911 Customer Premise Equipment Maintenance RFP

Susan reported that the RFP committee has spent many hours developing an RFP for maintenance and reviewing and evaluating the responses. Through this process Verizon was the successful bidder and she will begin contract negotiations with hopes of having it completed by July 1. She informed the group that they still would have only one number to report problems and that we would be getting with everyone to inform then of any new procedures. She asked if anyone had any questions.

10. MAG FY2004 PSAP Annual Element/Funding Request and FY2004-2008 Equipment Program

Mary Dysinger-Franklin gave an overview of the FY2004 PSAP annual element/funding request and provided justifications for requested equipment. Susan advised that we were again asking for the management positions for our system. As Barbara indicated, these positions would not be funded in the next fiscal year. We did remove the contract management position, as we would be using the funds provided by the 1 percent administrative portion we are now receiving. She then asked if anyone had any questions. Being none, Liz Hunt moved to approve recommendation of the FY2004 annual element/funding request and FY2004-2008 Equipment Program to the Oversight Team. Ramsey Beckstead seconded, and the motion carried unanimously.

Susan thanked Mesa for hosting the meeting.

Next meeting is scheduled for Thursday, June 13, 2002 at 9:00 a.m. The meeting will be held at:

**Glendale Police Dept
6835 N 5th Dr
Glendale, AZ**

The meeting was adjourned at 10:55 a.m.