

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

January 10, 2008  
Goodyear, AZ

MEMBERS ATTENDING

Vicky Scott, Peoria, Chairperson	Darren Shortey for Curtis Thomas, Salt River
* Kathy Jeter, Apache Junction	Pima-Maricopa Indian Community
* Carrie Lombana, Avondale	Tom Melton, Scottsdale
Velma Washington, Buckeye	Carol Campbell, Surprise
* Vicki Szczepkowski, Chandler	Karen Allen, Tempe
Diana Mikolic for Stephanie Beebe, Ft. McDowell	Toni Rogers, Tolleson
Yavapai Nation	* Ed Syzponik, Wickenburg
Peggy Nunez for Janet Laird, Gilbert	*+Karon Zimpfer, ASU
Loretta Hadlock, Glendale	+ Barbara Jaeger, ADOA
Chris Nadeau, Goodyear	*+Nicole Ankenman, Capitol Police
* Erika Wilson, Mesa	+ Debbie Henry, DPS
Jesse Locksa, Maricopa County	*+David Demers Luke AFB
Jim Tortora, Paradise Valley	+ Louise Smith, Phoenix
Tami deRuiter, Phoenix	+ Ellen Anderson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Maria Hall, ADOA	Peter Burnett, MAG
Adam Item, ADOA	Craig Chenery, MAG
Sarah Hess, Pinal County	Nathan Pryor, MAG
Mike Benjamin, MR911	Liz Graeber, MR911
Bernadette Petros, Pinal County	Angela Beatty, MR911
Sandra Gilstad, Pinal County	Mary Franklin, MR911
Nicki Danner, Positron	Lisa Sheridan, Qwest
William Boyd, MR911	Bob Bobbett, Qwest
Jesse Greening, MCSO	Margie Castelmare, Buckeye
	Mark Hill, Gila River

1. Call to Order and Introductions

Vicky Scott, chairperson, called the meeting to order at 9:10 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 18, 2007 PSAP Managers Meeting Minutes

Tami deRuiter moved, Karen Allen seconded, and it was unanimously carried to approve the October 18, 2007 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Angela Beatty reported:

- GIS updates should be ready and available next week
  - Dave Eaton will send out an email reminder
- Vicky Scott reminded everyone to not update all of your positions at once as it will slow up your system

5. 911 Regional Tech Team

Mike Benjamin reported:

- 911 Technical Team – People Resources
  - No changes to our people resources
- Site upgrades
  - ASU
    - Cut to new facility in November
  - MES
    - Positron Lifeline
    - Scheduled cut February
  - FTM
    - New facility
    - Scheduled to move early 2008
- DPS, CHA Positron Viper installations – 1st half of 2008
- PFD – Positron Power911 service pack and GUI queue display
- LUK – timeline not yet established
- Wireless Trunk Expansion
  - AVO-2, CHA-2, GIL-2, PEO-2, SUR-2, APJ, BUC, GDY, PDV, TOL, TMP
  - Most circuits installed
  - Still working a couple trouble circuits
  - GIL and PEO are going slowing – waiting on some spare product
- Dispatch Activity
  - Provided a hand-out of dispatch activity
- 911 Support Phone line
  - City of Phoenix system that supports the IVR – change out
  - Transition will begin at 9 p.m. Friday, Jan. 11, and be completed by midnight
  - Fully operational by MON AM Jan 14
  - Initially less flexible for us until they improve some things

- Call SCT PD - (480) 312-0911

6. Maricopa Region Wireless 911 Project

Liz Graeber and Mike Benjamin reported:

- Wireless busy study was completed
  - Some PSAPs are under trunked for wireless
  - Some of those PSAPs are over trunked on wireline
    - Those PSAPs will have the appropriate wireline trunks reduced
  - State has approved the additional wireless trunks to assure a P0.1 grade of service
- Wireless working group met and discussed the recordings on wireless trunks
  - The majority recommended the recording be tweaked and to keep it at only one.
    - Not roll to the second recording and then disconnect
    - Checking with vendor to see how these requests can be made
      - One question is how many can be on hold at one time
    - Liz asked if there were any question or concerns – there were none
    - Advised that we will proceed as recommended by the PSAP Managers group

7. Community Emergency Notification System

Mary Dysinger-Franklin reported:

- Total of 28 launches in 2007
- We went over our missing children calls in 2007 – Remember if you go over the allotted 8000 per call or 50,000 per year identified calls you may be charged for those.
- We will be included in the application for the Homeland Security Grant Program through the Phoenix Fire Department – They will probably get funding but then a committee prioritizes where that money goes. We have requested 200,000.00. We should know something by August but money isn't distributed until November.
- We are still hoping that the Gila River Revenue Sharing Grant may still provide funding when they review again in May
- Continue to work on the RFP so we will be ready if we get funded.

Liz Graeber mentioned that MAG was putting together a video of CENS success calls. She has asked Glendale, Mesa and Phoenix Fire to participate and asked that if anyone else had a CENS success story to please let her know and they would be added.

8. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger provided the following information:

- Legislatures may transfer \$15 million to the general fund.
  - If that occurs the deficit will be in 2010 instead of 2011
  - Reminder that if the transfer takes place

- Federal legislation penalties could apply that will affect agencies applying for federal grants.
  - RFP is closed but not reviewed yet
    - Getting committee together to review
  - Discussion regarding Ford Sync product
    - NENA working on ensuring 911 compliance
    - Arizona 911 legislation does not allow recordings directly to 911

Maria Hall advised:

- City of Williams in Coconino County cut November 28 with ANI and ALI
- Greenlee and Gila enhanced with ANI only
- Beginning to work on the FY09 budgets – goes to JLBC in August
- Sent out notifications to CLECs and LEC for access line reports
  - 134 wireline and 15 wireless carriers
  - Qwest true up for Maricopa County is up
    - Because of line counts for CLECs that were not included before
- Projects:
  - Northern Yavapai – Phase II
  - Pinal County – Frame Relay network for enterprise mapping updates
  - Pinal County complete except waiting for Cricket – should be February
  - Gila River – Phase II – different because their towers are already going somewhere but need to be rerouted
  - Page – next GIS project with Grant money
  - Yavapai and Mohave to start GIS project this summer
  - Cochise – has internal GIS

9. Qwest 9-1-1 Account Team Report

Bob Bobbett, Qwest, reported that Chrisha Elmer has been promoted and will be leaving the 911-account team. He also mentioned that Qwest had hired Rocky Rockhold in New Mexico.

10. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics:

- No suggestions were given

Next meeting is scheduled for April 17, 2008 at 9:00 a.m. The meeting will be held at:

**Scottsdale Police Headquarters  
8401 E Indian School Rd  
Scottsdale, AZ**

The meeting was adjourned at 10:05 a.m.