

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

April 21, 2005  
Maricopa County Sheriff's Office Training Building  
Phoenix, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	*Tom Melton, Scottsdale
Kathy Jeter, Apache Junction	Melissa Bailey for Jack Aguilar, Surprise
*Carol Campbell, Avondale	Diane Campbell for Karen Allen, Tempe
Velma Washington, Buckeye	*Toni Rogers, Tolleson
Vicki Szczepkowski, Chandler	*Scott Bowman, Wickenburg
*Michelle Busch, El Mirage	+Brian Tobin, ASU
Vergie Tsosie for Mark Bach, Ft. McDowell Yavapai Nation *Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Denny Bennett, Glendale	*+Gina Weiers, Capitol Police
Loretta Hadlock for Chris Nadeau, Goodyear	+Debbie Henry, DPS
Erika Wilson, Mesa	+David Givens, Luke AFB
Mary Millard, Maricopa County	+Doug Mummert, Phoenix
Bruce Barrows, Paradise Valley	+Deneen Price for Tami deRuiter, Phoenix
Tanya Watson for Vicky Scott, Peoria	+Ken Reid for Joe Gibson, Rural Metro/Southwest Ambulance
Curtis Thomas, Salt River Pima-Maricopa Indian Community	

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

OTHERS PRESENT

Mary Franklin, MR911	Jean Maiocco, MR911
Lisa Kelly, MCSO	Liz Hunt, MR911
Mike Rall, MR911	Mike Benjamin, MR911
Adam Iten, ADOA	Dave Eaton, MR911
Maria Hall, ADOA	

1. Call to Order and Introductions

Susan MacFarlane, chairperson, called the meeting to order at 9:06 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 21, 2004 PSAP Managers Meeting Minutes

Erika Wilson moved, Velma Washington seconded, and it was unanimously carried to approve the October 21, 2004 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- We have imposed a moratorium on wireless providers adding cell sites
- Map update procedures provided
  - Advised to only update one position at a time
- Managers will begin to get monthly updates
- Will form a working group to give input on map functionality
- Ortho photos are available but not configured yet for everyone – will only have own jurisdiction because of the large file.

5. 911 Regional Tech Team

Mike Benjamin reported:

- 911 Technical Team
  - Team in the field today, busy on project work
  - Set to hire vacant position
  - New eligible to hire list being finalized by City of Phoenix (COP) personnel
  - Slowed a little by COP hiring freeze
- Site upgrades
  - Apache Junction and Tolleson have been upgraded to Power911
- City of Mesa Police under the Maricopa Region maintenance
  - They have Pete and Brian as 1st tier on-site support
- Dispatch Activity
  - Report of Team Cases provided
    - Larger are the higher volume sites
    - Recent upgrades have a higher volume for a period of time
    - Non-CTI sites are low volume
    - Report includes “Task” and “Service Call” cases, not just Trouble Tickets
- Detail reporting; still looking for a good way to disseminate the reports to the group
- Expect email notifications of activities and reporting once development is completed
- Abandoned call handling - Question from last meeting
  - The Wireless Selective Router (ECS1000) has the ability to track and present both live and abandoned calls arriving at the selective router. The ECS1000 will prioritize these calls (live calls first) to the PSAP, and then abandoned calls. If a call is waiting in the abandoned call queue when the same call arrives again in the live queue, it will be removed from the abandoned queue.
  - *Abandoned Call, No queuing at ECS:*
    - Since all incoming trunks are SS7 digital, as soon as the call is received it is placed in the call-processing queue. If the caller hangs up, the call will still be tracked in the abandoned calls queue and presented to the operator after live calls are completed. The operator has all information necessary to redial the caller if deemed necessary.

- *Abandoned Call, while queuing at ECS:*
  - Same as the above option.
- *Abandoned Call, disconnected while ringing through to PSAP:*
  - In this scenario, the call was live and is already routed to the PSAP. Even if the caller hangs up, the call still rings at the PSAP until it is picked up. The status of the call however indicates "Hung Up". The operator has all information necessary to redial the caller if deemed necessary and to perform an ALI bid to identify the caller location.
- *PSAP has Call on line but they hang up prior to PH2 data arriving (short duration call):*
  - Same as previous scenario.
- Wireless Selective Router Project
  - Ordering and installing many circuits at network centers and PSAPs
  - PSAPs
    - Work being done at sites to expand CPE for trunks
    - Circuits installed
    - New ALI configuration has been running at many sites
    - New Make Busy switches will be installed – need to incorporate new 911 groups
- New era of 911
  - Qwest with 2 selective routers
  - MR911 with 2 selective routers providing service for wireless

## 6. Community Emergency Notification System

Liz Hunt advised:

- MAG Management Committee and Regional Council approved that beginning July 1, 2005 each agency will pay for their launches. We will invoice the city through the PSAP Manager
- Provided a launch summary
- Intrado/Qwest allows us 50,000 calls a year/5000 calls per launch for missing persons.
- CENS Training will be held on May 26, 8 to 10 am at Phoenix Fire. Limited to 10 people.
- If an agency has upgraded the Operating System on the computer they have the CENS program on to XP they will need to upgrade the JAVA script. Contact Liz for CD.
- In June will be deleting voice mails that have been in the system awhile but will notify ahead of time
- Will advise the PSAP Manager the cost of launches by email

## 7. Maricopa Region Wireless 911 Project

Susan MacFarlane reported:

- Begin drive testing with Alltel on May 2
  - Will start in the west valley
  - We will have folks at the SR and on the call
- Probably Verizon next
- Cingular has a waiver and will deploy Phase I first and then Phase II in September

- Liz provided the testing procedure for the dispatchers
- In order to transfer the wireless call outside of our system we have pANIs that would have to be loaded into Qwest SR.
  - The cost for this is high
  - Statistically we have more coming in to us then we transfer out
  - State and MR have agreed to monitor situation
  - Debbie Henry stated her concern
  - Will be looking at legislative changes
    - Cost recovery
    - Reduction is coming up
- Will be working to get GIS data from counties surrounding Maricopa to load as a buffer zone
- Pubic Education – Susan has done several interviews on our project and will be doing more as the carriers turn up
- Debbie Henry expressed her concern about the cold calls from Qwest and the security issues with that. She thanked Mike Benjamin for his and his teams help. Mike said we have advised both Qwest and Cox to call ahead but that this problem is very difficult to control. He also told everyone that there is no problem if they turn them away and have them reschedule.

#### 8. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project.

- Pima County almost complete with Phase II
- Winslow and Page complete Phase I
- Northern Yavapai County – 94% valid data
- Working on GIS data for three counties
  - Santa Cruz
  - Graham
  - Pinal
- Gila River does not have physical addressing
  - Using only latitude and longitude

#### 9. ADOA Report

Barbara Jaeger advised:

- The State 911 Office equipment RFP is on the street and closes on Tuesday
  - Mike Benjamin and Susan MacFarlane are part of the RFP evaluating group
- Maria Hall is involved with the Qwest dual tandem project
  - The EM trunk moves are mostly complete with minimal clean up
  - Per Diana Voss is functioning as it should
  - Does not have Make Busy switch yet
    - If moving to backup call service center and our 911 support
  - ES trunks should be completed by mid May
  - Southern LATA will have a new SR
    - 1<sup>st</sup> week of May for EM trunks
    - Later part of May for ES trunks
    - Complete by mid June
- Maria is heading up the VoIP project

- All counties will have one PSAP installed with VoIP trunks
- Maricopa County will have four PSAPs (MCSO, Mesa, Phoenix PD, Glendale)
- Will not have ANI/ALI
- Will notify database providers of those routing numbers
- Some providers are connected to Qwest's SR
  - These calls will come in on wireline trunks not VoIP trunks
  - NENA ID will reflect it's a VoIP call
  - SBC will begin service here in May
- Adam Iten has completed GIS standards
- Adam is working on GIS data that we will use as a buffer zone

10. Qwest 911 Account Team Report

No report.

Susan advised that the FY2007 budget requests will be mailed out soon. The process is changing some as most PSAPs are upgraded and have 5-year support. The only requests will be for logging recorders and additional workstations. Both requests require proper justification. Documents needed to justify additional positions should include staffing and schedules indicating all the positions filled.

Susan thanked Mary Millard for hosting the meeting.

Next meeting is scheduled for July 21, 2005 at 9:00 a.m. The meeting will be held at:

**Apache Junction City Conference Hall  
1001 N Idaho Rd  
Apache Junction, AZ**

The meeting was adjourned at 11:08 a.m.