

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Maricopa Association of Governments
Phoenix, Arizona
January 14, 2010

MEMBERS ATTENDING

Toni Rogers, Tolleson, Vice Chair	Darren Shortey for Curtis Thomas, Salt River
Lisa Eminhizer for Kathy Jeter, Apache Junction	Pima-Maricopa Indian Community
* Mark Gorla, Avondale	* Patrick Cutts, Scottsdale
Charles Arlak for Velma Washington, Buckeye	Carol Campbell, Surprise
Vicki Szczepkowski, Chandler	Karen Allen, Tempe
* Stephanie Beebe, Ft. McDowell Yavapai Nation	Ed Syzponik, Wickenburg
Steven Freeman for Janet Laird, Gilbert	*+Michelle Potts, ASU
Loretta Hadlock, Glendale	+ Barbara Jaeger, ADOA
Carolyn Scott for Chris Nadeau, Goodyear	*+Nicole Ankenman, Capitol Police
Cari Zanella for Darin Douglass, Mesa	*+Debbie Henry, DPS
Jesse Locksa, Maricopa County	+ David Demers, Luke AFB
Jim Tortora, Paradise Valley	+ Louise Smith, Phoenix
Jason Stokes, Phoenix	+ Mike Kalember for Ellen Anderson, Rural
Vicky Scott, Peoria	Metro/Southwest Ambulance

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

OTHERS PRESENT

Maria Hall, ADOA	Sandra Gilstad, Pinal County
Mike Benjamin, MR9-1-1	Sarah Hess, Pinal County
William Boyd, MR9-1-1	Maureen Dieckmann, Positron
Nate Nguyen, MR9-1-1	Tom Remes, Phoenix
Liz Graeber, MR9-1-1	Emily Pepe, Surprise
Angela Beatty, MR9-1-1	Michaelanne Ehrlich, Glendale
Dave Eaton, MR9-1-1	John Schele, Peoria
Tom Whiting, MR9-1-1	Jessie Greening, MCSO
Tom Remes, COP Govt Relations	Dave Meadows, COP Govt Relations

1. Call to Order and Introductions

The meeting was called to order by Vice Chair Toni Rogers, Tolleson Police Department, at 9:05 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 15, 2009 PSAP Managers Meeting Minutes

Loretta Hadlock moved to approve the minutes of the October 15, 2009 meeting. Vicky Scott seconded, and the motion carried unanimously.

4. MSAG/GIS/Mapping

Dave Eaton provided a Power Map update. Mr. Eaton stated he finally received PowerMap 4.0 in December and has been testing it. The Client version has minor changes. The Road Annotations Tool is a new feature that allows users to select multiple street features and enter a description of an event. It can also be used to schedule road closures for a specified time and can be shared with all map positions.

Mr. Eaton stated the major changes to Power Map 4.0 were on the administrative side. He has been working with the background scripts to facilitate and ease the process of distributing data to the PSAPs. Mr. Eaton advised he will have a GIS update ready on Monday January 25, 2010.

5. Maricopa Region 9-1-1 Tech Team

Mike Benjamin distributed a report of quarterly case counts. Mr. Benjamin advised there were no changes in staff and that the team focus is on daily operations; making sure trouble tickets are addressed and case loads are handled efficiently. He gave a report of the exceptional items affecting the 9-1-1 system this quarter. Items included a series of phantom calls and false make busy activations and intermittent problems all across the valley. Eventually Qwest isolated and corrected the issue. It was a problem with telecommunications equipment in their network.

Mr. Benjamin stated another issue was the December 7, 2009, storm which hit around 11:00 p.m. and **brought a deluge of rain that took out trees, telecom and power. The telecom outage affected 9-1-1 trunks at Phoenix Police Department at 100 E. Elwood. The power outage affected the campus at Phoenix Fire Department at 150 S. 12th Street where the MR9-1-1 offices are located.** The Fire Operations power outage exposed a weakness in MR9-1-1 operations. All critical 9-1-1 systems are on back up power. The administrative machines used to get into the 9-1-1 network were in an office area that is backed up by a small UPS. MR9-1-1 resources were not able to remotely access when UPSes failed soon after the power outage. Instead of being able to remote in from home, MR9-1-1 had to send people to the Fire Operations office during the storm, which caused a delay in the ability to respond quickly. Mr. Benjamin is taking corrective action to ensure there are machines to access the MR9-1-1 network centers securely and remotely in case of future similar incidents.

William Boyd gave a report on technical projects. Mr. Boyd advised there were two upgrades from a Lifeline system to Viper since the last PSAP meeting. Gilbert Police Department on December 8th and ASU on January 12th. Gilbert is experiencing fluctuating volume issues and Mr. Boyd is working with Positron to resolve them. All is functioning well at ASU. Mr. Boyd reported the next projects include Viper upgrades for Scottsdale, Glendale, Avondale, and Wickenburg Police Departments.

Nate Nguyen gave a report on the Maricopa Region 9-1-1 quarterly case activity. He stated the case activity is moderate and manageable with 362 cases opened with 86 percent remedied. Currently, there are 98 outstanding cases with 57 pending cases. Troubles this quarter included NC2 hardware failure and phantom calls on wireline and wireless at various PSAPs. Backroom CPE issues involving unexplained event errors on Peoria's DB1 and Tolleson MIS dropping off of the network. There were workstation/software issues with Phoenix Fire's queue recordings and ALI spill to CAD. Genovation keypad at Peoria continues to be a struggle and TTY at Glendale is failing randomly. MR9-1-1 will continue to work on resolving all issues.

Mike Benjamin gave an update on the joint site project for the Phoenix Police Department. He stated that Tom Whiting, MR9-1-1, is working closely with the PBX vendor and Positron. Mr. Benjamin stated the project is close to being complete.

6. Maricopa Region Wireless 9-1-1 Project

Liz Graeber advised that CommNet, a second tier provider of cell towers in rural areas, will go to phase 2. The AZ state 9-1-1 office analyzed the networking cost and concluded it is cheaper to take them to phase 2. All wireless will be at phase 2 when this is complete.

7. Community Emergency Notification System

Liz Graeber distributed a report of reverse 9-1-1 notifications to date. Dave Eaton reported DCC came out for three days to provide refresher training and reminded everyone about the online training on the CENS Servers. He is converted his CENS training video to a file that can be placed on CENS machines so that it can be played without accessing the internet. Mr. Eaton said the NXT Communicator is a part of the CENS System and is a powerful tool for doing launches to your own personnel. He said there is a \$3,000 one time license fee and to contact him if interested. Mr. Eaton advised he received a new ALI dump today and he will have a new notification layer available soon. He also advised the new voice recorder works better due to hardware patches and he strongly encourages everyone to use it instead of computerized voice.

Ms. Graeber stated there are 10,000 minutes on the back up system so there is no cost if the system is down and you need to do a launch from the back up system. Mr. Eaton advised the back up system is managed through MR9-1-1 and you will have to go through the 9-1-1 support team to initiate a launch.

Ms. Graeber advised there have been 65 activations since February 2009 compared to only

48 in the old system. She commended all for using the system and reminded them to test the system as much as possible to become and stay familiar with it. Ms. Graeber reported the system is fully funded until January 2012. There is a need to secure a permanent funding source and enough funding to hire a person to oversee CENS, build a website, and provide cell phone registration/validation.

8. Automotive Telematic 9-1-1 Calls

Ms. Graeber stated Automotive Telematic is the ability to alert an emergency center by activating a button in your vehicle. The 9-1-1 call does not go directly to you. The Telematic Company determines if it is a true 9-1-1 emergency and if 9-1-1 is needed. The call is sent through the wireless carrier infrastructure but it is not a wireless call. ATX will start servicing Arizona Mercedes, Toyota, Lexus customers in June. OnStar services General Motors and Hughes Telematic is another company to be on the lookout for.

Intrado is working with vendors to deliver calls. The call will say OnStar but will have no data with it. It is a voice call only. The 9-1-1 system is designed to only plot a 9-1-1 call on the 9-1-1 map according to class of service. The only class of service that can plot LAT LONG is WPH2 phase 2 calls. NENA is looking at changing the system to accommodate a different class of service. Mr. Eaton confirmed that you can enter the LAT LONG in the map however the accuracy is questionable. The call center should stay on the phone with you and assist with any additional info you may need.

There were no questions.

9. Arizona Department of Administration Report and State Wireless Update

Ms. Jaeger reported working on phase 2 projects throughout the state. Two carriers left to complete in Southern Yavapai County. Colorado City has one carrier left to turn up. Mohave County mapping equipment has been ordered. Cochise County mapping equipment has been installed. There are still eight counties that have not been moved to phase 2 and projects will have to be delayed due to budget constraints. Southern Gila County enhanced project should be complete in the first quarter of this year and Greenlee County by the end of the fiscal year. Five 9-1-1 systems are consolidating in Yavapai County. The Northern Gila County Trial will be suspended due to lack of funds.

10. Qwest 9-1-1 Account Team Report

Liz Graeber advised that Qwest asked to be excused from the meeting.

11. Positron Account Team Report

Ms. Graeber asked if Positron is going to reinstate the national user group.

Maureen Dieckmann replied the Positron Intrado user group has joined together and a date has been set for April in Longmont. Focus is on telephony and Next Generation 9-1-1.

Positron will also bring a road show to showcase some of the presentations from the conference. The first one for Arizona will be in Tucson on March 9th.

14. Update on Funding Issues

This agenda item was taken out of order.

Liz Graeber reported the Arizona State Legislature made various sweeps out of accounts a few days before Christmas to make up for the large state deficit. They swept \$8.5 million from the 9-1-1 fund. Ms. Graeber advised that an official word has not come from the state but wanted all to be aware of the possibilities. Ms. Graeber said The Arizona Department of Administration collects \$17 million per year in 9-1-1 excise tax revenue. It takes \$21 million per year to run the state. Maricopa Region 9-1-1 uses \$12 million per year. Maintenance & Networking cost for the entire state total \$16 million which leaves \$1 million for upgrades, spares, etc. Ms. Graeber stated there will be difficult times for 9-1-1 for the next three to four years. It is very possible that current equipment will not be upgraded and will only be replaced in an emergency and not on a scheduled five year maintenance plan. The lack of funding will also affect phase 2 projects throughout the state and Next Generation 9-1-1 projects. Ms. Graeber said she is looking into ways to make 9-1-1 healthy again but it will take time.

Ms. Graeber advised the state 9-1-1 office lost a \$1.5 million grant due to being disqualified as a result of the 9-1-1 fund being swept. The grant monies were going to be used for Next Generation and IP ALI projects. This brings the total to \$50 million taken from the 9-1-1 fund.

Ms. Graeber commended Mike Benjamin for compiling MIS reports on behalf of all PSAPs. This information was requested by Barbara Jaeger to identify PSAPs with less than 300 calls per month that may not qualify for funding.

Ms. Graeber stated MR9-1-1 is thinking of ways to keep 9-1-1 going with less money.

PSAPs with FY 2011 projects cancelled due to budget constraints will be notified.

15. Altered Standards of Care

Vicky Scott stated she was asked to participate in an Arizona Department of Health group in helping design altered standards of care in case of a pandemic or major emergency in the state. Ms. Scott said she advised the group that Phoenix and Mesa should be included and provided their contact info. The document is currently being worked on and the group would like to have it complete by the end of June.

12. Topic Suggestions

Louise Smith suggested identifying trends in primary PSAPs that are transferring all EMS calls to Phoenix Fire without regard to jurisdictions which causes a delay in delivery of service.

Vicky Scott asked for jurisdiction maps to help route calls correctly.

Dave Eaton said the select tool can be used on the map to get the correct ESN, Fire and EMS information.

Liz Graeber stated will make it an agenda item for the next meeting.

Louise Smith suggested the topic of secondary answering points handling EMS calls. Some agencies are keeping callers on the line to get additional info and not allowing Phoenix Fire to provide first level of EMD service while paramedics are responding. Toni Rogers asked if there were any questions and stated it is a training issue. She reminded all PSAPs to make sure EMDs get on the line as soon as possible and to stay on the conference too.

Next meeting is scheduled for April 15, 2010 at 9:00 a.m. The meeting will be held at:

**Chandler Police Department
Desert Breeze Substation
Nielsen Community Room
251 N. Desert Breeze Blvd.
Chandler, AZ 85226**

13. Adjournment

Jessie Locksa motioned to adjourn the meeting at 10:15 a.m. Karen Allen seconded, and the motion carried unanimously.