

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

July 15, 2004
Tempe Police Substation
Tempe, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chair	Toni Todd for Tom Melton, Scottsdale
*Kathy Jeter, Apache Junction	Jack Aguilar, Surprise
*Renata Garcia, Avondale	Karen Allen, Tempe
Velma Washington, Buckeye	*Toni Rogers, Tolleson
Vicki Szczepkowski, Chandler	*Scott Bowman, Wickenburg
Michelle Busch, El Mirage	+Brian Tobin, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Denny Bennett, Glendale	*+Gina Weiers, Capitol Police
Chris Nadeau, Goodyear	*+Debbie Henry, DPS
Brad Johnston for Erika Wilson, Mesa	*+Mark Bach, Ft. McDowell Yavapai Nation
Mary Millard, Maricopa County	+David Givens, Luke AFB
Bruce Barrows, Paradise Valley	+Leif Anderson, Phoenix
Vicky Scott, Peoria	+Tami deRuiter, Phoenix
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	+Joe Gibson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Mary Franklin, MR911	JR McGee, MR911
Don Worley, MAG	Art DuBois, MR911
Magdalena Castelamare, Buckeye	Nate Nguyen, MR911
Bob Bobbett, Qwest	Jean Maiocco, MR911
Lisa Sheridan, Qwest	Michael Gray, MR911
Rich Manso, MR911	Liz Hunt, MR911
Coy Collins, Luke AFB	Mike Benjamin, MR911
Sherrie Clark, Glendale	Dave Eaton, MR911

1. Call to Order and Introductions

Susan MacFarlane, chair, called the meeting to order at 9:03 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the April 15, 2004 PSAP Managers Meeting Minutes

Chris Nadeau moved, Michelle Busch seconded, and it was unanimously carried to approve the April 15, 2004 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported that ASU interns will again be out collecting addresses. They will start with the suspect addresses from the county assessor, starting in Glendale, Carefree/Cave Creek and El Mirage. Mapped ALI was completed at all 25 PSAPs on July 2. This included installation of 250 CPUs including the servers. Mr. Eaton noted that a few issues are being addressed: The issues of addresses showing up in other cities should be corrected by mid August; there will be some configuration changes at all the PSAP to correct the measurement tool.

Mr. Eaton will be forming a Mapped ALI User Group to review additional features of the mapped ALI. These can be turned up differently at each PSAP. He said that Liz Hunt will be providing additional training on the discrepancy and measurement tools and on how to get the updated GIS data. The GIS will be pushed out to the PSAP's map server that will notify the designated agent; that person will then make sure the clients are updated. He advised that any mapping issues should be reported to our 911 support line (602-534-0911) or non-critical issues can be reported online at www.maricoparegion911.org using the 911 support form or email at 911support@phoenix.gov.

5. 911 Regional Tech Team

Mike Benjamin reported that MAG 911 began self-maintenance successfully on July 1. To date, 54 trouble calls have been received. The monsoon was responsible for bumping up that number. He said that all feedback is valuable. Mr. Benjamin advised of the different methods of notifying the team of trouble--by phone at 602-534-0911, by email to 911support@phoenix.gov, or by submitting the form on the Web site at www.maricoparegion911.org, then click 911 support.

Mr. Benjamin introduced the three new technicians, Nate Nguyen, Art Dubois, and Michael Gray, and advised that their pictures are posted on the Maricopa Region 911 website to help agencies become more familiar with them. He also mentioned that Mike Rall is out on two weeks military leave and is expecting to be deployed to the Middle East in the near future. He advised that JR McGee will be moving back east to be near family and will be a missed resource. Mr. Benjamin is conducting another interview process and will again use the assistance of Chris Nadeau and Jack Aguilar.

Mr. Benjamin advised that there are still some outstanding issues and cleaning up that, once completed, should result in fewer trouble calls. He also mentioned that the technicians will be offering assistance with the upcoming installations but maintenance is their first priority.

6. Community Emergency Notification System

Liz Hunt advised that the passwords used for Community Emergency Notification System (CENS) launches will not be expiring every 90 days. She is encouraging everyone to test on the system monthly using the training site. Ms. Hunt also reminded everyone to page her when a launch is anticipated. It is easier to get it ready early and not use it than to wait until you have confirmed the launch and not be prepared.

Ms. Hunt reported that there were two launches this past period. The first one was on the evening of June 5 in Scottsdale for a missing Alzheimer patient. The citizen response was encouraging as they came out of their houses to look for the patient. The second launch was an evacuation in Sun Lakes. The information given to the citizens included a number for them to call if they needed more information. She advised that this worked well. The lessons learned: 1) Do not hesitate to launch a notification on a missing person. Waiting six hours is not the best use of this tool. 2) Do not use the term “reverse 911.” This causes confusion and is the name of another product.

Ms. Hunt stated that each PSAP has been sent a video that was also given to their field units to help familiarize them with CENS. She encouraged everyone to make copies and give to their dispatchers so they can also become familiar with CENS. Ms. Hunt provided copies of the brochure in English and Spanish that are available for distribution. She said that she is anticipating establishment of an annual “CENS Day” to help keep the media and citizens informed of the program.

Ms. Hunt reported that Mapped ALI refresher is being planned for the end of July to review the discrepancy tool and on how to get the GIS updates. Quarterly training is also being planned for the months (August, November, February, and May) following the PSAP Managers meetings. The subject of the training will be announced at the PSAP Managers meetings. This quarterly training does not include the planned Phase II training. Ms. Hunt stated that Plant Magic training is scheduled for August. It will be about three hours long and she will touch on configuration but her focus will be on reports. The technicians will set up computers to be able to provide meaningful data. A schedule of the August training was provided. Vicky Scott thanked Ms. Hunt for her help with their potential launch.

7. Maricopa Region Wireless 911 Project

Chair MacFarlane reported that the evaluation team reviewed the submitted RFP proposal and did a cost comparison to the solution being used by the state, and recommended to award to CML. She advised that the Phoenix City Council approved and the award is moving forward. Chair MacFarlane said that the CML solution will provide MAG 911 with its own standalone redundant wireless routers. One will be at the Mesa Network center and the other at the Phoenix Network center. These locations were chosen for their space, power and grounding capabilities. Chair MacFarlane advised that the MAG 911 office is currently in contract negotiations and hope to have the contract completed by the end of the month. Letters to the wireless providers requesting Phase I and II will follow. The letters set the six-month clock for the wireless providers to provide Phase I and II service.

Chair MacFarlane stated that the wireless working group discussed policy standards for

handling silent and abandoned Phase II wireless calls. Standards from APCO and NENA and from other regions are also being considered. Once this working group establishes a standard it will be recommended for approval through the MAG committees.

Chair MacFarlane indicated that separate wireless 911 trunks will be ordered for each site. Some PSAPs may require additional equipment installed to accommodate these extra trunks. These trunks can be named differently so that they can be distinguished from the landline trunks. The routers will be installed and the MAG 911 office will be working with Qwest and the wireless providers for the 911 trunking. She advised that training will be provided at the operator level. This is a big change for the operators. They previously have not had much interaction with the ALI. She said that with Phase II, they need to be aware of and know how to respond to the new ALI information.

8. Wireless Update

Barbara Jaeger, for Penelope Meyers, provided an update regarding the state wireless project. She said that Pima County is scheduled for Phase II in November using another product offering. Qwest and the State 911 Office are currently working on getting 30W installed around the state. Ms. Jaeger stated that the state office is addressing at a national level the issues concerning the confidence factor of the Phase II call. She said that the highway 69 corridor will be enhanced this week with seven or eight central offices. Ms. Jaeger stated that the focus will now be on the remainder of the county.

9. ADOA Report

Barbara Jaeger reported that the next budget year (FY2005) will exceed \$35 million. This is in part due to the configuration changes of the selective routers. To be able to have mirroring, an additional router will be installed in the state. She reported that the State 911 Office now has much needed additional staff. Penelope Meyers is the enhanced wireless project manager. Adam Item has recently been hired as the GIS Manager. Ms. Jaeger stated that he has GIS and 911 experience, previously worked for Contact One and worked on the Maricopa Region's GIS projects. He is preparing GIS standards and his work will greatly impact the progress in Arizona. Ms. Jaeger stated that an additional position, the network specialist, is being filled now. This person will mostly be working with the out state agencies.

10. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reported that four PSAPs (Tolleson, Buckeye, Apache Junction and Salt River) are being upgraded. Qwest is working to complete them this year. He mentioned that they are happy that they have been able to keep their 911 technicians. They will be working on installations and as Tier 1 and 2 technicians throughout the state.

11. Cox Communications Report

Sara Eaton, Cox Communications, was not available for a report.

Lisa Sheridan, Qwest, wanted to remind everyone of the Condition 4 routing. Once all the

routing is completed she will forward the list to Ms. MacFarlane. Scottsdale recently completed their Condition 4 routing.

12. MAG FY 2006 PSAP Annual Element/Funding Request and FY2006-2010 Equipment Program

There were no comments from citizens on this agenda item. Mary Franklin and Susan MacFarlane provided information on the budget items. Leif Anderson motioned to recommend approval of the MAG FY2006 PSAP Annual Element/Funding Request and FY2006-2010 Equipment Program, Jack Aguilar seconded and the motion carried.

Susan thanked Karen Allen for hosting the meeting.

Next meeting is scheduled for Thursday, October 21, 2004 at 9:00 a.m. The meeting will be held at:

**Peoria Police Department
Public Administration Building, 1st floor
8351 W Cinnabar
Peoria, AZ**

The meeting was adjourned at 10:35 a.m.