

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

July 17, 2003  
Arizona State Capitol  
Phoenix, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Ramsey Beckstead, Scottsdale
*Steve Francis, Apache Junction	Janne Stringer for Jack Aguilar, Surprise
*Mike Hudson, Avondale	*Karen Allen, Tempe
*Velma Washington, Buckeye	*Toni Rogers, Tolleson
Mark DeLugt for Richard Speers, Chandler	Scott Bowman, Wickenburg
Johnny Huerta for Michelle Busch, El Mirage	+Brian Tobin, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sherrie Clark for Sheila Pattee, Glendale	+Gina Weiers, Capitol Police
Chris Nadeau, Goodyear	*+Debbie Henry, DPS
Liz Hunt for Erika Wilson, Mesa	*+Mark Bach, Ft. McDowell Yavapai Nation
*Tom Melton, Maricopa County	*+Tracy Smith, Luke AFB
Bruce Barrows, Paradise Valley	*+Louise Smith, Phoenix
Vicky Scott, Peoria	+Mary Leonard for Tami deRuijter, 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

OTHERS PRESENT

Danielle Mills, Cox Communications	Mike Rall, Phoenix
Mary Dysinger-Franklin, Phoenix	Janie Armbruster, ADOA
Bob Bobbett, Qwest	James Spillers, Qwest
Lisa Sheridan, Qwest	Jean Maiocco, Phoenix
JR McGee, Phoenix	Penelope Meyers, ADOA
Rich Manso, Phoenix	Adam Iten, Phoenix
James Waddell, Chandler	Mike Benjamin, Phoenix
Al Mendoza, Qwest	Dave Eaton, Phoenix
	Ron Whinery, NENA SWAT

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:05 a.m. Self-introductions were made.

2. Approval of the January 16, 2003 PSAP Managers Meeting Minutes

Liz Hunt moved, Ramsey Beckstead seconded, and it was unanimously carried to approve the April 16, 2003 PSAP Managers' meeting minutes.

3. MSAG Information Report

Jean Maiocco, MSAG Coordinator, stated that the postal standards address update project is on hold. She asked if anyone had any questions. There were none.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reported that Plant MagIC Enterprise has been deployed, Phoenix Fire has had a technology refresh, and Gilbert and Surprise have been upgraded with the new Plant Vesta Pallus product.

Bob also noted that Maria Hall has replaced Sherri Bakker and all network orders will go through her.

5. Qwest Maintenance Report

This agenda item was taken out of order. James Spillers said that training for his technicians should pick up here again soon. They were busy the last few months with installations.

James stated that the issue concerning the Minneapolis repair tickets has been discussed with them. They were closing the repair ticket when it was determined to be a CPE not network problem. They have been advised to leave this ticket open for tracking purposes.

James mentioned that he is working with Mike Benjamin and Susan MacFarlane to inventory the old stock and redeploying the equipment to the Maricopa Region 911. He also stated that he is going through the crash kits and within 30 days should have all the sites with 8 or more positions stocked with a spare kit.

6. Cox Communications Report

This agenda item was taken out of order. Danielle Mills, Cox Communications, advised the group of the correct number (877-866-4474) to call for immediate assistance, 24 hours a day for customer information and assisting tracing a live call. She has met with the Phoenix and Scottsdale PD hostage negotiators.

7. 911 Regional Tech Team

Susan MacFarlane introduced Mike Benjamin as the Maricopa Region Technical Manager. Mike stated that in the transition to our own maintenance the tech team will closely follow installations and repairs and be the PSAP's advocate. Mike also talked about the data network he will be planning and designing. This network will be used for GIS mapping updates, MagIC E-Prise, remote monitoring/diagnostics, help to facilitate the service component of the CENS program, to make PSAP notifications and other administrative functions. The network is being

designed now and the basic network should be installed by the end of the year with enhancements to follow.

Mike Benjamin's phone number for any technical questions is 602-534-9363.

8. GIS/Mapping

Susan MacFarlane introduced Dave Eaton as the Maricopa Region GIS Manager. Dave reported that one of his main projects this year is the procurement and installation of a Mapped ALI System. The RFP will be going out in 2-3 weeks. He requested assistance from the PSAP Managers in the RFP review process and provided a sign up sheet. There will probably be 3-4 meetings in the September timeframe.

Dave also reported that his team is scrubbing the Maricopa County street centerline with a dump of the ALI database. The baseline test revealed a 93% match rate. They are continuing to refine the tools that were developed as they work towards the 99% match rate.

There was a question whether the PSAP needed this map that we are procuring if they already had mapping for their CAD. Susan mentioned that the State and her were taking the position that only the front-end mapping would be funded by the state due to liability issues. This front-end mapping also provides the location of wireless before the call is entered into CAD. This is critical for wireless calls. Susan did mention that the GIS that will be provided could be integrated with CAD systems.

Dave's phone number is 602-534-9387 if anyone has any questions regarding either the Mapped ALI or GIS Data Enhancement projects.

9. ADOA Report

Barbara Jaeger, ADOA, mentioned that they have developed a new accounting process that separates out the different categories of network and CPE for both wireless and wireline.

Barbara reported on SB1250, a federal bill sponsored by Clinton and Burns, that will penalize states using their 911 funds for other purposes.

Barbara was pleased to announce that 28 of the 32 FY2003 budgeted projects were completed for a cost of approximately 9 million dollars.

Barbara advised that she was still working on the 911 equipment RFP. She stated she did receive comments on the draft from the Maricopa Region that she will incorporate. A separate RFP will be completed for professional services. There are a wide range of services a PSAP may need which will relieve the individual PSAP from having to go out with an RFP each time they need these services.

Barbara said that her office is expanding. They have been approved for two project manager positions. One will be for network services and equipment and the other for MSAG/GIS.

Penelope Meyers, ADOA, gave an update on the wireless project this past year. It took three months to develop the implementation plan and budgets and the last nine months she has successfully deployed Phase I in Pinal County and Graham County will be finished in three to four weeks.

The bottleneck she has found in her implementation plan was a requirement that each county would negotiate separate service agreements with each service provider and her role was to facilitate and manage the process. Because of the time involved doing this she cannot continue in this role. She has rewritten the implementation plan that makes this a supporting role. Another change to the plan is to go straight to Phase II rather than implementing Phase I in each county and then going back and implementing Phase II. If the county has mapping and requests it they can go straight to Phase II. This should also help move the project along. The next county she is working on is Santa Cruz with Phase I and Pima with Phase II.

Susan MacFarlane advised the group that she applied for a grant to implement our own wireless router but we were turned down. Barbara has agreed to fund the project so we will be going out with an RFP in the near future. Timeline for implementing Phase I and II is August of 2004. Because of the unreasonable pricing of some carriers Phase II might not be possible for all carriers, but Penelope is in negotiations with them.

Penelope advised that with the Phase II implementation the PSAPs will require an update to their ALI data stream. It needs to be modified to accept XY coordinates. She is looking at getting everyone in the state to the 30W standard. Some Positron equipment will need hardware and software upgrades. She has given her requirements to Qwest and they have prepared a scope of work that she has approved. It is now in the next phase where she is developing a project plan that should be ready in about six weeks. Penelope thanked all the PSAP managers that returned the CAD surveys. The information served as the basis for putting this project together. The rollout of 30W will require the coordination between the PSAP, Qwest, and Intrado in some cases the CAD vendor. Susan asked Penelope if she could put Maricopa Region towards the top of the rollout mainly because our PSAPs have different levels already. Penelope advised that she would have to look at that. One of the things she took into consideration in the first phase was Pima County since they will be going to Phase II soon. Another thing she looked at was whether that system was expecting to do something with their CAD. If they were getting a new CAD or upgrades it would serve the 911 fund well to incorporate the 30W in what they were doing so it will not cost anything extra.

As part of the deployment of enhanced wireless, Susan, Jim Martin from Pinal County and Anita Velasco from Pima County worked together to develop a standard for wireless ALI records. Because wireless calls get transferred so much over county lines she wanted to ensure that the ALI records looked the same. The most significant change is that in the name field there are standard carrier names and following their name is the 10-digit telephone number for their security department. Unfortunately, Pima County is reporting that the records are not as promised. She is working on correcting this and will manage the process as carriers change their names.

10. MAG FY2004 PSAP Annual Element/Funding Request Amendment

The 911 Office is requesting to amend the budget to upgrade Wickenburg PD. The current equipment is located in the evidence room that is not conducive for maintenance or for future growth. Recently they have acquired an equipment room that better suits their needs and would like to move up their request from FY2005 before the space is taken. The cost is approximately \$150,000. The 911 Office is also requesting funding to change out the Meridian Max to Symposium at Mesa and MCSO. This change is due to the Phasing out of Meridian Max. Tempe and Glendale will be changed out when their Operating System is upgraded. The cost for these sites is approximately \$40,000 each. Rural Metro is requesting reimbursement of \$27,600 for 3 additional positions. Rural Metro has had to add these three additional positions since they first purchased their equipment in 1998. El Mirage has begun the process of planning and building a new police station that will include a new communications center and is requesting an upgrade to CTI to coincide with the move. The cost will be approximately \$150,000. Chris Nadeau motioned to request these amendments. Liz Hunt seconded and the motion carried.

11. Update on Established Working Groups

Chris Nadeau, Goodyear PD, advised that the Westside Working Group meetings are helping the smaller agency keep informed of issues that may affect them. Surprise reported lessons learned on the upgrade to their new Vesta Pallus. All the agencies discussed the rumors and issues of consolidation.

Susan reported that the Overflow working group had 1 meeting and out of that came action items to get with Qwest on things that the network can help us with. The group has been put on hold to solicit the help of the 911 technical manager.

12. Community Emergency Notification System (CENS)

Susan MacFarlane, 911 Administrator, introduced Liz Hunt as the CENS Manager. Liz is scheduled to begin on July 21. She will be writing the policies and procedure and then will be out in the field to train. Susan added that we are still on target for testing and implementation in November.

Susan thanked Barbara Jaeger for hosting the meeting.

Next meeting is scheduled for Thursday, October 16, 2003 at 9:00 a.m. The meeting will be held at:

**Salt River Tribal Police  
10190 E McKellips  
Scottsdale, AZ**

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