

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

July 19, 2007  
Salt River, AZ

MEMBERS ATTENDING

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

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

OTHERS PRESENT

Jessie Greening, MCSO	Jason Howard, MAG
Maria Hall, ADOA	Jim Tortora, Paradise Valley
Adam Item, ADOA	Liz Graeber, MR911
Sarah Hess, Pinal County	Dave Eaton, MR911
Mike Benjamin, MR911	Mary Franklin, MR911
Jean Killingsworth, Qwest	Lisa Sheridan, Qwest
Bernadette Petros, Pinal County	Jeff Leonhard, Pictometry
Sandra Gilstad, Pinal County	Galen White, Pictometry
Wade Sanstra, Positron	Charles Bolton, Pictometry
Nicki Danner, Positron	Mike Kalember, Rural Metro/Southwest Ambulance

1. Call to Order and Introductions

Chris Nadeau, chairperson, called the meeting to order at 9:02 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the April 19, 2007 PSAP Managers Meeting Minutes

Ed Syzponik moved, Tami deRuiter seconded, and it was unanimously carried to approve the April 19, 2007 PSAP Managers' meeting minutes.

4. Pictometry Demonstration

Pictometry the world's largest digital, oblique aerial photography company demonstrated their integrated information system that allows users to have high-resolution images of neighborhoods, landmarks, roads, and complete municipalities from multiple views.

5. MSAG/GIS Mapping

Dave Eaton reported:

- GIS update sent email out three days ago
- Power Map upgrades in mid August
- 2007 aerials for GLN, PHX and SCT
- If there is interest in the Pictometry aerials and we would be able to use if purchased by them

6. 911 Regional Tech Team

Mike Benjamin reported:

- 911 Technical Team – People Resources
  - Discussed case counts
  - Reorganization
    - Minor team reorganization to fit our current needs without increasing head count
    - Supervisor and dedicated project resource
    - Interviewing in mid-August, 2007
    - Looking for PSAP representatives for interview panel members
- Site upgrades
  - PHX upgrade to both sites
    - 620 – Running since April
    - Elwood cut back in August
  - SCT
    - Positron VIPER in April
  - GLN
    - Positron VIPER in July
  - AVO
    - New positions and furniture - Qwest install
  - SUR
    - New facility - Qwest install

- Will be answering 911 calls from MRC from 7/23 to 7/30
  - MES
    - Positron Lifeline upgrade in October
  - ASU
    - New facility this fall
  - FTM
    - New facility this fall
  - DPS and CHA Positron Viper installations later this fiscal year
- Non 911 attributes of the phone systems
  - Customer advocate only
  - Admin lines, non-911 emergency lines, ringdowns, other
  - We don't spec them, pay for them, and can not maintain them
  - Qwest, Cox, City Telecom/IT or consultant
    - Cost savings
    - Improved features (caller ID, etc.)
    - Possible operational benefits

7. Maricopa Region Wireless 911 Project

Mike Benjamin reported:

- Wireless Trunk Expansion
  - Not just for capacity, but also from the resiliency standpoint
  - Study is underway with State 911 office

8. Community Emergency Notification System

Mary Dysinger-Franklin:

- Provided a summary of launches
- Estimate the funding will sustain the program until March 2008 and ADOA has agreed to fund through June 2008
- The CENS working group met twice to determine CENS future
  - Agreed that we do want to move forward with CENS but to look at other options
    - Important items include ability to import other data, choose caller ID, and resource sharing
  - Look for continued funding
    - Will submit request for grant from Gila River Revenue Sharing
  - Once funding is secured will follow City of Phoenix procurement rules and go out with an RFP
  - Solacom was at NENA conference and has advised that they can capture and send messages to cell phones in a geographical area. Preliminary research indicates very expensive but we will continue to keep them under consideration.

9. Arizona Department of Administration Report and State Wireless Update

Barbara Jaeger provided the following information:

- The 911 excise tax has been reduced to 20 cents
  - Constitutes a 40% reduction in the budget
  - Impacts the administrative portion and the amount distributed to System
    - Penelope Meyers is retiring and will not be able to fill her position`
  - There has been an increase in services so revenue is up a bit
- Will have better forecasts and projections once year end is closed – hopefully at October meeting
- All of Santa Cruz and Graham Counties Phase II
- Pinal County will begin testing late July
- Adam Item will take over wireless deployments as well as his GIS projects
- Have awarded GIS work in Southern Yavapai, Mohave and City of Page
- Yuma will be later
- Have asked to expand the scope of the GIS grant
- TSP Project
  - Maricopa Region is complete – working on other parts of the state
- The recent newsletter is now on the State 911 website for more detailed information

10. Qwest 9-1-1 Account Team Report

Lisa Sheridan advised:

- Sent out Condition 4 and is waiting on one PSAP for the county to be complete
  - These condition 4 routings are updated annually and Lisa will send Mary a copy when completed
- Lisa introduced Jean Killingsworth for those who may not have already met her
  - She has replaced Rocky Rockhold

11. MAG FY 2009 PSAP Annual Element/Funding Request and FY 2009-2013 Equipment Program

Liz Graeber reviewed:

- The MAG FY 2009 PSAP Annual Element/Funding Request and FY 2009-2013 Equipment Program.
  - Erika Wilson motioned to accept the MAG FY2009 PSAP Annual Element/Funding Request and FY2009-2013 Equipment Program as presented. Karen Allen seconded and it was unanimously carried.

12. MAG FY 2008 PSAP Annual Element/Funding Request Amendment

Liz Graeber reviewed:

- City of Surprise is requesting to amend the FY 2008 PSAP Annual Element/Funding Request for an additional position to accommodate their growth, increase in calls and personnel. This amount is approximately \$74,000.
  - Karen Allen motioned to accept the request to amend FY 2008 PSAP Annual Element/Funding Request as presented. Viola Bent seconded and it was unanimously carried.

13. Topic Suggestions

Chris Nadeau asked the group for suggestions on future topics:

- Erika Wilson requested a Telephony 101 to include terms, etc.

Next meeting is scheduled for October 18, 2007 at 9:00 a.m. The meeting will be held at:

**Family Advocacy Center  
2120 N. Central Avenue  
Phoenix, AZ**

The meeting was adjourned at 10:40 a.m.