

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Maricopa Association of Governments
Phoenix, Arizona
July 16, 2009

MEMBERS ATTENDING

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

* Those members neither present nor represented by proxy.

+ Ex-Officio member

OTHERS PRESENT

Maria Hall, ADOA	Tom Nudo, Positron
Mike Benjamin, MR911	Dan McNemee, Phoenix
William Boyd, MR911	Lee Rankin, Mesa
Nate Nguyen, MR911	Magdalena Castelamare, Buckeye
Liz Graeber, MR911	Liz Graeber, MR911
Angela Beatty, MR911	Bob Bobbett, Qwest
Dave Eaton, MR911	Angela Beatty, MR911
Wynston Waller, MR911	Dave Eaton, MR911
Tom Whiting, MR911	Sam Hayden, Wickenburg
Wade Sanstra, Positron	Steve Gibbs, MCSO
Brian Tobin, Positron	Maggie Davison, Gilbert
Rudy Rietl, Positron	

1. Call to Order and Introductions

The meeting was called to order by Chairperson Vicky Scott, Peoria Police Department, 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 16, 2009 PSAP Managers Meeting Minutes

Jesse Locksa moved to approve the minutes of the April 16, 2009, meeting. Janet Laird seconded, and the motion carried unanimously.

4. MSAG/GIS/Mapping

Dave Eaton provided a Power Map update. Mr. Eaton stated he will send out a GIS update next week which includes an updated parcel layer. He will also have updated aerial photos tomorrow for most of the county. Within six months to a year, Mr. Eaton will be updating the Power Map Application to 4.0. The new version has a different architecture and more features which will allow him to provide map updates more frequently. Some updates to Power Map 4.0 will occur when phone equipment is upgraded and others will be scheduled.

Mr. Eaton provided an aerial photos update. He explained that the county does not fly the entire county every year. This year, the core parts of the valley were captured and Wickenburg was not included. Mr. Eaton said he configured the 2009 aerials to automatically show up at the PSAP. A GIS update is not needed.

Vicky Scott asked if there has been any progress with getting information for the southern portion of Yavapai County. Mr. Eaton stated that he hasn't heard if they are distributing their street file out to everyone yet, but he would check with Adam Iten from the State 911 Office to find out their status. Barbara Jaeger replied that their mapping is complete and Adam Iten from her office can find out the status when he attends the kickoff meeting next week.

5. Maricopa Region 911 Tech Team

Mike Benjamin distributed a report of quarterly case counts and an updated Maricopa Region 911 Technical Team Organization Chart. Mr. Benjamin advised that the MR911 Technical Team has grown. He introduced new MR911 Technician, Wynston Waller. Mr. Benjamin stated that Mr. Waller is an intelligent and motivated young man that will bring vital computer skills to the MR911 Technical Team.

Mr. Benjamin also announced that Tom Whiting was promoted to Integrated Systems Administrator. He said that Mr. Whiting is the longest tenured MR911 Team Member and secured the position based on his extensive knowledge of the MR911 systems and countless hours providing maintenance. Mr. Benjamin stated it was a great opportunity to promote from within. He advised everyone to check out the www.maricoparegion911.org Web Page

to see pictures of the MR911 field technicians to become familiar with them.

Mr. Benjamin provided a maintenance report. He stated the team focus is maintenance and trouble tickets twenty-four hours seven days a week. Projects have provided a steady stream of activity. The team is still working to finish the deployment in the support of the Reverse 911 product for CENS.

Mr. Benjamin stated MR911 has been providing self maintenance for five years since July 1, 2004. He thanked Scottsdale Police Department for providing off hours support for the MR911 Technical Support Team.

Mr. Benjamin provided a summary of things accomplished during the five year period. He reported there have been a total of 7,500 cases in five years and that during the last two years the case load was reduced by 40 percent due to improvements and eliminating chronic issues. There were over 32,000 standby hours and 15,000 overtime hours. Deployed a Regional IP Data Network and Regional Power Map Installation for 300 positions. Wireless Selective Routers were installed five years ago. Eliminated traditional ALI circuits with ALI over IP which increased reliability and resilience for delivering information to the PSAPs. Mr. Benjamin said that so many PSAP upgrades, installs and moves have been done that he stopped counting at 30. He also said that William Boyd has helped tremendously to improve the way projects are handled.

William Boyd gave a report on technical projects. Mr. Boyd advised that several upgrades were completed since the last PSAP meeting. Buckeye Police Department received two additional positions and upgraded to Power 911 5.2 and to MIS 4.2. Surprise Police Department received two additional positions. Mr. Boyd stated the biggest conversion was Peoria Police Department which was converted from a Lifeline 100 to a Viper on June 2, 2009. There have been some challenges with Peoria and it has been one of the most difficult sites to stabilize. The difficulty has been the random nature of the failures. Mr. Boyd said Positron has been on site for the past month and some progress was made this week.

Mr. Boyd reported that the projects for Fiscal Year 2010 will mainly include Viper upgrades with the exception of a few sites that already have Viper. The sites that already have Viper will be upgraded to a higher version of Viper. Viper replacements include Gilbert, ASU, Avondale, and Wickenburg. Scottsdale and Glendale are existing Viper sites and will upgrade to Viper 2.0. There will be Power Map and Wireless Selective Router projects. A wireless trunk will be added at Salt River and ASU. Mr. Boyd stated that on the radar screen for Fiscal Year 2011 are Apache Junction, Tolleson, Salt River, MCSO, and Rural Metro Fire.

Nate Nguyen gave a report on the Maricopa Region 911 quarterly case activity. He stated the case activity is moderate and manageable with 327 cases opened and 281 closed. Currently, there are 85 outstanding cases with 46 rolling over from last period. Twenty-six of the 59 cases are being looked into. Positron has been notified of 20 of 59 cases, excluding Peoria and Buckeye. Mr. Nguyen advised that transfer issues are the biggest problem this quarter. Two failures at Rural Metro were related to bad circuits and an incorrect star code in the configurator. The other issue involved the NC1 Selective Router. Due to grooming of the

groups, the alt route configuration associated with the PSAP was impacted. The modifications caused unnecessary misroute trouble reports. These problems were addressed. and MR911 will continue to make improvements and test extensively to ensure that call flow is good. The DPS alarm continues to be a struggle. Positron has allocated resources to repair. Mr. Nguyen said there are constant audio issues at Glendale and DPS that are being worked on. Tempe is experiencing ongoing printing problems that will be resolved soon due to finding a remedy. He requested that everyone continue to report any problems.

Mike Benjamin gave an update on the joint site project for the Phoenix Police Department. He stated that as of late last week both sites are connected. The PBXs are connected but not operational yet. A lot of testing is going on for PBXs with Black Box. Progress is steady. Timeline is two to three months for Positron Integration.

Liz Graeber commended the MR911 Technical Team for their hard work and dedication. She also expressed appreciation to the state 911 office for allowing MR911 to provide self maintenance.

6. Maricopa Region Wireless 911 Project

Mr. Benjamin stated that he is trying to get daily wireless call volume on the MR911 Web Page. He reported that Phoenix has 2,000 wireless calls daily consistently. Mesa comes in second with about 500 wireless calls. Phoenix Fire comes in third with 300-500 wireless calls daily. Mr. Benjamin gave an update on the Regional MIS Project that has been on hold. He said he is currently awaiting the product to turnover at some PSAPs to get a more recent version of Power MIS and that it won't be too long before we can report on regionwide wireline and wireless statistics more easily.

Ms. Graeber reported that OnStar is starting phase 2 to provide lat long information for their callers. The calls will still be going through their call center. When a caller activates their button, the lat long should come across the ALI. Ms. Graeber advised the OnStar is in the process of testing so PSAPs may get calls from them. She said PSAPs have the right to tell them to stand down from testing if their PSAP is overwhelmed with traffic. The rules state that wireless providers may test only during the day. They cannot test on Fridays and weekends.

Safelink, a subdivision of TracFone, gives cell phones away to those in financial need. Barbara Jaeger reported that TracFone does not collect 911 fees and this has been a challenge. She said they have been given authorization through the FCC for establishment of this program to give phones to the low income population for usage with no registration information. Ms. Graeber advised all to be on the lookout if you see strange info coming across the ALI stream. Ms. Scott asked if the phones are for 911 only. Ms. Jaeger replied no. Mr. Stokes asked if OnStar calls will come through on ALI stream. Ms. Graeber replied yes.

Ms. Scott thanked Mr. Benjamin for allowing Mr. Boyd to dedicate so much time to Peoria to resolve challenges related to their system upgrade. She hopes the problems will be resolved soon.

7. Community Emergency Notification System

Ms. Graeber distributed a report of reverse 911 notifications to date. She expressed appreciation for those who are using it because it will justify funding in the future. She emphasized the importance of testing the system to gain experience for a live launch since there is not a 24-hour 800 help number. Ms. Graeber reiterated the benefit of having supervisors practice since there is no charge for launches. She said to practice as much as possible to feel comfortable when it is time to do a real launch.

Mr. Eaton clarified a statement made by the vendor trainer during training that 2,000 was the maximum number of calls that could be made when using the MR911 system or the backup system. He said that 2,000 was a soft number based on the number of trunks. It takes about 30 minutes for the system to make 2,000 calls, but it is capable of making more. Mr. Eaton stated that you can call 50,000 people if you want. It will take longer, but the system can do it. He thanked the technical team for their work with deployment of the CENS PCs and working through the security for the system. He also reported that it has taken a long time, but Wickenburg will be deployed the next day.

Mr. Eaton reported receiving the quarterly ALI Database Extract last week of 2.3 million records. Currently they have a 99.5 percent match rate for the address and staff is continuing to work on the half percent to ensure a 100 percent match in the near future. Mr. Eaton will be rolling out a new notification layer that includes the new ALI information next week. PSAPs do not need to do anything; it will be available on machines the next time there is a launch. Mr. Eaton stated he created a 15 minute CENS tutorial for Peoria Police Department that he will tweak to fit everyone's needs. There will be a web link that can be used on an internet capable computer and there will be a password that is easy to remember. He will get it out to everyone soon and also look into creating a Power Map tutorial. Mr. Eaton said hopefully he can start compiling a library of demos on how to use various software.

Mr. Eaton is working on a database for cell and VOIP number registration. It is on the CENS PC for the Reverse 911 Database. It is in beta mode and ready for testing by the PSAP Managers Group. Click on the CENS link and on Cell VOIP registration at the bottom. He asked everyone to register their cell phone. He also stated you will receive launches based on the address registered. Mr. Eaton is also working on a process to verify numbers entered in the database. The intent is to use the NXT Communicator to help validate numbers by having the system call numbers and prompt the caller to verify the number.

Mr. Eaton provided a TDD update. He stated that when initially deployed, there was no TDD capability, but he received a link last week for TDD. He tested it and it detected the machine.

Ms. Scott asked for an update on the Spanish version. Mr. Eaton replied that it is going through the City of Phoenix purchasing process and is expected to be received in about five weeks. Ms. Graeber advised that the Spanish version does not translate English to Spanish, but allows you to type the message in Spanish and have a computer generated voice. Mr. Eaton said it allows you to put in your English and Spanish message for the launch and the message will ask the caller to press 1 for English or 2 for Spanish.

8. Legislative Update

Ms. Graeber reported Senate Bill 1048 which increased the administrative percentage from three percent to five percent passed and the governor signed it on July 10, 2009. She said this is only a band aid and not a fix, but it allows the State 911 Office to keep their funding at certain levels to deploy wireless state wide and to keep office resources for wireless at MR911 and the State 911 Office.

Ms. Graeber stated that future legislative goals include requiring prepaid cell phones to pay 911 taxes and increasing the 911 excise tax to bring it back to \$0.37. She stated that there are other states that have passed legislation for prepaid cell phones so they can be used as a guide. Ms. Graeber explained the 911 excise tax increase is needed because our budget is more than what the state collects annually. The cushion that used to be in the 911 fund is no longer there due to sweeps of \$40 million. We have to change how and what we spend money on until we can get the 911 fund at a healthy level.

9. Arizona Department of Administration Report and State Wireless Update

Ms. Jaeger reported that a lot of projects were completed this year. Qwest, Plant, and Positron stretched all of their resources to the max to help with the completion of projects. Thirty projects were completed totaling \$20 million. Projects included PSAP upgrades for PSAPS that had not been updated in a long time. Everything is being upgraded to an IP enabled environment so that we can move forward in the future.

Ms. Jaeger gave a wireless report. There have been state border issues in the City of Page. She reported that three of four carriers have gone to phase 2 except Cellular One. Cellular One has a single cell site and will not be able to do triangulation or x y coordinates until they have more cell sites. CommNet is the only phase 1 provider for the Maricopa Region. It is predominantly a roaming site that does not collect a huge amount of taxes. They are now providing phase 2 in another part of the state. Ms. Jaeger advised her office will approach CommNet to see about the cost for providing phase 2 in Maricopa and Pima County. Colorado City is in the northern part of the state and has one of three carriers that have transitioned to providing phase 2. Request for Service letters went out yesterday for the eight PSAPs in Cochise County and mapping is complete. They have six months to get their cell towers up and running. Southern Yavapai County GIS is complete.

Ms. Jaeger stated that she asked Adam Iten from her office to see about getting the GIS data sent to Mr. Eaton. Request for Service Letters went out in May and phase 2 should be complete by November. The mapping equipment has been ordered for Mohave County's phase 2 project. GIS is complete in Yuma City. Southern Gila County has just completed their addressing. A kickoff meeting is scheduled for today to discuss their E911 projects and moving forward with the NG911 trial. The Next Generation project which was started last year is still a work in progress with getting equipment installed at the two PSAPs involved in Northern Gila County. Qwest, Intrado, Positron, and the state have partnered to do this trial. The difference with this project is IP ALI which has to be done in all of the Qwest territory. The project also includes a concept which involves text messaging, video streaming and making sure the community has the capability of transferring their call through the Legacy system to a PSAP.

Ms. Jaeger reported the state is in the process of completing its application and is eligible for \$625,000 of matching grant funds through USDOT, NHTSA, and the National 911 Coordination Office. If awarded, the plan is to use the money for phase 2 projects for Gila, Yuma, and Greenlee Counties and the IP ALI project.

10. Qwest 911 Account Team Report

Bob Bobbett advised there was nothing new to report, but he would like Qwest to give a presentation on Next Generation 911 at the next PSAP Managers meeting.

Ms. Graeber advised Mr. Bobbett that she received a call from a company named Integra Communications requesting routing information and she referred them to Qwest.

11. Positron Account Team Report

Tom Nudo, Service Area Manager, extended congratulations to MR911 for five years of self maintenance. Mr. Nudo stated he wanted to eliminate finger pointing, to come together and work through issues and escalate trouble tickets. Positron just put in place a coordinator to work with Qwest on issues. Viper echo issues, the same problem, does not exist at every PSAP. Admin lines ringdowns. 12-20 setting but every PSAP had different settings so there are intermittent problems. Engineering is taking a proactive approach to enhance on AIM side. Timeline is mid August. Mr. Nudo reported that Positron is still going through migration training at the Longmont office and a lot of resources are still tied up with that project. Montreal technical support is going through customer service training. An ACDC system is being looked at in Montreal to give better support to the field. Mr. Boyd asked if the CIMS and AIMS changes are hot fixes. Mr. Nudo replied yes.

Ms. Scott stated it was good to see Positron well represented. Brian Tobin, former Positron Project Manager for MR911, moved to the Educational Service Department of Positron. He introduced Rudy Rietl as his replacement. Mr. Rietl is from Intrado.

Wade Sanstra talked about a National NENA project involving the delivery of a live text message to a PSAP. He stated that this is the future of 911 and it has never been done before.

There is a lot of work to get there but it is possible. The text message comes in like a TTY. It was demonstrated from Cook County to Iowa and was successful.

Mr. Sanstra gave a report on new releases of products. Viper 2.0 has been released and Peoria PD was the first in Maricopa County to get it. Power MIS 4.2 makes report pulling easier. The mapping 4.0 release date is slated for the end of August. Power 911 5.2 will be released soon.

The IPAC group meeting will be at the Longmont facility in March 2010. Mr. Sanstra stated they are doing all they can to resolve issues.

12. MAG FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program

The FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program was presented to the PSAP Managers, who were asked if there were any questions, issues or concerns. There were none. Karen Allen, Tempe, motioned to recommend for approval the FY 2011 PSAP Annual Element/Funding Request and FY 2011-2015 Equipment Program. Toni Rogers, Tolleson, seconded and it was unanimously carried.

13. MAG FY 2010 PSAP Annual Element/Funding Request Amendment

The Buckeye and Wickenburg Police Departments' request to amend the FY2010 PSAP Annual Element/Funding Request for a logging recorder was presented to the PSAP Managers. Ms. Scott asked if there was funding. Ms. Graeber replied yes. Loretta Hadlock, Glendale, motioned to recommend for approval the two FY2009 PSAP Annual Element/Funding Amendment Requests. Vicki Szczepkowski, Chandler, seconded and it was unanimously carried.

14. Topic Suggestions

Vicky Scott asked the group for suggestions on future topics. No suggestions were given.

Next meeting is scheduled for October 15, 2009 at 9:00 a.m. The meeting will be held at:

**Glendale Regional Public Safety Training Center
11550 W. Glendale Avenue
Glendale, AZ 85308**

The meeting was adjourned at 10:32 a.m.