

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

October 16, 2003  
Salt River Tribal Police  
Scottsdale, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Tom Melton, Scottsdale
* Steve Francis, Apache Junction	Jack Aguilar, Surprise
Mike Hudson, Avondale	* Karen Allen, Tempe
* Velma Washington, Buckeye	* Toni Rogers, Tolleson
Joe Brugman, Chandler	* Scott Bowman, Wickenburg
* Michelle Busch, El Mirage	*+Brian Tobin, ASU
Michelle Nord for Janet Laird, Gilbert	+ Barbara Jaeger, ADOA
Sheila Pattee, Glendale	*+Gina Weiers, Capitol Police
Chris Nadeau, Goodyear	+ Debbie Henry, DPS
Erika Wilson, Mesa	+ Virgie Tsosie for Mark Bach, Ft. McDowell
Linda Velazquez, Maricopa County	Yavapai Nation
Phil Stenholm, Paradise Valley	+ David Demers, Luke AFB
Vicky Scott, Peoria	+ Leif Anderson for Louise Smith, Phoenix
Curtis Thomas, Salt River Pima-Maricopa	+Jesse Cooper for Tami deRuiter, Phoenix
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
Cindi Deschane, Cox Communications	Tina Phillips, Chandler
Mary Dysinger-Franklin, Phoenix	Joshua Tully, Luke AFB
Bob Bobbett, Qwest	Sherrie Clark, Glendale
Diana Voss, Qwest	Jean Maiocco, Phoenix
JR McGee, Phoenix	Penelope Meyers, ADOA
Rich Manso, Phoenix	Liz Hunt, Phoenix
Rocky Rockhold, Qwest	Mike Benjamin, Phoenix
Wes Horn, Intrado	Dave Eaton, Phoenix
Chris Ketterer, Phoenix	Michelle Aldecocea
	Libby Hasten, Intrado

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:04 a.m. Self-introductions were made.

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

Tom Melton moved, Chris Nadeau seconded, and it was unanimously carried to approve the minutes of the July 17, 2003 PSAP Managers meeting.

3. Community Emergency Notification System (CENS) Kickoff

Susan MacFarlane introduced Liz Hunt, CENS Manager, and Michelle Aldecocea, Intrado. Michelle gave a presentation on Emergency Preparedness Network (EPN) the product used for the Community Emergency Notification System (CENS) and Liz gave an overview and timeline of the CENS program. See attached documents on the presentations given.

4. MSAG/GIS Mapping

Dave Eaton advised that the Data Enhancement project is nearing the end with a 99 percent match rate to the ALI database. They will be requesting another dump of the ALI database to clean up any new issues.

Dave mentioned that we have the responses back for the mapped ALI and have had two evaluation meetings. They should be able to award by the first of the year and be implemented by the end of 2<sup>nd</sup> quarter of 2004.

He also mentioned that the other project being worked on is converting the tabular MSAG into a GIS one using our GIS as the source. Dave asked Jean to talk on this subject.

Jean Maiocco said that they are looking at the 1.4 million telephone numbers that have addresses assigned to assure that they all fall into the street file. Once that portion is finished they will do all of the updates for the 911 system and digitize all of the subdivisions into the street file so that they are updating only one source. They have a tool that was developed to automatically create an MSAG for the street file. Susan added that they are looking into doing a wholesale replacement of the current MSAG with one created with our street files. Jean said that this replacement would be in postal standards.

5. 911 Regional Tech Team

Mike Benjamin advised that we are continuing to prepare systems and people for beginning self-maintenance in July of 2004. The team is working on internal process development and training guidelines and best practices for system installation and maintenance. The team has also been assisting PSAPs during their upgrade process.

The group has also been able to redeploy some of the used equipment being taken from some of the PSAP upgrades. They have also been providing a time source to some of the PSAPs as a temporary solution until the data network is in place.

Surveying Plant sites for upgrades to Windows 2000 operating systems have been going on. Positron site surveys will begin next week.

6. Wireless Update

Penelope Meyers mentioned that they are within weeks of turning up Phase I in Graham County. She advised that the next installations will go straight to Phase II and include Maricopa County, Pima County and Coconino County although it is much more difficult because of the variety of components.

Several months ago, some of the county 911 administrators signed off on the ALI records standard that Penelope developed that will make all wireless ALI records look identical no matter what carrier or county the calls from. The difficult part is trying to get the 8-10 carriers to write their records in this standard. She also found out that these standards are not adequate for the Qwest maintenance reports that will report down to the cell face. She has rewritten them and expects them to be approved shortly.

7. ADOA Report

Barbara Jaeger said that it is possible that not all carriers will rollout as Phase II because of the costs. Several of the carriers exceed 10-11 million and are not meeting the state's terms. The state legislation stipulates cost recovery but because of those costs some of the carriers may be left behind.

Barbara mentioned that she is recruiting for two additional positions and hopes to fill them in the next few months.

The RFP that was written for 911 equipment is in state procurement for uniform terms and conditions. She is working on an RFP for 911 professional services that communities could use. These may be for services that may not even be state funded.

Barbara provided the state 911 office newsletter for anyone who had not received one in the mail. She mentioned that all areas of the state that are under the state 911 fund have 911 services.

Barbara talked about the federal bills that are out there that are meant to help prevent states from using the 911 fund for other than 911. The bills are HB2898 and SB1250. It appears that the house bill is the most favored to pass. Attached is a comparison of the two bills.

8. Qwest 911 Account Team Report

Mary Dysinger-Franklin gave the report for Bob Bobbett. Qwest has completed the Phoenix PD Vesta Meridian operating system upgrade, a total of 58 positions. They also completed a four position Power 911 system at ASU PD. Upcoming projects include Avondale PD move/upgrade and Peoria PD move/upgrade, both scheduled for the early morning of November 3.

9. Qwest Maintenance Report

No report.

10. Cox Communications Report

Danielle Mills advised that she has taken a full time position as a Buckeye firefighter but will be consulting part time with Cox until January. Cox is currently recruiting for Danielle's position. It should be a few weeks until someone is on board. In the meantime all emergency requests should be directed to Cindi Deschane at 602-595-9533. Barbara Jaeger asked Danielle if Cox provides a PS-ALI service to PBX owners. Danielle was unsure and advised she will check.

11. MAG FY 2004 PSAP Annual Element/Funding Request Amendment

Mary Dysinger-Franklin presented the request from Phoenix Fire to expand their ComCentrex. With the addition of numerous agencies they are critically close to its current capacity. Erika Wilson moved to request the amendment, Mike Hudson seconded, and the motion carried unanimously.

Susan thanked Curtis Thomas for hosting the meeting.

Next meeting is scheduled for Thursday, January 15, 2004 at 9:00 a.m. The meeting will be held at:

**Avondale Police Department  
11485 W Civic Center Dr  
Avondale, AZ**

The meeting was adjourned at 11:52 a.m.