

## **SPECIAL NOTICE REGARDING PUBLIC MEETINGS**

Due to the risks to public health caused by the possible spread of the COVID-19 virus at public gatherings, the Maricopa Association of Governments has determined that public meetings will be indefinitely held through technological means. Meetings will be open to the public through technological means. In reliance on, and compliance with, the March 13, 2020, Opinion issued by Attorney General Mark Brnovich, the Maricopa Association of Governments provides this special advance notice of the technological means through which public meetings may be accessed. While this special notice is in effect, public comment at meetings will only be accepted through written submissions, which may or may not be read aloud during meetings.

### **To attend the meeting noticed below by technological means, members of the public may:**

Members of the public may submit written comments relating to this meeting to [azmag.gov/comment](http://azmag.gov/comment) within one hour of the posted start time for the meeting.

If any member of the public has difficulty connecting to the meeting, please contact MAG at (602) 254-6300 for support.

May 7, 2020

TO: Members of the MAG Public Safety Answering Point Managers Group  
FROM: Mike Folia, Avondale Police Department, Chair  
SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, May 14, 2020 – 10:00 a.m.

**TELECONFERENCE**

The MAG Management Committee meeting has been scheduled at the time noted above. The meeting will be **held as a virtual meeting only**, with no in-person attendance options available at this time. Instructions on how to participate will be provided via email to members of the committee. Members of the public will be able to view and listen to the meeting by going to the committee page, <https://azmag.gov/Event/26366>, on the day of the meeting and clicking on the “View and Listen” link provided under the Related Links section. Public comments can be provided in written format through the MAG website at [azmag.gov/comment](https://azmag.gov/comment). If you have questions, please contact the MAG office at (602) 254-6300.

In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP meeting does not meet the quorum requirement, members who have joined the meeting will be notified that a legal meeting cannot occur and the meeting will end. Your participation in the meeting is strongly encouraged.

Pursuant to Title II of the Americans with Disabilities Act (ADA), MAG does not discriminate on the basis of disability in admissions to or participation in its public meetings. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the MAG office. Requests should be made as early as possible to allow time to arrange the accommodation.

If you have any questions regarding the meeting, please contact MAG at (602) 254-6300.

cc: 9-1-1 Oversight Committee



# MAG Public Safety Answering Point

## TENTATIVE AGENDA

May 14, 2020

### 1. **Call to Order and Introductions**

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### 2. **Approval of February 6, 2020 Meeting Minutes**

**Action Requested:**

Approval of the February 6, 2020 meeting minutes.

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### 3. **Administrator Report**

The 9-1-1 Administrator will provide a report to the PSAP Managers on activities and programs managed by Maricopa Region 9-1-1.

**Action Requested:**

Information.

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### 4. **Budget Working Group Report**

An on-going discussion on the 9-1-1 budget. Report given by the Budget Working Group.

**Action Requested:**

Information and discussion.

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### 5. **Emerging 9-1-1 Working Group Report**

An on-going discussion on emerging technology, best practices, innovative processes in 9-1-1 and its impact to the region. Report given by the Emerging Working Group.

**Action Requested:**

Information and discussion.

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**6. Public Outreach and Education**

An on-going discussion on emerging technology, best practices, innovative processes in 9-1-1 and its impact to the region. Report given by the Education and Public Outreach Group.

**Action Requested:**

Information and discussion.

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**7. Governance Working Group**

An on-going discussion on governance needed on a regional level. Report given by the Governance Working Group

**Action Requested:**

Information and discussion.

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**8. Maricopa Region 9-1-1 Technical Update**

A report on technical updates and 9-1-1 System upgrade projects will be provided by the Maricopa Region 9-1-1.

**Action Requested:**

Information and discussion.

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**9. Request for Future Agenda Items**

Topics or issues of interest that the PSAP Managers would like to have considered for discussion at a future meeting will be requested. A request for the meeting to be scheduled for **August 13, 2020** due to conference conflict.

**Action Requested:**

Information and discussion.

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## 10. **Comments from the Committee**

An opportunity will be provided for PSAP Managers members to present a brief summary of current events. The PSAP Managers Group is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

**Action Requested:**  
Information.

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## **Adjournment**

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
February 6, 2020  
MAG Office, Suite 200, Saguaro Room  
Phoenix, Arizona

	Mike Folia, Avondale Police Department, Chair			Kim Clark, Salt River Pima-Maricopa Indian Community Police Department
	Patrick Cutts, Tempe Police Department, Vice Chair			Karen Sutherland, Scottsdale Police Department
	Craig Robinson, Apache Junction Police Department			Domela Finnessey, Surprise Police Department
	Jim Tortora, Buckeye Police Department			Michelle Potts, Chandler Police Department
	Stephanie Beebe, Ft. McDowell Yavapai Nation			Adriana Colon, Tolleson Police Department
	Kim Weber, Gilbert Police Department			Amy Sloane, Interim, Wickenburg Police Department
	Loretta Hadlock, Glendale Police Department		@	Trish Pryce, ASU Police Department
	Lt Scott Benson, Goodyear Police Department			Lynn Koliboski, DPS
	James Stilwell, Maricopa County Sheriff's Office		#@	David Demers, Luke AFB Fire Department
	Christine Pantoja-Young, Mesa Police Department		@	Doreen Wasick, Mesa Fire & Medical Department
	Shauna Henrie, Paradise Valley Police Department			George Freund, Phoenix Fire Department
	Brittany Brunet, Peoria Police Department			Ian Wolter, Rural Metro Fire
	Dan McNemee, Phoenix Police Department			
*	Those members neither present nor represented by proxy			
@	Ex-Officio member			
#	Attended by Teleconference			
+	Attended by videoconference			
	<u>OTHERS PRESENT</u>			
	Liz Graeber, MR9-1-1		#@	Bob Woodhull, PCSO
	Mike Benjamin, MR9-1-1			Lisa Johnson, Mesa PD

	Nate Nguyen, MR9-1-1			Sherry Giese, Goodyear PD
	Dave Eaton, MR9-1-1			
	Anna Baum, DPS			

1. Call to Order and Introductions

Chair Mike Folia, Avondale Police Department welcomes all to the February 6, 2020, PSAP Manager Meeting and reports a quorum is now present. The meeting of the MAG Public Safety Answering Point Committee is called to order. Introductions were made.

2. An opportunity will be provided to the members of the public to address the PSAP on items that are not on the agenda that are of MAG or on items on the agenda for discussion but not for actions. Citizens will be requested not to exceed a three-minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the PSAP requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

Chair Folia asks Ms. Graeber if there are any items or agenda items from the audience? Ms. Graeber advised Chair Folia there were no items from the audience.

Chair Folia reminded all to turn on their microphones when speaking, validate their parking garage ticket, and sign the sign in sheet.

3. Approval of the November 7, 2019, Meeting Minutes

Chair Folia asked if there was a motion for approval of the November 7, 2019, meeting minutes.

Ms. Karen Sutherland motioned to approve the November 7, 2019, meeting minutes. Ms. Michelle Potts seconded, and all present at the meeting voted in favor.

Chair Folia announced the MAG Executive Regional Council met in January and selected Patrick Cutts, Tempe Police Department, as Vice Chair of the PSAP Managers Committee. Chair Folia offered congratulations and thanked Ms. Michelle Potts, Chandler Police Department, for serving as Chair the past couple of years and for mentoring Chair Folia to prepare for Chairman position. Condolences were offered to Scottsdale Police Department that lost one of their supervisors, Michelle Pascorelli.

4. Administrator Report

Ms. Liz Graeber, Maricopa Region 9-1-1 Administrator, provided this report. Ms. Graeber presented annual stats but did not have some individual CENS counts by PSAP and will send individually on your Reverse 911 Applications for 2019. A total of 103 CENS

Activations were received, which is the second highest year. Findings are that the tool, the Vesta notification alert seems to be doing a pretty good job. Ms. Graber is not getting many calls and not sure how to do it but is happy to answer the questions, but it feels like it is enough of an easy platform that dispatchers or supervisors are able to maneuver it with very little problem. Ms. Graber invites any who have issues to call and she will walk them through it. It is still the same platform so for some reason if she cannot be reached, any PSAP can do it on your behalf, just make sure it is noted that Chandler or Phoenix or whoever had to do that on your behalf because of an issue.

Texts to 9-1-1: 2019 is the first full 12-month year able to capture data; there was 5,406. The last quarter brought in 1,935 and average approximately 450 per month on Text to 9-1-1 sessions. 2020 year-to-date texts to 9-1-1 is 492. Also note on Text to 9-1-1, one of the things discussed last week was 'Real Text' to 9-1-1. Ms. Graeber was under the impression it was being used in an unlimited market in the U.S. and it is not. Ms. Graeber reached out to North Central Texas and found they are working with the carriers on a Real Time text, but it is only in a lab; they are not receiving anything from the public at this time. Real Time text is still in a test phase and has not been released to any PSAPs.

Annual 9-1-1 Count: Ms. Graeber reported on the annual 9-1-1 count and provided data that has broken down to show we are up by 3% from last year. DPS is now going their own reports, which caused the numbers to be under 3million While we are below the 3million mark, we are up 3% over last year, so there is an increase. Ms. Graeber notes the wireline percentages continue to drop as we are down to 15% of our 9-1-1 calls on average, are wireline. That number shifts according to PSAP. Just as an interesting note, secondary PSAPs (except for DPS) have a higher wireline percentage than a primary PSAP. Fire Department's usually have a higher wireline, but the reason why is not known at this time. Ms. Graeber offers to answer questions on the Annual 9-1-1 Count.

Ms. Graeber followed up on legislative activity that was discussed in the last meeting, Ms. Graeber wants all to think about this. PSAP Manager's know how to staff, how to acquire 9-1-1 equipment, how to handle emergencies and call flow in the PSAPs, but she has been lacking in her 9-1-1 career is how the regulatory 9-1-1 area works; how the Corporation Commission works, how the FCC works. We know about them, but we don't delve into them. Ms. Graeber has been researching the Corporation Commission and strongly suggests all to login to the Arizona Corporation Commission register to receive notices on docket number Ms. Graeber provided. Once registered, you will receive an email anytime there is a new document added to the file, any comments are made, anything that happens related to this docket number will be available for you to see. It has proven extremely valuable to Ms. Graeber in tracking what is going on, such as tracking 9-1-1 outages in the State. The Corporation Commission is taking a hard look at the impacts of the 9-1-1 having outages. This is a perfect opportunity to delve into the regulatory side if there is interest. The next Corporation Commission Meeting is mid-

March, but no firm date has been set but it should be sometime the third week of March. They will meet to decide whether they will open a more detailed investigation with the outages and the telephone companies in the State. Ms. Graeber will continue to brief this group as things progress in that area.

Ms. Graeber reported on the NENA 9-1-1 Goes to Washington event that will take place the following week. The event is open to anyone who wants to attend. It is held in February or March each year and is a really good opportunity to look at stuff on the federal level with 9-1-1. It exposes you to a lot of things that happen in DC on 9-1-1's behalf so it is a good opportunity to learn more. Michelle Potts and Ms. Graeber will be attending the event and have Hill visits scheduled with some of Arizona's elected officials staff and will be talking about 9-1-1 outages. They will also be talking about the evolution of the 9-1-1 center, how it is changing, how it's going beyond voice and ANI/ALI how there are more things hitting us. During the limited amount of time Ms. Graeber and Ms. Potts have with the elected officials staff they will speak about preparations related to staffing, funding and technology.

Ms. Graeber advises Chair Folia her report is complete. Chair Folia invites all to see Ms. Graeber after the meeting for any questions about the report.

##### 5. FY 2021 Budget and Budget Working Group Report

Patrick Cutts and Liz Graeber will provide the report. This item will require action after the meeting.

Mr. Cutts advised the Budget Working Group met via telephone on January 22, 2020 (Thelma was there in person), to discuss where we are currently with the budget and budget requests for the Fiscal Year 20-21. Mr. Cutts reported most of the budget has been approved. There have been two additions to the budget that do not require approval through the rest of the process as they are less than 10% of the overall budget. Two positions, one GIS position and one Cyber Data Analytics position, can be added without impact overall. The positions will help with cell phones and security in general due to the known risks that have been occurring around the nation with cyber security.

Scottsdale has requested a review of some continuity of operation equipment to help with that. The Budget Working Group felt it was more appropriate to identify the entire process of what is needed and to redirect that information to the Next Generation 9-1-1 Committee to look at what options are available before funding decisions are made. We want to avoid approving monies to purchase something before we have a vetted and approved plan, then we can move forward with required purchases.

There was a discussion related to E-CaTS and getting that funded by the State. The State is looking at some software to review calls statewide to get the totals and look at that information. We are looking at two different options: ECaTS and another product called 'Rapid Deploy'. It is undecided which will be selected. As each agency is currently being upgraded, ECaTS will be added as part of their upgrade. As the State approves it, if any currently have ECaTS, we will request a refund of supplemental funds if they decide to go that route. We can make up that difference and recoup that cost to our budget and move forward from there.

Ms. Graeber confirmed that Scottsdale requested a Logging Recorder; Mr. Cutts affirmed. Ms. Graeber said that was also supplemented on the Fiscal 2021 budget so that was an added item as well. Mr. Cutts advised that was based on the total purchase price of your logging recorder, it's related to the appropriate portion that is related to 9-1-1; it is a portion of that overall fund.

Ms. Graeber discussed the Grant process. The Grant is due the following week while she is gone so her goal is to have it in the system by Friday, February 7, 2020. The budget by the Working Group this year is at \$9.7 million and are asking for \$11.3 million so we can fund the logging recorders, the positions, and everything you guys have approved to move on. We will not get the information on when we are able to do it; Ms. Graeber believes it is at the end of April, but she will confirm with the State. Ms. Graeber met with Dave Dansevics on this new process as they knew it was going to be an in-flux process, but she has it down to a science. A rough time-line of how budgeting will go is Ms. Graeber will send the letters to each of you and we will ask for a six (6) year budget forecast instead of five (5) year because a six year allows us to display all upgrade schedules as we don't upgrade everybody within a five-year time frame, it takes six years so we are going to bump it up a year. This is where you put in your requests such as for additional positions. All required documentation will be sent to Ms. Graeber with a budget request for Fiscal Year 2022; documentation is required for anything you want in 2022. Anything you want in 2024 needs to be listed as dream item but documentation is not required. All of this completed documentation is due to Ms. Graeber by Monday, June 1, 2020. The Working Group will meet the first part of July to review. Her team will add their parts to it in mid-June; all the networking and behind the scenes resources that need to be added to the budget, along with all equipment requests will be combined and ready for Budget Working Group in July and it will sit in front of you for approval in August. Once approved, it will go through the process of MAG, True August to January. If there are additional things discovered such as the logging recorder that Scottsdale requested, that is your time frame. We have a drop-dead date of January 2, 2021, for any additional requests. The Working Group will look at the final budget in January for Ms. Graeber to submit in February 2021. That is the flow; Ms. Graeber assures that in a few years this will be a seamless process but now is a great time to work out the kinks and to

make sure all needs are met, identified, included in the budget and submitted for approval.

Ms. Graeber received a question on if agencies self-funded positions will now be funded for the agencies and if those items need to be put in as a request or if the Working Group will do on their behalf? Ms. Graeber responded that all 9-1-1 related positions will be included in the funding request to the State. An example is Mesa Fire Department that self-funded 12 positions are now considered funded. Next year MCSO have four that they bought additional that will be included for State funding; that is our request. Everything beyond self-funding, anything that was self-funded in Fiscal Year 2020 will have to be put through the process to request that those be included. There have been instances where this fiscal year a PSAP has wanted to bring in another position so they self-funded that position. If they want to include that, they will have to present to this group with the documentation to get that approved. Any self-funded positions that are for 9-1-1 before fiscal year 2020 are going to be included in the request.

Ms. Graeber asked if there were any other questions. There were none.

Chair Folia thanked Mr. Potts and Ms. Graeber for the information.

#### 6. Emerging 9-1-1 Work Group Report

Ms. Potts advised the group did not meet during the last quarter but did some refining of our working group. First, we changed the title and some of the discussions we had on this was the Next Gen 9-1-1 title was not exactly representative of, #1 what we needed and #2 of what we were actually doing. Ms. Potts explained technology implemented in last quarter in Chandler. Ms. Potts sent an email in December on some of the technology that included Carbine, one of their products is See Light which is a location device baseless through rapid SOS. It also has a live stream video and chat function or IM. Chandler is still working through the implementation phase and doing a slow roll out. It has been put on two laptops that can be moved throughout the dispatch center. Ms. Potts requests the presentation be moved to the second slide to show some of the options such as where the technology can sit. It can be on the CAD PC, the phone system, anywhere. Ms. Potts points out the green dots that indicate there is information. The phone number is typed in to start a text message, they have to click on the link to start the process. Any of these can be working independently but they have to choose to give the location and also choose to give Dispatch their camera. Dispatch can get the location if they dialed 9-1-1 but this can be used without a voice call; this works on 9-1-1 or non-emergency. Chat/IM function works much faster than Text to 9-1-1 and is also silent. Text to 9-1-1 can be on whatever function is on the sender's phone. This is completely silent and immediate. The hurdle they found is that the community is not

familiar with it yet, so it needs a lot more PR. Ms. Potts reports the community is so desensitized to SPAM. Chandler has it set up as, "Chandler 9-1-1. Please click on the link". What Chandler has asked for is to develop the functionality with Carbine to personalize the link. An example is a DV victim is texting her boss saying she is being held against her will with her boyfriend and does not know her location. Chandler wants the ability to send a personalized text that shows the boss's name and instructs to click on the link to see a friendly response such as, "Hey this is (boss's name). Click on this link to see the coolest root beer float ever" or anything personal that the victim would follow to get her to click on the link. Another example is a welfare check on a female in a car. Dispatch was checking maps and other resources to see if they could get the female's phone number by sending the link to him just to see if they could get some situational awareness. They want to personalize the link to get people to click on the link. Chandler is not getting people to click on the link; so far only one person has done it.

The second hurdle is that it is only on laptops for the testing phase. Carbine has the ability to do an ANI spill if they were able to move it over to the phone systems.

Ms. Potts completes the overview of Carbine and asks if there are any questions.

Question: Is this a purchase or are you the tester and then if you like it, you are going to make the purchase?

Ms. Potts responded they are on a 12-month 'Beacon Program' after which it will be a purchase. Right now, it is their preference it goes on every phone system. There is some flexibility on that where it could be put on every phone system or it could be put on the call-takers or secondary channels. Another option discussed is to have multiple licenses on one console to have multiple views coming in, such as a monitoring station or supervisors station so if three came in at once, the supervisor could monitor all three. But that would take three licenses.

Comment: The biggest issue right now is, and the buzz word is cyber security. I think people are so hypersensitive about clicking or opening anything. I think you said it, unless you do something for public awareness. Most of us have to review something at work and are now scared of using anything because of the way people are coming into your personal data, so it is understandable how it could be a personal issue.

Ms. Graeber said you can tell the person while you are on the phone that a link is being sent with instructions to click on it, etc. which might help. Ms. Graeber asked if some are still refusing at that point?

Ms. Potts responded yes, they are refusing to click on the link.

Ms. Potts advised the system is still new, they started the training the beginning of December which is the same time they were doing the Viper upgrade. With two major changes at the same time, so there has not been much time to work on this within the center. Currently the link is sent when contact is not able to be made with people. Also discussed is when there are open 9-1-1 calls; silent calls to contact people when there is belief there might be an issue. The primary use at this point has been trying to get ahold of people. Ms. Potts thinks there would be more use if they were on the phone with people, to Ms. Graeber's point, telling people they will be getting the link and it is ok to click on the link. They did do a PR but she is not sure people understand the gravity

Question: Does the location services work better than the Rapid SOS system? She thought she heard it uses the same portal and is curious if a larger number of hits is received when this is used as opposed to when trying to put it in Rapid SOS?

Ms. Potts replied it has been congruent with Rapid SOS but there have been a few times it was seen as better and as worse; most of the time it is about the same, it's using the same technology. They have not determined yet why that is.

Question: Is it video only or is it also picture?

Ms. Potts answered it is live stream.

Question: It's live stream. So, you are not actually uploading a file, you are accessing their camera versus them loading something up, is that correct?

Ms. Potts replied that is correct. It will send them a message, "Is it ok to access your camera?". They will reply, "Yes". It will then live stream the same as face-timing someone. The example used to explain what is seen on the callers' side, is if a child is in a closet and feeling safe because Mom and Dad are fighting, the IM function will appear on their screen and will be transposed on top of the live stream video. The camera view is only one-way; them to the Center. The live stream data is saved as it comes in; it is cloud based.

Ms. Potts said they will write something up to share with the Region on best practices as they get farther into this program. She said this will become part of the Emerging 9-1-1 Work Group.

Ms. Potts reports on what she and Ms. Graeber discussed related to changing the focus of the working group by addressing some of the comments that are directed at us and our industry whether we choose it or not. Glympse came at us, we didn't know it was coming but here it is. Smartwatches came at us, whether we wanted it or not.

Trying to come up with some of the best practices and processes, such as continuity of operations, for example emergency evacuations: what do we want to do as a region? We need to come up with some of those processes.

Ms. Potts gave kudos to Nate Nguyen for support through the Viper 7 upgrade. Implementations done through the upgrade are automated abandoned call-back that will call the number when a 9-1-1 hang-up occurs. The system automatically redials with a message to press 1 for an emergency that will automatically ring into the queue or press 2 for a non-emergency. They are going through some adjustments to get through the learning curve. Ms. Potts reports on options available with the available queues such as a Spanish queue; a 'mock' queue that is outside the main queue coming into the center, whether 9-1-1 or non-emergency; training queues that are available to be on the floor or in a classroom. All are useful with the new technology and they can share that information. Ms. Potts asked Mr. Nguyen if there is anything else that can be added related to what has been learned about the queues, such as a second phone tree that was added to save some call-taker time.

(Mr. Nguyen responded but the recording is too faint to hear) Ms. Potts said that if there is an abandoned call and the system is automatically redialing, when the call comes back to the call-taker it does not automatically spill into CAD, so that is being worked on. Ms. Potts also reported on Dynamic Queuing, which is used by Scottsdale for some time.

Ms. Potts said the Working Group can take a different approach rather than just the Next Gen technology of real time spatial routing.

Ms. Graeber asks if on abandoned call-back, is there a report that shows these calls that used that function? Will it show all the 91-1 calls/abandons that got a call back and what the disposition was? Could they push 1 if they need to talk to an Operator, right?

Ms. Potts answered that the goal is to be able to compare the 'before' and the 'after' to see the efficiency of the new program to determine if this automation is actually saving time.

Ms. Graeber would like to know if 100 calls got the call-back recording, how many of those 100 calls got the call-back, pushed the number to get an Operator? What a perfect way to capture how many abandons are actuals and how many are mis-dials.

Ms. Potts said they are in the range of 800 abandoned calls per month. The ability of reducing the workload by 50% of 800 incoming calls and 800 call-backs would be a huge impact on the work group. Ms. Graeber agrees it is a great justification for PSAPs if there is a question whether or not an agency wants a recording that allows options to sort calls. It saves manpower and confirms how many abandons are actual.

Ms. Potts said they are working on a wish list of what they would like it to turn in to, as this is the imperfect first version. Ms. Graeber said the system should be catching the information in the system. She and Mr. Nguyen can work with Intrado to identify what information needs to be captured and what it can do.

Mr. Cutts reports on a press announcement coming out next week from our downtown authority, they have brought in a company known as 'IKE' Interactive Kiosk Experiences, to install 15 large touch screen panels around the Mill Avenue area. This is significant to us as the panels will have a button on the side where people can call 9-1-1. They are using cellular technology to make that phone call. Testing will be done on Wednesday and they are going live on Thursday. This was not something brought in by the PD, not something we had any choice about but something the downtown authority brought in. The panels are already in San Francisco, Seattle and Austin, Texas. The company said it will report the actual location of the device as well that it is coming from the kiosk. They do have cameras and there is discussion whether PSAPs will have access to the video at the time of the call. Ms. Graeber said she has not vetted this out with her team to see if this is viable. Mr. Cutts said No, because it is using cellular technology to make the phone call and there is no way to call it back either. Ms. Graeber related this to when 9-1-1 started and how kids would use the pay phones. Ms. Graeber said this will be taken off line for discussion and to look at it to make sure the expectations of what you are going to be receiving and what they told you it should send is going to meet it because even though it's using wireless, it's pretending it's a cell phone. There are still some caveats that will need to be worked through.

Question from Ms. Pantoja-Young about what the kiosks do besides dial 9-1-1?

Mr. Cutts explained they are an interactive, two-sided 50-inch touch screen monitor; a giant advertising billboard that plays a series of slides advertising restaurants and things to do in the downtown area. Bus route information is available, Google can be used for directions, some sort of text messages can be sent and people can do selfie photos with them. Initially 15 will be installed but they may expand and install more in our city. Ms. Pantoja-Young asked if they are similar to the directional kiosk's at a Mall; Mr. Cutts said yes, except these can dial 9-1-1 but do not have TTY functionality.

Ms. Graeber is concerned that these are coming out in a week and PSAPs have not had a chance to vet it out yet and how it will impact the system. I am asking this of my technical team and I don't know, Mike or Dave, which one answers this: do we have any call boxes like for ASU or places that come through the 9-1-1 system?

Mr. Cutts said there are security stations that come through 9-1-1 in his city. Ms. Graeber addresses Mr. Benjamin: That come through the 9-1-1 network? Mike is that true? Mr.

Benjamin said he does not know. If they are using cellular technology and creating a 9-1-1 call off of it, we would not have visibility to that. There are places like ASU that have integrated elevators and call boxes across the campus and their various locations, but that is not necessarily a 9-1-1 function. Ms. Graeber asked about the call boxes and elevators as she is not sure she remembers correctly, they are not using the 9-1-1 path, but they are coming under the 9-1-1 button at the Call Center. Mr. Nguyen affirmed that it is not a true 9-1-1 call but is being treated at the PSAP coming under your button. Ms. Graeber advises Mr. Cutts that they will take this off line. Mr. Benjamin asks Mr. Cutts to confirm the 15 kiosks' will be in the Mill Avenue corridor? Mr. Cutts replies, Yes. Mr. Benjamin also asks about having access to the video, that would be something that would get on the City of Tempe Municipal Video Network or something? Mr. Cutts responds that currently they store the video; they retain it. If we want access to it, and they only retain it for 15 days and it's overwritten. If we want access to it, we have to submit a warrant in order to obtain the video. My question was, if it's a 9-1-1 call, do we have immediate access to the video for the duration of the call? Which would be separate from 9-1-1, it would not be over 9-1-1, it would be over our city network; an IP address of some sort. They have three cameras: three on top and one on the side near the call button. Ms. Graeber said she believes all are in agreement that all would like a full report of this at the next meeting to see how it turns out.

Ms. Potts inquired why the warrant is needed? Mr. Cutts responded that this is not a city device, it's not our device, we're not the record-keeper of the information, the company is, IKE. So, we are not maintaining the video, we are not storing the video, we have no direct access to it, they have to provide us the access. And so, privacy concerns, all the other fun stuff that comes into play, especially being in the Mill Avenue area where things get a little hectic. There may be some questions as to the value of the video.

Ms. Graeber assures it will be okay; we're good.

Question about what will happen if there is no one there when the 9-1-1 button is activated? Mr. Cutts said as of now, based on the information that is being passed to us, it will be treated as an abandoned landline 9-1-1 call and you will need to send response to it.

Ms. Graeber reiterated that this discussion will continue off line.

Mr. Folia asks if there are any other questions for Ms. Potts or Mr. Cutts? There were none.

## 7. Maricopa Region 9-1-1 Technical Update

Michael Benjamin, Maricopa Region 9-1-1 Technical Manager, and his team will provide the report. Mr. Benjamin delivered an update on personnel items and so forth. We have a new vacancy so, good news/bad news thing. A lot of you have been in the industry for quite a while locally, so the good news is that Francisco Esparza got to retire. The bad news is we lost Francisco Esparza as our guy so, after 15 years with our team and another 30 years with telephony and 9-1-1 with the phone company, Francisco hung it up as of December 31, 2019 and he sends his best wishes out to everyone.

Mr. Benjamin advises Mr. Nguyen will give a brief rundown on our projects that will be landing on a lot of your PSAP's. Mr. Nguyen reports for FY19-20, CPE upgrade is the order we will be working on to try to get the upgraded. It will be Paradise Valley PD, Surprise PD, Mesa Fire and Mesa PD. In addition to the PSAP CPE, we are doing hardware refresh for the multi-node system, the two systems we have at Network 1 and 2. The existing tenants on Viper 1 and Viper 2 should not be affected during work. The hardware for most of them has arrived so we are ready to get them out to the PSAP's for the installation. There will be two PSAP's on the multi-node, which will be Paradise Valley PD and Surprise PD. Paradise Valley PD is scheduled for May 5, 2020. Mr. Nguyen apologizes for the dates, but he had to request the dates immediately from Intrado because they were booked, so hopefully they will fit your schedules. Surprise PD will cut sometime the week of June 2, 2020. Two systems will be stand-alone: Mesa Fire and Mesa PD. Mesa Fire is scheduled for June 16, 2020 and Mesa PD is scheduled for July 7, 2020. It will be tight, but we have six months to do it. The hardware is here and Mr. Nguyen is confident they can do it. Ms. Graeber has scheduled kick-off meetings with the four PSAP's. The FY20-21 CPE upgrade plans are for Glendale PD, Goodyear PD, MCSO and Phoenix Fire. There is not further information other than those are the PSAP's selected. Ms. Graeber advised we are waiting for the approval for those projects when we get the Grant reply for the Grant Award at the end of April 2020. That will be key of when we know those FY20-21 projects are approved.

Mr. Nguyen asked if there are any questions?

Mr. Cutts asked to confirm that Mesa is going stand-alone later this calendar year? Mr. Nguyen responded, Yes.

Mr. Cutts asked how they would be impacted since they are on the Mesa node?

Mr. Nguyen replied that it won't because the new hardware refresh is going to be a separate system and it will be Viper System 7. It will be two systems side-by-side, so it will not affect your system at all. Mesa will have to be removed when we tear down but that has been done before and it hasn't impacted any tenants. Ms. Graeber added that

when the Mesa was installed originally, we ordered with their project, parts for the multi-node that started Viper System 1. When Mesa Fire moved to their new locations, their system was separated from Mesa PD's.

Mr. Nguyen replied that any PSAP that has ACD or is going to ACD, is going to be a stand-alone. Ms. Graeber add that we have a patch junction that Gilbert is on it currently, Salt River. Mr. Nguyen continued, Apache Junction, Paradise Valley; but they are going to be on the new system.

Mr. Cutts asked confirmation that none of those are ACD agencies? Mr. Nguyen confirmed they are not. Ms. Graeber noted that Gilbert is but at the time when we discovered that ACD was problematic in a multi-node platform, it wasn't determined to make them a stand-alone so unless something changes when they upgrade, they will be a stand-alone location. If you are an ACD at this point, we're going to make you a stand-alone just because of the complications that come with upgrading a multi-node with ACD PSAP's on it.

Mr. Cutts asks for clarification as they are an ACD agency and they are experiencing the node issues, so they will be removed from that node as well at that same time Mesa is being removed or how is that going to work?

Ms. Graeber answered that No, it will happen when they upgrade.

Mr. Cutts asked clarification that they have to wait for the upgrade that is in 2023-2024 timeframe?

Ms. Graeber replied that she would have to look.

Mr. Benjamin said the trouble with the processes that Intrado puts in place for the upgrades, those will actually lessen for Tempe when we move other ACD groups off. It's not really the ACD, it's the call volume and the number of positions associated with the upgrade. They want you to go into a large system and then they make it exceedingly difficult to update that system. Our plan was to have up to 10 PSAP's on a multi-node host. Unless you have 10 technicians and at larger sites, possibly multiple technicians for each site, those upgrades have become very difficult for the PSAP, very difficult for the Technical team to get all that orchestrated to be upgraded cleanly. At this point until product improves and upgrades are orchestrated in a better manner, we think it is safest for our larger sites to have that artificial dividing line of ACD vs. Non-ACD

Mr. Cutts asked for confirmation on the issues being related to the upgrade not to what they are currently experiencing with some of their calls? It is not related to the multi-node issue?

Mr. Benjamin affirmed we don't believe so.

Mr. Nguyen asked Ms. Sutherland if she had a question. She said it had already been answered about the multi-node system.

There are no more questions for Mr. Nguyen.

Chair Folia asked Mr. Eaton to provide GIS information.

Dave Eaton reports not too much going in the GIS realm that PSAP's can see. There have been some anomalies recently with adding on additional Rapid SOS feeds. Initially Rapid SOS, which is bidding back to Rapid SOS every 10-seconds for however many calls are live in the system. Last year we added on Medic-Alert which bids with every single call, not just wireline calls that appears to cause some anomalies with pushing calls out to rMap in some instances. Mr. Eaton is working on the Java script version of rMap and has been which should bed-down those particular issues because we are working on older technology as far as pushing messages and querying the Rapid SOS data. Everyone will be migrating to the Java script version of rMap probably sometime this year. Currently Medic-Alert is installed and running for Phoenix Fire, Mesa Fire and well as Phoenix PD. He believes Chandler has it as well. Ms. Graeber adds that AMR has it also. Mr. Eaton if anyone from those agencies have any interesting stories related to the Medic-Alert data? Ms. Graeber said that Ian is representing all the EMS agencies; all others from Phoenix Fire, Mesa Fire, are not here today. Mr. Wolter said he has not heard anything either way about the data. Mr. Eaton said that entails what is going on in GIS. We're working on replacement of our map that will be Java script and that entails reworking the entire server side of things as well, which has been a bit of a challenge. Hopefully we will be rolling that out to Chandler to test that out fairly soon.

Mr. Eaton asks if there are any questions.

Ms. Potts said one of the things she has bugged Mr. Eaton about is the reports on the Medic-Alert reports, to make sure they see the Medic-Alerts. A couple times they have gone back and checked the logging recorder, checked the CAD to make sure that they see it, to see if it's related to the call. She asks if there is a way they run reports if they can do quality control, to see if they can do some training along the way because it's new and they want to make sure they are seeing it. She asks if there is a way to look at it every month to include it in their quality control as part of their training to see if it was related to the call itself. Some of it they have looked at, is not related to what they are calling about but if it is, they want to make sure it is part of the training component. Ms. Graeber compared it to Uber, it is not something we collect in MIS. Mr. Eaton said we have it for a limited duration of time, so we could provide some sort of report with actual numbers of Medic-Alert data for those PSAP's that have it available. When a call comes

in with Medic-Alert data, it should be popping up on the map and doesn't close until the user closes it out. Ms. Graeber added, or until they get another Medic-Alert call. It replaces it, so I get my next call that is a Diabetic, so that pops over the call. Mr. Eaton confirms the most current Medic-Alert data would stay there but it doesn't close automatically, it is incumbent on the user to click that window closed. If any calls coming in that present that data, should be on the map.

Question from female to Ms. Potts: What reports are you looking at right now? Because I have been struggling with doing QA's and QC's and making sure they are recognizing Rapid SOS in general and any other information that's coming and I haven't really found an effective way to do that.

Ms. Potts replied they did it by date and time, then searched by phone number. Once they found the phone number, they were able to isolate through CAD or MIS. She didn't know it doesn't close. Ms. Potts also asked if there is a test one they can use for training or a test ID? Mr. Eaton said he can rig it up to send out a test Medic-Alert. Ms. Potts said they have it on your (Mr. Eaton's) side and they have it on portal; she is sure how many others are using portal. So there are two different pieces they are testing on; she didn't know it wasn't closing though. Ms. Graeber asked if it was coming across the portal and Ms. Potts said yes, it's a red rectangle.

Chair Folia concludes the Tech Report as there are no other questions for Mr. Eaton.

#### 8. Annual PSAP Security Review

Ms. Graeber presents on the need to review the NENA Standard of Security and the critical importance of securing PSAP's, the equipment, access to the equipment and anything that could cause your Center to go down and that they are protected. A reminder that no USB's in the 9-1-1 towers or CENS PC and to review the list in the NENA Standard.

#### 9. Glympse Demo

Ms. Graeber and Mr. Benjamin gave a demo on the location enhancement application and 9-1-1 The caller must have the app on their phone and must have the 9-1-1 text platform.

Glympse is a good test tool to see how it works and to also see all the hiccups with it. Should be done for the Region to maintain continuity. We need to control the link and location services.

10. Request for Future Agenda Items

None presented.

Adjournment

Ms. Pantoja-Young motioned to adjourn the meeting. Ms. Hadlock seconded, and the motion passed unanimously.