

January 30, 2020

TO: Members of the MAG PSAP Managers Group

FROM: Mike Folia, Avondale Police Department, Chair

SUBJECT: MEETING NOTIFICATION AND TRANSMITTAL OF TENTATIVE AGENDA

Thursday, February 6, 2020 – 10:00 a.m.  
MAG Office, Suite 200 – Saguaro Room  
302 North 1<sup>st</sup> Avenue, Phoenix

A meeting of the MAG PSAP Managers Group has been scheduled for the time and place noted above. Members of the PSAP Managers Group may attend the meeting either in person, by videoconference, or by telephone conference call. In 1996, the Regional Council approved a simple majority quorum for all MAG advisory committees. If the PSAP Managers Group does not meet the quorum requirement, members who have arrived at the meeting will be instructed a meeting cannot occur and subsequently be dismissed. Your attendance at 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 Liz Graeber, Maricopa Region 9-1-1 Administrator, City of Phoenix Fire, at 602-534-9775, or Nathan Pryor, MAG, at 602-254-6300.



# MAG Public Safety Answering Point

## TENTATIVE AGENDA

February 6, 2020

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

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### 2. **Call to the Audience**

An opportunity will be provided to members of the public to address the PSAP Managers on items that are not on the agenda that are within the jurisdiction of MAG, or on items on the agenda for discussion but not for action. 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 Manager's Committee 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.

**Action Requested:**

Information.

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### 3. **Approval of November 7, 2019 Meeting Minutes**

**Action Requested:**

Approval of the November 7, 2019, meeting minutes.

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### 4. **Vice Chair Announcement**

**Action Requested:**

Information.

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**5. 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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**6. FY 2021 Budget and Budget Working Group Report**

An on-going discussion on the 9-1-1 budget. The Budget Working Group will provide a report.

**Action Requested:**

Information and discussion.

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**7. 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. The Emerging Working Group will provide a report.

**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 Office.

**Action Requested:**

Information and discussion.

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**9. Annual PSAP Security Review**

Maricopa Region 9-1-1 Office will review the NENA standard on equipment room access and security policies.

**Action Requested:**

Information and discussion.

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**10. Glympse Demo**

Discussion on the additional location information sent via the internet.

**Action Requested:**

Information and discussion.

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**11. 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 **May 14, 2020**, due to a scheduling conflict.

**Action Requested:**

Information and discussion.

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**Adjournment**

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING  
November 7, 2019  
MAG Office, Suite 200, Saguaro Room  
Phoenix, Arizona

MEMBERS ATTENDING

- Michelle Potts, Chandler Police Department,  
Chair
- Mike Folia, Avondale Police Department,  
Vice Chair
- Craig Robinson, Apache Junction Police  
Department
- Jim Tortora, Buckeye Police Department
- \* Stephanie Beebe, Ft. McDowell Yavapai Nation
- Kim Weber, Gilbert Police Department
- Loretta Hadlock, Glendale Police Department
- \* Lt James Hernandez, Goodyear Police  
Department
- # James Stilwell, Maricopa County Sheriff's  
Office
- Christine Pantoja-Young, Mesa Police  
Department
- Shauna Henrie, Paradise Valley Police  
Department
- Brittany Brunet, Peoria Police Department
- # Dan McNemee, Phoenix Police Department
- \* Kim Clark, Salt River  
Pima-Maricopa Indian Community Police  
Department
- Karen Sutherland, Scottsdale Police  
Department
- # Domela Finnessey, Surprise Police  
Department
- Patrick Cutts, Tempe Police Department
- # Adriana Colon, Tolleson Police Department
- \* Amy Sloane, Interim, Wickenburg Police  
Department
- #@ Trish Pryce, ASU Police Department
- #@ Lynn Koliboski, DPS
- \*@ David Demers, Luke AFB Fire Department
- \*@ Doreen Wasick, Mesa Fire & Medical  
Department
- \*@ George Freund, Phoenix Fire Department
- @ Ian Wolter, American Medical Response

\* Those members neither present nor represented by proxy.

@ Ex-Officio member

# Attended by Teleconference

+ Attended by videoconference

OTHERS PRESENT

- Liz Graeber, MR9-1-1
- Mike Benjamin, MR9-1-1
- Dave Eaton, MR9-1-1
- Angela Beatty, MR9-1-1
- Corey Kludt, MR9-1-1
- # Bob Woodhull, PCSO
- Lisa Johnson, Mesa PD
- Karen Ziegler, ADOA

1. Call to Order and Introductions

The meeting of the MAG PSAP Managers Group was called to order at 10:09 a.m. by Chair Michelle Potts, Chandler Police Department. Self-introductions followed.

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

2. Call to the Audience

An opportunity is provided to the public to address the PSAP Managers Group on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. 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 Managers Group 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.

Ms. Graeber advised there were no public comment cards received.

3. Approval of the August 8, 2019, Meeting Minutes

Chair Potts asked if there was a motion for approval of the August 8, 2019, meeting minutes.

Mr. Patrick Cutts motioned to approve the August 8, 2019, meeting minutes. Ms. Karen Sutherland seconded, and all present at the meeting voted in favor.

Chair Potts indicated there is a new process to record the votes of members attending the meeting by phone. Adriana Colon, Jim Stillwell, Dan McNemee, and Domela Finessey all voted in favor of the motion via teleconference.

Chair Potts advised the motion passed unanimously.

4. Administrator Report

Ms. Liz Graeber, Maricopa Region 9-1-1 Administrator, provided this report. Ms. Graeber distributed copies of the Administrator Report Highlights document and advised she would send an electronic copy to members attending by phone.

Ms. Graeber reported there have been 92 CENS Activations so far this year. 2016 was a record breaking year with 92 CENS Activations by the end of September.

Ms. Graeber reported the Text-to-9-1-1 year to date total is 4,938 text sessions. There were 1,281 text sessions in the third quarter and the monthly average is 436. The final report required as part of a lawsuit settlement was submitted last month.

Ms. Graeber indicated the State had a PSAP meeting last month to discuss the state of 9-1-1 in Arizona. She noted that going forward these meetings may be held biannually or quarterly and mentioned PSAPs are welcome to attend. Ms. Graeber stated she attends on behalf of the PSAPs and will report out any pertinent information. One of the meeting topics was financial reporting. Every month as part of the procurement process, City of Phoenix pays the bills and then submits for reimbursement and send required reports to the State. Ms. Graeber explained that between herself and Phoenix Fire Fiscal Department they submit to the State all the reports on what was spent. The grant has different categories and they identify which category it goes to, so they can keep track. She said a quarterly report would be provided to the State next month on the status of 9-1-1 in this region.

Ms. Graeber advised roll over funds were also discussed. She noted the roll over from FY 2019 is now up to \$9 million dollars and will give 9-1-1 the opportunity to make improvements. The State is looking to standardize statewide 9-1-1 analytics. Currently, the State relies on PSAPs to run reports which are all done differently, either with an MIS system or an ECAT system. Some of the roll over funds could be used for PSAPs currently using MIS to migrate to ECATS before their next upgrade. ECATS is a third party vendor and the system can be applied to any phone system.

Ms. Graeber next reported on legislative activity and two items of note. The Corporation Commission opened an investigation ticket docket in August referencing a 9-1-1 outage that happened in Southern Arizona. There was a questionnaire that all telephone companies, carriers, or providers had to respond to and send back to the Corporation Commission on 9-1-1 outage notifications and information on how often they are done. The Docket number is T-00000A-19-0179. Ms. Graeber advised she was able to sit in the gallery and listen to the hearing. She said being exposed to the Corporation Commission, utilities, and all that goes with it was a good experience and very interesting. She advised attending these hearings are a good opportunity for PSAPs looking to increase their knowledge of the regulatory area. The Corporation Commission will hold a follow up hearing on December 4, 2019, on next steps.

Ms. Graeber advised she was involved in the Joint Ad Hoc Committee on Statewide Emergency Communications. The subcommittee was put together to talk about how the state as a whole communicates with each other during an emergency situation beyond radios. Ms. Graeber, Chair Potts, and various communication vendors presented to the subcommittee. Ms. Graeber stated she presented information about emerging technologies in the region and how it could be used.

Ms. Graeber reported on the NENA 9-1-1 Goes to Washington event. She said she would send out NG9-1-1 Institute nominees for recognition if there is someone in the PSAP they would like to recognize. The award ceremony will be held in Washington D.C. and PSAPs are welcome to attend. Ms. Graeber advised that those PSAPs wishing to travel to the ceremony to get permission with intergovernmental staff because it would involve meeting with elected officials in Washington. She asked for interested parties to contact her office so there is a central point of coordination for Arizona.

Ms. Graeber advised she would hold off on discussing 9-1-1 Goes to the State Capitol due to an agenda item on elected officials coming to visit. She wants to find one day next spring when they can meet at the State Capitol. She doesn't know what it will entail yet and will probably ask for some volunteers to help put that together. As a state should have a day that all the PSAPs coordinate to send someone down to the State Capitol to meet with their local officials to talk 9-1-1 so they are hitting them in the spring and in the fall.

Ms. Graeber reported the MAG Vice Chair Letter is due November 18, 2019, but she would like to have it no later than November 12. MAG now requires approval from the city manager. The MAG Regional Council Executive Committee meets on November 18, 2019, and the Vice Chair appointment will be on the agenda for approval. She asked for interested parties to submit a letter to her as soon as possible.

Chair Potts advised to see Ms. Graeber after the meeting if there are any questions about this report.

5. FY 2021 Budget and Budget Working Group Report

Mr. Cutts advised there was a recent meeting on current expenditures. There was nothing unusual about the spending and everything was on par. She noted one of the things the working group is looking at is how to reallocate unspent funds for after the first of the year. The original budget proposal that went out based on all

the submittals was passed forward and they will wait on the state to see what that looks like for next fiscal year. Anything not allocated from there will be prioritized for future allocation of funds. Mr. Cutts stated that the working group is waiting to see where the budget is after the first of the year and what funding is available for unallocated projects.

Ms. Graeber asked Mr. Cutts if it was an achievable goal to have an idea of what topics to discuss at the February PSAP meeting such as ECATS.

Mr. Cutts answered yes that is an acceptable timeframe. He said he would study the budget in January and make a determination. Mr. Cutts commented there could be some proposals on where the unallocated funds can be spent.

Ms. Graeber asked if there should be a process for the PSAPs to submit things to the budget committee for review.

Mr. Cutts answered yes, and it should come with a letter of justification if there are any funding requests for unallocated monies. He added there should be a formal letter documenting the need as well as a description of how it benefits the region and 9-1-1 because the state looks at how it ties into 9-1-1 as a whole. Further, if there is a contract agreement or estimated pricing that is available at that time it should be submitted as well to provide an idea of the cost.

Ms. Graeber stated that will give PSAP Managers three months to decide, write, and submit requests to her. She said she would present the requests to the budget committee. Ms. Graeber asked for managers get the requests to her by the last day of January so she can get them prepared for the working group.

Mr. Cutts stated in addition to ECATS the working group could also look at CENS. She noted grants have been used in the past for this but it could be something to try and roll into the budget to get away from the grant program. His concern is that the grant funds may be reduced.

Ms. Graeber advised the yearly cost of CENS is \$60,000. She noted this cost has decreased and should be easier to fit into the budget.

Ms. Graeber advised PSAPs to submit documentation letters and justification requests for the unspent funds. The Budget Working Group will review them and present at the next PSAP Managers Meeting.

Mr. Cutts asked Ms. Graeber when she would like for documents to be submitted.

Ms. Graeber replied she would like to have them by January 13, 2020. She said the working group would then meet to begin compiling and reviewing them. This would allow for time to report to Mr. Cutts and to the PSAPs by February and then submit them to the state. Ms. Graeber stated it is FY 2020 funds that need to get spent so they do not roll over.

Ms. Graeber next discussed the contracts between the City of Phoenix and 9-1-1 vendors. She said the States terms and conditions are completely different from the City of Phoenix's terms and conditions. The City of Phoenix legal department is currently working on the agreement with the vendor's legal department. Ms. Graeber stated she cannot order any equipment until the contracts are in place. Some of the contracts should be completed by the end of November. This will still meet all the timelines for projects next year. She said most everything has been moved to the City of Phoenix procurement system, but the 9-1-1 equipment is taking a bit longer.

Mr. Cutts asked what the expectation is on how long that agreement will be in place for, and if there will be an annual renewal or 2-year or 3-year commitment.

Ms. Graeber replied it is a five-year agreement. She added this is the first time for this contract and that the process for subsequent agreements should be smoother because there will be established guidelines.

Mr. Cutts asked if there were any questions. There were none.

## 6. Education and Public Outreach Report

Vice Chair Folia reported on the numbers for the media blitz for advertising registering cell phones in the region. He said he pulled the numbers with Mr. Eaton's help and there were an additional 3,383 people in the region that registered, including 122 in Avondale. Vice Chair Folia stated the results were underwhelming and they will go back to the drawing board to figure out how to get the numbers up. He said he saw comments from the public on social media and police department websites about concern the "eye in the sky" would be monitoring them if they registered. Vice Chair Folia said he would consider ways to address those concerns.

Ms. Graeber advised she is copied via email after each registration. There are usually one or two registrations per day, which adds up to about 700 per year. She said over 3,000 registrations in that short period of time is good.

Vice Chair Folia thanked Ms. Graeber for that information.

Chair Potts asked if there were any questions. There were none.

7. Next Generation 9-1-1 Work Group Report

Chair Potts reported on two things the group has been working on. She stated the group's priorities have shifted to Real Time Text and geospatial routing, two very new emerging topics in the industry still in research.

Chair Potts explained Real Time Text comes in as a text and is seen letter by letter. She said it is not like regular cell phone texting where a message is typed and the whole text message is sent at once. Its intent is to replace 1970's TTY technology. There are some options on how it can come in and how it is presented to the operator. It is IP based technology that supports text and voice which is different from the SMS that they have now. Chair Potts advised that North Central Texas is testing real time text now. She asked Ms. Graeber if she has found if anyone else in the country is exploring it.

Ms. Graeber replied no, but advised that next week she would be at the Early Adopter's Summit which will be attended by representatives from North Central Texas, and would speak to them about their experience so far. She said the question she has is does it eat up a 9-1-1 trunk line. A concern in the technology would prevent an operator from multitasking. Ms. Graeber said they would like operators to be able to do both work on a text and answer calls. Real time text would be similar to a TTY call where it locks an operator in. Ms. Graeber stated another question is does it require a text control center. Chair Potts' group and all the PSAPs need to dig in and understand it better so that they will be ready for it and the impact it would have on the PSAPs when that occurs.

Mr. Cutts stated he learned from work he did with an APCO Committee that Europe is using it in some areas and it is under their REACH112 program. Iceland is a single PSAP for the country and they did a telephonic interview with the PSAP Manager based on that and they had good information relating to it. The APCO Emerging Technology Committee may have some additional information regarding Real Time Text.

Chair Potts advised the second item they are researching is Geospatial Routing to see who is doing it, where they are at with it, and what are the lessons learned. Geospatial Routing provides for more accurate routing and reduces misroutes and the number of transfers. Chair Potts stated Yuma was doing some but added that she does not know of anybody in the country that is doing full Geospatial Routing. She said the state of Maine has been doing some things in that world too.

Ms. Graeber advised none of the carriers are sending on their leg of transmission of the caller anything that would be IP. She asked Mr. Benjamin for the term for sending IP.

Mr. Benjamin advised the term is PIDF-LO.

Ms. Graeber stated the new technology would require the region PSAPs to upgrade their systems. She said this would need to be done in phases. She said she is not aware of any being done unless they are doing beta testing with PSAPs.

Mr. Cutts asked Mr. Benjamin about the term he used.

Mr. Benjamin replied PIDF-LO technology is a concept that delivers the location of the caller at the same time the call is delivered versus how a 9-1-1 call is received. A 9-1-1 call is received, and then the PSAP gets the ANI and then they query for the location. Yuma is in production with geospatial routing, but they are only able to do that right now with wireline calls. It will be more interesting when carriers are able to provide the location information at the same time the call is being delivered. That way the Emergency Services Routing Proxy or IP Selective Routers would be able to look at the location and make a determination as to which PSAP to send it to. Today that is done in a coarser manner by looking at the cell site and sector and making a determination which PSAP should receive the call based on a number of factors, but the majority factor is which jurisdiction gets most of that cell sector. It is fine-tuned by PSAPs communicating with Mr. Eaton and is a much less precise method of routing the call. PIDF-LO is an acronym in the NG9-1-1 world about a format or protocol used to deliver location information with the call.

Mr. Cutts asked is that something that carriers currently installing 5G are adding as a part of that process. He said it is becoming more prevalent and any advertisement seen for cellular providers they are touting 5G functionality they have. Is it included as part of the process so that the antiquated tower technology is going away.

Mr. Benjamin said 5G is not standardized yet. What carriers are talking about now with 5G is preliminary and proprietary of the actual standard. A lot of that is marketing hype so that another group doesn't say they have 5G first. Some of the devices coming out that say they are 5G capable means they can be upgraded to 5G capabilities at a time when 5G standard is standardized. As the carriers roll out new technology they have to provide some interaction with Mr. Eaton to provide for this to do the old cell site sector routing. There has been over a year or two of a lot more cell sites and sectors being installed and new equipment that has to be accounted for during those installations. Mr. Benjamin stated right now wouldn't trust that 5G is going to make the kind of impact other than the marketing impact that is being seen.

Chair Potts asked if there were any questions. There were none.

8. Maricopa Region 9-1-1 Technical Update

Michael Benjamin, Maricopa Region 9-1-1 Technical Manager, provided the Technical Update. Mr. Benjamin stated they are down some positions right now and are in the hiring process after Mr. William Boyd's retirement. He said they hope to get all funded positions filled shortly. Mr. Benjamin advised that Mr. Nate Nguyen would have given the report on projects, but he is working on an active project at Chandler Police Department with vendor interactions going on today. Mr. Benjamin provided the report on projects. He advised they brought Buckeye Police Department in August and Apache Junction Police Department in September into the hosted Viper world. There are few loose ends and rough points they are still working out on that but for the most part has been a smooth transition. The tentative cut over date for Chandler Police Department is in December. Mr. Benjamin stated they are making an assessment now with Intrado, Chandler, and all the tech resources they can get their hands on to determine if they should be on Viper 7 or at the previous Viper version. He said Viper 7 has emerged and they don't want Chandler to be the last one on the older technology and don't want them to be too early in the newer technology. The purchasing for the next projects are in the coordination and purchasing process for Mesa Police, Mesa Fire, Paradise Valley Police, and Surprise Police. Mr. Benjamin stated as soon as they get Chandler Police done in December, they will move forward with other funded projects.

Mr. Benjamin advised with the 9-1-1 Data Network as reported last quarter they have funding for bringing FirstNet wireless LTE data as a source of bandwidth into the PSAPs. This is moving forward and should start seeing data as they roll out

putting the necessary hardware at PSAPs. That purchase is squared away in the system and they are seeing some results back from vendors. They expect to see some product shortly that they will be implementing.

Mr. Benjamin advised Viper System 1 for Mesa Fire, Tempe Police, Fort McDowell Police, Gilbert Police, ASU Police, Salt River Police was recently updated to the latest round of fixes provided by Intrado. He said it did not fix everything they expected it to fix but it does seem to be stable. They will be looking to get Phoenix Police on Viper System 3 and various PSAPs on Viper System 2 updated to the latest fixes provided by Intrado. That process will be coordinated because it involves a lot of time sensitive steps that have to be put in place to get all the PSAPs affected by the update. All equipment has to be touched and then they do an early morning update procedure to the backroom equipment. Mr. Benjamin advised that Mr. Kludt does a lot of the coordination now for the updates and PSAPs will be getting various emails about that coordination from him.

Ms. Christine Pantoja-Young asked for the date of the Viper System 1 update.

Mr. Benjamin replied he didn't know the exact date and Mr. Kludt would be able to get that information to her.

Ms. Karen Sutherland stated they are back to standalone phones in the centers which presents problems for some that considered that a potential bail out opportunity for co-op plans. She said they were at the APCO Conference and there are some phone companies that present their phones in a laptop format that can be used in a bail out. Is that something that could be considered as far as money goes or if departments decide to pay for it themselves to have regional equipment that could be used if someone needed to bail out for a long term.

Ms. Graeber answered that is something they can explore with their 9-1-1 vendors to see if that is a possibility. She said there is going to be a more graceful solution out there it is just not here yet. They can explore with the 9-1-1 vendors if it can be on a laptop. There will be things behind it that they would have to get. They would have to get the 9-1-1 Network onto where the laptop is. There are security concerns in a closed network and a lot of technical stuff.

Ms. Sutherland said they can use shared resources. They all can manage a short-term bail out. If any department ran into a situation where they were going to be more than a few hours, it would be nice to use equipment and travel wherever they need to go.

Mr. Benjamin stated from the technology perspective being able to move a PSAP from site A to site B is not necessarily the concern it is how often that is going to occur, and the investment involved maintaining the laptops and keeping them up to date. There would definitely need to be a commitment from the PSAP perspective to make sure that if PSAP had to bail out that they are going to know how to operate in the environment that is being presented to them. A laptop with a single screen is going to be a different experience than what they have going on now. And that is just to answer the telephone, there are other parts such as radio CAD and Logging Recorder. Mr. Benjamin said they are not concerned about supporting the technology, but they do know from the fiscal aspect and the time commitment from everybody involved not just the technical group to make it work. He has seen large PSAPs with back up centers that they hoped to be a place to bail out and there is a lot of excitement for it but then it is not being used and collects dust and technical people haven't been kept on task to make sure everything is working. It's not worth the investment because it ends up not being useful.

Ms. Sutherland stated she understood they have to stay trained and maintain the equipment.

Ms. Kim Weber stated at Gilbert Police Department they do a disaster recovery test every six months and they pull up their back up CAD and radio systems so if they have that they would be happy to test it every six months as part of their protocol.

Ms. Sutherland stated they test quarterly. She said a lot of them are recognizing the need to be ready if a disaster happened.

Mr. Cutts stated Intrado used to have a PSAP in a box with portable laptops and USB headsets. He's not sure if it was for greater disasters to replace Communication Centers that were out during hurricanes and if they still have it. They used it during Hurricane Katrina.

Mr. Benjamin advised each major vendor has a laptop option and they have various names for them.

Ms. Sutherland advised VESTA and Intrado both had it and showed it to them.

Dave Eaton, Maricopa Region 9-1-1 GIS Manager, provided a report on Medic Alert data. Mr. Eaton advised that Rapid SOS recently partnered with Medic Alert. Medic Alert does the Medic Alert bracelets that have various medical issues on them. He said they started pulling that data a month ago. Instead of just wireless devices

they are pulling that information for every phone number that comes through the system. Chandler Police, Mesa Fire, and Phoenix Fire are conducting a trial of the data. The data will only be presented to the call taker taking the data. The map presents a panel to the left side and that info can include the home phone, mobile, phone, and preferred phone. There are three potential phone numbers that can be included. It includes age, birthdate, gender, and a possibility of three lines of engraved data that can be on the bracelets. If there is any data on the bracelet it is included as well. Mr. Eaton said they have been beta testing it and rolled it out to the three PSAPs two weeks ago. He said it is primarily geared towards Fire Departments, however it is good situational data for any first responder to have in case of a situation with someone that is nonverbal. Mr. Eaton said they are pulling this information and to let him know if any PSAP is interested in receiving it.

Ms. Sutherland asked where is the information and how is it getting to them.

Mr. Eaton replied Rapid SOS partnered with the Medic Alert company, and the Medic Alert bracelets are tied to a particular phone number. He said they are pulling data from the Medic Alert database with every phone number that comes through. In the event that they get data back it is associated with a phone number and is not necessarily the person that is calling it could be someone in the family. If they hit the database and the phone number is associated with a bracelet then they present that data back to the call taker.

Ms. Sutherland asked how that is being presented and if the information is coming in through a website.

Mr. Eaton answered it is coming through the map. He said there will be a panel on the left side of the map that pops up that shows all the information. It will only pop up on the call takers position and it will stay there until they are done using that data. There is a tab that they can close when done with the data. In the rare event that same position takes another call the most recent data will be presented.

Ms. Sutherland asked if can pull data from Rapid SOS the potential is there to pull from other avenues.

Mr. Eaton answered yes.

Ms. Sutherland stated a lot of departments have a system where residents can tell them if there are problems in the house. They are not putting that info into Medic Alert and don't have the bracelet, but they have a child that is autistic or someone

that is nonverbal, or they fill out a form of information that shows how they can help when they get on scene. She said they mimicked Mesa and probably others are doing the same thing. Is there any way to do something with that information so as a region they can pull that and help citizens.

Ms. Graeber said technically yes but operationally do not know how they would do that because Medic Alert updates their database and they have nothing to do with it and they send it to Rapid SOS. It would be all on the PSAPs to develop something and update the information and something that big would compete with resources. That's why it's easier to do it with CAD System.

Mr. Sutherland said it is not easier with CAD System it only works if they are at the location that is put into CAD and 80 percent of their calls are cell calls. They need a solution that follows the cell call.

Mr. Cutts said that is what the Smart 9-1-1 product does.

Ms. Graeber said maybe this is something to give to the Technology Working Group.

Ms. Graeber advised that her and Mr. Eaton decided to try it with the fire departments. She said they would be happy to add it to AMR. The map will do a center of where the call is and this information shows up on the left panel in a 3x5 size. Ms. Graeber stated she though it would just be give information for fire departments, but Mr. Eaton gave an example of a 23-year-old autistic gentlemen that the phone had information on. Ms. Graeber advised the information doesn't go to all the maps it just goes to the one that is call taking. Ms. Graeber said they are working on Uber the same way. They have developed and are beta testing where the panel pops up to the operator that is answering and is much easier than the operator looking to see if it is flashing. Chandler Police has been beta testing both of those. She asked Chair Potts if she had any feedback.

Chair Potts said she didn't have any feedback.

Ms. Sutherland asked when can they start using it.

Ms. Graeber stated they need to update both network centers to the right type so they can load balance all of the PSAPs and then they hope to have it ready soon. She asked Mr. Eaton if the end of the year was too aggressive to have it ready.

Mr. Eaton stated they can have it rolling quickly. He said he has had the Uber data for six months now and they might get a few Uber data calls per week in their region. The Medic Alert data is coming in a lot more and they may get three or four Medic Alert calls per day.

9. ADOA Report 9-1-1 Update

Chair Potts advised there would be no report due to no representative from ADOA being present at the meeting.

10. Elected Official Outreach

Ms. Graeber advised she got feedback from several PSAPs that had an opportunity to conduct elected official outreach and wanted to give time to discuss how successful it was. She asked Ms. Weber to share her experience about the visit at Gilbert Police Department. Ms. Weber advised their visit went well with Representative Jennifer Pawlik and added the representative visited Salt River Police as well. Representative Pawlik was given a presentation on duties, responsibilities, staffing, and technology in the 9-1-1 center. She also got to sit down with one of the dispatchers for thirty minutes to listen to phone calls and radio. Ms. Weber stated that Representative Pawlik asked some good questions and was very responsive to why there is not more movement on the reclassification as it pertains to the House Bill and why dispatchers are not included in the mental health aspect of it. Representative Pawlik indicated she would follow up and come back with some suggestions regarding what needs to be done. Ms. Weber suggested to begin planning for these visits earlier in the future.

Ms. Graeber said in the spring they will be at the State Capitol. They have to get the State Capitol's approval to have a spot. The PSAPs can start coordinating every fall as soon as they want with the elected officials when it is a good time. Ms. Graeber asked Ms. Weber if she worked with her intergovernmental staff.

Ms. Weber answered yes, the intergovernmental staff are the ones that outreached for them.

Ms. Graeber said the intergovernmental staff will know when to start engaging them to get them on the schedule.

Ms. Graeber asked what other PSAPs had visits.

Ms. Loretta Hadlock at Glendale Police Department advised they had ten people respond. She said there were four from Representative Kirsten Cinema's office. Kevin Payne and Cesar Chavez from Arizona Legislature and Anthony Kern from House of Representatives. Anthony Kern was asking the same questions as to why there is a hold up. He wants to work with their area and start getting some things done. They focused on domestic violence and their pink patch project. They let them listen to some calls. Ms. Hadlock advised there was not enough time to get all of those people into the center. They listened to some calls and they did a presentation. Representative Kern wanted to know the status of the House Bill and why it is taking so long and why they do not consider PSAPs as first responders. There were a lot of questions.

Ms. Graeber stated it is beyond 9-1-1 funding. There are many other things that they can help to educate the elected officials on because the legislature has an impact on the PSAP.

Ms. Graeber asked Ms. Pantoja-Young if their planned tour was next month.

Ms. Pantoja-Young answered yes because they needed more time. They are going to have their visit with Representative Udall in December.

Ms. Graeber asked if there were any others. She said Salt River Police held a tour but noted the PSAP representative Ms. Kim Clark was not present to report on it. Ms. Graeber advised continuing to push to get additional tours done.

Ms. Weber asked if anyone reached out to their City Council to come for a visit.

Ms. Weber said she will have City Council come to their center for Telecommunicators Week.

Ms. Graeber stated that Phoenix also is arranging for City Council to come to their Telecommunicators Week as well.

Chair Potts said their outreach is still in the planning stages. Their intergovernmental staff advised also telling city council representatives when putting out the information to legislative officials because they may want the opportunity to interact with them.

Ms. Graeber congratulated Ms. Hadlock for getting Federal elected officials.

Ms. Sutherland asked if other agencies outside of Maricopa Region are involved as well.

Ms. Graeber answered they have been touting it to the state. She hasn't heard about any other PSAPs getting it done. Ms. Graeber commented she hopes this outreach happens each year moving forward.

11. Request for Future Agenda Items

Chair Potts asked if there were any requests for future agenda items.

There were no requests for future agenda items.

Chair Potts advised the next meeting would take place Thursday, February 6, 2020, at 10:00 am.

Ms. Sutherland stated she wants to talk about the map they have and some of the apps people are using that sends the location to the map and a way for them to get that information.

Ms. Graeber stated Mr. Benjamin has taken that on and is trying to open a safe portal for them to do that. She asked if anyone has a device that has that kind of information that they could do testing on. She said they will look into doing testing.

Mr. Benjamin stated Glympse is available now on the map platform. He said he hasn't gotten any feedback from the PSAP. The access to Glympse they provide a short number a six digit number [www.Glympse.com/](http://www.Glympse.com/) the six digit number that can be placed in a browser on the 9-1-1 PC that would bring up the Glympse website that would bring up that persons location.

Ms. Sutherland asked could they put on the agenda a demo or video how it works.

Ms. Graeber said they could do that.

Adjournment

Ms. Sutherland motioned to adjourn the meeting at 11:16 a.m. Ms. Hadlock seconded, and the motion passed unanimously.



January 29, 2020

## City of Phoenix

FIRE DEPARTMENT  
REGIONAL 911 SERVICES

PSAP Managers,

It's important to review the NENA standard on equipment room access and security policies. These suggested policies should be put in place to safeguard the 9-1-1 systems installed in your equipment room. The following standard is from the NENA Next Generation-SEC NENA 75-001, Version 1:

### **8.6.1 Physical Security**

***Entry to the Server Room (equipment room) and the following listed Server Room support facilities shall be restricted to personnel having a true business need for physical access.***

- 1. Commercial power rooms***
- 2. Emergency power rooms***
- 3. Communications rooms***
- 4. Cable vaults***
- 5. Switch rooms***
- 6. HVAC equipment rooms***
- 7. Operations control rooms***

***NOTE: This paragraph applies to the Server Room, not necessarily the entire building which houses the Server Room.***

***All entrances and exits to the Server Room shall be controlled by a security system. Acceptable methods for controlling entry include guarded entrances, keyed physical access cards or keyed locks. The physical access controls shall be effective 24 hours a day, seven days a week. Raised floors and suspended ceilings shall not allow physical access from outside the Server Room. Card readers and/or biometric devices should be used whenever possible to control access and record exit through all doors to the center.***

To help the PSAPs in the Maricopa Region assess their centers, we have attached a suggested checklist from NENA to be performed annually to help evaluation your PSAPs level of security and building access. Please review with your agencies and your facility management team to ensure these safeguards are in place.

Liz Graeber

A handwritten signature in blue ink that reads "Mary Elizabeth Graeber".

9-1-1 Administrator for the Maricopa Region

## NENA 75-502 NG-SEC Audit Checklist - Physical Security

- 1 Doors with security mechanisms shall not be propped open.
- 2 Employees, suppliers, contractors and agents authorized to enter a controlled physical access area shall not allow unidentified, unauthorized or unknown persons to follow them through a controlled access area entrance.
- 3 Each person entering a controlled access facility shall follow the physical access control procedures in place for that facility
- 4 Personnel shall be vigilant while inside the building and challenge and/or report unidentified persons including persons not displaying identification badges who have gained access.
- 5 When automated access control and logging devices are installed, personnel shall use them to record their entry and exit.
- 6 Personnel authorized with reoccurring unescorted access do not loan or share physical access devices or codes with another person.
- 7 Non-employees granted reoccurring access are sponsored by NG9-1-1 management personnel?
- 8 Identification badges containing a picture of the holder shall be issued to all residents of buildings containing information resources.
- 9 Are ID Badges with picture issued to all residents of buildings containing information resources?
- 10 Are temporary identification badge issued to all persons who do not have a permanent identification badge when entering the facility?
- 11 Are persons who do not have a permanent identification badge escorted while in the facility?