

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

July 18, 2002
Glendale Police Dept
Glendale, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Ramsey Beckstead, Scottsdale
*Dan Scott, Apache Junction	Ken Blume, Surprise
Mike Hudson, Avondale	Arleen Caruth for Karen Allen, Tempe
*Velma Washington, Buckeye	Naoma Sloan, Tolleson
Patty Gambie for Richard Speer, Chandler	*Ronnie Miller, Wickenburg
Michelle Busch, El Mirage	*+Carol McLeod, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sheila Pattee, Glendale	+Gina Weiers for Charlie Miller, Capitol Police
*Chris Nadeau, Goodyear	+Debbie Henry, DPS
Joe Noce, Mesa	*+Mark Bach, Ft. McDowell Yavapai Nation
Tom Melton, Maricopa County	*+Tracy Smith, Luke AFB
*Bruce Barrows, Paradise Valley	*+Louise Smith, Phoenix
Viola Bent, Peoria	+Tami deRuiter, Phoenix
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	*+Joe Gibson, Rural Metro/Southwest Ambulance

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

OTHERS PRESENT

Danielle Mills, Cox Communications	Denise Escobar, El Mirage
Mary Dysinger-Franklin, Phoenix	Erika Wilson, Mesa
Bob Bobbett, Qwest	Rick Auch, Peoria
Jim Martin, Pinal County	Sherrie Bakker, Qwest
Mary Leonard, Phoenix	Lisa Sheridan, Qwest
Jim Call, Qwest	Sherrie Clark, Glendale
Michael Paz, Motorola	Jean Maiocco, Phoenix
Sandra Wagner, Motorola	Fred Miller, Plant Equipment
Mark Mahoney, Phoenix	Andy Lacy, Motorola
Ed Brown, Phoenix	

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:07 a.m. Self-introductions were made.

2. Approval of the April 18, 2002 PSAP Managers Meeting Minutes

Tom Melton moved, Naoma Sloan seconded, and it was unanimously carried to approve the April 18, 2002 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco, MSAG Coordinator, reported that Intrado is committed to having half of Mesa's streets updated to postal standards by October. She also mentioned that they are working on the Beardsley CO – most of the name streets are completed and they are working on the numbered ones. This affects MCSO and Surprise. Jean reminded everyone that these address changes will affect how it is imported into CAD; therefore, most CADs need to be reprogrammed.

Jean mentioned that those agencies just getting 911 Net can give her a call and she can help get you started. She also reminded those with 911 Net that they should not be faxing their ALI corrections now. Make sure they are entered into the Net.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reviewed the projects going on in our system. DPS cut on June 28, Luke AFB will cut on July 30, both with Plant Vesta equipment. Scottsdale will cut over on Aug 1 and Goodyear is planned for Aug 20, both with Positron Power 911 equipment. Phoenix Fire has received their Magic MIS.

Bob introduced Sherrie Bakker. She has replaced Lisa Sheridan who took the position as database coordinator vacated by Penelope Meyers.

5. Qwest Maintenance Report

Jim Call, Qwest, reported that the cabling has been completed at Scottsdale and Luke and that all the projects are on schedule for their cuts. He mentioned that they have captured MCSO's programming on disk. They recently lost their programming during an upgrade and it took 8.5 hours to restore. Having the disk will make it quicker if it happens again. Susan stated that all sites need to have a disk made for the reasons stated.

6. Cox Communications Report

Danielle Mills, Cox Communications, provided everyone a copy of their Network Operations Number (NOC) phone number for trap and traces. She also gave them her number in case they have any questions or concerns. Danielle advised she would get us a list of their prefixes. She mentioned though that they get approximately 30-40 percent ported in.

This means that they could have Cox service but have a Qwest number. She asked that if you see any problems give her a call at the number she provided.

7. ADOA Report

Barbara Jaeger, ADOA, mentioned that her office has moved to a new building. The new address is 100 N 15th Ave, Suite 400, Phoenix, AZ 85007. Her phone number is the same at 602-542-0911 and the toll free number is 866-456-3911.

Barbara advised that all carriers in Tucson have implemented Phase I although not all are billing yet.

Barbara also mentioned that by July 27 she will be hiring a program manager to work on implementing Phase I statewide.

Barbara also discussed projects around the state. The Coconino County GIS Department is committed to having addressing in the Williams area completed in six months and then they should have enhanced 911 within the year. She has approved funding for the completion of addressing in Gila County starting with the rural area outside of Payson.

The state contract for CPE has been extended. Barbara will be working on an RFP and hopes to have it awarded by January 1. There will be discussions on having similar pricing for the same equipment.

8. 911 System Consultant Study

At the last meeting the group approved to move the consultant study forward through the MAG committee process and that further discussion on prioritizing would take place at this meeting. Susan said that we would take our recommendation to the Oversight Team who will be meeting next week and then follow through to the other committees. Susan asked for comments. Joe Noce felt that wireless was the number one priority and getting a backup system in place along with review of our Condition 4 was second. Susan mentioned that her office was working on the mapping component of wireless that included universal deployment of GIS. The group discussed these two priorities and unanimously agreed they should be the priorities. Joe Noce motioned to accept wireless/GIS as the first priority with developing a regional backup plan as the second priority. Mike Hudson, seconded and the motion was carried.

9. Update on Established Working Groups

Tom Melton, MCSO, reported that a survey was sent out to all the PSAPs with about half responding. This survey was to help make plans for the smaller agencies in case they were down or had to leave their center. The group hopes to have plan suggestions, each agency's decision on what they want to do, and any IGAs or MAG agreements in place by the first part of next year. Tom recommended everyone start looking at where they think would be best for them and start talking with that agency. Tom stated he would talk with anyone that

might want to come to his agency. Tom said that both Mesa and Phoenix would be open to talking. The next big issue is where could the larger agency go if they needed to evacuate?

Tom also mentioned that for the long term the group was looking at ways to have a regional back up site. Several suggestions were made, but they all had downfalls, such as maintenance of the site and will everything be working when it's needed. The group looked at a company called Sungard that has back up equipment at sites throughout the US, mainly for corporations like financial institutions that have to have that kind of disaster recovery. There would be a high cost for any of these choices so the group is still trying to find a less costly approach.

Another idea that was discussed was the need for a generic evacuation plan. Every PSAP would have the plan so that when an agency called to say they were leaving there would be someone to make the necessary calls such as forwarding the calls for the agency that is evacuating.

Next step after the initial setup of MAG agreements is to take a hard look at the best place for a regional site. Tom asked for everyone's ideas in this process.

The group discussed possibly having another working group look at our 911 network rollovers. What are the technical limitations and are there any legal ramifications? We would need to look at what other systems around the country are doing about their overflow. Barbara Jaeger mentioned that when we implement Phase I we might want to split the trunks. One set for wireline and one set for wireless. Susan talked about the network we will be putting in place to push the GIS to each of the PSAPs. This may be the link for us to communicate with everyone for Condition 4. Another idea discussed was to possibly bring calls back to the agency with a microwave link. Tom advised he would take this on in the regional back up group. He also advised all were welcome and encouraged to attend.

10. 911 Customer Premise Equipment Maintenance RFP

Susan mentioned that at the last meeting she had reported that the committee had recommended to award the maintenance contract to Verizon but after many meetings and discussions with the state office we approached Barbara with an alternative plan and she accepted. The RFP committee made the recommendation to award Qwest a 2-year contract with an option of a 3rd year with the goal of implementing our own maintenance. We would also perform our own remote monitoring. The idea is to immediately hire a technical manager and technician. Over the next few years we would continue to hire technicians so that they would be ready to take over the maintenance of the system's equipment.

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

Mary Dysinger-Franklin said that Rural Metro Fire Department was requesting a budget amendment to include a partial reimbursement to them for the purchase of a logging recorder. The estimated cost is \$8,900. Joe Noce asked if they met the state's criteria. Mary responded that they did meet the state's criteria. Joe Noce motioned to amend the budget for the estimated amount of \$8,900 to reimburse Rural Metro for a logging recorder. Tom

Melton seconded and the motion carried.

12. MAG FY 2003 PSAP Annual Element/Funding Request Amendment

Mary Dysinger-Franklin reported that Goodyear Police has requested a budget amendment for FY 2003 to include a partial reimbursement for the purchase of their logging recorder. The estimated amount is \$5,500. Mike Hudson motioned to amend the budget for the estimated amount of \$5,500 to reimburse Goodyear Police. Naoma Sloan seconded and the motion carried.

13. ALI Formats

Lisa Sheridan, Qwest, explained the materials pertaining to the ALI format that were enclosed with the agenda. She stated that half of the agencies are still at 30A and the other half is at 30B. In mid August Qwest expects to have 30W available. This format includes the XY coordinates needed for Phase II. She recommended that those intending to update should go to the 30W. She also advised that there were costs associated with the upgrade, as it would take a Qwest technician a half hour to make the change. She also mentioned that your CAD vendor would have to be on site. Susan advised that most CAD vendors could do their part remotely but that there would probably still be a cost associated with the upgrade. Lisa advised that the other service providers would have to contact Intrado if they had to send their updates in a different format. Susan said we need to put this on hold and she would have the 911 office and Lisa meet in the next few weeks to work out the issues.

14. 911 Calls from a Fax Machine

Ramsey Beckstead, Scottsdale, asked what others were doing if they got a 911 call from a fax machine. The group decided that the standard operating procedure would be to 1) Call the company to see if there is an emergency, 2) Try transferring the call to fax machine, 3) Dispatch to location.

Susan thanked Sheila for hosting the meeting.

Next meeting is scheduled for Thursday, October 17, 2002 at 9:00 a.m. The meeting will be held at:

**Mesa Central Police Substation
120 N Robson
Mesa, AZ**

The meeting was adjourned at 11:10 a.m.