

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

October 19, 2006
Mesa Police Sub Station
Mesa, AZ

MEMBERS ATTENDING

- | | |
|---|--|
| * Chris Nadeau, Goodyear, Chairperson | Darren Shortey for Curtis Thomas, Salt River |
| Lisa Eminhizer for Kathy Jeter, Apache Junction | Pima-Maricopa Indian Community |
| * Carrie Lombana, Avondale | Tom Melton, Scottsdale |
| Velma Washington, Buckeye | Donula McHenry for Carol Campbell, Surprise |
| Vicki Szczepkowski, Chandler | Karen Allen, Tempe |
| Michelle Busch, El Mirage | * Toni Rogers, Tolleson |
| * Mary Schlosser, Ft. McDowell Yavapai Nation | Ed Syzponik, Wickenburg |
| * Janet Laird, Gilbert | *+Brian Tobin, ASU |
| Loretta Hadlock for Denny Bennett, Glendale | + Maria Hall for Barbara Jaeger, ADOA |
| Erika Wilson, Mesa | *+Nicole Ankenman, Capitol Police |
| Mary Millard, Maricopa County | + Debbie Henry, DPS |
| Larry Scott, Paradise Valley | *+David Demers Luke AFB |
| Vicky Scott, Peoria | + Felicia Austin for Doug Mummert, Phoenix |
| Michelle Kessler for Tami deRuiter, Phoenix | + Ellen Anderson, Rural Metro/Southwest
Ambulance |

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

OTHERS PRESENT

- | | |
|-----------------------------------|---|
| Adam Iten, ADOA | Jim Tortora, Paradise Valley |
| Andrea Olson, Cox Communications | Rachel Harris, Salt River Pima-Maricopa |
| Karen Albrant, Cox Communications | Liz Graeber, MR911 |
| Sherrie Clark, Glendale | Jean Killingsworth, Qwest |
| Bob Bobbett, Qwest | Dave Eaton, MR911 |
| Charles McPeeters, Wickenburg | Lisa Sheridan, Qwest |
| | Margie Castelamare, Buckeye |

1. Call to Order and Introductions

Erika Wilson, co-chairperson, called the meeting to order at 9:02 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the July 20, 2006 PSAP Managers Meeting Minutes

Velma Washington moved, Karen Allen seconded, and it was unanimously carried to approve the July 20, 2006 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- PowerMap 3.2 upgrade
 - Complete
 - Glendale is using the annotation and likes them
- If you would like your police beats added to your maps let him know
- Updated aerial photos
 - Should have by November
 - They are in a more manageable size so will regionalize them so that each agency has a larger buffer zone
- Will be attending the Positron Users Group next week

5. 911 Regional Tech Team

Liz Graeber reported for Mike Benjamin:

- 419 trouble tickets this quarter
 - Provided chart of calls by agency
 - An 8% increase over last quarter
 - An 18% increase over 1st quarter of 2006
 - Over 40% were called in after hours
 - Please watch what is being called in – Some are really CAD or radio issues
- Gearing up for Power911 upgrade and dual site for Phoenix PD
- Will be updating and or moving Mesa, Scottsdale and Glendale in the next 5-7 months

6. Maricopa Region Wireless 911 Project

Liz Graeber reported:

- Wireless carriers have added new sites
 - We have expanded out Selective Routers to accommodate
- Continue to report anomalies
 - Tempe advised they were getting overflow from Glendale calls during games
 - Advised we will research

7. Community Emergency Notification System

Mary Dysinger-Franklin advised:

- Attended Users Group and saw that the other users are concerned with the same issues we are and would like added functionality
 - Java script corrected
 - Ability to use our own GIS
 - Interactive response
 - Address list of those not notified
 - Multiple device calling
 - Differentiate between published and unpublished
- 22 launched since January
- Average launch size is about 2000
- Still have 26,325 missing children calls available for the year
- Deleted most of the recordings – thanks for your assistance
- Estimate we can keep the program going until early 2008
 - Looking for additional funding
 - Applying for the Gila River State Revenue Sharing Grant with the City of Phoenix as our sponsor
 - Will ask for State funding if we can get the tax back to the thirty-eight cents

8. Arizona Department of Administration Report and State Wireless Update

Maria Hall provided the following information:

- Cochise County completed final simulation
 - Will be fully enhanced
 - Will upgrade equipment in early 2007
- Northern Gila County
 - Second simulation
- Gila River
 - Is now Enhanced 911
 - New star codes for transferring calls instead of 10 digit admin line
 - Mary Franklin will look at removing trunks in place with them now for the 911 calls in the Maricopa County area of their reservation
- Penelope Meyers and herself have revised the budget process
 - Electronic only starting with the FY2008 budget in process now
- JLBC will be looking at the wireless section of the FY2007 Budget on October 24th
 - Moving forward with wireline
- Telephone Service Priority (TSP)
 - Federal program – only kicks in if Feds declare disaster and take over
 - State will be funding and will begin the process with Maricopa Region
 - Working with Qwest to finalize
 - Maria to provide website for TSP by email

Adam Iten provided the following information:

- Working closely with Penelope with implementation of Wireless Phase II for the out state map data
- Used part of the 1 million dollar grant to assist Pinal, Graham and Santa Cruz counties
- With the remaining money will help communities organize to keep their data current

9. Qwest 9-1-1 Account Team Report

Bob Bobbett advised:

- Rocky Rockhold will be retiring and introduced his replacement Jean Killingsworth. They are hoping that she will have 6-7 months with Rocky before he leaves. The 911 Service Manager works with the technicians when they can't resolve issues at the local level.

10. Positron Users Group Meeting

Liz Graeber discussed:

- The Maricopa Region has a large voice with Positron
- She has a list of concerns that she will be taking such as – Queues for Meridian user, MIS issues and the BCM quarterly process to take it down
- If you won't be attending send her any other issues you want brought to their attention in this forum

11. Topic Suggestions

Erika Wilson asked the group for suggestions on future topics:

- There were no suggestions - Erika advised to send future suggestions to Chris Nadeau or Liz Graeber

12. MAG FY 2007 PSAP Annual Element/Funding Request Amendment

Erika Wilson presented the proposed amendment. Mary Dysinger-Franklin advised that the correct cost for Scottsdale would be \$500,000. Karen Allen moved to recommend approval of the amendment to the FY2007 PSAP Annual Element/Funding Request with the correct amount for Scottsdale, Vicky Scott seconded and it was unanimously carried.

Next meeting is scheduled for January 11, 2007 at 9:00 a.m. The meeting will be held at:

Phoenix Fire Department
150 S 12th St
Phoenix, AZ

The meeting was adjourned at 10:15 a.m.