

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TECHNOLOGY ADVISORY GROUP

May 16, 2013
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Pat Timlin, El Mirage, Chair	*David Atchison, Glendale
Kevin Westover for David Stevens, Maricopa County, Vice Chair	*Evan Allred, Mesa
Rob Lloyd, Avondale	*Duncan Miller, Paradise Valley
**Dee Hathaway, Buckeye	**John Imig, Peoria
**Jim Keen, Carefree	**Greg Binder, Phoenix
**Patrick Hait, Chandler	** Kevin Sonoda for Brad Hartig, Scottsdale
**Mike Ciccarone, Fountain Hills	*Tracy Mills, Surprise
*Mark Kramer, Gilbert	*Dave Heck, Tempe
	Daryl Blasing for David Borquez, Valley Metro Light Rail

*Members neither present nor represented by proxy.

OTHERS PRESENT

Dan Cotterman, Goodyear	Ryan Gish, MAG
Brenda Beall, Integra	Audrey Skidmore, MAG
Joe Waldry, Nexus	David Worley, MAG
Craig Chenery, MAG	

**Participated via telephone conference call.

+Participated via video conference call.

TECHNOLOGY ADVISORY GROUP AGENDA

I. Call to Order

The meeting was called to order at 10:00 a.m. by Chairman Pat Timlin of El Mirage. All members introduced themselves.

2. Call to the Audience

No comments were made by the audience.

3. Approval of the March 21, 2013 Meeting Minutes

A motion to approve the March 21, 2012 meeting minutes was moved by John Imig of Peoria, seconded by Rob Lloyd of Avondale and unanimously approved by the committee.

4. Legislative Update

Mr. Timlin moved item five forward to accommodate scheduling. Nathan Pryor, Government Relations Manager at MAG updated the committee on three bills of interest. SB1411, HB2469 and HB 2241. Mr. Pryor stated that SB1411, social media passwords; prohibition, stalled early on in the committee process and did not make it out of the senate. He said that HB2469, personal information; encrypted data, has had some movement and has moved out of the house. It did receive an appropriation hearing; however the bill stalled in late March and has not moved since then. Mr. Pryor stated that HB2241, telecommunications services; public records; exemption, was signed into law by Governor Brewer on April 11th. It was renamed to HB2241, telecommunications infrastructure; records; nondisclosure and contained numerous amendments that addressed the concerns of the committee with regards to disclosure of records relating to construction of wireline telecommunications infrastructure by cities, towns and counties. Mr. Lloyd asked about extending the bill about financial reporting that currently has the exception that agencies can post certified Comprehensive Annual Financial Report (CAFR) details online if you have GFOA certification and if it will return to line level detail. Mr. Pryor said that he would look into the bill and return details to the committee at a later date.

5. Avondale Interactive Voice Response Integration

Mr. Timlin opened the floor to Mr. Lloyd. Mr. Lloyd introduced Denny Metzger from Angel. Mr. Lloyd stated that an IVR service was important for the City of Avondale to provide improved support for citizens. He said that the city was facing two significant issues it needed to address. He stated that Avondale is a clearing house for aid for families in the west valley. The city has money for food and utilities that the city hands out to families in need. He said that previous systems including physical lines and a lottery system proved unsuccessful due to various reasons and received multiple complaints about unfairness. Mr. Lloyd stated that the second process that needed improvement was for utilities disconnection. A system was needed to notify users that their utilities were due to be disconnected. Mr. Lloyd stated that Avondale issued a request for quote that other agencies are able to use if allowed by their policies. He provided an overview of the cities requirements for an IVR system and the results that numerous vendors provided. Mr. Lloyd stated that the new system saves staff about 900 hundred hours that can be diverted to other tasks. He added that the complaints about unfairness stopped completely. Mr. Lloyd said the biggest success was with utility

disconnections. Mr. Metzger provided an overview of the services that Angel provides including inbound voice and outbound notification and their mobile application for 3-1-1.

6. Regional Community Network Update

Ryan Gish of MAG gave an update on the RCN. He stated that Tempe has been added to the RCN. Mr. Gish stated that three new 9-1-1 dispatch locations have been added to the RCN. He said he has received the more recent version of Camera Cameleon and has been testing with MAG and ADOT.

7. Regional Fiber Inventory

Ms. Skidmore said that MAG presented to the Intelligent Transportation Systems Committee to get their feedback on a regional fiber inventory. She stated that the ITS Committee supports the project and the next steps are to create an informal group to determine the details including the type of information gathered and the needed agreements. Ms. Skidmore asked for volunteers from the committee and stated she would approach the ITS Committee for the same.

8. Agency Project Update

Ms. Skidmore stated that MAG may have a Records Manager position in next year's budget and asked if any agencies employee a similar position and have a job description they would be able to share.

Kevin Westover stated that Maricopa County has refreshed their wireless radio services infrastructure. Mr. Lloyd asked if it was a three year project. Mr. Westover said that is a longer project as real estate needs to be acquired.

9. Request for Future Agenda Items

Mr. Westover asked if anyone in the committee is working with GIS, in particularly laying out network topologies and connectivity between buildings. He expressed interest in a future agenda item on the topic. Ms. Skidmore stated that she would check with MAG's GIS group to see if they were aware of anything similar.

Mr. Timlin stated that El Mirage could present on their hosted GIS solution at a future meeting.

10. Committee Action Summary

Craig Chenery stated that MAG staff would follow up on Mr. Lloyd's question regarding GFOA certification and follow up with the committee on additional members for the informal fiber mapping group.

11. Date of Future Meetings

In November, 2012, the committee approved moving to a monthly meeting schedule for 2013. The next meeting of the MAGTAG is scheduled for 10:00 a.m. on June 20th, 2013 in the MAG Chaparral Room.

12. Adjournment

The meeting was adjourned at 10:55 a.m.