

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TECHNOLOGY ADVISORY GROUP

November 21, 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	**Dan Cotterman, Goodyear
**Rob Lloyd, Avondale	*Evan Allred, Mesa
*Dee Hathaway, Buckeye	**Joseph Curtis Paradise Valley John Imig, Peoria
**Jim Keen, Carefree	**Greg Binder, Phoenix
*Mike Rigney, Cave Creek	Brad Hartig, Scottsdale
**Patrick Hait, Chandler	**Tracy Mills, Surprise
**Mike Ciccarone, Fountain Hills	Dave Heck, Tempe
*Mark Kramer, Gilbert	

*Members neither present nor represented by proxy.

OTHERS PRESENT

Roy Hughes, Phoenix	Ryan Gish, MAG
Craig Chenery, MAG	Audrey Skidmore, MAG

**Participated via telephone conference call.

+Participated via video conference call.

TECHNOLOGY ADVISORY GROUP AGENDA

1. Call to Order

The meeting was called to order at 10:05 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 October 17, 2013 Meeting Minutes

A motion to approve the October 17, 2013 meeting minutes was moved by John Imig of Peoria, seconded by Tracy Mills of Surprise and unanimously approved by the committee.

4. City of Phoenix Switchboard Decommission

Roy Hughes, Enterprise Technology Manager for Phoenix provided an overview of the City of Phoenix's switchboard decommission and implementation of an Interactive Voice Recognition (IVR) system. Mr. Hughes stated that the city gathered data on call content. He added that the top ten issues covered eighty percent of the call volume. Mr. Hughes stated that the IVR went live on September 9th, 2013 and the transition was completed on September 30th. He provided results and data on call volume and content and highlighted the successes the system has experienced. Mr. Hughes stated that the call volume has exceeded initial projections.

Dave Heck of Tempe asked if the IVR system just handles the routing of calls to departments or if it also connects to a voice playback system. Mr. Hughes stated that the system only handles call routing.

Ms. Mills asked which system Phoenix is currently using. Mr. Hughes said that the city is using the AVST system and it is centrally managed.

5. El Mirage Water Meter Replacement Program

This item was not heard.

6. Regional Community Network Update

Ryan Gish of MAG stated that there will be upgrades completed at the City of Mesa's main data center to enable extensions to the airport and traffic management center. Mr. Gish stated that a link to the Sheriff's Office has been completed. Mr. Gish said that he will be moving forward with a pilot project to test a new video management system.

7. Agency Project Update

Mr. Heck stated that the City of Tempe is implementing a new land management system.

Greg Binder stated that Phoenix has implemented an electronic plan review process.

Mr. Timlin stated that a new state of the art police station will be opening in El Mirage in two weeks.

Joseph Curtis stated that Paradise Valley will be opening a new court house in December.

8. Request for Future Agenda Items

Dan Cotterman of Goodyear asked if any members of the group are working with mobile apps. Mr. Binder stated that the City of Phoenix is. Brad Hartig of Scottsdale suggested adding mobile apps as a future agenda item. Mr. Imig suggested polling the group before scheduling a discussion.

Mr. Hartig asked for a future item to discuss the state tax portal.

9. Committee Action Summary

Craig Chenery of MAG stated that would acquire a speaker to discuss the state tax portal for a future meeting.

10. Date of Future Meetings

In November, 2012, the committee approved moving to a monthly meeting schedule for 2013. The committee canceled the December meeting. The next meeting of the MAGTAG is scheduled for 10:00 a.m. on January 16th, 2014 in the MAG Chaparral Room.

11. Adjournment

The meeting was adjourned at 10:43 a.m.