

## New MAG Primary Site Coordinator

Effective July 1, 2004 Heidi Pahl has been appointed the 2005 Census Survey Coordinator for MAG. These new responsibilities require that the Regional Videoconferencing System (RVS) tasks normally handled by Heidi be transitioned to Craig Chenery. Craig has been MAG's backup site coordinator for the RVS for three years and many of you have already worked with him. Heidi will continue to staff the MAG Technical Advisory Group (MAGTAG) and the Information Sharing Working Group. For any questions or concerns about the RVS, please contact the MAG RVS Help Desk at [rvshelp@mag.maricopa.gov](mailto:rvshelp@mag.maricopa.gov) or 602-452-5095. The RVS phone number will dial through multiple extensions until someone is available.



Additionally, you may contact our RVS service and support provider, Solutionz Inc. directly at 1-888-815-0322 and submit a trouble ticket. Solutionz Inc. is responsible for informing the MAG site coordinator of any open trouble tickets and their resolution. MAG's goal is to transition the RVS tasks as smoothly as possible, so feel free to contact us with any questions.

*Congratulations to both Heidi and Craig with their new responsibilities.*

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## Third Quarter FY 2004 RVS Usage Increases

Third quarter (January 1, 2004 to March 31, 2004) usage reports that there were 71 audio and videoconferences with a total of 1,089 participants. This is an increase of 15% in the total number of audio and videoconference calls and an increase of 10% in the number of participants since the second quarter FY 2004. There was an 8% increase in meetings that combined both audio and video conferencing, which proves the versatility of the RVS and the ability to bring meeting participants around the table, no matter how remote their present location may be. In total, 13,885 in-state miles and 728 hours of travel time were saved resulting in a cost savings of \$32,884.46. **Guadalupe** led the way in RVS usage with participation in 13 videoconferences, followed by **Wickenburg** with 8 calls and **Carefree** with seven. Congratulations to all member agencies for promoting the RVS within your agency.

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## Videoconferencing a Hit With DV Council and ADOT

In June, a videoconference demonstration and presentation was given to the Regional Domestic Violence Council. Since the presentation, the committee has expressed interest in utilizing the RVS and Chair, Phillip Westbrooks, vice mayor of **Chandler** is excited about using videoconferencing to help achieve a quorum.

In May, employees from ADOT's Prescott office videoconferenced into the MAG Palo Verde room to receive information on retirement planning from the Arizona State Retirement System (ASRS) staff. If you are interested in knowing more about using videoconferencing for an ASRS Overview meeting, please contact Julie Crerand at (602) 240-2143, or e-mail at [juliec@asrs.state.az.us](mailto:juliec@asrs.state.az.us).

In the coming months, videoconference demonstrations are planned for Mesa and Tempe.



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## Videoconferencing Used for Ozone Workshops

More than 150 people attended the March 23-24, 2004 Valley Metro Ozone Workshops via multipoint videoconference and audio conference. **Chandler, Goodyear, MAG, Peoria, Scottsdale** and MFS Investments provided a site coordinator and their videoconference rooms for workshop participants. PowerPoint presentations were shown via videoconference to all sites and the participants collaborated and shared ideas on implementing trip reduction measures in their workplaces.

Valley Metro sponsored the workshops to kick off the "Summer Ozone Campaign" and to introduce a new High Pollution Advisory (HPA) Program for 2004-05 that provides "Trip Reduction Program (TRP) credit" for signing up. As an added incentive for joining the HPA program, employers involved in TRP may be eligible to forego adding additional measures to their annual TRP plans.

Aside from the usual benefits of videoconferencing, conducting the workshops "virtually" allowed staff to present the information only twice instead of ten separate times. The evaluations of attendees indicated that they enjoyed the videoconferencing aspect of the workshop. Thanks to Valley Metro for using the MAG RVS!

Based on the success of 2003's Ozone Workshops, held via the MAG RVS, there was no doubt that the 2004 workshops would utilize the RVS system again. It was even simpler the second time around, since both workshop planners and participants were familiar with the process. "Organizing the technical aspect of the workshops was a breeze," said Betsy Turner, employer services & training coordinator for Valley Metro Rideshare and workshop facilitator. "I knew what the system could do and exactly what to expect and everything worked perfectly!"

