

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS  
TECHNOLOGY ADVISORY GROUP

December 8, 2011  
MAG Office  
302 North First Avenue  
Phoenix, Arizona

**MEMBERS ATTENDING**

Dale Shaw, Mesa, Chair  
Pat Timlin, El Mirage, Vice Chair  
\*Patrick Quain, ADOA  
\*Dee Hathaway, Buckeye  
\*\*Jim Keen, Carefree  
\*Patrick Hait, Chandler  
\*\*Mike Ciccarone, Fountain Hills  
\*Ajay Joshi, Gilbert  
David Atchison, Glendale  
\*Kathy Fernandez, Goodyear

David Stevens, Maricopa County  
\*\*Duncan Miller, Paradise Valley  
\*John Imig, Peoria  
\*\*Greg Binder, Phoenix  
\*\*Brad Hartig, Scottsdale  
\*\*Tracy Mills, Surprise  
\*Dave Heck, Tempe  
\*Harvey Estrada for Arkady Bernshteyn, Valley  
Metro Light Rail  
Patrick Cutts, Scottsdale Police Department

\*Members neither present nor represented by proxy.

**OTHERS PRESENT**

Elise Piatt, Triadvocates  
Craig Chenery, MAG

Audrey Skidmore, MAG  
David Worley, 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 10:04 a.m. by Chairman Dale Shaw of Mesa. All members introduced themselves.

2. Call to the Audience

No comments were made by the audience.

3. Approval of the October 15 Meeting Minutes

A motion to approve the October 27, 2011 meeting minutes was moved by David Stevens of Maricopa County, seconded by Pat Timlin of El Mirage and unanimously approved by the committee.

4. 3-1-1 Business Plan Committee Update

Mr. Shaw opened the floor to Audrey Skidmore of MAG. Ms. Skidmore provided an update on the 3-1-1 Business Plan Committee. Ms. Skidmore stated that committee is studying five models to determine the most practical model for a regional 3-1-1 system. Ms. Skidmore gave an overview of the five models under consideration. Option one presents call handling second level Interactive Voice Response (IVR). Option two discusses a Regional 3-1-1 call center. Three suggests a joint call center with current 2-1-1 services. Option four is to do nothing and option five offers jurisdictional control of 3-1-1 to agencies. Brad Hartig of Scottsdale asked how the system works for the 2-1-1 Human Services line in option three. Ms. Skidmore stated that 2-1-1 is operated by Community Information and Referral and is currently in place. She added that the 3-1-1 Business Plan Committee is asking the TAG committee to review the technical feasibility and relative costs of the models. Ms. Skidmore stated that the committee is not starting from scratch on item one because she has received some budgetary quotes on an IVR system. Mr. Timlin stated that a multijurisdictional 3-1-1 system of this size has not been implemented before. He added that most systems do not have as many agencies in close proximity as in Maricopa County. Greg Binder of Phoenix stated that option five has the most geographical issues in regards to mobile phone users. He asked which agency should get the call if a user is calling from a Mesa phone but is in Phoenix at the time. Ms. Skidmore stated that the 3-1-1 Business Plan Committee has discussed this option and the consensus is to route the call to the phone's physical location. Patrick Cutts of the Scottsdale Police Department stated that seventy percent of 9-1-1 calls are from mobile phones.

Mr. Binder suggested forming a task force to evaluate the five models to ensure the right staff is looking at the options. Mr. Binder suggested that approximately five agencies provide staff to attend up to four two hour meetings to evaluate the five options and approach the topic from a high level evaluation only. The committee agreed with Mr. Binder. Mr. Shaw opened the floor to volunteers to the task force. Mr. Hartig expressed his concerns with the amount of behind the scenes work that could be required to gather the information. Mr. Binder suggested the group remaining at a high level review would alleviate this concern. Mesa, Phoenix, Glendale, Scottsdale and Maricopa County volunteered staff for the task force. Mr. Shaw asked who would be willing to direct the group. Ms. Skidmore stated that MAG would help orchestrate the meetings and gather the required information. Mr. Stevens asked if the task force will be evaluating all five options. The committee agreed that all options should be evaluated.

5. Agency Project Update

Mr. Atchison stated that Glendale has recently migrated to Microsoft 365 hosted Exchange and SharePoint.

6. Passing of the Gavel

As the new chairman, Pat Timlin thanked Dale Shaw for his service as the chairman of the TAG. Mr. Shaw welcomed David Stevens as the new vice chairman.

| 7. Request for Future Agenda Items

Tracy Mills of Surprise asked if any members are up for renewals of franchise agreements such as Cox or Century Link. Mr. Shaw stated that Mesa is in negotiations with Century Link.

8. Committee Action Summary

Craig Chenery stated that MAG would move forward with organizing the 3-1-1 task force.

9. Date of Future Meetings

The next meeting of the MAGTAG is scheduled for 10:00 a.m. on January 19<sup>th</sup>, 2012 in the MAG Cottonwood Room.

10. Adjournment

The meeting was adjourned at 11:28 a.m