

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

November 20, 2003
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Greg Binder, Phoenix, Chair
*Kevin Hinderleider¹, Avondale
✓ Jim Keen¹ for Betsy Wise², Carefree
*Pat McDermott, Chandler
*Mike Ciccarone¹, Fountain Hills
*Shawn Woolley, Gilbert
Ajay Joshi, Glendale
*John Imig¹, Goodyear
*Cary Parker², Maricopa County

Shirl Butler, Mesa
**Duncan Miller¹, Paradise Valley
*Ralph Spencer, Peoria
**Lester Godsey¹, Queen Creek
**Kevin Sonoda, Scottsdale
**Randy Jackson, Surprise
**Dave Heck, Tempe
✓ Bruce Johnson¹, Tolleson
*Karen Strickland, ADOT
Randi Alcott¹, RPTA

*Members neither present nor represented by proxy.

OTHERS PRESENT

Lou Trammell, Arizona Department of Emergency
Management
Dee Hathaway, Buckeye
✓ Alicia Cantua, El Mirage
✓ Pat Timlin¹, El Mirage
**Galen Updike, GITA
**Mark Goldstein, IRC
Craig Chenery², MAG
Debbie Kohn, MAG Telecommunications Assoc.

Heidi Pahl¹, MAG
Warren Lee, Maricopa County
Al Macaluso, Qwest
Ron Drake, Qwest
Linda Santoro, Qwest
Kim Marona, Qwest
**Steve Brodsky, RW Beck
**Rosa Soto¹, Salt River Pima-Maricopa Indian
Community

**Participated via telephone conference call.

✓ Participated via video conference call.

¹ = RVS Site Coordinator

² = RVS Backup Site Coordinator

1. Call to Order

The meeting was called to order at 10:05 am by Chairman Greg Binder. Voting member Bruce Johnson and proxy Jim Keen attended via videoconference. Voting members Duncan Miller, Lester Godsey, Kevin Sonoda, Randy Jackson, and Dave Heck attended via telephone conference call. All members and guests introduced themselves.

2. Approval of October 23, 2003 Meeting Minutes

It was moved by Shirl Butler, seconded by Randi Alcott and unanimously recommended to approve the October 23, 2003 meeting minutes.

3. Homeland Security and Telecommunications

Greg Binder read a brief biography for Lou Trammell, Deputy Director of the Arizona Division of Emergency Management, and welcomed him to the meeting. Lou Trammell gave a PowerPoint presentation regarding Arizona's Homeland Security Initiatives and Arizona's Homeland Security Strategy. A copy of the presentation was provided as a handout at the meeting and was e-mailed to MAGTAG members prior to the meeting. The presentation covered: protection of critical Arizona infrastructures utilizing four operations centers; the Arizona homeland security strategy element to improve the ability to respond to emergencies; short-term and long term strategies to improve interoperability among public safety agencies in border counties, statewide mobile operations centers; various direction and control projects to provide landline and wireless telecommunications capability for operations centers throughout the state in the event of a disaster or emergency.

Randi Alcott asked if the federal government is involved in the cooperation and coordination of the emergency operations centers. Lou Trammell replied that the federal government is involved.

Debbie Kohn asked for an explanation of E-Team and its contacts at the local governments. Lou Trammell replied that the State Emergency Services Division uses the E-Team to log activities, develop action plans, prepare reports and coordinate actions via the Internet with local governments and that the State will purchase software licenses for all interested local governments to participate. Lou Trammell stated that the designated emergency manager at each local agency such as the police or fire chief would be the E-Team contact. Lou Trammell stated that if there is an incident, the system log records the incident by documenting all actions and providing real time information on what each jurisdiction is doing. He added that it also provides a means to activate and manage mutual aid resources. Lou Trammell stated that the federal government and various non-profit agencies are also a part of the E-Team.

Galen Updike asked if the communications surveys conducted in the four counties are radio or data surveys. Lou Trammell replied that several counties have been surveyed recently by Macro Corporation and that the surveys are about radio communications and interoperability.

Kevin Sonoda asked if Lou Trammell is aware of a Department of Public Safety (DPS) project with the Arizona Department of Transportation (ADOT) on interoperability of radio communications. Lou Trammell replied that he is not familiar with that project and asked Kevin Sonoda to e-mail the information to him. Kevin Sonoda replied that he would do that.

Greg Binder asked how Arizona stacks up against the efforts of other states regarding interoperability. Lou Trammell replied that three states are ahead of Arizona: Michigan, Colorado and Florida. Greg Binder asked how the Arizona Department of Homeland Security addresses the issue of telecommunications standards such as frequency choices. Lou Trammell replied that they have a standard protocol for communication but that they have a problem with equipment interfaces among agencies. Lou Trammell stated that DPS is developing a long term migration strategy and that Phoenix, Mesa, and Tucson are currently participating in the strategy. Greg Binder commented that telecommunications standards might be a possible future agenda item for MAGTAG.

Greg Binder thanked Lou Trammell for his presentation.

Greg Binder read a brief biography of Al Macaluso and welcomed him to the meeting. Al Macaluso gave a PowerPoint presentation on Qwest's disaster preparedness. A copy of the presentation was provided as a handout at the meeting and was e-mailed to MAGTAG members prior to the meeting. The presentation was also posted on the MAG website. The presentation covered: Qwest's corporate standards, recovery capabilities, network monitoring, emergency operations centers, disaster recovery resources, wireless communications on wheels, contingency radios on wheels, service restoration priorities and services, disaster recovery solutions, and 211 services. Al Macaluso urged local governments to subscribe to priority restoration services and to designate a sponsor to be a participant.

Greg Binder asked how small member agencies interact with Qwest to take advantage of Qwest services. Al Macaluso replied that it is the same procedure for both small and large cities and that if an agency can express its needs, then it is eligible for Qwest resources.

Debbie Kohn asked who the member agencies should contact if they are interested in any of the Qwest services. Al Macaluso replied that they should contact him at (602) 512-2510 or albert.macaluso@qwest.com or Lynda Santoro at (602) 512-2500 or lsantor@qwest.com.

Greg Binder asked if Qwest is active in State disaster planning. Al Macaluso replied that Qwest is an active player and works closely with state and local agencies.

Debbie Kohn asked if Al Macaluso could give a status report on wireless 911 and future plans for it. Al Macaluso replied that the Qwest 911 plan is headed by Robert Bobbett and that he will e-mail a response to MAG staff to forward to the TAG membership.

Greg Binder thanked Al Macaluso for his presentation.

4. MAGTAG Working Group Projects

Debbie Kohn reported that since the October MAGTAG meeting, the Digital Oasis Working Group has met three times to finalize the Scope of Work for the project. Debbie Kohn stated that, based on research of several proprietary databases by MAG staff, the working group has revised the Scope of Work to indicate that an initial database of commercial buildings and contact information will be provided by MAG to the consultant as a starting point for the project. Debbie Kohn stated that this means that the consultant will not need to create and populate a database from scratch but they will instead focus the data gathering portion of the project on evaluating and enhancing the data provided and possibly adding telecommunications-related information to the database. Debbie Kohn stated that the specific database source to be used has not yet been finalized. Debbie Kohn reported that MAG staff is making the final changes to the Scope of Work requested by the working group and will then forward the draft Request for Proposals (RFP) to the MAG attorney for final approval. Debbie Kohn reported that, upon approval, the RFP will be advertised for four weeks to allow vendors adequate time to prepare their proposals and that it is anticipated that the RFP will be issued in late December. Debbie Kohn stated that the working group will evaluate the proposals received, conduct proposer interviews of selected vendors and bring a vendor recommendation to MAGTAG. Debbie Kohn stated that the total estimated time for the project is anticipated to be approximately nine months or less from contract award and the cost of the project is not to exceed \$150,000.

Heidi Pahl reported that MAG sent a letter of authorization to each MAG member agency asking if they would like a new Polycom speakerphone. Ms. Pahl said that MAG has received 25 letters of authorization and they are waiting for three more letters. She mentioned that two agencies declined the phone. Heidi Pahl stated that when all the letters are received, the phones will be ordered. She said the phones would most likely be distributed through MAGTAG or other member agency representatives who come to MAG.

Heidi Pahl reported that an evaluation team has been formed to evaluate the vendor responses received for the web-based scheduling package and that the evaluation will be done in the next several weeks. Heidi Pahl reported that it may take three to six months to implement the package.

Greg Binder asked if MAG staff needs assistance with follow up on the letters of authorization regarding the purchase of the Polycom speakerphones. Heidi Pahl replied that she will follow up with the member agencies that have not responded.

Randy Jackson reported that the Information Sharing Working Group met this month to plan for MAGTAG presentations in November as well as for future meetings. Randy Jackson reported that the next MAGTAG information session will be on wireless technology and they are exploring a variety of possibilities for this topic such as Wi-Fi technology, Wi-Fi best practices in government and government policies for building and/or usage of Wi-Fi for public use. Randy Jackson reported that following the wireless technology topic, the group is planning a session on e-privacy related to government electronic records retention. Randy Jackson stated that the goal of the group is to present topics and share information and best practices that are of interest to MAGTAG members. Randy Jackson stated that if

anyone has ideas or potential contacts for these topics, please notify him or MAG staff. Shirl Butler mentioned that Mesa has contact information for a representative from Dell Computer regarding Wi-Fi technology and he can provide this information to Mr. Jackson.

Greg Binder commented that the working group will continue to solicit the input and interest of the members on topics to continue to create interesting information sharing sessions.

6. Announcements and Public Input

Mark Goldstein announced that the Arizona Telecommunications and Information Council (ATIC) will sponsor a cyber security event the morning of February 24, 2004 at ASU Downtown. Mr. Goldstein mentioned that the cyber security event will focus on small and medium sized businesses and educational opportunities.

7. Date of Future Meetings

Greg Binder stated that he would like some discussion by the group regarding moving the MAGTAG meetings from the fourth Thursday of the month to the third Thursday of the month. He said this move will allow him to attend the Transportation Review Committee meetings which are currently at the same time as the MAGTAG meetings. Greg Binder requested discussion and a motion regarding the new schedule and asked if there is any reason not to move the meeting date. There was no discussion on this item. It was moved by Shirl Butler, seconded by Dee Hathaway and unanimously recommended to approve the calendar year 2004 MAGTAG meeting schedule as listed in Attachment One.

Greg Binder thanked the attendees for attending and the presenters for their insights.

The meeting adjourned at 11:30 am.