

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS  
TELECOMMUNICATIONS ADVISORY GROUP

September 26, 2002  
MAG Office  
302 North First Avenue  
Phoenix, Arizona

MEMBERS ATTENDING

\*Jim Hull, Mesa, Chair  
\*\*Kevin Hinderleider, Avondale  
\*Betsy Wise<sup>1</sup>, Carefree  
Patrick McDermott, Chandler  
Peter Putterman<sup>1</sup>, Fountain Hills  
\*\*Shawn Woolley, Gilbert  
\*Jerry Wightman, Glendale  
John Imig<sup>1</sup>, Goodyear  
\*\*Cary Parker<sup>2</sup>, Maricopa County

\*Duncan Miller<sup>1</sup>, Paradise Valley  
\*Ralph Spencer, Peoria  
Greg Binder, Phoenix  
\*\*DeAnne Thomas for Kazi Haque, Queen Creek  
\*Kevin Sonoda, Scottsdale  
Randy Jackson, Surprise  
\*John Laue<sup>1</sup>, Tempe  
\*Ralph Velez, Tolleson  
\*\*Derek Rushing, ADOT  
Randi Alcott<sup>1</sup>, RPTA

\*Members neither present nor represented by proxy.

OTHERS PRESENT

Mark Goldstein, IRC  
Audrey Skidmore, MAG  
Heidi Pahl<sup>1</sup>, MAG

Rita Walton, MAG  
Debbie Kohn, MAG Telecommunications  
Associate  
\*\*Linda Bauerle, Norstan

\*\*Participated via telephone conference call.

1 Site Coordinator <sup>1</sup>  
2 Backup Site Coordinator <sup>2</sup>

1. Call to Order

The meeting was called to order at 10:14 a.m. by Acting Chair Greg Binder. Voting members Cary Parker, Kevin Hinderleider, Shawn Woolley and Kazi Haque's proxy, DeAnne Thomas, attended via telephone conference call.

2. Approval of August 22, 2002 Meeting Minutes

It was moved by Pat McDermott, seconded by Randy Jackson and unanimously recommended to approve the August 22, 2002 meeting minutes.

3. MAGTAG Projects Update

Debbie Kohn gave an update on the Regional Community Network (RCN) Study. Ms. Kohn said that the member agency needs assessment and review of local Wide Area Network (WAN) studies and plans are complete. She added that the community (business and education) survey is in progress. She said that the Chambers of Commerce are being contacted in order to obtain additional business community input. Ms. Kohn said that the telecommunication providers are reluctant to complete the survey stating that the information is proprietary and could assist their competitors. Ms. Kohn noted that Kimley-Horn is reviewing the State and Federal statutory framework and the Arizona Corporation Commission regulatory responsibilities. She added that Kimley-Horn has prepared the first draft of the legal review and currently the City of Phoenix Attorney is reviewing it. Ms. Kohn said that the National Installation Review will soon be underway and Kimley-Horn is identifying three WANs in similar size and scope to the proposed MAG network and will be presented to the RCN Working Group. Ms. Kohn noted that the Technology Literature Review and the Telecommunications Provider survey are in progress.

Greg Binder asked if there were any issues. Audrey Skidmore stated that there are no issues.

Heidi Pahl gave an update on the Regional Videoconferencing System (RVS). Ms. Pahl informed committee members of the month of August video and audio conference usage data. She noted that training has been given to 25 MAG staff ensuring that at least two people from each division are trained to use videoconferencing technology. Ms. Pahl noted that Youngtown, Buckeye and Gila River Indian Community staff were also trained. She said that there was tremendous staff turn out from these member agencies who wanted to learn about videoconference technology. Ms. Pahl noted that Litchfield Park has requested training in October. She announced that a site coordinator meeting will be held the third week in October. She reminded TAG members that the second edition of the Site Coordinators Newsletter would be created and distributed next month. Ms. Pahl explained that the results of the site coordinator survey are available in draft format for MAGTAG members to review. She added that the RVS Marketing Group will be meeting in October. She announced that Apache Junction is the latest videoconference site stating that network will be installed at that site the second week in October with videoconference equipment delivered and installed shortly after. She informed committee members that all preventive maintenance has been completed at the member agencies and each site has the latest videoconference software and an assessment of hardware. She noted that Norstan and MAG continue to address equipment problems.

Greg Binder asked what videoconference equipment problems exist. Heidi Pahl explained that if a member agency has a videoconference issue it has been identified and the site coordinators are aware of the issue(s).

4. Review of MAGTAG Working Group Sessions

Greg Binder asked for a report from each of the Chairs of the TAG Working Groups. Randy Jackson gave an update for the Information Sharing Working Group. Mr. Jackson stated that the goal of the Working Group is to develop a means of sharing information with other members of MAGTAG and to discuss current issues and best practices related to telecommunications. Mr. Jackson gave some ideas on how to share information and some examples of issues to share.

Pat McDermott gave an update for the Additional Sites and Outreach Working Group. Mr. McDermott noted that the Group is discussing the projects parameters and that he had an opportunity to meet with staff to discuss the projects. He announced that the next meeting is after the TAG meeting.

Debbie Kohn gave an update for the Regional Telecommunications Strategic Planning (RTSP) Working Group. She noted that the group has met twice and that Cary Parker has agreed to Chair the Group. Ms. Kohn informed that the Group discussed tasks, purpose and timeline. She noted that she gave an update on the Regional Community Network (RCN) Study to the group. She added that Brad Tritle from Government Information Technology Agency (GITA) gave an update on the State's activities including TOPAZ, Broadband Service, Grants from Department of Commerce, GIS mapping at the State, and Arizona Telecommunications and Information Council (ATIC) activities with the Telecommunications Strategic Planning subcommittee. She noted that the group is discussing telecommunications activities at member agencies. Ms. Kohn added that the Group is looking at what other projects are being done that are similar to the one they will complete. Their next meeting will be either October 8th or 9<sup>th</sup> depending on Group availability.

Greg Binder thanked Ms. Kohn for her extensive overview and stated that the RTSP is a confusing issue where it is difficult to define the boundaries. Mr. Binder encouraged members who are not participating in a working group to volunteer if interested.

5. Qwest 311 Service

Greg Binder stated that due to Jim Hull not being available to discuss the 311 Service agenda item that it be tabled to the next meeting. Randy Jackson asked if a short discussion could be held about the early implications of 311. Mr. Binder concurred.

Randy Jackson stated that the City of Surprise is looking into what it would need to do to prepare for Qwest 311 Service. He said the City is looking into how it handles customer calls. He added that he has looked into call centers and enhancing customer relations within the city. He mentioned that he is unaware of the mechanics of 311 but is certain that it has a lot of ramifications in terms of workflow in the City.

Greg Binder suggested the TAG may be interested in looking at best practices to see what others have done with 311 Service.

Peter Putterman said that he is interested in exploring the multi-jurisdictional characteristics of the 311 Service.

Pat McDermott asked if MAGTAG could get a presentation from someone who has implemented 311 Service. Heidi Pahl replied that Jim Hull was looking into getting a Qwest representative to give a presentation on 311 Service to MAGTAG. She added that it would be a good idea to videoconference someone into a future meeting who has first hand experience with implementing 311 Service at their agency. Randi Alcott agreed.

6. Announcements and Public Input

Mark Goldstein announced the Arizona Telecommunications and Information Council (ATIC) activities and encouraged MAGTAG members to visit the ATIC web site at: <http://www.researchedge.com/atic> for further information. He said that ATIC will hold a Gubernatorial Candidates Breakfast Forum on Thursday, October 17 from 7:30 - 9:30 AM in Mesa in cooperation with East Valley Partnership and Salt River Project's (SRP) Political Involvement Committee with multimedia access. He also announced that ATIC held an Arizona Corporation Commission (ACC) Candidates Forum September 19, 2002 at AVNET Corporate Broadcast Center in Phoenix. Mr. Goldstein explained the use of technology for the ACC Candidates Forum.

Peter Putterman asked if there was any discussion of public use of the video stream. Mark Goldstein stated no. Mr. Putterman asked if release forms were signed by the candidates. Mr. Goldstein said no release forms were signed, that their participation was their ascent. Greg Binder noted that this brought up an interesting point on how to achieve e-democracy.

Randi Alcott announced that Valley Metro hosted a Telework Clinic September 25, 2002 from 7:30 a.m. to noon at the Wells Fargo Conference Center. She added that Valley Metro is now accepting new solicitations for the Telework Program.

Greg Binder gave an update on the Central Arizona Electronic Village (CAEV) Project. Mr. Binder noted that Rita Walton is an active member of CAEV, which is a coalition of private and public members. He said that CAEV has signed a letter of agreement with a Scottsdale company to provide an intelligent google like search engine. He noted that CAEV is not for profit and that TSN has provided everything that CAEV would normally have to pay for. He informed TAG members of the URL, [www.caev.org](http://www.caev.org), which is hosted by TSN. He added that member agencies can use CAEV from their web sites and that any interested member agency staff who have the opportunity to contribute time and interest can join CAEV. Mr. Binder said that this is a two year endeavor with the first six months as a proof of concept pilot phase and last 18 months as the demonstration phase.

Rita Walton thanked the City of Phoenix for bringing this project to where it is today. She noted that Greg Binder will be asking member agencies to submit their web sites to CAEV.

Mark Goldstein announced that the deadline for the Community Telecommunications Assessments (CTA) is October 19, 2002. He added that member agencies can apply for funding through Greater Arizona Development Authority (GADA). DeAnne Thomas stated that Queen Creek is in the process of applying for funding for the CTA and she noted that any interested member agencies should contact Brad Tritle at GITA.

7. Date of Future Meetings

The next meeting is October 24, 2002 from 10 AM to noon.

The meeting adjourned at 11:04 A.M.