

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

August 22, 2002
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Jim Hull, Mesa, Chair

*Kevin Hinderleider, Avondale

Claudia Claunch for Betsy Wise¹, Carefree

Patrick McDermott, Chandler

*Peter Putterman¹, Fountain Hills

**Shawn Woolley, Gilbert

*Jerry Wightman, Glendale

*John Imig¹, Goodyear

**Cary Parker², Maricopa County

*Duncan Miller¹, Paradise Valley

Ralph Spencer, Peoria

Greg Binder, Phoenix

**Kazi Haque for Tracy Corman, Queen Creek

**Kevin Sonoda, Scottsdale

Randy Jackson, Surprise

*John Laue¹, Tempe

*Ralph Velez, Tolleson

*Derek Rushing, ADOT

Randi Alcott¹, RPTA

*Members neither present nor represented by proxy.

OTHERS PRESENT

Mark Johnson, Guadalupe

**Mark Goldstein, IRC

Heidi Pahl¹, MAG

Rita Walton, MAG

Debbie Kohn, MAG Telecommunications
Associate

**Linda Bauerle, Norstan

**Participated via telephone conference call.

1 Site Coordinator ¹

2 Backup Site Coordinator ²

1. Call to Order

The meeting was called to order at 10:14 a.m. by Chair Jim Hull. Voting members Cary Parker, Shawn Woolley and Tracy Corman's proxy, Kazi Haque attended via telephone conference call.

2. Approval of July 25, 2002 Meeting Minutes

It was moved by Randy Jackson, seconded by Randi Alcott and unanimously recommended to approve the July 25, 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) additional survey is in progress. Ms. Kohn noted that Kimley-Horn is reviewing the State statutory framework and the Arizona Corporation Commission regulatory responsibilities. She added that Kimley-Horn has prepared the first draft and will forward it to certain member agencies legal Counsel for input. Ms. Kohn said that the National Installation Review is underway and Kimley-Horn is identifying 3 WANs in similar size and scope to the proposed MAG network. Ms. Kohn noted that the Technology Literature Review and the Telecommunications Provider survey are in progress. She noted that the projected completion date for the project is November 2002.

Greg Binder asked for an example of a WAN from the list of 3 WANs that Kimley-Horn is reviewing: Debbie Kohn stated that the three most suited and similar to ours will be reviewed in detail.

Heidi Pahl gave an update on the Regional Videoconferencing System (RVS). Ms. Pahl informed committee members of the month of July video and audio conference usage data. She noted that a RVS demonstration was given to the Water Quality Advisory Committee on July 31st. She added that a site coordinator meeting was also held in July with six sites participating in a multipoint videoconference and four sites by audio conference. She reminded TAG members that the first edition of the Site Coordinators Newsletter was e-mailed to all site coordinators, TAG members and Intergovernmental Coordinators.

Heidi Pahl announced that MAG has officially launched videoconference training to MAG staff and member agencies. She reported that twenty MAG staff have been trained to use videoconferencing. She said that each end user that completes the training becomes familiar with the equipment, learns how to set up the equipment in preparation for a videoconference call, turn on the equipment, make a call, hang up the call, shut the system down and put away the equipment. She added that the training is hands-on and that MAG trainers have received positive feedback. Ms. Pahl volunteered to train any member agency staff at their request.

Heidi Pahl stated that MAG staff marketed videoconferencing to Town of Cave Creek staff, at their request. She said this included a RVS demonstration and 1.5 hour training session attended by six people, which for a Town the size of Cave Creek is high attendance. She added that participation was good.

Heidi Pahl mentioned that MAG hosted the interviews for the Regional Public Transportation Authority (RPTA)'s Planner II position, stating that one of the four interviews was by videoconference.

Ms. Pahl noted that the cameras in the Cholla room have been moved for an improved videoconference experience.

4. Review of Strategic Planning Facilitation and Brainstorming Session

Jim Hull thanked everyone for volunteering to participate on a working group. He noted that other members of the MAGTAG not present would be asked to volunteer. Mr. Hull said that the Coordinate/Integrate group, Education Awareness group and Advise/Consult/Guide group do not have enough participants and requested to put those groups on hold temporarily. Mr. Hull asked that volunteers for each of the following working groups: RVS Outreach and Additional Sites working group, Regional Telecommunications and Strategic Plan (RTSP) working group and Information Sharing working group meet after the meeting to choose a Chair for the group and a future meeting date.

5. 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 will hold an Arizona Corporation Commission (ACC) Candidates Forum at the September 19, 2002 Public Meeting from 2:00 - 4:00 PM at AVNET Corporate Broadcast Center in Phoenix.

Randi Alcott announced that Valley Metro is hosting a Telework Clinic September 25, 2002 from 7:30 a.m. to noon at the Wells Fargo Conference Center. She added that Heidi Pahl sent an e-mail to all TAG members notifying them of this event.

Jim Hull asked the MAGTAG members if they were aware of Qwest 311 capability for non-emergency police, fire and municipal services. Mr. Hull informed that 311 is a number set aside for local government use, however if municipal governments opt not to use it then Qwest will make it available for private sector use. Greg Binder stated that the City of Phoenix may use it. Jim Hull noted that Mesa has met with Qwest to inquire about using this number.

Randy Jackson said he just received notice about Qwest 311 and he thinks the mechanics are reasonably complicated. He asked how the telecommunications provider is going to determine where Surprise ends and Glendale starts. Jim Hull said that Qwest will use 9 digit zip codes to route a call to the correct jurisdiction.

Jim Hull noted that Qwest does not know how it will route cell phone callers, adding that 56% of Mesa's 911 calls are by cellular phones.

Pat McDermott said Chandler has discussed implementing a central answering center. He said 311 has come up as an approach and asked if it could replicate the 911 system. He noted that Qwest stated that 311 and 911 are on different platforms and they do not talk to one another.

Jim Hull added that there is a relatively small startup cost, plus a cost per call of less than a penny.

Greg Binder suggested that 311 Service be an ongoing agenda item for MAGTAG. Jim Hull agreed and said that he would work with Dan Gordon at Qwest to determine if he could give MAGTAG a presentation.

Shawn Woolley said there is a lot of overlap between 211, 311, 511, 711, etc., and suggested that the Qwest representative address the other services. Jim Hull agreed and stated that 311 Service is most applicable for member agencies.

6. Date of Future Meetings

The next meeting is September 26, 2002 from 10 AM to noon.

The meeting adjourned at 10:48 A.M. to allow the committee to break into working groups.