

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

February 19, 2004
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Greg Binder, Phoenix, Chair
Kevin Hinderleider¹, Avondale
Dee Hathaway¹, Buckeye
✓ 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

**Dale Shaw, Mesa
**Duncan Miller¹, Paradise Valley
**Linda Davis for 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

✓ Mark Wittenberg, Tempe
Dennis Murphy, Phoenix Sky Harbor Airport
Mark Johnson, Guadalupe
**Sharon Fleck, America West Airlines
**Kevin Riccoboni, America West Airlines
**Mark Goldstein, IRC
Galen Updike, GITA

Steven Ashworth, Ellucree
Frank Caruso, Ellucree
Wee Tiong Chiang, Global Source Technologies
Craig Chenery², MAG
Debbie Kohn, MAG Telecommunications Assoc.
Heidi Pahl¹, MAG

**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 members Dave Heck, Bruce Johnson and proxy Jim Keen attended via videoconference. Voting members John Imig,

Cary Parker, Dale Shaw, Duncan Miller and proxy Linda Davis attended via telephone conference call. All members and guests introduced themselves.

2. Call to the Audience

No comments were made by the audience.

3. Approval of January 15, 2004 Meeting Minutes

It was moved by Randy Jackson, seconded by Dee Hathaway and unanimously recommended to approve the January 15, 2004 meeting minutes.

4. Wireless Technology Applications

Heidi Pahl stated that three slide presentations from the guest speakers are available on the MAG website. Chairman Greg Binder introduced Dennis Murphy of Phoenix Sky Harbor Airport and thanked him for attending the meeting. Dennis Murphy expressed his appreciation for the invitation to speak on wireless technology at Phoenix Sky Harbor Airport. Dennis Murphy gave a slide presentation which covered the following topics: definition of wireless issues, airport operating environment, wireless objectives, and proposed management approaches.

Following the presentation, Galen Updike asked whether Phoenix has 802.11 at the airport. Dennis Murphy replied that they have a tenant improvement process in place to manage wireless and currently only allow 802.11 for specific business applications such as wireless handheld devices at America West. Dennis Murphy stated they do not endorse or allow commercial wireless hot spots such as those at Starbucks. He added that Sky Harbor is not the only airport that has been approached regarding wireless. Dennis Murphy stated that Phoenix is aware that they need to offer the service but they also need a common backbone to provide it due to the size of the terminals. Dennis Murphy stated that this could mean forty new antennas at the airport.

Galen Updike asked whether there are any airports that have taken a “Starbucks” hot spot approach. Dennis Murphy replied that there are airports that have wireless commercial hot spots and the wireless service was typically provided by non-traditional, smaller companies, many of whom had a questionable business model and have gone out of business. Galen Updike asked if Code Division Multiple Access (CDMA) devices that allow connection to a Sprint wireless service are functional at the Phoenix Sky Harbor airport. Dennis Murphy replied the airport’s current lease arrangements are for voice not data service; therefore CDMA devices would not function at the airport at this time.

Randy Jackson asked whether the airport charges a fee and collects revenues for wireless services. Dennis Murphy replied that it is federal requirement to charge for all services at the airport adding that even City of Phoenix departments are charged a fee. Randy Jackson stated that Surprise is looking at a similar request for their baseball stadium.

Greg Binder stated that the similar infrastructure, policies and practices that Sky Harbor faced parallel issues that a city hall might face. Greg Binder thanked Dennis Murphy for his presentation.

Chairman Binder introduced Kevin Hinderleider from Avondale. Kevin Hinderleider expressed his thanks for the opportunity to present what Avondale has done with wireless throughout their city and introduced Frank Caruso and Stephen Ashworth from Ellucire and Wee Tiong Chiang from Global Source Technologies. Kevin Hinderleider gave a slide presentation which covered the following topics: use of wireless technology in the city of Avondale, planning process requirements and concerns, solutions for phases 1 and 2, benefits of wireless, and future initiatives supported by Avondale's wireless backbone.

Randy Jackson asked what products Avondale is using for 802.16. Kevin Hinderleider replied that Avondale is using Sunami products. Kevin Hinderleider stated that 802.16a is available and that 802.16e will be out in six months. He said that 802.16e will be more mobile than 802.16a and when Avondale begins to use 802.16e they will not have to replace the existing hardware. Randy Jackson asked if the wireless transmission is point to multipoint. Kevin Hinderleider replied that there is one tower which spreads the spectrum at a sixty degree angle to reach multiple points.

Shawn Woolley asked whether the 802.16 standards have been approved. Stephen Ashworth replied that the IEEE standard is available for 802.16 and the 802.16e standard will be available in July. Shawn Woolley asked for the height of the wireless towers. Kevin Hinderleider replied that the tallest tower is thirty-two feet.

Galen Updike asked if Avondale looked at Graham County sheriff's office use of 802.11. Kevin Hinderleider replied that Avondale talked with Graham County but they were leery of the security issues and the low bandwidth. Galen Updike stated that Graham County used six watts instead of 0.6 watts and they are very happy with it. Stephen Ashworth stated that Graham County is using 802.11 for access points but that Avondale wanted a permanent fiber replacement solution that would cover the edges of the city. Kevin Hinderleider stated that it was too cost-effective not to go wireless and that they are very happy with it.

Greg Binder asked if wireless can achieve "five 9's" of reliability. Kevin Hinderleider stated that Avondale's wireless solution is a redundant ring except for the library and waste water treatment plant and if those sites go down, there are analog lines there for backup. Kevin Hinderleider stated that none of the lines have been down since they implemented wireless in October 2003.

Frank Caruso stated that Avondale chose products that have been tested and employed in difficult environments and uses carrier grade equipment. Frank Caruso stated that Sunami has a good track record and they can achieve close to "five 9s" of reliability.

Randy Jackson stated that Surprise uses Sunami to connect the courts and they have had no problem with it, adding that the only thing Surprise has done is a software upgrade. Frank Caruso stated that Sunami wireless products have been used by Defense Department customers for three years for point to multipoint and they have not had one radio go down.

Chairman Binder thanked Kevin Hinderleider and his guests for their presentation.

Chairman Binder introduced Dave Heck of Tempe. Dave Heck stated that he appreciated being allowed to talk about Tempe's wireless pilot project with their Police Department. Dave Heck introduced Mark Wittenberg, Systems and Network Supervisor for Tempe. Mark Wittenberg stated that the Police Department uses 802.11b hot spots in partnership with local schools. Mark Wittenberg stated that their biggest concern was security because they could not lock down the access points but they use the 90% rule to keep most people out. Mark Wittenberg stated that Tempe has taken several steps to make their wireless network more secure. Mark Wittenberg stated that the police can use public access points to access the city network also.

Randy Jackson asked what product is being used for the single login. Dave Heck replied that they are using Cisco VPN concentrators and Radius for authentication.

Stephen Ashworth asked if they use it for access to the Arizona Criminal Justice Information System (ACJIS). Dave Heck replied that there is no access to ACJIS through 802.11b. Stephen Ashworth stated they had discussed the challenges with Avondale and they will need to add another level of authentication for ACJIS access.

Greg Binder asked if they were able to find any unsecured local access points and did they feel the responsibility to point them out to the businesses. Dave Heck replied that they did not point them out as most of them were businesses that were offering 802.11 connectivity such as Starbucks.

Chairman Binder thanked Dave Heck and Mark Wittenberg for their presentation.

Chairman Binder introduced Shawn Woolley.

Shawn Woolley gave a slide presentation and a demonstration of an Interactive Voice Response (IVR) interface application in Gilbert. The slide presentation covered the following topics: goals of the IVR interface project, integration issues and challenges, interface issues and changing technology, benefits of voice interface and recognition, Voice eXtensible Markup Language (XML), traditional vs. next generation IVR, IVR vendors, and unified architecture.

Kevin Hinderleider stated that Avondale is reluctant to accept credit card transactions over the web for city services due to concerns about identity theft and he asked how Gilbert handles the issue of identity theft. Shawn Woolley replied that Gilbert does not directly handle the credit card information but that the information passes directly to VeriSign and that no proprietary information is kept on the web. Debbie Kohn asked if VeriSign is a third party vendor. Shawn Woolley replied that VeriSign is the largest credit card verifier for the web. Shawn Woolley stated that theft of water is not a big issue because the town controls the water and if payment is not received, then the water is turned off.

Greg Binder asked if credit card fraud is a problem. Shawn Woolley replied that VeriSign has verification information to help prevent fraud.

Dennis Murphy stated that the Phoenix Airport is developing an XML system for a paging project and asked if Gilbert is using any language other than English. Shawn Woolley replied that Spanish is available for some types of payments. Shawn Woolley stated that VeriSign has fifteen to twenty languages available. Shawn Woolley stated that Gilbert's system will recognize when a person is speaking Spanish and switch to that language automatically.

Greg Binder stated that there seems to be an overlap between IVR vendors and asked what vendor Gilbert chose. Shawn Woolley replied that Gilbert uses Teleworks and Voice Genie. Greg Binder stated that MAGTAG may want to look at e-commerce as a topic for a future Information Sharing session. Greg Binder stated that City of Phoenix has taken a different approach to security.

Shawn Woolley stated that Gilbert's maps are geospatially located, including as-builts and blue stake information and they are available over the interactive mapping system (IMS) link.

Chairman Binder thanked all of the presenters for their presentations.

5. MAGTAG Working Group Projects

Heidi Pahl stated that she and Debbie Kohn are working on Digital Oasis tasks and the project is moving forward.

Heidi Pahl reminded the MAGTAG members to pick up their Polycom phones from MAG. Chairman Binder encouraged the MAGTAG members to pick up their Polycom phones.

Heidi Pahl stated that on the direction of the evaluation team, MAG staff is currently evaluating a web-based scheduling package for scheduling and documenting audio and videoconferences. She noted that the goal is to have a recommendation on a scheduling package within 30 days.

Randy Jackson stated that the Information Sharing Working Group met a second time in January to plan for today's meeting and will meet again next week to plan for MAGTAG presentations for future meetings. Randy Jackson noted that February's topic was a presentation of Wireless policies and MAG member agency applications and thanked MAGTAG members from Phoenix, Tempe, Avondale and Gilbert for their presentations today.

Randy Jackson stated that the March Information Sharing topic will be on electronic records and privacy considerations. Randy Jackson stated that three outstanding speakers have been confirmed: Margie Pleggenkuhle from the City of Phoenix City Clerk's office to discuss Phoenix' E-privacy and electronic records approach and policies; Richard Pearce-Moses, Arizona State Library Director, who will speak on the State of Arizona electronic records policies and recommendations for IT professionals and on the Arizona electronic records task force; and Jill Kennedy, Maricopa County Deputy County Attorney, who will speak on the legal aspects of E-privacy and electronic records. Randy Jackson asked the group to please mark their calendars now for this MAGTAG session on

Thursday, March 18th at 10:00 am and to let their City Clerks know about this session as well so they can mark their calendars and attend too.

Randy Jackson stated that some topics that the Information Sharing working group is considering are: an update on wireless 911, high speed telecommunications and its importance in economic development for municipalities, and access to the Arizona Criminal Justice Information system (ACJIS). Randy Jackson stated that they will add E-commerce and GIS geospatial issues as possible future topics. Randy Jackson stated that if anyone has any ideas for future sessions or ideas on speakers for any of these topics, please let him or Heidi Pahl know and he invited members to join the Information Sharing Working Group.

6. Announcements and Public Input

Heidi Pahl announced that the Desert Peaks Awards Evening will be June 23, 2004 in conjunction with the Regional Council Annual Meeting. Ms. Pahl noted that Desert Peaks Awards were initiated by the MAG to recognize individuals and partnerships that have demonstrated a commitment to regionalism through their cooperative efforts. She said that nomination forms were mailed and e-mailed out approximately two weeks ago. She encouraged members to pick up a nomination form if they plan to nominate a project, person or group. She stated that nominations are due March 29th. Heidi Pahl stated that there is more information available on the MAG website.

Galen Updike thanked MAG for facilitating the USDA Rural Utilities Services meeting on such quick notice.

7. Date of Future Meetings

Chairman Binder reminded the group that the next MAGTAG meeting will be Thursday, March 18th at 10:00 am.

The meeting was adjourned at 11:30 am.