

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

May 25, 2000
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Debbie Kohn, Avondale, Chairperson	Jim Hull, Mesa
Betsy Wise, Carefree	Duncan Miller, Paradise Valley
Alan Delorea for Bill Mitchell, Chandler	Sandy Teetsel, Peoria
*Peter Putterman, Fountain Hills	Greg Binder, Phoenix
Shawn Woolley, Gilbert	Jamie Oman-Saltmarsh, Scottsdale
Jerry Wightman, Glendale	John Laue, Tempe
*Layne Sutton, Goodyear	*Ralph Velez, Tolleson
Lynn Dunn, Litchfield Park	Sabra Mousavi, ADOT
Cary Parker, Maricopa County	*Randi Alcott, RPTA

*Members neither present nor represented by proxy

OTHERS PRESENT

Craig Stender, ADOT	Todd Wyman, Queen Creek
Vida Jensen, Guadalupe	Bob Bobbett, US West
Clayton Hollister, Intellisys Group	Ron Fong, US West
Jason Townsend, Intellisys Group	Lyle Shaughnessy, Wickenburg
Heidi Pahl, MAG	Dick Gregory, Youngtown
Rita Walton, MAG	

1. Call to Order

The meeting was called to order at 10:09 a.m. by Debbie Kohn. Sandy Teetsel and John Laue participated in the meeting by telephone.

2. Approval of April 27, 2000 Meeting Minutes

Heidi Pahl mentioned that Mark Johnson from Guadalupe would like the April 27, 2000 meeting minutes to reflect that the MAGTAG meeting was held at the Office of Intellisys Group. It was moved by Duncan Miller, seconded by Cary Parker and unanimously recommended to approve the April 27, 2000 meeting minutes as amended.

3. MAG Regional Videoconferencing System Project

Heidi Pahl announced that US West will give a presentation on the videoconferencing network to be installed at the end sites and the hub site. Clayton Hollister explained that Intellisys Group

will be working with US West during the MAG Regional Videoconferencing System Project and that they will coordinate the installation of the videoconferencing network at all sites. Mr. Hollister further explained that Intellisys Group is working with Maricopa County to get digital microwave to Wickenburg.

Debbie Kohn asked Clayton Hollister if Intellisys Group would keep the Town Manager and site coordinator for the Town of Wickenburg updated on the network equipment issue with Wickenburg. Clayton Hollister responded yes.

Bob Bobbett gave a presentation on the MAG Videoconferencing Network Plan. Mr. Bobbett explained the US West account team, their project management, the hub site network, end site network, and potential issues. Mr. Bobbett introduced Ron Fong a Technical Resource Manager with US West, who would be available to answer technical questions during the project.

Jim Hull asked if MAGTAG members could get a copy of the US West presentation. Heidi Pahl responded that she would e-mail a copy of Mr. Bobbett's network presentation to any MAGTAG member who requested it.

Jamie Oman-Saltmarsh asked what US West needed from MAG in order to move forward with ordering network. Bob Bobbett responded a signed contract. Heidi Pahl explained that MAG and US West are currently in contract negotiations.

Cary Parker asked if MAG had a DS1 that they could add to the DS3. Bob Bobbett replied yes.

Debbie Kohn asked if US West was going to display a timeline for network installation. Bob Bobbett said yes.

Cary Parker mentioned that he has not yet talked to the correct people at Maricopa County to ensure that the County has enough licensed bandwidth going to Wickenburg to get a digital microwave signal. Rita Walton mentioned that Cary Parker has been on vacation for the past couple weeks and that MAG staff had discussed the issue with other County employees. She noted that MAG was told that Wickenburg could get network, although MAG might have to pay for any network or equipment needed to connect Wickenburg to the MAG Regional Videoconferencing System.

Mr. Bobbett identified potential issues with network but also stated that ISDN is fairly ubiquitous and available and that he does not anticipate any problems. Ron Fong defined and explained the technical aspects such as load coils and bridge taps.

John Laue asked if US West has established if sufficient cable pairs were available at each of the end sites that would be receiving ISDN BRI, have they reserved them for this project and if not, at what point will US West provide assurance of this service. Bob Bobbett responded that US West cannot guarantee that cable pairs will be available. Ron Fong noted that facilities are not held in reserve, orders come on a first come, first serve basis. Mr. Bobbett noted that once the contract is signed, US West will assign a dedicated resource to this project who will be responsible for handling all network issues. He explained that recently, Karen Brown ran qualifications on all end sites and eight of them are ready for network today.

Jim Hull asked what the worst case scenario would be for time delays considering the visibility of this contract. Bob Bobbett responded that he cannot give a time commitment but that US West is comfortable with the 90 day project duration.

Jamie Oman-Saltmarsh asked what the bottom line was for ordering the network. Bob Bobbett explained that once the US West contract is signed they will order the network and in the mean time they can proactively manage resources. Clayton Hollister explained that approximately 30-60 days from this meeting, MAGTAG should be able to use audio conferencing and some videoconferencing.

Debbie Kohn asked if US West and Intellisys Group will partner on delivery and installation of network and equipment so that Intellisys Group will deliver videoconferencing units to the sites that have network first. Clayton Hollister responded that Intellisys Group and US West will coordinate their schedules to efficiently and effectively deliver and install these services.

Debbie Kohn thanked Bob Bobbett for giving an excellent presentation and for being candid and pro-active about the network installation. Ms. Kohn asked if someone from US West and Intellisys Group could be present at future MAGTAG meetings to provide an update on the network installation. Bob Bobbett and Clayton Hollister responded yes.

4. Teleconferencing Policies and Procedures for the MAG Regional Videoconferencing System

Heidi Pahl mentioned that last week the MAG teleconferencing policies and procedures working group met to discuss the draft policies and procedures and provide feedback to MAG. Ms. Pahl said many thanks to Peter Putterman and Jamie Oman-Saltmarsh for participating in that meeting.

Heidi Pahl remarked that these policies and procedures cover a wide array of topics from scheduling and call launching to internal communications and marketing from staffing to service and support. Ms. Pahl said that all of the topics focus on one clear goal: building the most effective and efficient teleconferencing network.

She noted that the working group reviewed the following sections of the document: scheduling plan, call launch plan, multipoint conference server (MCS) plan, service plan, site certification, general policies and procedures, definitions and forms. Ms. Pahl commented that sections 6 - 9 are incomplete and when written by MAG staff and reviewed by the working group they will be distributed to the full committee. She said that MAG staff has incorporated the comments made by the working group and attached the draft revised policies and procedures to the TAG agenda.

Heidi Pahl defined some of the many acronyms used throughout the document, including teleconferencing, HSC, OSC, MCS, and ACS. She stated that the word, teleconferencing, encompasses both video and audio conferencing. She noted that the HSC is the Hub Site Coordinator who is the MAG staff person providing support for teleconferencing activities, MAG's single point of contact. She explained that the OSC is the site coordinator that originates a video or audio conference. She explained that the MCS is the videoconferencing server that links all the video sites together and the ACS is the audio conferencing server to link all the sites via audio.

Heidi Pahl gave a brief review of the sections in the MAG Teleconferencing Policies and Procedures document.

Jamie Oman-Saltmarsh asked how other member agencies are choosing a site coordinator and if any agencies have encountered problems.

Debbie Kohn said that the City of Avondale has formally done nothing to prepare for the videoconferencing project because they are waiting for the installation to begin. She noted that the City of Avondale assigned their network administrator as the site coordinator for this project.

Jim Hull stated that the City of Mesa identified a member of the City Manager's Office as site coordinator because the conference room where the videoconference equipment will be located is one floor above the City Manager's Office. He noted that the site coordinator activities will be facilitated through that office once the MAG Regional Videoconferencing System Project begins.

Betsy Wise stated that at the Town of Carefree she will be the lead site coordinator and her assistant will be the backup site coordinator. She noted that Carefree has very few employees and she does not anticipate that they will use the videoconferencing technology very much. Ms. Wise expressed concern that adequate training and marketing of the technology will be required if it is to be a success.

Greg Binder noted that the City of Phoenix will follow the MAG policies and procedures and that they have made a commitment to bring resources in to champion the videoconferencing project. He stated that a couple of employees from the Public Information Office have been assigned to be the site coordinator and backup site coordinator.

Debbie Kohn asked Greg Binder of his expectation of the amount of usage the videoconferencing equipment would be getting. Greg Binder responded that he has no idea.

Shawn Woolley explained that the Town of Gilbert volunteered their video person in the Public Information Office to be the site coordinator and that he was going to be the backup site coordinator. Mr. Woolley explained that he took one of his small conference rooms out of rotation and designated it for teleconferencing use only.

Jerry Wightman noted that the City of Glendale is placing the videoconferencing equipment into an existing conference room near the City Manager's Office and someone from that office will be the responsible party.

Heidi Pahl asked for comments on the policies and procedures by Friday June 2, 2000.

5. Telework Program

Heidi Pahl announced that Randi Alcott could not give a telework update today because she is on vacation. Ms. Pahl noted that because the Regional Public Transportation Authority (RPTA) staff are currently reviewing the telework proposals, she would provide a brief update.

Heidi Pahl stated that RPTA together with BJ Communications has done an excellent job putting together the first *E-workwire* newsletter. Ms. Pahl distributed the newsletter. She mentioned that this newsletter features articles on Bull Worldwide Information Systems, on how Arizona State started their telework program, and how to effectively manage teleworkers. She noted that the *E-workwire* was distributed to 1,200 employers and 1,200 telecommuters from the Trip Reduction Program database. She stated that the text is being finalized for a second *E-workwire* newsletter and should be ready for distribution in June, 2000.

Jim Hull suggested distributing the *E-workwire* newsletter to City Managers and elected officials. Debbie Kohn asked that RPTA consider giving a presentation at Management Committee and Regional Council on telework initiatives.

Jamie Oman-Saltmarsh commented that with high speed Internet access such as DSL or Cox @ Home it is becoming much more convenient to telework.

Greg Binder mentioned that the City of Phoenix Information Services Department has been working on a 90 day pilot to test teleworking for Information Technology professionals. Mr. Binder noted that after the pilot he would be willing to give MAGTAG an update on this pilot project.

Heidi Pahl stated that telework print ads were published in Biz AZ and AZ Business magazines. She noted that the same ad was placed in a special "Business and Money" section of the Arizona Republic on May 14, 2000.

Heidi Pahl said that RPTA held a meeting with Arizona State University (ASU) Economic Development staff and Greater Phoenix Leadership to discuss potential tie-ins with telework promotion.

Heidi Pahl mentioned that three proposals were received in response to the Telework Consultant Request for Proposals (RFP) that was issued in April, 2000. The Proposers included: T-Manage; State of Arizona Travel Reduction Program; and Strategic Transportation Initiatives. Ms. Pahl noted that the selection committee composed of individuals from public and private organizations are meeting today to discuss the three proposals.

Heidi Pahl gave an update on Project Arizona Donates Office Products for Telework (ADOPT) activities. She announced that to date the program has generated 268 applications requesting computers, with 259 of those requests approved and 183 computers picked up. In the last quarter, ten applications were received, with ten approvals. She remarked that six computers were picked up.

Heidi Pahl stated that the Connectivity Guide, which identifies technical and non technical applications for how to connect from home to work, will be ready for distribution by June 1, 2000.

Lastly, Heidi Pahl stated that since March RPTA has had 13 companies approach them asking for help in implementing or expanding telework programs at their organizations. Ms. Pahl commented that interest was generated through radio ads that aired February to April, the e-workwire newsletter and a brochure mailing to CEOs in January, 2000. All 13 companies expressed interest in acquiring the telework consultant's assistance when that project begins.

6. Regional Connections

Heidi Pahl stated that on May 24, 2000 the MAG Regional Council approved the Regional Connections Project for a total cost of \$60,000; \$30,000 for Internet and e-mail connectivity for the five member agencies who need it (Buckeye, Guadalupe, El Mirage, Tolleson and Youngtown) and \$30,000 for MAG to purchase a web server. She explained that on May 9, 2000 MAG was informed by the City of Surprise that they will provide their own e-mail and Internet connectivity, therefore bringing the total number of member agencies who need this connectivity from six to five agencies.

Heidi Pahl noted that MAG staff has been pricing hardware and software for this project and that implementation is anticipated soon. Ms. Pahl noted that for those member agencies who will be receiving equipment, she would be in touch with them. Ms. Pahl mentioned that for those members who said they would provide assistance MAG staff will notify you when the equipment arrives.

Debbie Kohn thanked the MAGTAG members who volunteered to assist with the implementation of the Regional Connections Project. Heidi Pahl thanked all MAGTAG members for being so responsive to the Electronic Access surveys and noted that a copy of the survey responses are available by request.

7. E-Government Brainstorming Session

Debbie Kohn asked the MAGTAG if they would like to table discussion about hosting an E-Government Forum. She questioned whether this Fall would be a better time considering the high level of involvement needed from MAGTAG members to launch the videoconferencing project. Ms. Kohn noted that MAG staff already has commitments with the Regional Connections project, MAG Regional Videoconferencing System Project, Facility Upgrades and the Regional WAN Study. The MAGTAG discussed possible postponement. Jim Hull stated that, although he suggested this Forum, he was in favor of postponing it until the Videoconferencing Project has been implemented. MAGTAG agreed that planning for an E-Government Forum was an interest to them and they would like to postpone discussion until Fall, 2000.

8. Announcements and Public Input

Jim Hull stated that the City of Mesa is moving ahead with a project to establish a City-wide fiber optics infrastructure, as was previously reported in conjunction with a the fiber optics survey sent to MAGTAG members.

Heidi Pahl announced that the MAG Regional Council approved the closeout of FY 2000 funds which included: \$496,000 for the MAG Regional Videoconferencing System Project and \$300,000 for the Regional Wide Area Network (WAN) Study. Ms. Pahl noted that at the last MAGTAG meeting the following four volunteers: Debbie Kohn, Jamie Oman-Saltmarsh, Jim Hull and Shawn Woolley, agreed to assist in creating a Request for Proposals (RFP) for the Regional WAN Study. She noted that MAGTAG would be partnering with the Intelligent Transportation Systems (ITS) Committee on this project. Rita Walton mentioned that Kimley-Horn will finish the telecommunications component of the MAG ITS Strategic Plan Update in July, 2000. Ms. Walton stated that a suggestion was made to delay writing the Regional WAN RFP until Kimley-Horn has completed the telecommunications section of the report.

Debbie Kohn announced that she would like to invite Kimley-Horn, the MAG ITS Strategic Plan consultant, to give a presentation to MAGTAG at the next meeting.

Jamie Oman-Saltmarsh announced that there is another telecommunications company offering video, voice and data services to cities. She mentioned that some policy employees from various cities meet about once a month to discuss telecommunications issues and that there would be a meeting next week to discuss legislative concerns about telecommunications issues, such as road cuts and fees. Debbie Kohn said that during an Intergovernmental Coordinators meeting, Jim Bourey mentioned a possible road cuts survey to be done by MAG. Road cuts is when telecommunication providers and others cut the road to lay fiber or other telecommunications

infrastructure. Ms. Kohn noted that MAGTAG may need to give some attention to the road cuts topic at future MAGTAG meetings.

9. Date of Next Meetings

Debbie Kohn announced that the date of the next meeting is June 22, 2000 from 1:00 to 3:00 p.m. in the MAG Saguaro room.

The meeting was adjourned at 11:45 a.m.