

COUNCIL MINUTES

April 23, 2015

The City Council of the City of Mesa met in a Study Session in the lower level meeting room of the Council Chambers, 57 East 1st Street, on April 23, 2015 at 7:31a.m.

COUNCIL PRESENT

John Giles
Alex Finter
Christopher Glover
Dennis Kavanaugh
David Luna
Dave Richins
Kevin Thompson

COUNCIL ABSENT

None

OFFICERS PRESENT

Christopher Brady
Debbie Spinner
Dee Ann Mickelsen

1-a. Hear a presentation, discuss and provide direction on the following department budgets:

1. Communications

Communications Administrator Randy Thompson displayed a PowerPoint presentation of the Communications Department's FY 15/16 Budget. (**See Attachment 1**)

Mr. Thompson highlighted some of the accomplishments of the Communications Department from last fiscal year. He reported that due to radio interference from Sprint/Nextel, staff was able to negotiate a buyout of the contract and apply it toward a new TOPAZ infrastructure upgrade, for a savings of \$2.4 million. He added that the infrastructure was at the end of its life cycle and noted that by combining the base station upgrades with the network resiliency enhancement, the City saved more than \$3 million.

Mr. Thompson also explained that the Salt River Pima-Maricopa Indian Community (SRPMIC) requested the use of space at the TOPAZ base station on Thompson Peak. He said that staff negotiated the agreement, which resulted in a savings of \$300,000 to the City.

Mr. Thompson, in addition, commented that the TOPAZ network is expensive to operate due to its design, technology and maintenance and said that staff was searching for more cost-efficient two-way radio communications for non-Public Safety departments. He pointed out that staff was able to leverage a system used by Mesa Public Schools (MPS) that will provide those departments with communication capabilities, while also helping MPS with their current coverage deficits. He said that Mesa will add a radio site and connect the two sites together so that both the City and MPS will benefit. He added that another small pilot program has been

implemented at the i.d.e.a. Museum with the use of Wi-Fi radio technology for campus or indoor environment applications.

Mr. Thompson reviewed the FY 15/16 Communications Department Plans. (See Page 3 of Attachment 1) He noted that one project budgeted at \$2.3 million over the next three years would implement and commission a fire hazard zone communications system. He said that construction would begin next fiscal year.

Mr. Thompson further stated that the Department's previous service module required that customers come to one of two radio shops for service. He explained that staff has outfitted a decommissioned van for mobile radio service and noted that communications technicians can now travel to fire stations and police substations to perform routine service, thus minimizing vehicle downtime.

Mr. Thompson remarked that construction has been completed for the TOPAZ lifecycle upgrade and network resiliency enhancement, and said that the test phase has begun. He added that the new base station infrastructure would be operational in August, followed by the resiliency enhancement in September.

Mr. Thompson reviewed the Communications Department's FY 15/16 Budget (See Pages 4 and 5 of Attachment 1) and reported that the Department's goal is to reduce Professional Services by 5%. He explained that staff would outsource projects when the Communications Department lacks the expertise or the bandwidth. He said that the impact would be that any projects not forecasted may be delayed until staff becomes available.

In response to a question from Councilmember Thompson, Mr. Thompson clarified that delayed tasks for projects not forecasted are typically for other departments. He assured the Council that staff would always reprioritize tasks as unforeseen projects arise.

Councilmember Luna expressed appreciation to the Communications Department for collaborating with MPS and the SRPMIC with regard to communication enhancements.

Mayor Giles thanked Mr. Thompson for the presentation.

2. Library

Library Director Heather Wolf introduced Management Assistant II Dawn Kucerak and displayed a PowerPoint presentation highlighting some of the accomplishments of the Mesa Public Library (MPL). (**See Attachment 2**)

Ms. Wolf reported that staff has worked very hard to improve both the quality and quantity of programming this year. In addition, she highlighted the FY 14/15 performance measures, which illustrate a 47% increase in program attendance and a 1% increase in circulation. (See Page 2 of Attachment 2) She said that last November, she attended a meeting of Valley libraries and learned that an average decline of 16% in circulation was reported since 2011 for Maricopa County, and the cities of Glendale, Phoenix and Scottsdale, while Mesa saw the only increase.

In response to a question from Councilmember Luna, Ms. Wolf stated that she credited her staff and their innovative ideas for MPL's increased circulation. She explained that other Valley libraries offered the same electronic services, except Hoopla, which is a way in which to

download or stream media (i.e., music, movies). She added that the service is free to those individuals who have library cards.

Ms. Wolf, in addition, discussed the MPL Innovations for FY 14/15. (See Pages 3 through 5 of Attachment 2) She said that the following three questions were used to influence innovation at the Library:

- (1) How can MPL reduce or eliminate barriers to library use?
- (2) How can MPL make what the Library does fun and memorable?
- (3) Who are the people and groups that MPL connects with and what can MPL do for them specifically?

Ms. Wolf remarked that the automatic renewal service was one innovation implemented to “reduce or eliminate barriers to library use.” She explained that customers can receive a pre-overdue notice three days prior to the due date and noted that the item will automatically renew for an additional loan period, unless the item is on hold. Another innovation to reduce barriers, she added, was the ability for customers to renew their library cards online.

Ms. Wolf said that the outreach campaign titled “Mesa Public Library Loves City of Mesa” was a way to “make what the Library does fun and memorable.” She stated that staff promoted the Library to City employees, which proved to be a great success. She added that 744 library cards have since been issued or renewed and noted that a monthly government discussion group has been created. She thanked Mail Services for their partnership in providing direct delivery and Information Technology for offering IT2U trainings on MPL digital products.

Ms. Wolf commented that Tablet Time (See Page 6 of Attachment 2) was the answer to “who are the people and groups that MPL connects with and what can MPL do for them specifically.” She explained that Tablet Time began as a grant application and indicated that the state was so impressed with the concept that Tablet Time will become a pilot project to use as a model in public libraries across Arizona. She reported that the state purchased the iPads, early literacy applications and all related equipment, while Mesa’s only investment was staff time and developing and administering the sessions. She said that Tablet Time exposes children to technology in a positive way, bridges the digital divide between low-income and higher-income children, and improves reading skills in pre-school aged children.

In response to a question from Mayor Giles, Ms. Wolf stated that there is currently room for 20 parents/caregivers and 20 children per session and noted that so far, every session has been full. She said that she would anticipate that the MPL would reach 1,480 participants by the end of the pilot program, which is scheduled to conclude in May.

Ms. Wolf further reported that the Mesa Express Library (MEL), located at Power Square Mall, opened in 2011 and is one of the MPL’s “bright spots.” She noted that her goal is to improve MEL for southeast Mesa residents. (See Page 7 of Attachment 2) She indicated that Story Time began in August 2013 and was so well attended that it is necessary for MEL to use other vacant mall space in order to prevent fire code violations.

Mayor Giles referenced a few vacant buildings around Mesa and suggested that it may be worthwhile to research the cost of temporarily using one as an additional MEL location.

Ms. Wolf explained that although staff for MEL are funded by the Library's Operational Budget, the lease and utility payments are derived solely from used books sale revenue. She added that volunteers are working diligently to sell used books in an effort to open an additional location.

Ms. Wolf provided a short synopsis of THINKspot, which opened in October 2013, and is part maker space, collaborative work space and studio space. She remarked that THINKspot was so well received by the community, that another librarian was added in order to provide more programs and outreach. She shared some highlights from the year and various uses of the space as follows:

- Launched a Starting Your Business Series, in which presenters give talks and facilitate discussions on small business start-up topics
- Code Club is held on Wednesdays to teach kids how to code
- Partnered with MPS and Mesa Arts Center (MAC) to host world famous cellist Zuill Bailey who performed and shared an inspirational message regarding STEAM (Science, Technology, Engineering, Art and Math) programs
- Students use the studio to practice guitar and create videos
- Entrepreneurs use the space to meet with clients, create prototypes on the 3-D printer, and film commercials for websites
- Residents use the space for various reasons and an active amateur Ham Radio Club meets weekly

Ms. Wolf emphasized that the goal for next year was to grow THINKspot and bring it to downtown Mesa.

Ms. Wolf reported that another goal for next year was to complete updates at the Dobson Ranch Library. (See Page 9 of Attachment 2) She noted that the branch is almost 28 years old and said that staff conducted a community survey in 2012 to determine the use of the space moving forward. She remarked that a master plan was developed for three phases to be completed by the end of 2015 and said that Phase II is actively in progress. She commented that this week, the butterfly garden was finished and glass walls were installed in the children's area to define the space and reduce noise. She added that new furniture was on order for the children's area with a Northern Arizona woods theme and was designed to facilitate the five early literary skills of talking, writing, reading, playing and singing.

Ms. Wolf, in addition, explained that the final piece of Phase II would be the installation of one meeting room and two individual study rooms. She said that Phase III consisted of rearranging the remaining space to accommodate the various community requests, which include providing quiet leisure space for adult readers, collaborative work space for teens, and more counter space for laptops.

Ms. Wolf reviewed the FY 15/16 Proposed Budget (See Page 10 of Attachment 2) and reported that MPL's goal was to reduce the budget by 3%. She said that the Library was able to meet the target by internally freezing four vacant positions.

Vice Mayor Kavanaugh commented that at a recent Library Volunteer dinner he attended, Ms. Wolf shared some interesting statistics. He indicated that he was impressed with what MPL was able to accomplish with less staff.

Ms. Wolf reported that in FY 02/03, the MPL had 181 Full-Time Equivalent (FTE) positions as compared to only 78.7 FTE positions in FY 2014/15. She added that after the recent reductions,

the number of FTE positions would match that of 2009. She noted that the reductions would impact customer service, specifically increased wait times for assistance in the library and on the phone, as well as returning items to the shelves. She clarified that two Part-Time Library Page positions were eliminated and explained that those individuals were responsible for making sure materials are returned to the shelves and in the correct order. She followed up by stating that MPL is receiving assistance from the Performance Excellence Department to more efficiently streamline this process.

Councilmember Thompson requested that staff develop ways in which to reward those departments that were successful in making budget reductions by offering them the opportunity to fund a low-priority item, such as a pop-up library.

Councilmember Luna commended the Library for focusing so much on children, especially during the time when reading is most critical.

Councilmember Richins voiced appreciation for the Library's innovation in responding to the Millennial generation, and also maintaining a balance with the prime library users, the Baby Boomers. He said that his nine-year-old daughter attends the Code Club frequently and noted that it has opened up her enthusiasm to engineering and robotics. He added that the MPL is much more than just books.

Mayor Giles commented that the Library is a needed resource in the community on many levels. He inquired whether, with the current funding challenges in education, if the City, through the MPL, could offer some assistance to the school district in an effort to complement each other's efforts.

Mayor Giles thanked Ms. Wolf for the presentation.

3. Fire and Medical

Fire Chief Harry Beck introduced Deputy Chief John Locklin, Performance Advisor II Jason Taylor, Assistant to the Fire Chief Tara Acuna, and Deputy Chief Steve Ward. He displayed a PowerPoint presentation of the Mesa Fire and Medical Department's (MFMD) Budget. (**See Attachment 3**)

Chief Beck displayed the MFMD's accomplishments for FY 14/15 (See Page 2 of Attachment 3) and said that it was a good reflection of the type of effort and work done by staff on a daily basis. He reported that some of the innovations and accomplishments were achieved without an increase to the General Fund, but rather the reorganization of current resources and grant funding.

Chief Beck explained that the Center for Medicare and Medicaid Services (CMS) grant added services and response units, allowing the MFMD to be available for the most critical emergencies. He added that 60% to 70% of the time, the MFMD was able to maintain response times to less than five minutes, even while growing 1% to 2% per year.

Chief Ward stated that with regard to the CMS grant demonstration of the community care initiative, he was proud to report that the MFMD, along with their partners, have placed six response vehicles into the system in the past year. He explained that those six units, staffed with nurse practitioners and licensed crisis counselors, provide Mesa citizens a level of pre-hospital service and care that is second to none in the nation. He added that these units have

assisted thousands of customers that have requested services through the 911 system and added that staff is tracking all of the information in order to provide relevant data.

Chief Ward stated that the MFMD has also continued to implement certain support operations, in partnership with the CMS grant (i.e., nurse triage in the alarm room and centralized medical direction), to help improve service and efficiencies. He also noted that with the help of the City's Information Technology Department (ITD), staff has created innovative ways in which to solve problems with information and data management. He added that the partnerships in the community have grown, as well as relationships with the institutions that manage patients.

Chief Ward concluded his remarks by noting that the infrastructure that has been put in place to manage the CMS grant has garnered significant national attention. He commented that with the continuing support of the Council, City management and Chief Beck, the MFMD will continue to define its role in the healthcare system.

Chief Locklin spoke regarding the deployment of a Secondary Public Safety Answering Point (PSAP). He explained that all 911 calls are answered by the local law enforcement agency, which is the Primary PSAP. He said that the dispatcher asks certain questions to determine if the call is for fire, medical, hazardous material, technical rescue and transfers such calls accordingly. He noted that the Mesa Regional Dispatch Center also receives such calls from neighboring jurisdictions.

Chief Locklin reported that the MFMD was able to become a Secondary PSAP without additional funding, due in part to Maricopa Region 911, which funded the infrastructure and equipment. He added that being a Secondary PSAP is beneficial because staff is better able to triage the calls and use the response resources more efficiently, especially those associated with the CMS grant and the Community Care Units.

Chief Beck remarked that although the MFMD received \$4.5 million from the CMS grant to fund additional staffing on the national response units, the Department absorbed a great deal of the implementation responsibilities. He noted that minor savings were made by offsetting one position from a responder in the field to a grant writer.

Mr. Taylor reported that the MFMD has applied for a Certificate of Necessity (CON) from the state, which authorizes the Department to provide ambulance service and bill for certain medical services. He stated that the CON would allow the MFMD to adapt to the changes occurring in emergency medical services; that it would act as a safety net by allowing staff to step in and transport patients if the current contracted provider is unavailable; and that it would facilitate cost recovery and sustainability for alternatives to the traditional 911 responses being developed, such as the community para-medicine program that the CMS grant is pioneering.

Mr. Taylor pointed out that Mesa was one of ten other Valley agencies applying for the CON. He explained that the application process is very involved and requires proof that there is a public need for the services, and that the MFMD has the resources, expertise and integrity to provide such services. He added that the application was submitted in December and noted that the state waived the formal hearing, meaning without objections from other agencies, the MFMD could receive the CON as early as next month.

In response to a question from Vice Mayor Kavanaugh, Mr. Taylor clarified that altered protocol is a method of rationing ambulances. He explained that if there is a shortage of ambulances from the provider (currently Southwest Ambulance), then MFMD Dispatch and Deployment

would automatically dispatch an ambulance to the more serious calls. He added that the company officers in the field are required to request an ambulance after the patient has been triaged. He said that the CON would allow the MFMD to staff some of the Transitional Response Vehicle (TRV) units with their own members during altered protocol, to temporarily fill the gap, transfer patients and recover costs.

In response to a question from Councilmember Thompson, Chief Beck explained that a TRV is equipped to adequately transport patients, but stated that removing one of those units from the system would reduce the ability to respond to emergency medical calls.

Chief Beck reviewed the MFMD's points of pride for FY 15/16. (See Page 3 of Attachment 3) He explained that construction of the Mesa Fire and Medical Regional Dispatch Center and EOC will improve dependability of dispatch services, maximize cost effectiveness, and improve efficiencies over the years. He explained that the MFMD will have its own space and the ability to triage patients who call 911, ruling out the true emergencies and transferring the non-emergency calls to the Nurse Triage. He also noted that the Nurse Triage system will provide a full range of possible solutions for the caller's problem, such as coaching them on home remedies or assisting in contacting a physician. He added that the centralized medical control offers access to an emergency doctor 24/7.

Chief Beck also spoke regarding the implementation of the Regional Communications Authority Governance Model. He indicated that for years, the MFMD has been deeply involved in a process with the City's Communications Department to link the two emergency communications radio systems between the East Valley and Phoenix. He added that the federal government now enforces making radio communications available to first responders and anyone else using the system.

Ms. Acuna presented the MFMD's budget reductions for FY 15/16. (See Page 4 of Attachment 3) She said that MFMD confirmed a budget savings of \$1,756,712 from a combination of reductions and three new revenue sources. She highlighted the following reductions:

- Reduced assignment flexibility
- Vacant positions, 1 sworn, 1 civilian
- Extension of the small vehicle replacement schedule
- Grant savings
- Fuel cost reductions
- Managing resources

Ms. Acuna stated that the MFMD has three new revenue streams for a total proposed increase of \$680,000, to include the following:

- Charging for select EMS services
- Regional dispatch fee increase set to begin July 1, 2015
- Increased fees and charges

Chief Beck provided a short synopsis of the new training and staffing model of the MFMD, which has increased efficiencies and reduced overtime. He said that the new model is computer-based to allow staff to remain at their stations. He further stated that the battalion chiefs and shift commanders visit the stations for individuals who require classroom training, so that no additional staff is required. He thanked the operations staff and responders who have accepted many performance changes.

In response to a question from Mayor Giles, Chief Beck clarified that the different vehicles have different uses as follows:

- Community Care Units (CCU) are staffed with nurse practitioners.
- Community Care Specialists (CCS) are staffed with licensed crisis counselors.
- TRV units are designed to operate with two firefighters for basic life support types of calls

Councilmember Luna acknowledged Assistant Chief Cori Hayes and said that he appreciated her efforts with regard to the Hoarding Task Force.

2. Approval of minutes from Executive Sessions held March 19, March 26 and April 2, 2015.

It was moved by Councilmember Richins, seconded by Councilmember Finter, that the above-listed minutes be approved.

Carried unanimously.

3. Information pertaining to the current Job Order Contracting projects.

(The Council did not discuss this item.)

4. Hear reports on meetings and/or conferences attended.

Councilmember Thompson: 106th Town Hall on Transportation in Tucson

Councilmember Richins: Superior Little League Parade Grand Marshall;
Open House for a new business at Riverview;
"Citizenship in the Community" Merit Badges for Boy Scouts

5. Scheduling of meetings and general information.

City Manager Christopher Brady stated that the schedule of meetings and general information is as follows:

Saturday, April 25, 2015, 9:00 a.m. – District 3 pancake breakfast and surf competition at Rhodes Junior High.

6. Adjournment.

Without objection, the Study Session adjourned at 8:55 a.m.

JOHN GILES, MAYOR

ATTEST:

DEE ANN MICKELSEN, CITY CLERK

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Study Session of the City Council of Mesa, Arizona, held on the 23rd day of April, 2015. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

hm
(attachments – 3)

Communications Department

FY15/16 Budget Presentation

Communications Department

FY 14/15 Accomplishments

- 800 MHz re-banding buyout agreement with Sprint
 - \$2.4M savings for TOPAZ infrastructure upgrade
- Lifecycle Upgrade for TOPAZ Infrastructure
 - Includes TOPAZ network resiliency enhancement
 - Combining network resiliency & base station upgrades saved over \$3M
- TOPAZ base station equipment on Thompson Peak upgraded at minimal cost
 - Negotiated an agreement for use of space on Thompson Peak by Salt River Pima-Maricopa Indian Community in exchange for upgrade
 - Savings of more than \$300K
- More cost-effective two-way radio communications for non-Public Safety departments
 - Leveraging the Technology Sharing Agreement with Mesa Public Schools by sharing the radio system used by MPS
 - Benefits both MPS and the City of Mesa
 - Pilot will be with the Transportation Department
 - Testing Wi-Fi based two-way radios for indoor/campus applications

Communications Department

FY 15/16 Plans

- Begin implementation & commissioning of Fire Hazard Zone Communications System (VHF)
 - Budget of \$900K in FY15/16 & FY16/17, \$500K in FY17/18
- Mobile communications service vehicle to improve customer service
 - Communications tech travels to fire stations & police substations to perform routine service rather than customers coming to us
 - Vehicle & personnel downtime minimized – back in service quicker
- Complete the TOPAZ lifecycle upgrade & network resiliency enhancement
 - New base station infrastructure operational 8/25/15
 - Resiliency operational in mid-September
- Continue working with non-Public Safety departments on cost-effective communications solutions

Communications Department

FY 15/16 Budget

- TOPAZ Regional Wireless Cooperative Joint Venture
 - Operations & Maintenance
 - \$1,584,355 budget
 - Net cost to Mesa \$1,155,313
 - Exempt from 5% reduction
 - Capital
 - \$3,969,508 budget
 - Includes TOPAZ Radio Network Lifecycle Upgrade
 - Includes Fire Hazard Zone Communications (VHF) Phase I
 - Net cost to Mesa is \$2,885,425

Communications Department

FY 15/16 Budget

- General Fund Operating
 - \$2,204,446 budget
 - 5% reduction = \$110,000
 - Will come from Professional Services
 - May slow some engineering tasks & implementation of new projects
 - Non-forecast projects
 - e.g. Mesa PD Sonim ruggedized Smartphone radio project



Mesa Public Library

Department Highlights

April 23, 2015



FYTD 14-15 Performance

| MEASURE | July 13 - March 14 | July 14 – March 15 | % Increase |
|----------------------|--------------------|--------------------|------------|
| Program attendance | 18,831 | 27,625 | 47% |
| Public computer uses | 189,653 | 198,147 | 4% |
| In-house visits * | 863,526 | 867,853 | 1% |
| Circulation | 2,115,022 | 2,132,585 | 1% |



Innovations

- Implemented auto renewal March 2015
 - Saves customer time
 - Saves customer money
- Began allowing online card renewal April 2015
 - Saves customer time



Innovations



- Launched outreach campaign promoting the Library as a benefit to City employees during September 2014
- Issued or renewed 744 library cards to employees
- Created a monthly government book discussion group
- Partnered with Mail Services to provide direct delivery service
- Partnered with Information Services to offer IT2U trainings on library digital products



“When I saw the InsideMesa item offering City employees library cards via interoffice mail, and reading about all the online services you’ve added since I last had a library card years ago, I asked for one ... Thanks so much. I look forward to making use of these new-to-me services.”



Tablet Time

- For children ages 3 to 5 and their parents/caregivers
- Potential for 1,480 participants during 9 month pilot
- Addresses community needs:
 - Provides children positive exposure to technology
 - Bridges digital divide between low-income and higher-income children
 - Improves pre-reading and reading skills in pre-school children
- Partnered with New Directions Institute for Infant Brain Development and CPLC Parenting Arizona for curriculum assistance and outreach

Mesa Express Library

Since opening May 2011

- 39,800 computer sessions
- 40,300 questions
- 185,800 visitors
- 417,500 items circulated

Since August 2013

- 3,000 program attendees



THINKspot

Since opening October 2013

- 365 programs
- 8,900 questions
- 20,000 visitors



Dobson Updates

Phase I

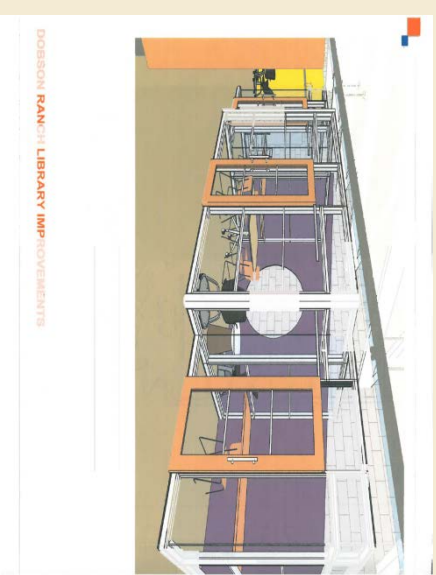
- Access to Family Restroom

Phase II

- Study/Meeting rooms
- Updated Children's area
- Butterfly garden

Phase III

- Updated teen area
- Updated reading area



FY 15-16 Proposed Budget

FY 15/16 Library Budget = \$7,138,616

- 3% Target Reduction = \$214,158
- 4 vacant positions

Impact

- Increase wait for in person assistance in libraries
- Increase wait for phone assistance
- Increase in time it takes for items to return to shelf



Questions?



MESA FIRE AND MEDICAL DEPARTMENT

Department Overview

April 23, 2015



Accomplishments 14/15

- Maintaining response times while managing major innovations
 - Implementation of Federal/CMS grant
 - Deployment of Secondary Public Safety Answering Point (PSAP) with no additional funding
 - Applied for Certificate of Necessity (C of N)
- Managing training and staffing models with limited resources by efficiently reprioritizing for years; may not be sustainable in the future

Points of Pride 15/16

- Moving toward site selection and construction of the Mesa Fire and Medical Regional Dispatch Center and EOC
- Implementation of Regional Communications Authority Governance Model
- Continuing to provide advanced services to the citizens of Mesa and developing new models through Federal/CMS grant funding

Budget Reductions 15/16

MFMD proposed 17 reductions and 3 new revenue sources totaling \$3M from which various reductions and all revenues were selected totaling \$1,756,712

Reductions:

- Reduced assignment flexibility – \$200,000
- Vacant positions (1 sworn, 1 civilian) – \$306,820
- Extend small vehicle replacement schedule – \$50,000
- Grant savings – \$12,500
- Reduction in fuel costs – \$200,000
- Managing resources – \$307,392

Revenues:

- Charging for select EMS services – \$100,000
- Regional dispatch fee increase – \$80,000
- Increased fees/charges – \$500,000

Questions?

