



COUNCIL MINUTES

September 21, 2023

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 September 21, 2023, at 7:31 a.m.

COUNCIL PRESENT

Francisco Heredia
Jennifer Duff
Mark Freeman
Alicia Goforth
Scott Somers

COUNCIL ABSENT

John Giles
Julie Spilsbury

OFFICERS PRESENT

Scott Butler
Holly Moseley
Jim Smith

Vice Mayor Heredia conducted a roll call.

Vice Mayor Heredia excused Mayor Giles and Councilmember Spilsbury from the entire meeting.

1-a. Hear a presentation, discuss, and receive an update on Mesa's Peer Support program.

Employee Health and Wellness Manager Kristin Garcia introduced Fire Captain Dale Crogan and Performance Advisor Amanda Freeman, and displayed a PowerPoint presentation. **(See Attachment 1)**

Ms. Garcia played a video regarding the stigma associated with mental health issues. She stated the objective of the Peer Support program is to alleviate the stigma that mental health is a sign of weakness and to create the culture that asking for help is normal. She highlighted reasons the program was developed and the statistics surrounding mental health. She pointed out the effects of untreated mental illness on employees, adding that the program was designed to be easily accessible to all and assist employees in navigating through various resources. (See Pages 2 through 5 of Attachment 1)

Ms. Garcia reviewed the mission statement for Mesa's Peer Support program. She informed City Council that a QR code will be placed throughout the City in order to provide employees with information and confidentiality for resources. She provided an overview of the City of Mesa's (COM) Cigna health plan and the benefits provided. She added there are no deductibles or payments required for inpatient and outpatient services that are in-network. (See Pages 6 and 7 of Attachment 1)

Captain Crogan reported that the Employee Assistance Program (EAP) and ComPsych are available free of charge to all COM employees, their dependents, their families, and anyone living in their household, regardless of whether they are covered by Cigna medical benefits. (See Page 8 of Attachment 1)

Ms. Freeman provided an overview of the Solari mental health program. She stated during a mental health crisis, a behavioral health technician can be reached by calling the crisis hotline at 988. (See Page 9 of Attachment 1)

Ms. Garcia discussed the benefits of the Health and Wellness Center. She commented the staff is trained in physical health, mental health, and emotional health and can refer patients to psychiatrists, counselors, and other resources. (See Page 10 of Attachment 1)

Captain Crogan identified partners who bring in resources and recognized that the Police and Fire Departments will continue to play a role in the value of the teams. (See Page 11 of Attachment 1)

In response to a question from Councilmember Freeman, Captain Crogan replied that the Peer Support program includes retirees, as does the Wellness Center and health insurance program.

Vice Mayor Heredia thanked staff for the presentation.

1-b. Hear a presentation, discuss, and receive an update on the City's Advanced Metering Infrastructure (AMI) project, also known as Smart Metering.

Deputy City Manager Candace Cannistraro introduced Energy and Sustainability Director Scott Bouchie, Water Resources Director Chris Hassert, and displayed a PowerPoint presentation. **(See Attachment 2)**

Ms. Cannistraro described the Advanced Metering Infrastructure (AMI) and its components. She explained that AMI is more than just a meter, it is a data management system that allows the City to monitor the infrastructure and provide real-time updates. She stated the goal is to provide daily consumption data to customers. (See Pages 2 and 3 of Attachment 2)

Ms. Cannistraro discussed the major components and services of AMI, as well as the complexities and the process for converting every meter in the city owned by the COM. She commented that water meters will either be replaced or retrofitted. (See Page 4 of Attachment 2)

Ms. Cannistraro reviewed the anticipated benefits for staff and customers to access data in order to improve efficiency and to be proactive. (See Page 5 of Attachment 2)

Ms. Cannistraro reported on the initial deployment of the Smart Meter project, which consists of two phases that began approximately two years ago. She mentioned Phase 1 has been successfully completed with the installation of 2,000 meters. She indicated that priority was given to new customers as a result of the delays due to supply chain issues. (See Page 6 of Attachment 2)

Mr. Hassert stressed that the data is the most important factor that the City will receive from the Smart Meter project, and shared information on a few case studies. He explained the software is designed to detect water leaks and notify residents, thereby preventing water loss and reducing costs. He anticipates that once full deployment of the system is in place, the City will save approximately two million gallons of water daily. (See Page 7 of Attachment 2)

Ms. Cannistraro provided an overview of the citywide deployment activities for Phase 2 of the Smart Meter installation. She advised that the meter installations are performed by staff and contractors. She presented a map of the scope of the project and the utility services areas, which

are expected to cover approximately 250,000 meters. She outlined the areas on the map for electric, gas, and water. (See Pages 8 and 9 of Attachment 2)

Ms. Cannistraro stressed that communication with customers is key and explained the various formats the COM will utilize. She mentioned a postcard notification will include information on Smart Metering and a link for Frequently Asked Questions (FAQs), as well as a photo of the contractors, their ID, and truck for safety purposes. She added residents are not required to be home during the installations, unless workers need to access their backyard, and an appointment will be scheduled. (See Page 10 of Attachment 2)

In response to a question from Councilmember Freeman, Ms. Cannistraro replied that residents and businesses will not incur any costs for the installation or change out of the meters; however, they would be responsible for leaks.

Ms. Cannistraro announced the smart meter project is expected to take three years. She presented an image of the postcard with a link to FAQs, which will include a contact number for any issues or questions regarding the installation. (See Pages 11 and 12 of Attachment 2)

Ms. Cannistraro highlighted the various partners that will be working with the COM on the Smart Meter project. (See Page 13 of Attachment 2)

In response to a question from Councilmember Duff, Ms. Cannistraro responded that customers will be able to access data using the same portal currently used for utilities and payments. She noted that the new customer portal will allow customers to view data the next day, while staff will have access to real-time data and alarms. She commented that the goal is to enable customers to set notifications when usage increases, which may result from a leak. She advised that bond dollars are being used to pay for the project, and the City is always searching for opportunities to apply for various infrastructure grants.

Councilmember Duff emphasized that a homeowner's responsibility is to maintain the area between the street and their home, which includes water and sewer lines, and can be costly to repair. She recommended that homeowners obtain a service line warranty for their property which applies only to major infrastructure repairs and does not include landscaping.

Ms. Cannistraro informed Council that homeowners are responsible for the sewer and water line from the meter to their house.

In response to a question posed by Vice Mayor Heredia, Ms. Cannistraro replied that the Smart Meter project is for residential and non-residential properties. She explained that certain areas in Southwest Mesa will only receive a water meter, since all areas are not serviced by the COM. She noted some areas will receive both water and gas meters, and the Downtown Mesa area will receive all three meters as the COM provides those services. She described the tentative process for the meter route conversions, and stated new customers and existing customers who need a meter replacement will receive a Smart Meter. She mentioned contractors for the meter installations will be certified and safety is a high priority for the COM.

Mr. Hassert added that the annual replacement budget for the City allows for approximately 4,500 meters to be converted annually.

Vice Mayor Heredia thanked staff for the presentation.

2. Acknowledge receipt of minutes of various boards and committees.

2-a. Economic Development Advisory Board meeting held on August 1, 2023

2-b. Parks and Recreation Advisory Board meeting held on May 10, 2023.

It was moved by Councilmember Freeman, seconded by Councilmember Duff, that receipt of the above-listed minutes be acknowledged.

Upon tabulation of votes, it showed:

AYES – Heredia–Duff–Freeman–Goforth–Somers

NAYS – None

ABSENT – Giles–Spilsbury

Vice Mayor Heredia declared the motion passed unanimously by those present.

3. Current events summary including meetings and conferences attended.

Vice Mayor Heredia and Councilmembers highlighted the events, meetings and conferences recently attended.

4. Scheduling of meetings.

Assistant City Manager Scott Butler stated that the schedule of meetings is as follows:

Thursday, September 28, 2023, 7:30 a.m. – Study

Thursday, September 28, 2023, 8:00 a.m. – Sustainability and Transportation Committee

5. Adjournment.

Without objection, the Study Session adjourned at 8:34 a.m.

FRANCISCO HEREDIA, VICE MAYOR

ATTEST:

HOLLY MOSELEY, 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 21st day of September 2023. I further certify that the meeting was duly called and held and that a quorum was present.

HOLLY MOSELEY, CITY CLERK

lr
(Attachments – 2)



City of Mesa Peer Support Program

SEPTEMBER 21, 2023 – STUDY SESSION

KRISTIN GARCIA

DALE CROGAN

AMANDA FREEMAN



Why Peer Support?

- 8 in 10 workers say stigma prevents them from seeking treatment.
- Confidential website with resources and support in a central location.
- Personal guidance from the Peer Support team navigating through many resources.
- Creating a culture where mental health can be talked about openly breaking the stigma.



How does untreated mental illness affect individuals at work?

People who experience a mental illness may:

- Doubt their abilities and appear less confident.
- Have a hard time concentrating, learning, and making decisions.
- Worry about losing their job due to poor job performance.
- Withdraw from others.
- Act in unexpected ways.
- Take a lot of time off.
- Appear less productive than usual.

CITY OF MESA



PEER SUPPORT

Our Mission

Our mission is to prioritize the mental health and well-being of our employees and their families by offering confidential support and resources. We recognize that their health and happiness are essential to the success of the City of Mesa. By doing so, we aim to build a stronger, healthier, and more resilient workforce.

COMPeerSupport@MesaAZ.Gov

480-644-PEER (73337)

City of Mesa Health Plan/Cigna



The City of Mesa is contracted with Cigna to deliver the medical benefits program including coverage for a wide range of mental health and substance abuse issues. These accessible, high quality care services are often free if you choose a provider in-network.

- Licensed therapists can diagnose and treat mental health or substance use concerns. They can help you develop coping skills in addition to providing other care and services. These include psychologists, counselors, and social workers.
- Psychiatrists and mental health nurse practitioners can diagnose and treat mental health or substance use concerns, typically by prescribing and monitoring medication, in addition to other care and services.
- Behavioral health facilities include psychiatric hospitals, residential treatment centers, and clinics. They offer specialized inpatient and outpatient programs to help support emotional issues, mental health, and treatment for substance use concerns.
- Virtual or telehealth services through MDLive provide non-emergency support for stress, anxiety, depression, and much more. These options include both therapists and psychiatrists. Psychiatrists can also prescribe medication as needed.
- A customer care advocacy program is also available to help members navigate the healthcare system and find the right providers and services for their needs. This program can be reached by calling Cigna at the number below.

Cigna Website: www.mycigna.com

Phone number: [1-800-244-6224](tel:1-800-244-6224)

EAP/ComPsych

—The GuidanceResources Company®—
COMPSYCH®

The City of Mesa has contracted with ComPsych to provide our Employee Assistance Program (EAP). EAP provides **short-term counseling and referral services** for matters that interfere with work or home life. All licensed clinicians are trained and experienced in EAP issues. The counselors at ComPsych will help with crisis intervention when you need immediate assistance, as well as issues we all may face at one time.

- You and your dependents can utilize up to eight in-person or telephonic visits per person, per issue, in a calendar year.
- This is a free service so there is no charge to the employee and their dependents.
- Topics include work stress, depression, anxiety, anger management, marital and other relationship problems, divorce, separation, loss, alcohol, and drug-related issues and more.
- Information and referrals for child and elder care, legal and financial problems, court-ordered services, and other community resources.

You do not need to have medical benefits through Cigna to utilize these services. ComPsych is available to all employees and their dependents, and their families.

ComPsych Website: www.guidanceresources.com

Phone number: [1-866-519-7415](tel:1-866-519-7415)

Organization Web ID: MESA

988/Solari



Too many people experience suicidal crisis or mental health-related distress without the support and care they need. Solari bridges the gap and acts as the entry point to the AZ crisis system. They are a nonprofit organization managing the 988, 211, and veteran's hot lines. They are available to all residents in the state of Arizona and can provide immediate responses to a crisis as well as mental health resources.

"988" is the three-digit, nationwide phone number to connect directly to the Solari Crisis Lifeline that is available 24/7. By calling or texting 988, you'll connect with a mental health clinician who is trained in crisis situations to help de-escalate a situation and assess a caller's risk level. If a caller needs more than the clinician can provide over the phone, a mobile crisis response team will be dispatched.

"211" is the Arizona Information and Referral program that is also available 24/7. Operators will help individuals and families find resources that are available to them locally, throughout the state, and provide connections to critical services that can improve – and save – lives, including but not limited to:

- Supplemental food and nutrition programs
- Shelter and housing options
- Services for veterans
- Addiction prevention and rehabilitation programs
- Support groups for individuals with mental illnesses or special needs
- A safe, confidential path out of physical and/or emotional domestic violence

If you, or someone you know, needs immediate mental health or suicide assistance call Solari at 988! When in doubt, call 988.

Solari Website: crisis.solari-inc.org

Employee Health and Wellness Center

The City of Mesa Employee Health and Wellness Center is a unique model in health care. The Center offers the same types of high-quality services you receive from your current primary healthcare provider with no cost and longer appointment times. This non-hurried personalized approach allows the provider to get to know you on an individual basis looking at your health from a holistic view. The provider considers your mental, emotional, and physical health and how they contribute to your overall well-being.

Medical Providers at the Wellness Center can diagnose and treat symptoms related to anxiety, depression, and other mood disorders. They know that chronic physical conditions can lead to poor mental health and that poor mental health is a risk factor for chronic physical conditions. They can refer to specialists when needed and continue to coordinate your continued care.

Services also include:

- Preventive care for adults and children
- Urgent infections like colds, flu, COVID, and more
- Chronic disease management like diabetes, asthma, migraines, high blood pressure, mood disorders
- Skin Cancer screenings

Wellness Center website: MesaHealthandWellness.com

Phone number: [480-644-WELL\(9355\)](tel:480-644-WELL(9355))



HEALTH & WELLNESS



Cigna®



COMPSYCH®
—The GuidanceResources Company®—



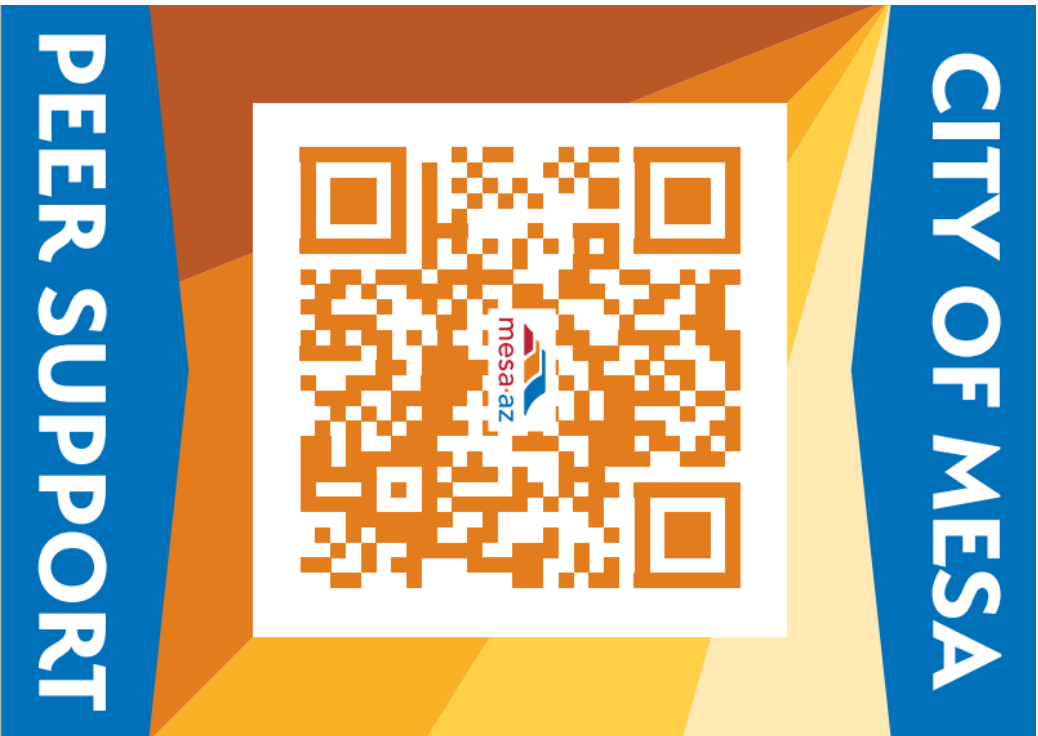
HEALTH & WELLNESS



Solaris
CRISIS & HUMAN SERVICES



MESA FIRE AND MEDICAL DEPARTMENT



COMPeersSupport@MesaAZ.Gov

480-644-PEER (7337)



Smart Metering - Project Update

City Council

September 21, 2023

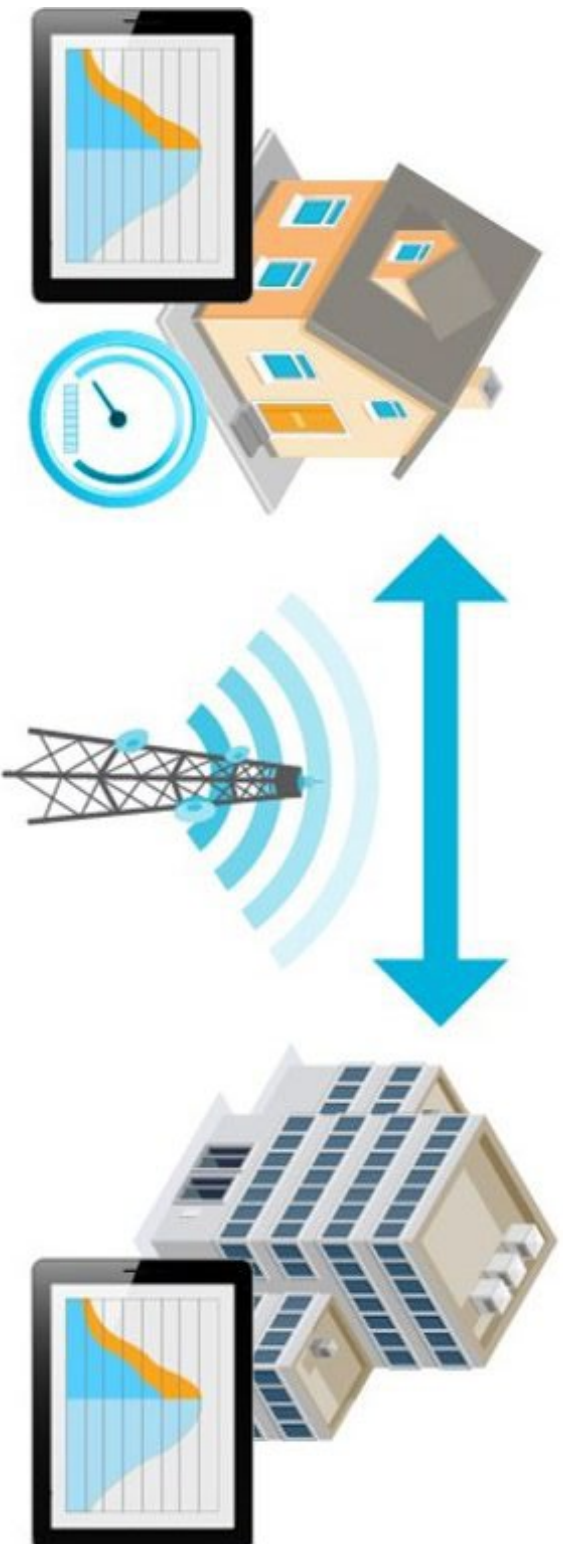
Presented by:

Candace Cannistraro	Deputy City Manager
Scott Bouchie	Energy and Sustainability Director
Chris Hassert	Water Resources Director
Tim Meyer	Assistant Business Services Director



Advanced Metering Infrastructure (AMI)

Advanced metering infrastructure (AMI) is an integrated system of **smart meters**, **communications networks**, and **data management systems** that enables two-way communication between utilities and customers

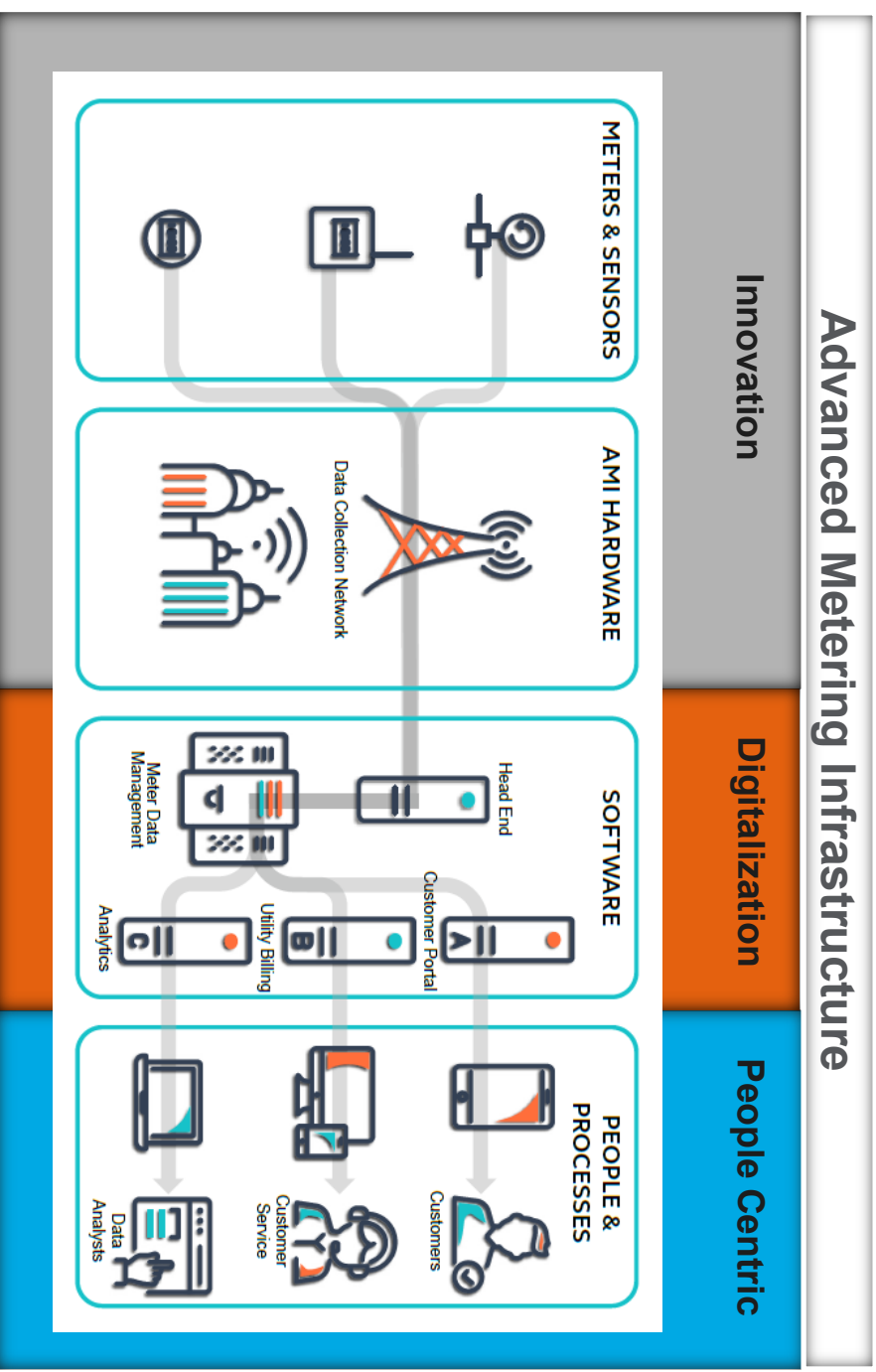




AMI Solution Components

Building a **resilient** and **sustainable** utility to enhance the live, work and play experiences of Mesa residents and employees

- More than just Smart Meters -

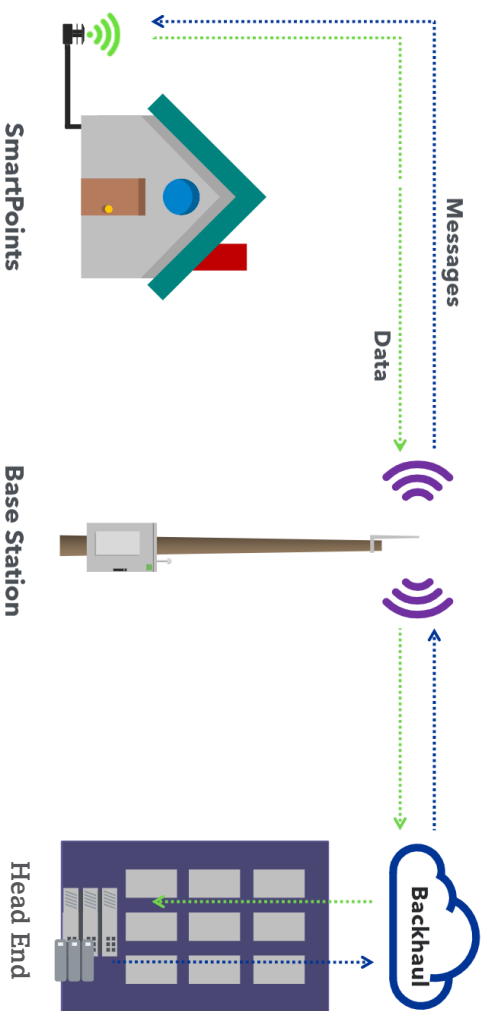




Smart Metering Solution Major Components & Services

The City's Smart Metering Solution will be integrated with following City software:

- **Banner** Customer Information and Billing System
- **ESRI** Geographic Information System
- **SilverBlaze** Customer Portal
- **Milssoft** Outage Management System (new)



Equipment

- Water Meters
- Electric Meters
- Gas Meters
- Meter Covers
- AMI Communications Network Equipment (Base Stations)
- AMI SmartPoints (radios)

Software

- AMI Head End (RNI)
- Meter Data Management System (Harris Compass)

Professional Services

- Vendor and Subcontractor Project Management
- Implementation Services
- Integration Services
- Meter Installation Services

Support Services

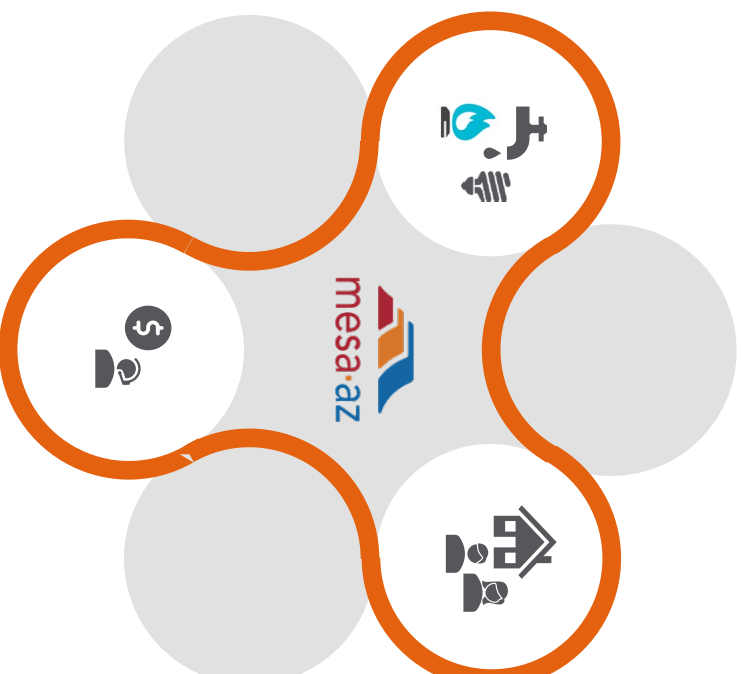
- Software Support Services (Hosted)
- Helpdesk and Technical Support
- Equipment Warranty Support



Anticipated Benefits

Water and Energy Resources

- Improved customer meter accuracy
- Improved meter inventory management
- Reduced field work due to high bill investigation, check reads, etc.
- Enhance operational efficiency - reduced system losses, improved identification of theft and tamper, remote turn off (electric)
- Improved electric outage restoration times
- Improved safety of employees
- Data and information to support operational decisions



Customers

- Improved customer experience
- Less high bill complaints
- Proactive customer service leak notifications
- More information about utility services through the customer portal (water, gas and electric usage information, outage information)
- Report electric outage and receive text alerts about the status of outages

Business Services

- Streamlined Meter-to-Cash processing
- Accurate billing, less billing exceptions
- Improved customer service



Initial Deployment Complete

System Accepted

on 8/15/2023

Phase 1 Successes

- Approximately 2,000 meters (combination of water, electric, and gas, various customer types and customer applications)
- Smart City technology – Pressure sensor at PRV Station #4 – 5928 E University Drive
- Software integrations with the billing system and outage management developed and fully tested
- Installation of six (6) Phase 1 Base Stations

Phase 1 Delays

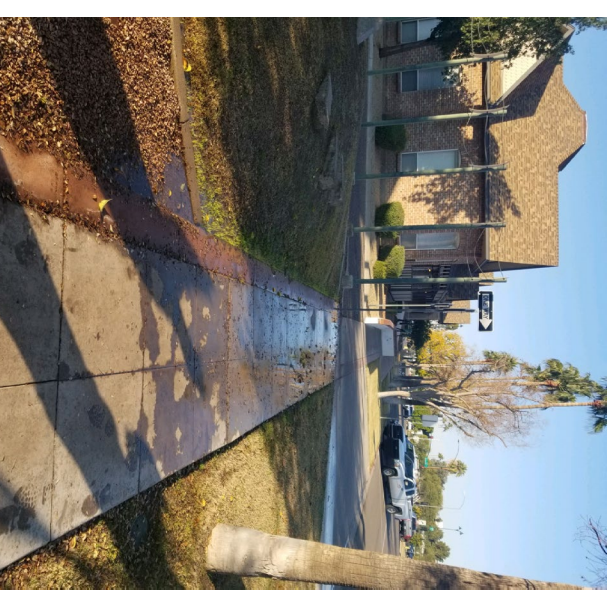
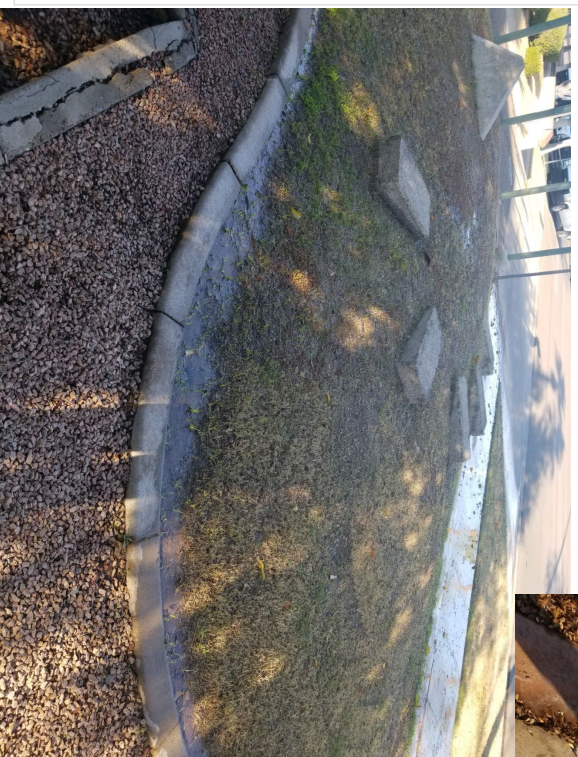
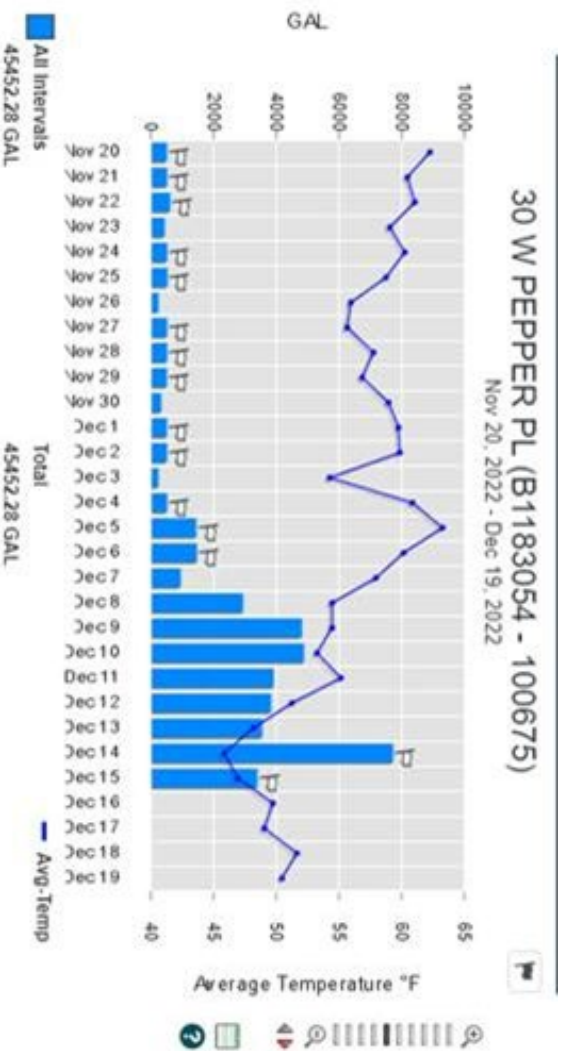
- Software integration with the customer portal will occur during Phase 2
- Electric meter supply chain remains difficult. Priority was given to meters needed for new customers





Realized Benefits

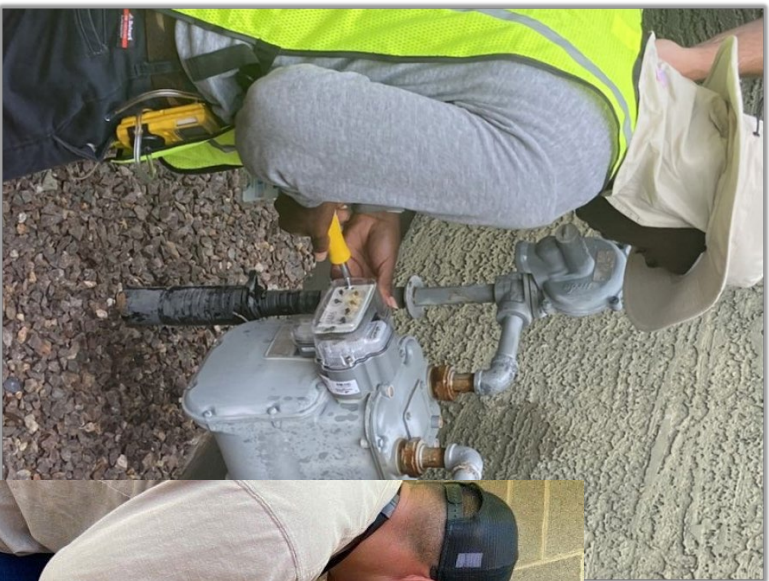
- WRD team received a continuous flow alarm at 30 W Pepper – 0.75 GPMs for 24 hours 12/8 – 12/15/2022
- Irrigation valve was stuck partially open causing an abnormal continuous consumption > 4 GPMs
- Shut off at the backflow





Citywide Deployment Underway

Kicked off
8/22/2023



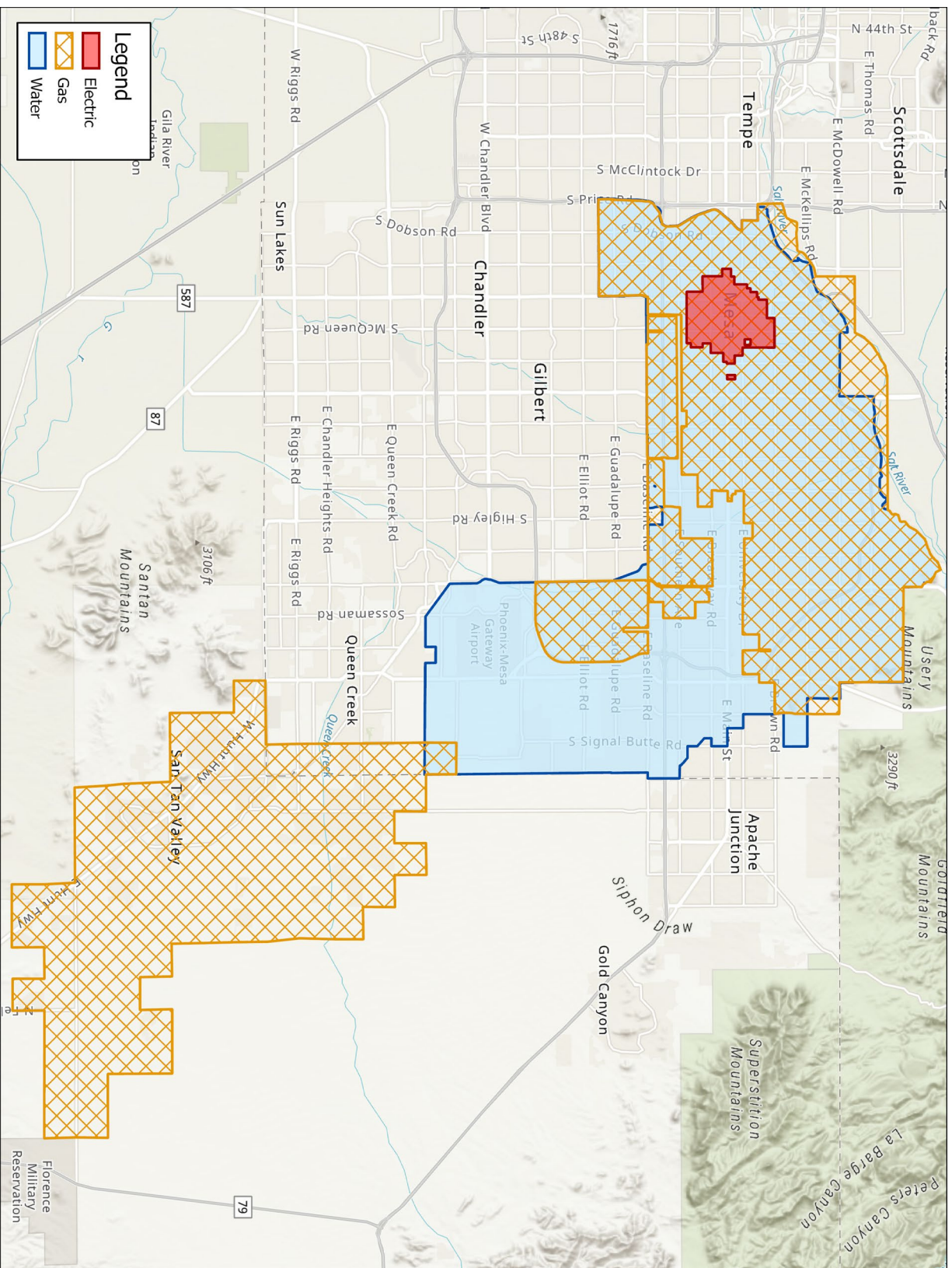
Phase 2: Full deployment activities

- Install remaining meters/endpoints throughout City of Mesa's service territories
- September 2023 – Gas meter retrofits and full exchanges to begin
- November 2023 – Water meter retrofits and full exchanges to begin
- 2024 – Electric meter exchanges to begin
- Staggered start dates and volume is necessary due to continued supply chain issues. Full deployment rate is estimated to begin in the first quarter of 2024
- Installation of remaining 14 Base Stations
- Software integration with the customer portal (Silverblaze)



Utility Service Areas

Electric:	
residential	14,400 meters
non-residential	2,700 meters
Natural Gas:	
residential	69,100 meters
non-residential	2,900 meters
Water:	
residential	140,000 meters
non-residential	16,700 meters
Total Current Meters	245,800





Communication with Customers

Timely communication to customers is provided on a neighborhood basis as work progresses

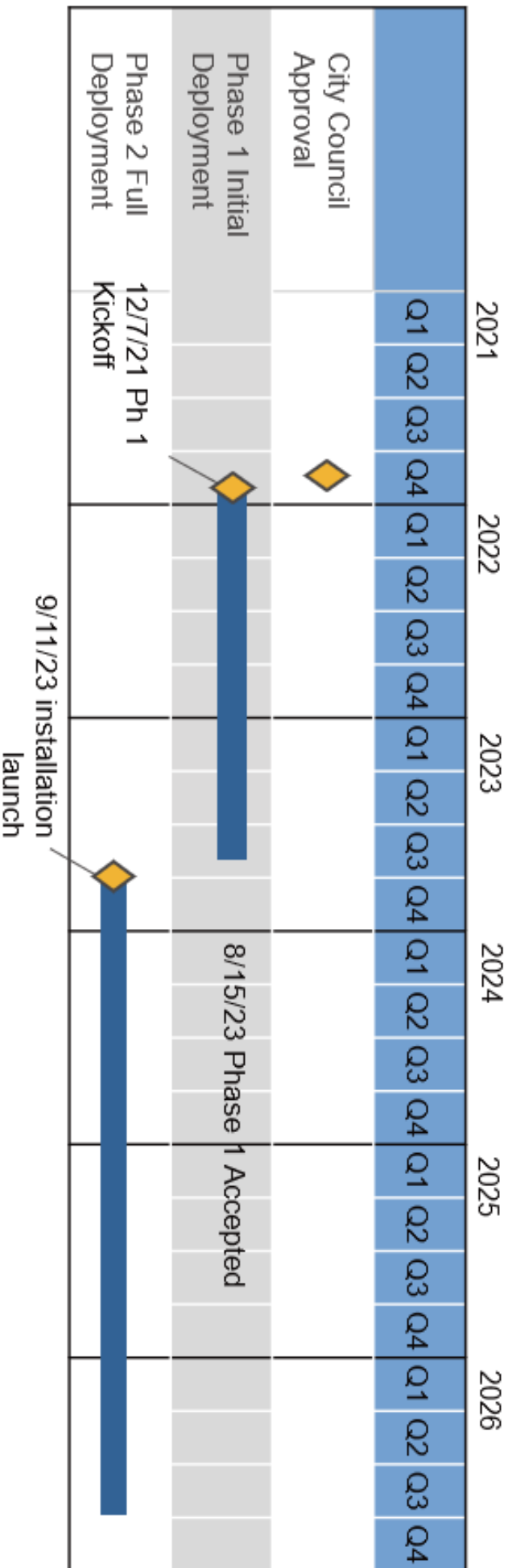
- A postcard will be mailed to customers about 4 weeks before planned meter upgrade.
- After completion of the meter upgrade, a door hanger will be left with information for their review.

As with any meter upgrade, communication is conducted in a manner to allow sufficient notice to customers, uses multiple formats, and is in English and Spanish





Project Timeline



Smart Metering Overview

Project – Phase 1

Project – Phase 2

Communication

Timeline



Smart Electric Meter

Smart Water Meter

Smart Gas Meter

JLBARRANCO/GETTY IMAGES

Smart Metering – Frequently Asked Questions





Sensus USA Overview and Subcontractors



Sensus, a Xylem brand, provides remotely-managed products and solutions that deliver the right data at the right time for investor-owned utilities, cooperatives and municipalities. As part of Xylem’s digital portfolio, Xylem’s smart devices and advanced applications connect with a variety of communication technologies to help customers make timely decisions that optimize electric, gas and water systems.

- Serving the Utility Industry for over 150 Years
- Electric, Gas and Water Meter Manufacturer
- 1100+ FlexNet AMI Deployments
- 260+ Combination Deployments
- IOUs, Cooperatives, Municipalities
- 45M+ FlexNet Endpoints Deployed
- ~\$1B Annual Revenue
- \$100M+ Annual R&D Investment



- Provider of meter installation services
- As a major utility service contractor, UPBA carries out asset inspections, surveys and maintenance for electric, water and gas companies.



- Provider of Meter Data Management System - MeterSense
- For over a decade, SmartWorks has been providing best-in-class meter data management and analytics solutions to more than 300 utilities throughout North America