



Minutes City Council Issue Review Session March 20, 2008

Minutes of the Tempe City Council Issue Review Session held on Thursday, March 20, 2008, 5:00 p.m., in the City Council Chambers, Tempe City Hall, 31 E. Fifth Street, Tempe, Arizona.

COUNCIL PRESENT:

Mayor Hugh Hallman

Vice Mayor Hut Hutson

Councilmember P. Ben Arredondo

Councilmember Barbara J. Carter

Councilmember Shana Ellis

Councilmember Mark W. Mitchell

Councilmember Onnie Shekerjian

Mayor Hallman called the meeting to order at 5:15 p.m.

Call to the Audience

Michael Patton, Tempe, Chair of the NewTown Board, re: Item #5, concerning the \$260K down payment assistance program. These funds are becoming increasingly scarce. NewTown has a goal to provide permanently affordable homes in Tempe and believes it is important to utilize these resources in a way to continue to provide long-term benefits to the community, particularly through permanently affordable homes. These funds are gradually depleting as home prices rise over time, and even though they might be recaptured from homebuyers in the future, those funds are no longer enough to allow a subsequent homebuyer to try to acquire a now more expensive home. NewTown would urge Council to link the down payment assistance with the community land trust model which takes those funds and permanently invests them in the community to make permanently affordable homes. Homebuyer opportunities are not lost.

Mayor Hallman explained the concept that if the City gives, for example, \$1,000 to someone to help them buy a home, at some point the City may get the \$1,000 back, but as the land trust has been established, that money is essentially invested alongside whatever the homeowner invests and as the homeowner's appreciation develops, because the house goes from \$100K to \$200K, the value that the City puts in through these kinds of subsidies would track along with that. The City, therefore, through this kind of model, retains the ability to keep properties affordable even as the cost of properties might rise.

Councilmember Arredondo added that there might be a need for better communication between the City's

Housing and Community Development staff and NewTown to make sure things are going on the same track.

Mr. Patton responded that more communication is always better and NewTown is always available to work with Housing staff.

City of Tempe Human Service Recommendations

INFORMATIONAL BACKGROUND available in City Clerk's Office.

DISCUSSION – Presenters: TCC Executive Director Kate Hanley

Councilmember Ellis declared a conflict of interest and excused herself from the discussion.

Kate Hanley presented the agency review recommendations for human service funding. She introduced Co-Chairs Arlene Chin and Mike Rooney who have chaired the entire process. For this cycle, 40 agencies presented 54 programs requesting a total of \$1,470,000. Last year, including the contingency funding that Council located at the end of the budget cycle, \$1,278,000 was distributed. There was a shortfall of almost \$121K. That was the challenge for the committee, because no agencies come forward that are not worthy and deserving. Additionally, there was an opportunity for the agency to respond to those volunteer and staff comments. The process is constantly changing to be more inclusive and feedback is vital to strengthen the process.

Mike Rooney added that it is a sad fact of life that when the economy is down, city budgets are squeezed, but members of the community actually need more assistance rather than less. This was explained to the TCC volunteers before they met with their agencies, but in spite of that, they came back with 10 programs where they really wanted additional funding. That illustrates that there is a significant need in the community for human services. In the packet, Council will see some agencies increased and some decreased. If there was any re-balancing at all, there was a slight balancing toward basic needs, such as shelter services. As a matter of procedure, interview panels were created from the various 36 volunteers. Every agency was interviewed and their programs discussed over many days. There was, in addition, a seven person enhancement committee. That committee's job was to take all of the feedback from all of the volunteers and reconcile it in some way. They then went back to the volunteers and listened to their comments, a few things were changed. They then returned to the entire TCC and had a unanimous vote in favor of the recommendations. Great weight was given to the citizen input.

Arlene Chin added that in this year's process, 35 agencies and 49 programs are represented. In this cycle, the community volunteers faced some challenges, including a funding cut in the CDBG funding of over \$6,000. She thanked Council for its strong support for human services in general, but also the process of agency review. It is a wonderful process.

Mayor Hallman summarized that this gets folded into the Operating and Maintenance (O&M) budget process. Last year, we took the recommendations and as we went forward in the O&M budget and identified some

sources of funding for contingency, we then moved that money back to the TCC with the direction that the money go back into those prioritized agencies. This year, Mr. Rooney mentioned that there were programs for which they would like more money. He asked how we would discern that from the chart included in the materials.

Mr. Rooney responded that every time you look at an individual sheet that shows the initial recommendation, it is noted what the agency received the year before. Certainly, they started at that point and would like to have funded even what was funded before.

Mayor Hallman explained that occasionally in the past, there might be an agency that didn't perform as well as desired, and it got cut. All of these agencies would have liked to be funded at least at last year's level. Is it true that if you were provided the \$121,000 to make up the difference in funding last year, that you would have spread it the same way rather than re-weighted for other needs, notwithstanding that another agency would get less.

Mr. Rooney responded that if they get enough money to bring everyone up to where they were before, he wasn't sure if it would be an accurate statement to say that they would make an across-the-board increase to everyone.

Mayor Hallman clarified that it would be possible, with the additional funding, that it would still be re-weighted based on the highest priorities given the current downturn and the impact on the community. Everyone would like to see, however, \$121,000 in additional resources.

Mr. Rooney agreed.

Ms. Hanley added that the notes indicate those agencies that the committee was hoping to increase if contingency funding became available. Also, last year staff brought a separate list to Council and they would be happy to do that again.

Mayor Hallman asked that if \$120K were found, where would it be placed.

Ms. Hanley responded that the committee did go through that exercise. Also, because there is a supplemental request in for the Earned Income Tax Credit Program, they would like that to be considered. It is not a separate agency because it is a program that TCC runs, but it is a separate program.

Mayor Hallman added that Council is appreciative of the efforts of all the volunteers who participate in the agency review process.

NO CONSENSUS – INFORMATION ONLY

Councilmember Ellis returned to the meeting.

Citizen Survey and Crime Update

INFORMATIONAL BACKGROUND available in the City Clerk's Office.

DISCUSSION – Presenters: Police Chief Tom Ryff; Fiscal Research Administrator Mary Anders

Police Chief Ryff introduced Mary Anders, Fiscal Research Manager. He added that the citizen survey has been conducted annually since 1994. In the last year, four strategic issues were identified:

- crime fighting (the need for '360' crime suppression),
- quality police services,
- a supportive environment for employees, and
- development of innovative technology within the department.

Chief Ryff continued that he would be discussing methods of enforcement, specifically relating to crime suppression. He asked Council to consider some of the initiatives with respect to crime-fighting:

1. Adaptive and proactive method to fight crime utilizing prevention enforcement and suppression as the key methods within the organization. All managers have been asked to come together every two weeks to analyze statistical data and methods to fight crime with time sensitive information.
2. Intelligence-led policing. Technology within the department has been utilized to focus on crime prevention to predict crime, moving to a proactive response rather than reactive.
3. Community partnership.
4. Interagency partnerships to share information on crime-fighting with other agencies. For example, an officer or detective serves on the Joint Terrorism Task Force with the FBI. An officer works out of the Arizona Counter-Terrorism Information Center as a terrorism liaison officer. There are two embedded members of the Arizona Army National Guard in our Special Investigation Unit to serve as intelligence analysts. The department has partnered with the East Valley agencies and formed the first East Valley Fusion Center aimed specifically at gang intelligence and enforcement. There is also a member on the Arizona Auto Theft Task Force to help reduce auto theft within our community.

Chief Ryff continued that violent crime is down 16.3% year-to-date. Total property crime is down 9.2%, with an overall crime reduction of 9.8%. Crime statistics can change weekly, monthly or yearly and there is a lot of work to do. This is just the beginning of their efforts to reorganize the department for the purpose of meeting the needs of the community

Dr. Anders added that the overall crime rate in 2007 is the lowest in 24 years. She highlighted the citizen survey and noted that the results are also available on the City's website. The survey has been conducted since 1994, and was designed to assess citizen satisfaction with the Police Department, as well as to assess community policing and crime concerns. Historically, the survey has been a phone survey, but in 2006, a mail component and an internet survey were added in conjunction with the phone survey to reach a more diverse group of citizens. This last year, over 2400 citizens responded with a high citizen satisfaction rating.

- 87% of overall respondents rated the quality of service provided by the Police Department as high or very high (a 2% increase from last year).
- Maps were developed by reporting district with nearly 300 reporting districts represented. The overwhelming majority were satisfied with the level of service provided.
- In addition, the citizen survey findings highlighted that the majority support photo enforcement.
- A majority support the loud party ordinance.
- 80% of the respondents indicated that they feel safe in their neighborhoods. When asked in an open-ended format what their most important crime concern was in their neighborhood, the responses were overwhelming that property crimes, particularly theft and burglary, were the most important crime concerns, not only in the neighborhoods but also throughout the City as a whole.

Chief Ryff added that the department is in the infancy stages of rebuilding the organization with a renewed focus on crime-fighting. He is pleased with the success since last year.

Councilmember Arredondo asked Chief Ryff to describe the crime-fighting techniques being used.

Chief Ryff summarized that in order to fight crime effectively, they use the term "360", meaning that every area within the Police Department has to be on the same page. All senior managers throughout the department, sworn and civilian, come together every two weeks. They are provided information on crime trends so they know exactly what is happening within their respective commands and what resources are available. The most drastic change is getting timely information. This enables them to go out with pinpoint accuracy and hit crime trends within neighborhoods. Another method has been developed to respond to in-progress calls. Those available and in the area, whether a plain clothes detective, a motorcycle officer, etc., respond. They have had a very high success rate with that. It is called "priority zero" or "swarm." They are doing a lot of different things, but most importantly, it is getting everyone at the table to talk about the common issue of fighting crime.

Councilmember Shekerjian congratulated Chief Ryff. She is most impressed with the manner in which the department has chosen to take the data and never be fully satisfied.

Mayor Hallman appreciated the fact that Chief Ryff provided the detail about who responded. In this series of surveys, there is a heavier response rate coming from south of Guadalupe Road. Why is that; what was the sourcing of that? He is concerned that we need to be weighting the responses in a way that reflects the community and that we don't over-weight and misunderstand what our community is thinking. He would like to see how the data cross-matches with the data that came in, because there were some neighborhoods with consistent dissatisfaction. One of the issues we have to recognize in a survey like this with 2400 respondents is that as you drill down to smaller and smaller pieces of the community, it is much less likely to be truly reflective of a specific neighborhood. It does, however, help us understand which neighborhoods are still feeling that they have issues. We should look at those hot spots and drill further into the neighborhood office to see if this is simply a bad representation. The same is true on the other side. As we do our neighborhood work, these tools should be used through the neighborhood office to continue to focus our efforts to improve our service delivery in all of the fields we are delivering, and this

additional Police survey is one more tool to better understand where are smaller gradations of what we need to deal with. He didn't take this information as a true representation of specific neighborhoods, but it does give an idea where we need to get more information.

Dr. Anders added that the timing of the survey is important. The survey was started in September and October, and given that citizens were responding to the survey after school started and there was more activity, it might have had an effect on the neighborhoods around schools. Staff would be happy to look at this further.

Mayor Hallman added that given the attitude that we want to continue to do better, let's take this data and focus the efforts where we clearly may have some opportunity to do so. Let's continue to be skeptical that it is truly a reflection of any specific neighborhood given the kind of survey. We need to make sure our neighborhood office is also used as a tool for continuous outreach. This is great data and let's use it to its fullest extent in order to supply the best delivery of service we can.

Councilmember Shekerjian asked if staff would be cross-matching this information with the community survey. She found it interesting that the most important neighborhood crime concern and the most important crime concern in Tempe were not a perfect match. It would be interesting to drill down further on that data.

Chief Ryff added that he has discussed the idea with the City Manager and with Brenda Buren to look at a comparison with the previous survey. In addition to looking at neighborhood issues, for example, this is being utilized as a tool to help in our crime suppression team meetings to go out in the community and utilize crime prevention and neighborhood meetings to find out exactly what is happening in some of the hot spots. The report is a road map to the department as to where resources need to be directed.

CONSENSUS

- **Determine how data crosses with City survey.**
- **Look at hot spots and drill down on information to see if areas have representation and is truly reflective of neighbors.**
- **Use tools to continue to improve and use data to focus efforts.**

Follow-up Responsibility: Tom Ryff

Youth Transit Pass Program

INFORMATIONAL BACKGROUND available in City Clerk's Office.

DISCUSSION – Deputy Public Works Manager Carlos de Leon; Community Outreach Marketing Supervisor Amanda Nelson

Carlos de Leon thanked Council for their leadership in establishing the Youth Bus Pass Program. Staff is seeking direction on a recommendation to expand the bus pass program to include light rail and rename the program to "Youth Transit Pass Program." This item was reviewed by the Transportation Commission

and the Council's Transportation, Housing and Environment Committee.

Councilmember Ellis stated that this was recently presented to the committee. She has always been an advocate for getting youth involved in our transportation system and she supports this recommendation. Staff has worked with other municipalities to get them on board, but have not been successful. This is a unique program to Tempe and is heavily utilized.

Mayor Hallman added that there has been tremendous pressure to get the region to adopt this model. Seven years ago, the annual youth pass usage cost was projected to be \$2.8M and the net cost is showing year one at \$23,716, year two at \$29,452, and year three at \$29,700. Through these efforts, staff was able to save \$2.5M.

Councilmember Shekerjian stated that it has been brought up by some in the school districts, especially at McClintock High, that if there was anything we could do to encourage Phoenix to get on board so that students attending some of our schools who live in Phoenix could use those passes. If the Education, Technology and Economic Development Committee can help, she urged staff to ask.

Mayor Hallman added that he felt we're getting as close as we've ever been to getting this done through RPTA.

Councilmember Arredondo suggested that the City Manager draft a letter to the three superintendents because it is too easy to forget what this City does throughout the year. This is only one of many examples that this City Council supports their youth. He asked that the letter include statistical data, and that council receive a copy of the letter.

Mayor Hallman added that in the first year, there were 347,000 boardings by youth, in year two there were 360,000, and through the seventh month of the third year there were 205,000. That is coming at a cost to the City of about \$30K. With the proposal to add light rail, the net cost would rise to about \$100K, but that is overstated in all of these numbers. What we're finding is that for families with kids, if the children get to ride for free, a parent is more likely to get on the bus. Now the family of three or four can take the bus for a couple of dollars rather than \$10. We are actually getting revenues that we can't even track and add to the system that are really probably paying for all of these costs. If one in ten of these rides include a parent, who would not otherwise take the bus, it will have paid for the entire program.

Councilmember Arredondo suggested that the School Board also receive a copy of the letter.

Mayor Hallman also suggested that a copy be sent to the Executive Director of the RPTA as well.

Councilmember Ellis clarified that when the first figure of \$2.8M was estimated on the basis that those youth had bought those passes at full fare. If offered for free, they will use it, but not all of them will pay for it. She appreciated the Transit staff developing the actual figure as to how many would actually have purchased them so a cost could be determined. The bus and light rail will run whether or not the youth are on it, and we might as well fill it.

Mayor Hallman added that one of the initial concerns was that we would overload the system. He had thought that would be a very good problem to have.

Ms. Nelson added that one important trend is that as a percentage of the total users in this program, the 14- and 15-year-olds percentage is going down. The 16- to 18-year-olds are increasing. They are continuing to ride as they age and especially as they reach driving age.

Councilmember Carter felt it was important to let the citizens know how this is being funded.

Mr. de Leon responded that the funding source is the transit tax program. Even with the estimated cost increase to include light rail, the program is within budget of what was estimated.

CONSENSUS

- **Expand Youth Bus Pass Program to include access to light rail.**
- **Rename the program “Youth Transit Pass Program.”**
- **City Manager to draft a letter to all three school superintendents including statistical data, with a copy to the School Board and the Executive Director of the RPTA.**
- **Proceed as recommended.**

Follow-up Responsibility: Carlos De Leon

CDBG/HOME Programs; Selection of Activities for FY 2008-09

INFORMATIONAL BACKGROUND available in the City Clerk's Office.

DISCUSSION – Presenters: Community Development Manager Chris Salomone; Housing Services Administrator Liz Chavez

Liz Chavez summarized that the City is required by the U. S. Department of Housing and Urban Development to submit an action plan for the proposed CDBG and HOME activities for FY 2008/09. She asked for approval of the recommended selection of activities for the next fiscal year.

Mayor Hallman stated that a resident has expressed the hope that we could figure out how to develop programs within these subdivisions that would allow us to retain the subsidy that we are supplying rather than having a recapture of it, and given where we are currently in this process, is that something you feel you can continue to do and develop those concepts? If so, it should be referred to the Transportation, Housing and Environment Committee. The Committee could also pull in NewTown, Habitat for Humanity, CPLC, etc.

CONSENSUS

Refer to the Transportation, Housing and Environment Council Committee to determine if there is a link between the down payment assistance and the land trust model to work in conjunction.

Follow-up Responsibility: Chris Salomone, Liz Chavez

Fire Department Medical Support Unit Update

INFORMATIONAL BACKGROUND available in City Clerk's Office.

DISCUSSION – Fire Chief Cliff Jones

Councilmember Arredondo stated that he and Councilmember Shekerjian had heard this presentation at the Public Safety and Neighborhood Quality of Life Committee and thought it was very important because it is something that the Police and Fire are doing jointly.

Fire Chief Jones summarized that the Fire Department, with the support of the Police Department, has developed a Medical Support Unit for Police Operations. This unit is new and unique both in its goals and its operations. The goal is to increase the safety and well being of members of the Police Department. This is accomplished through medical monitoring at specific types of incidents and through immediate provision of medical assistance for injured officers in critical situations. The unit is led by the Medical Transportation Coordinator John Valenzuela with eight fully trained and deployable members.

John Valenzuela summarized that the unit began responding on June 29, 2007. Earlier that year, the Police Department asked for paramedic support for their SWAT team. Paramedic support for SWAT teams is not new to police operations, but was for the Tempe Police Department. Chief Jones desired to do more, and a committee was assembled and determined that the Police Department could use medical support in seven separate areas. The unit is on call 24 hours per day, seven days per week. Anytime the Police Department needs service, the unit can be on a non-emergency situation within 45 minutes to an hour. The members are trained in paramedic and tactical medicine. Some of the areas are:

- Medical support at the Coopers test for entry level police officers
- Support during investigations
- Planned events
- Warrants and SWAT callouts
- Medical training for the Police Department

Since June, there have been 72 calls for service. The unit has brought the working relationship between the Police Department and Fire Department to an unprecedented level. Safety, wellness and morale have been increased for the Police Department, as well as increases in the safety of firefighters and the citizens.

Councilmember Arredondo added that this has created an atmosphere where the departments work hand in hand and operate as a team.

Councilmember Carter asked where the unit is based.

Mr. Valenzuela responded that he operates out of the training center, and he coordinates all of the calls.

Councilmember Carter asked where the other unit members are located.

Mr. Valenzuela responded that they deploy based on people who are off duty. When he gets a call, he will assess how many support members are needed and he starts making calls.

Councilmember Shekerjian clarified that the 8 fully trained and deployable members are all serving somewhere else in the Fire Department and they are on this unit when they are off duty.

Mr. Valenzuela responded that they have used current resources. They have provided further training and equipment and given them a special mission. This unit is unique in the entire state.

Councilmember Shekerjian clarified that this is not a special unit as such.

Mr. Valenzuela explained that they are on call for this specialty, but they are also serving on the fire trucks.

Chief Jones added that this is an “added value” type of program. They have taken current people, provided additional training; they volunteered. We have had excellent cooperation throughout the police organization.

Councilmember Shekerjian asked when this program started.

Mr. Valenzuela responded that the request came early last year and the official deployment started on June 29, 2007.

NO CONSENSUS – UPDATE ONLY

Formal Council Agenda Items

No agenda items were discussed.

Future Agenda Items

Councilmember Arredondo asked for the cost to expand Orbit.

Councilmember Arredondo asked for an update by Public Works Manager Glenn Kephart on a plan to control graffiti.

Mayor’s Announcements/Manager’s Announcements

None.

Meeting adjourned at 6:15 p.m.