

## **Minutes Neighborhood Advisory Commission October 6, 2010**

**Minutes of the Neighborhood Advisory Commission (NAC) held on October 6, 2010, 5:40 – 6:30 p.m., at City Hall, 31 E. 5<sup>th</sup> Street, 2<sup>nd</sup> Floor Conference Room, Tempe, Arizona.**

**(MEMBERS) Present:** Don Calender, Tom Catlaw, Andy Hall, Joochul Kim, Ira King, Leonard Montenegro, Joe Pospicil, Lisa Roach, Michael Wasko, Bill Wagner, Woody Wilson.

**(MEMBERS) Excused Absences:** Maureen Decindis, Pete DeMott, Kevin Kaesberg, Josephine McNamara, Michael Pickett

**(MEMBERS) Unexcused Absences:** Jacob Nojoumi, John Sanborn

**City Staff Present:** Shauna Warner, Neighborhood Services Director; Elizabeth Thomas, Neighborhood Services Specialist

### **Agenda Item 1 – Call to Order**

Vice Chair Wasko called the meeting to order at 5:40 p.m.

### **Agenda Item 2 – Public Comment**

None.

### **Agenda Item 3 – Consideration of Minutes: September 1, 2010**

Commissioner Calender moved that the September 1, 2010 minutes be approved as written. Commissioner Hall seconded the motion. The motion passed unanimously.

### **Agenda Item 4 – Overview of Customer Relations Center**

Shauna Warner explained that the Customer Relations Center (similar to a 411 or 911 number) was designed to deliver superior and consistent one call service to include on the spot issue resolution whenever possible. She added that this Center may be the solution to the black hole situations where commission members and residents have described being passed from work area to work area when a problem crosses departments and/or doesn't fit in a typical scenario.

The work on the Center began over two years ago. City Manager Charlie Meyer had experience with a Customer Relations Center while working in Virginia and has been a staunch supporter ever since. As Neighborhood Services often works on issues interdepartmentally from a holistic perspective, the decision was made to place the Center in this area. The physical space is on the bottom floor of City Hall where the travelling art collections once were displayed. All call takers are current city employees who came from work areas including Water and Public Works through a bumping process. In addition to the extensive and broad based training provided, they have been conducting some cross training serving as resident experts from their previous work areas.

Initially the calls taken will be specific to Public Works which includes Water, Engineering, Solid Waste, Traffic Engineering and Transportation. The overarching goal is for all the various work area main number calls (with the exception of PD Dispatch and Water Utilities Customer Service/Billing) to go through this centralized number. This will allow for tracking of hot spots, greater information regarding resource allocation for decision making purposes, prompter prediction of trends and proactive measures to address issues that appear regularly or frequently. Management and Supervisors can even receive weekly email reports specific to their work area if desired. The software is robust and flexible and will be integrated with existing work order systems. If desired, residents can track the progress of their call much like a FedEx package.

The soft roll out is anticipated to begin on November 1, 2010 with hours of operation from 7 a.m. to 5 p.m. Monday through Friday. For those residents who need it, the website will provide a 24/7 connection and/or certain numbers such as Water will roll over should a customer have a pipe break after 5 p.m.

Full integration of the other departments is anticipated to happen over the next two years. Shauna encouraged commission members to Google 311 to learn more about other cities using the system as Tempe has benefited from their experiences. Tempe will be only the second in the state (Pinal County was first) and the first in Maricopa County to offer residents this service. A demonstration of the software can be planned for a future meeting.

#### **Agenda Item 5 – Volunteer Needs in Neighborhoods – Further Discussion and Selection of Neighborhood Advisory Commission Adopt a Park**

The commission considered adopting Double Butte Cemetery, 6th Street Park and Birchitt Park as potential candidates. It was noted that Double Butte encompasses a sizable area and receives attention from community service workers needing to fulfill court ordered service requirements. Birchitt Park is somewhat of a gateway into downtown Tempe but is not frequently used as a park. As the requirements for Adopting A Park include a commitment to quarterly or 4 times per year clean ups. 6th Street Park was selected for its close proximity to where the commission meets and the potential to clean up before or even after meetings.

Commissioner King made a motion for the Neighborhood Advisory Commission to adopt 6th Street Park, Commissioner Wilson seconded the motion and the vote carried with 10 yes votes and one no. Shauna and Elizabeth will follow up with Edith Ross to make her aware of this park adoption.

#### **Agenda Item 6 – 2011 Neighborhood Workshop and Awards Update**

Elizabeth Thomas revealed that she had not yet followed up regarding the availability of the downtown locations (Madcap Theatres, US Airways and Tempe Gateway buildings) for Saturday, April 30, 2011. This will be the date for the 2011 Workshop and Awards as it works with the Mayor's calendar. When Elizabeth has additional information regarding venues and availability of free parking, she will share it with the group.

#### **Agenda Item 7 –Committee Updates**

- Budget/Finance Committee – No meeting took place. Commissioner Kaesberg is the current chair.
- Outreach Committee – No meeting took place. Commissioner Wilson is the current chair.
- Quality of Life/Neighborhood Enhancement/Codes Committee – No meeting took place. Commissioner Pickett had agreed to serve as the interim chair until an election can be held.

Vice Chair Wasko encouraged each committee to meet prior to the next commission meeting.

**Agenda Item 8 –Proposed Agenda Items for November 3, 2010 Meeting or a Future Meeting**

- 2011 Neighborhood Workshop and Awards Update
- Downtown/Urban Community Garden field trip, overview and tour
- Crime Analysis RAIDS Website Demo (if Urban Garden unavailable)

**Agenda Item 9 – Adjournment**

Meeting was adjourned at 6:30 p.m.

Prepared by: Elizabeth Thomas, Neighborhood Services Specialist

Reviewed by: Shauna Warner, Neighborhood Services Director