

COUNCIL MINUTES

June 10, 2021

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 June 10, 2021, at 7:35 a.m.

COUNCIL PRESENT

John Giles
Jennifer Duff
Mark Freeman
Francisco Heredia
David Luna
Julie Spilsbury
Kevin Thompson

COUNCIL ABSENT

None

OFFICERS PRESENT

Christopher Brady
Dee Ann Mickelsen
Alfred Smith

Mayor Giles conducted a roll call.

1-a. Hear a presentation, discuss, and provide a recommendation on a new public safety response model for mental health 911 calls.

Performance Advisor Amanda Freeman introduced Assistant City Manager John Pombier, William Riley, Arizona State University (ASU) College of Health Solutions Professor, Matthew Moody, Director of Operations at Solari Crisis and Human Services, and Justin Chase, President/CEO at Solari Crisis and Human Services who displayed a PowerPoint presentation. **(See Attachment 1)**

Ms. Freeman stated the Office of Management and Budget had many conversations with both the Police and Fire Departments as well as a number of organizations to find out more about how mental health calls were being handled around the Country. She reported the message was to reach out to local resources to find out what was available and announced that Arizona was ahead of the game related to mental health care and is a benchmark across the Country. She reviewed the three main priorities that have been identified. (See Page 3 of Attachment 1)

Mr. Riley explained persons with behavioral health disorders are likely to be incarcerated instead of hospitalized. He mentioned there are multi-sector approaches to dealing with behavioral health crises and they are medical issues that are not public safety issues unless there is danger to oneself or to others. He stated the approaches for treatments to these persons are very fragmented and if the health of the population is going to be improved, working with community stakeholders such will be important. He provided examples of Care Fragmentation. (See Pages 4 and 5 of Attachment 1)

Mr. Riley presented the sequential intercept model which has six steps that provides opportunities to divert persons with behavioral and mental health crisis away from law enforcement and the

criminal justice system. He indicated in Intercept 1 Police Department officials discuss how to redirect 911 callers to behavioral health resources rather than law enforcement. He continued by stating the other intercepts of the model are also seeking ways to try and divert individuals with behavioral and mental health crisis away from the justice system and towards therapy. (See Page 6 of Attachment 1)

Ms. Freeman provided a visual of how most 911 calls are handled. She mentioned the dispatcher collects information and then dispatches to first responders who utilize current policies to determine the next step. She added some of the dispatched calls include community resources. She stated 93% of calls go to the Police Department and 7% to the Fire Department. (See Page 7 of Attachment 1)

Ms. Freeman highlighted the third option that will be added to the current dispatch response model and explained a 911 call may be routed to the Police Department, Fire Department, or to Crisis Services. (See Page 8 of Attachment 1)

Mr. Moody presented a brief overview of Solari Crisis and Human Services and highlighted some of the services provided. He stated the organization partners with communities to provide solutions and innovative efforts to improve public access to local services. He said Solari believes the community members deserve the most appropriate response to meet their immediate need in a manner which has the highest propensity for success. (See Page 9 of Attachment 1)

Mr. Moody stated Solari has been working with law enforcement for many years in Arizona and have made great strides with working to find solutions to mental health and substance abuse challenges. He reviewed the two approaches and pointed out the City of Mesa was among the first in the country to identify the gaps in care between crisis intervention, community emergent response, public safety, and began exploring opportunities to better serve the community. He shared City representatives approached Solari to establish a partnership to create an effective and efficient response model. He added the goal is to create a seamless connection between dispatchers and first responders and a robust crisis system within the region. (See Page 10 of Attachment 1)

Mr. Riley shared the goals and training plans created with Solari to co-locate a Mental Health Specialist with Mesa's dispatch center. (See Page 11 of Attachment 1)

Mr. Riley presented the structured process of how the crisis system works in Arizona. He noted the State requirement to have 24/7/365 crisis services available for anyone in the community free of service. (See Page 12 of Attachment 1)

Mr. Riley shared the City of Mesa reached out for help on handling crisis calls, specifically suicidal callers, which has been in place since Fall of 2019, resulting in approximately 100 calls per month being transferred to the crisis line. (See Page 13 of Attachment 1)

Councilmember Thompson expressed support for the behavioral and mental health response calls being addressed and stated adding the third tier would be helpful for mental health calls.

In response to a question from Councilmember Heredia, Mr. Pombier explained the initial call starts at the 911 dispatcher who then forwards the call to either the Police or Fire Department until the third option is put into play.

In response to multiple questions posed by Councilmember Heredia, Mr. Riley stated the goal is to increase call transfers to the crisis center who could coordinate a mobile response team. He explained the crisis center serves the entire County.

In response to multiple questions posed by Councilmember Spilsbury, Mr. Riley reported the average response time for first responders in Maricopa County is 34 minutes and the average response time in the community that is requesting services is roughly 45 minutes. He explained when the initial dispatch call is received the call taker ensures the caller is safe and if follow-up assistance is needed, they are provided a number to call back to request first responders for help.

In response to a question from Councilmember Spilsbury, Mr. Pombier stated the initial response model fee for the co-location is minor compared to the cost of cases. He advised Ms. Freeman will be assisting with the program as well as managing the metrics so the City can determine the effectiveness of the program.

In response to multiple questions posed by Vice Mayor Duff, Mr. Moody explained there are state appropriated dollars that cover uninsured and/or underinsured so those patients are able to receive services through Mercy Care. He added any individual experiencing a crisis in the community is eligible for services for the duration of the stabilization needs. He mentioned the challenge that will be experienced by individuals who are uninsured is connecting them with ongoing services.

In response to a question from Vice Mayor Duff, Mr. Pombier commented the Community Medicine Unit (CMU) is a type of response used by firefighters when handling a behavior health issue. He stated the CMU will continue to be a part of the response model.

In response to a question from Vice Mayor Duff, Mr. Riley pointed out the co-locations started in March 2020 and Solari has been working with police departments throughout Maricopa County for 18 years.

In response to a question from Councilmember Freeman, Frank O'Halloran, Mercy Care representative for the Regional Behavioral Health Authority (RBHA), reported the facility has bed capacity and explained regardless of how many patients are in the facility, the RBHA will not turn away a person/s brought in by public safety.

Mayor Giles expressed appreciation for the presentation.

1-b. Hear a presentation on the extension Proposition 400 (the Maricopa County half-cent Regional Transportation Sales Tax), and discuss projects to be considered by Maricopa Association of Governments (MAG) with a focus on transit, streets, and highway projects.

Deputy City Manager Scott Butler introduced Transit Services Director Jodi Sorrell and Deputy Transportation Director Erik Guderian who displayed a PowerPoint presentation. **(See Attachment 2)** He commented the City of Mesa is in negotiation with other valley cities on what the extension of Proposition 400 (Prop 400) will look like. He noted Prop 400 was approved by voters in 2004 and will expire at the end of 2024. He added that Maricopa County voters will be asked in the November 2022 or 2024 election to extend the regional half cent sales tax for an additional period of time.

Mr. Butler provided a brief overview of the tax extension for 20 years and displayed a map that reflects the county-wide perspective of all the different modes of transportation that would be

funded under the proposal. He mentioned the MAG Committee voted on a new proposal recently to maintain the current Half Cent Plan tax rate and to extend the plan from 20 to 25 years. (See Page 2 of Attachment 2)

Mr. Guderian displayed an aerial map of the East Valley showing what has been proposed in the 20-year and 25-year scenarios. He highlighted freeway projects in and around Mesa as those areas directly affect residents. He shared the State Route 24 (SR24) build out is included in the Prop 400 project and will become a full-functioning freeway system. He continued by saying there is also funding to address the Loop 101 and to expand the Red Mountain and San Tan 202 with a general-purpose lane and HOV lanes where they do not currently exist. He added the US-60 has been identified for multimodal improvements. He stated there is also a project on the east end of the US-60 between Ellsworth Road and the county line to widen the freeway. He reported the total of the projects will be about \$1,300,000,000 worth of investment for the 20-year plan and \$1,600,000,000 for the 25-year plan for freeways in and around Mesa. (See Page 3 of Attachment 2)

Mr. Butler pointed out every planned freeway project is funded under the Prop 400 proposal along with a few enhancements or other projects that may not be reflected, including the 202 north of Tempe Town Lake.

In response to a question from Mr. Brady, Mr. Guderian stated the current version of the SR24 will be completed in 2022 but is not a full traditional freeway section. He explained the Prop 400 extension will construct under and over passes along with an additional lane of traffic.

In response to a comment from Councilmember Thompson, Mr. Butler shared Arizona Department of Transportation (ADOT) unfortunately is underfunded and look for ways to pass along responsibilities to MAG and individual cities. He agreed communication will be a struggle until additional maintenance dollars for ADOT are provided.

Mr. Butler commented the City submitted a list of arterial projects to MAG who created a formula and criteria to rate the projects.

Mr. Guderian reviewed the projects that met the MAG criteria, most of which are in Southeast Mesa. He pointed out there is funding in the 20-year plan for Broadway Road between Alma School and Mesa Drive, and funding in the 25-year plan for Mesa Drive north of Main Street. He shared Signal Butte is built out in several locations, but additional funding would allow for completion of the north and south bound lanes throughout the City, and add sidewalks and bike lanes. He highlighted other projects in southeast Mesa such as community transportation locations along the Warner Road segment between Power and Sossaman Roads. He added the funding for the expansion project is included in the 25-year program. He identified the importance of Meridian Road as Pinal County Develops more and more which will shift some of the traffic off Ellsworth and Signal Butte Roads. (See Page 4 of Attachment 2)

Mr. Guderian discussed the Regional Transportation Programs and noted there are pots of dollars to fund the programs even though projects are not yet being identified by MAG. (See Page 5 of Attachment 2)

In response to a question from Mayor Giles, Mr. Guderian explained traditionally pedestrian and bike pathways have been upgraded and been completed with bonds or from federal grants through MAG.

In response to a question from Councilmember Luna, Mr. Brady commented arterial improvements have matched funding; however, they are not fully funded, so the City will have to look for opportunities to leverage the match to complete the projects.

In response to a question from Councilmember Luna, Mr. Butler explained out of the \$36,000,000,000 program, the Half Cent Sales Tax only represents \$19,500,000,000 and the remaining \$17,000,000,000 comes from the Highway User Revenue Fund (HURF). He mentioned the plan absorbs the federal funding opportunities by formula and combines that funding with local sales tax to create the overall program.

In response to multiple questions from Vice Mayor Duff, Mr. Butler confirmed the 25-year plan is being discussed by the MAG Committee who is recommending MAG continue working on the 20-year plan. He explained the allocation of dollars is primarily based on projects and noted MAG staff looks at the overall landscape and allocations based on maintaining regional and jurisdictional equity. He pointed out after the MAG Regional Council and MAG Committee ratifies a plan, that is sent to the Federal Government for air quality conformity analysis which takes a long time to complete. He added the projects are then evaluated on the overall impact that the plan and projects will have on air quality in Maricopa County. He shared the air quality evaluation is done prior to being placed on the ballot for voters.

Ms. Sorrell reviewed the proposed fixed bus route extensions and the base allocation for the funding of bus services. She noted all of Mesa's bus services that were scheduled to be approved by Prop 400 by the end of 2025 will be funded and moving forward. She added only three routes will not be funded because they operate solely within Mesa and in order to get Prop 400 funding the route must cross into another jurisdiction. (See Page 6 of Attachment 2)

Mr. Butler commented 50% of the current transit bus service today is funded by the region and under this plan those commitments continue for 25 more years.

In response to a question posed by Councilmember Thompson, Ms. Sorrell commented there are opportunities that will help get bus routes in District 6.

Ms. Sorrell presented the projects that are in place for the high-capacity transit improvements. She shared there is a bus rapid transit project on Arizona Avenue and Country Club Drive stretching from south Chandler on Arizona Avenue into Mesa, ending at the light rail station on Main Street. She explained the light rail state of good repair covers vehicle replacement, track rehabilitation, and rehabilitation of the operations and maintenance facilities. (See Page 7 of Attachment 2)

Mr. Butler commented on the Tempe Streetcar expansion that will be a major infrastructure project for Mesa. He mentioned the current construction for the streetcar will be completed and operating in December 2021. He provided a brief outline of where the streetcar will travel through in Mesa and noted the route will end adjacent to the Sycamore Light Rail station.

In response to a comment from Councilmember Freeman regarding public outreach on the streetcar, Mr. Butler stated the City has been engaging many of the residents through studies in District 1 and District 3 who are concerned with the construction of the streetcar.

Ms. Sorrell reviewed the findings of the studies completed at two different stages of development. She noted a light rail or rail project goes through many phases before it receives any type of funding. She added the Transportation Department is currently working with the City of Tempe

and Valley Metro to put together a scope of work for the next phase of the project that will define a locally preferred transportation alternative. She noted the alternative transportation phase has a very robust involvement element, so the City will begin reaching out to the community to receive their input.

Mr. Butler announced Arizona Congressman, Greg Stanton included \$4,000,000 in the surface transportation bill that is currently working through congress to help with the next phase of environmental work and public outreach for the streetcar expansion.

Mr. Butler commented Mr. Brady has given the go-ahead for Transit staff and Planning and Zoning staff to work on a federal grant opportunity from the Federal Transit Administration (FTA) for transit-oriented development and placemaking to engage the community to find out what it is they are looking for along these corridors.

Ms. Sorrell explained in Prop 400 there were specific routes identified for funding so there was not a lot of flexibility to move the funding around if a route had already been identified. She noted there are two sources of funding in transit, Prop 400 and the General Fund. She reported cities will receive an allocation based on 50% of the ridership and 50% of the revenue miles in addition to the base allocation. She continued by saying the additional allocation could be used for increasing service routes, span of services and/or funding new routes. She added the Transportation Department wants to be strategic in the long-term because the seed funding for new routes in emerging markets is another funding source. She indicated if the City wanted to try a route but was not sure if that specific corridor would work, there is a regional program that will help fund the route over four years with matching local funds. She continued to review the other regional transit programs and explained express bus services, Americans with Disabilities Act (ADA), park and rides, and other services are funded by the City's jurisdictional equity which would not affect the allocated dollars from the City. (See Page 8 of Attachment 2)

Mr. Butler reviewed the timeline for the adoption, analysis, and approval of the Prop 400 extension with the hope that it will be on the ballot in November 2022. (See Page 9 of Attachment 2)

Mayor Giles thanked staff for the presentation.

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

2-a. Economic Development Advisory Board meeting held on May 4, 2021.

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

Upon tabulation of votes, it showed:

AYES – Giles-Duff-Freeman-Heredia-Luna-Spilsbury-Thompson

NAYS – None

Carried unanimously.

4. Current events summary including meetings and conferences attended.

Councilmember Luna – National League of Cities – Constituency group President's meeting

Vice Mayor Duff and Councilmember Heredia attended the reopening of Palo Verde Park.

Mayor Giles and Vice Mayor Duff attended the soft opening of Alice Cooper's Solid Rock Teen Center.

Councilmember Freeman announced Mesa Public Schools and the Red Cross opened up Skyline High School for evacuations from the wildfires in Superior and Globe.

5. Scheduling of meetings.

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

Thursday, June 17, 2021, 7:30 p.m. – Study Session

4. Adjournment.

Without objection, the Study Session adjourned at 9:28 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 10th day of June 2021. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

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(Attachments – 2)

Mental Health Response



mesa•az

Council Study Session
June 10, 2021

Amanda Freeman, Performance Excellence
William J Riley, Ph.D., ASU
Matthew Moody, Solari

Today's Agenda

- Problem Statement
- Current Approach
- Future Expectation
- Questions

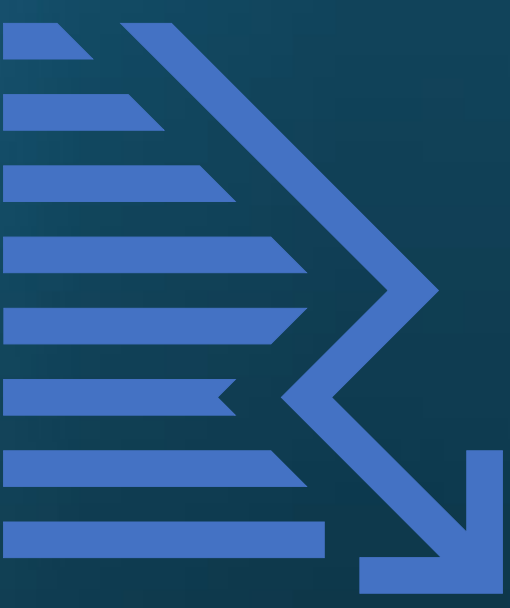
Problem Statement

Mental health crisis is not a crime, but crime solvers are providing the primary response.

Priority - Connecting those in crisis to resources specific to their needs

Priority - Reduce recidivism, unnecessary jail/court burden, hospital burden

Priority - Reduce sworn police officers as the primary response tool; reduce use of force incidents



Care Fragmentation

- Challenging financing mechanisms, conflicting policies, and institutionalization bias in our health care system.
- Reliance upon law enforcement to respond to individuals experiencing a behavioral health crisis represents a fundamental systems misalignment in many communities.

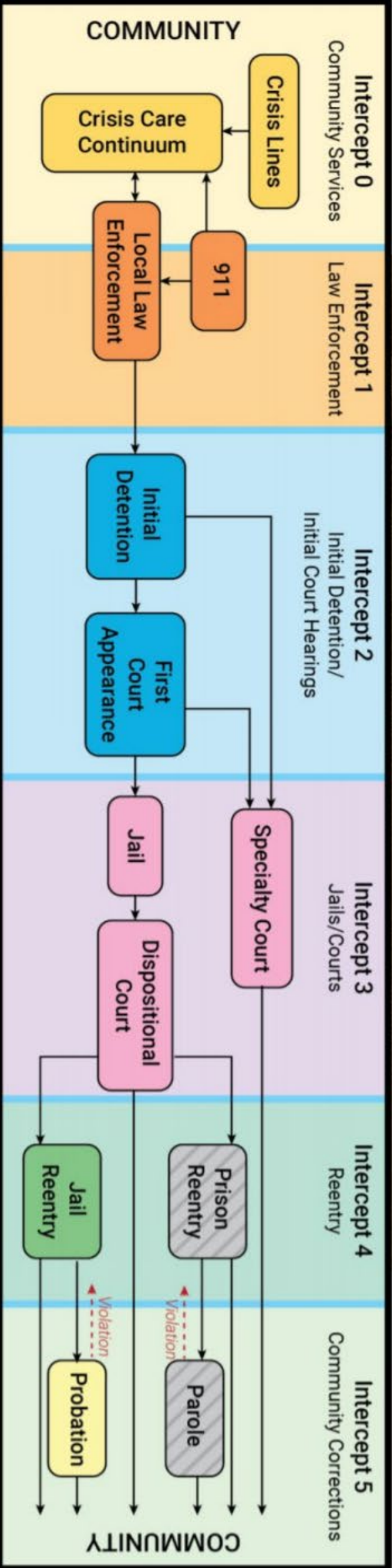


Care Fragmentation

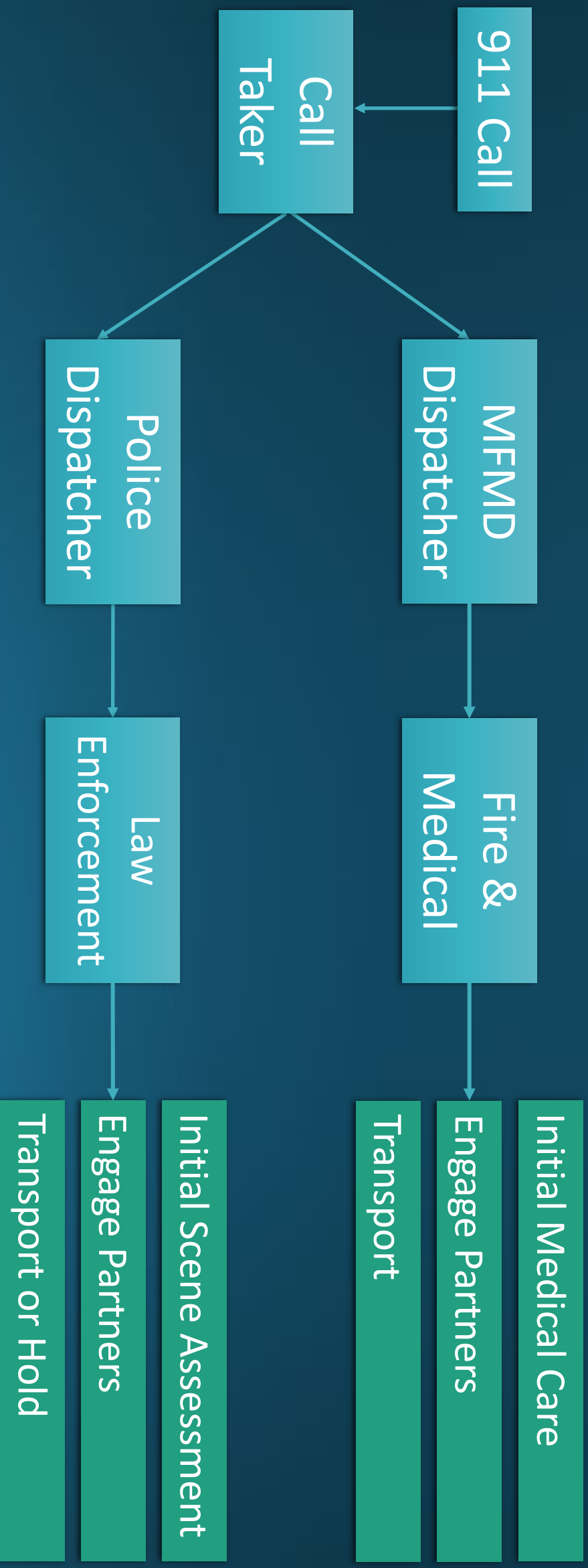
- One example of systems misalignment is 911 emergency dispatch center becoming the first point of contact for many individuals and families experiencing behavioral health crises.
- Preponderance of the community calls to 911 emergency dispatch center related to behavioral health crises do not require law enforcement involvement, which is typically the only option available for 911 dispatchers.



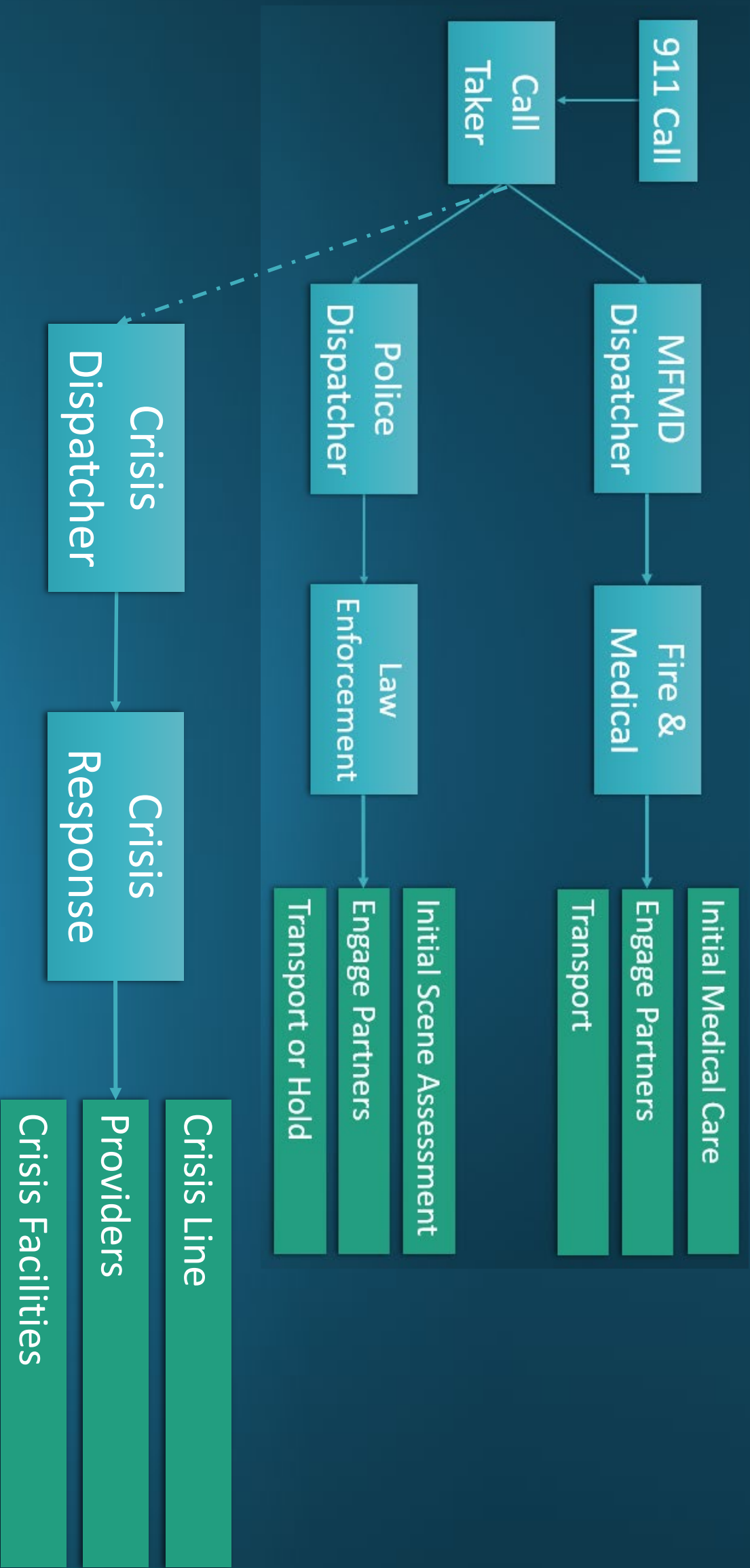
Sequential Intercept Model



How Calls Are Handled Today



How Calls Are Handled Tomorrow





Solari Crisis & Human Services is an award-winning non-profit organization. We partner with communities to provide solutions that improve public access to local services and resources.

Solari also provides direct crisis and human services through their two divisions of services: **Crisis Response Network** and **Community Support Network**.

The Right Approach

Diversion

- Helps individuals upstream
- Utilizes existing resources
- Requires a robust crisis system/line

Co-Responders

- Joint approach
- Merges two systems
- Can be an expensive or duplicative approach if services already exist

Recommended Approach

Co-located Mental Health Specialist @ Mesa Dispatch Center



Specialized Training for City staff



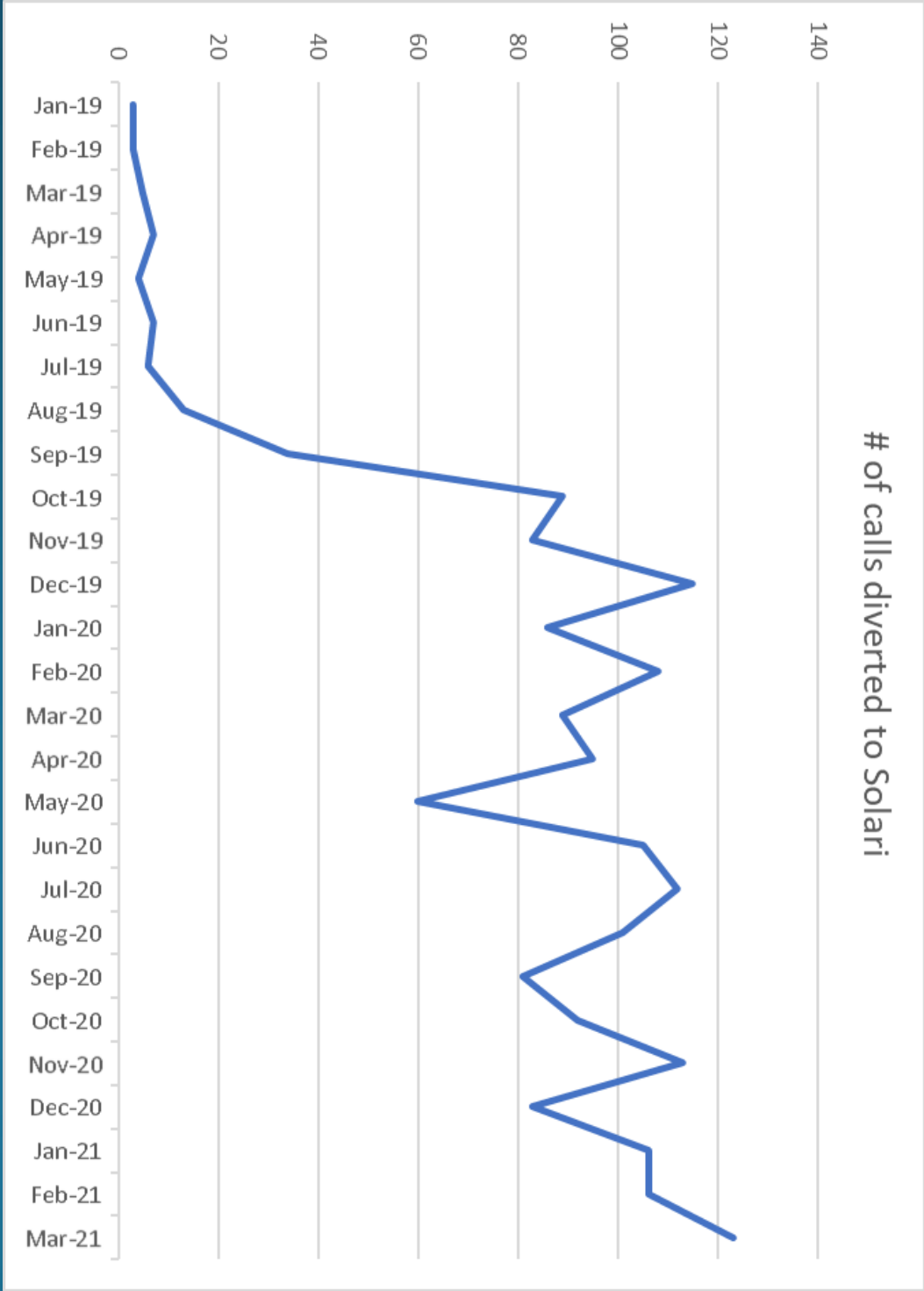
Identify and expand Call Diversion Policy



AZ Crisis System



Current Numbers



Results

COMPARISON

In a similar project, Solari helped drive the diversion rate to an increase of 142% in one year when compared to the previous year.

EXPECTED RESULTS

We expect to see at least 100% increase in diversion over one year and 50% increase after 6 months as results will continue to strengthen over time and increased collaboration and training.

Questions

PROPOSITION 400 EXTENSION

CITY COUNCIL STUDY SESSION | JUNE 10, 2021

Presented By

Scott Butler, Deputy City Manager

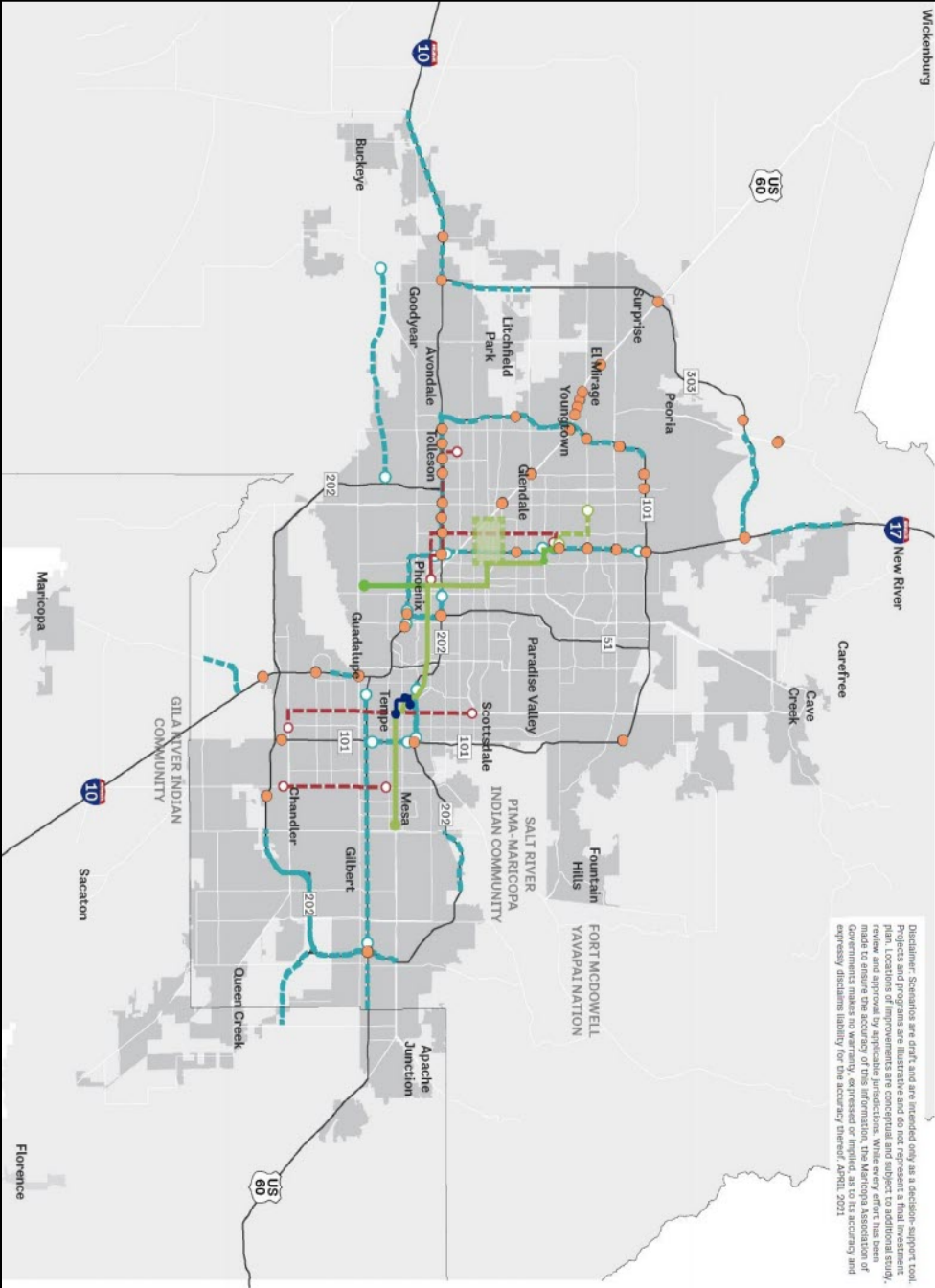
Jodi Sorrell, Transit Services Director

RJ Zeder, Transportation Director

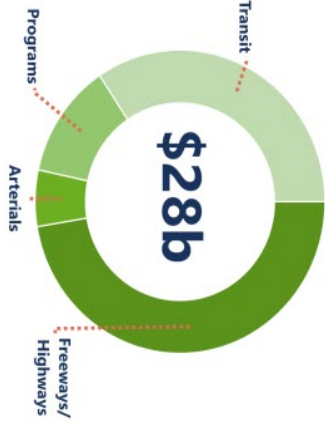
Erik Guderian, Deputy Transportation Director

OVERVIEW

System Optimization 1/2 Cent

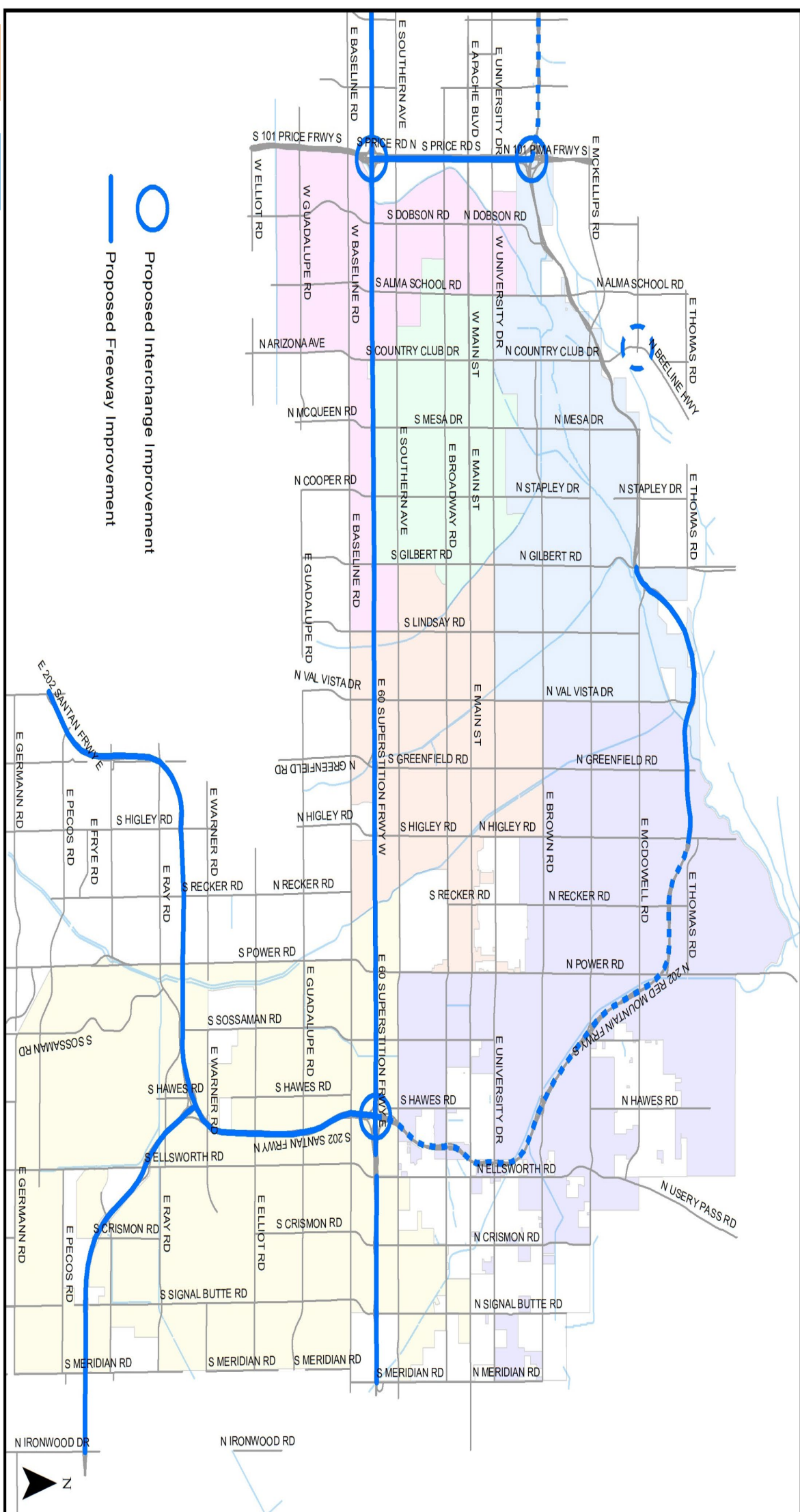


Disclaimer: Scenarios are draft and are intended only as a decision support tool. Projects and programs are illustrative and do not represent a final investment plan. Locations of improvements are conceptual and subject to additional study. The Maricopa Association of Governments is not responsible for the accuracy of the information. The Maricopa Association of Governments makes no warranty, expressed or implied, as to its accuracy and expressly disclaims liability for the accuracy thereof. APRIL 2021



- Livability
- Preservation
- Mobility
- Safety
- Prosperity
- Responsiveness

FREEWAY PROJECTS



REGIONAL TRANSPORTATION PROGRAMS

Transportation
Demand
Management
(TDM) Expansion

Arterial
Rehabilitation

Arterial
Intersection

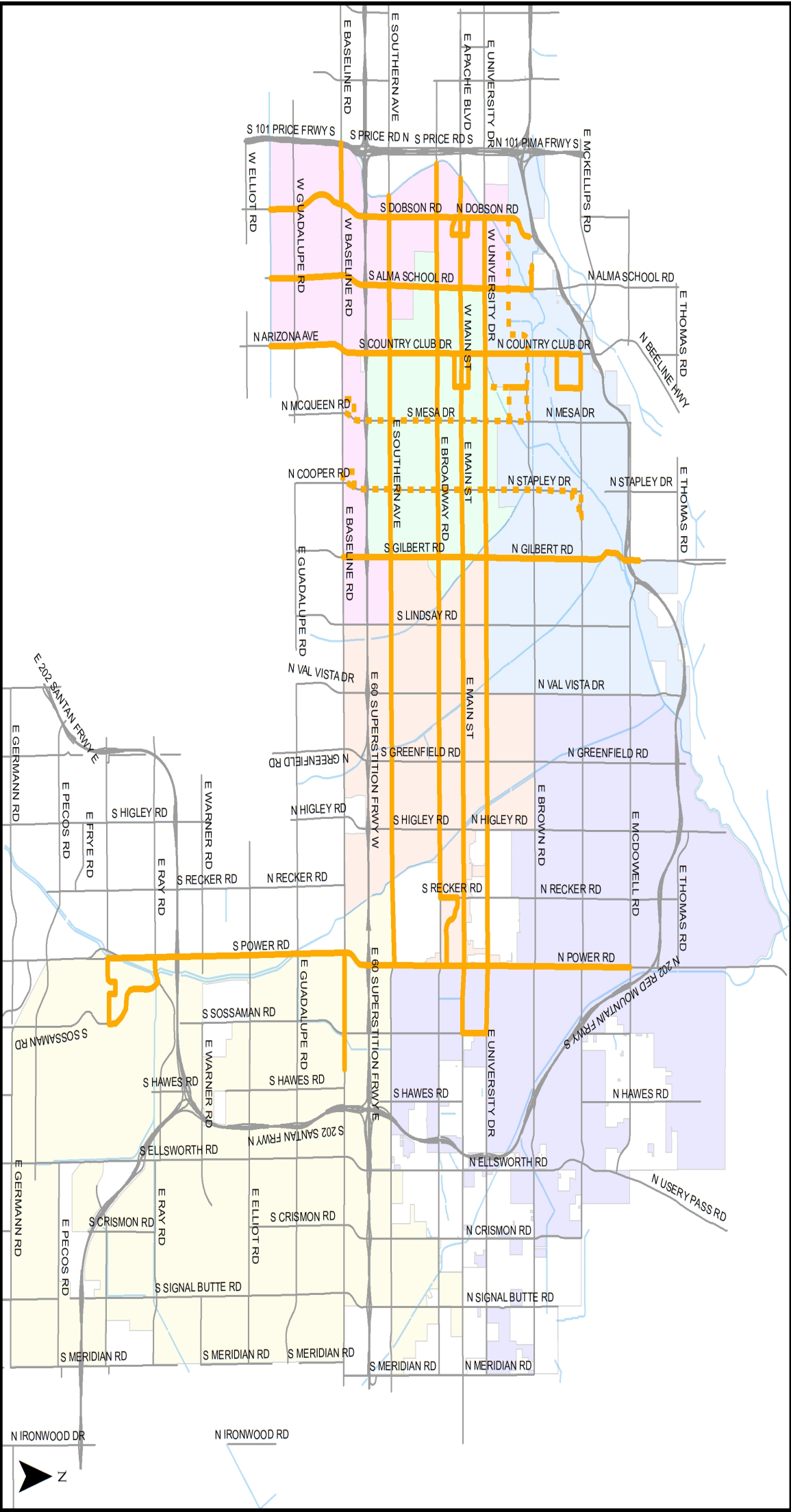
Safety

Intelligent
Transportation
Systems (ITS)

Emerging
Technology

Active
Transportation

FIXED ROUTE BUS



HIGH-CAPACITY TRANSIT IMPROVEMENTS

- Rio Salado Parkway East/Dobson Road Streetcar Extension
- Arizona Avenue/Country Club Road Bus Rapid Transit
- Light Rail State of Good Repair



REGIONAL TRANSIT PROGRAMS

Formula
Allocation

Seed Funding
for New Routes
Serving Emerging
Markets

Express Bus
Service

ADA and Demand
Response Service

Bus
Capital

Regional
Services

SCHEDULE

Summer
2021

**MAG
Adoption**

Fall
2021

**Conformity
Analysis**

Spring
2022

**Legislative
Approval**

November
2022

Election

QUESTIONS / DISCUSSION

