



# COUNCIL MINUTES

April 11, 2019

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 11, 2019 at 7:30 a.m.

## COUNCIL PRESENT

John Giles  
Mark Freeman  
Jennifer Duff  
Francisco Heredia  
Kevin Thompson  
Jeremy Whittaker

## COUNCIL ABSENT

David Luna

## OFFICERS PRESENT

Christopher Brady  
Agnes Goodwine  
Jim Smith

Mayor Giles excused Councilmember Luna from the entire meeting.

### 1. Review items on the agenda for the April 15, 2019 Regular Council meeting.

All of the items on the agenda were reviewed among Council and staff and the following was noted:

Conflict of interest: None.

Items removed from the consent agenda: 4-t.

Items removed from the agenda: None.

### 2-a. Hear a presentation, discuss, and provide direction on the Police Department budget.

Police Chief Ramon Batista introduced Assistant Police Chief Sharon Burlingame, Assistant Police Chief Kenneth Cost, Assistant Police Chief Daniel Butler, and Police Fiscal Manager Krisa York who displayed a PowerPoint presentation. **(See Attachment 1)** Chief Batista commented that in 2018 the City of Mesa was named one of the safest large cities, with fewer crime victims today than there were 10 years ago, and that we owe this to crime fighting tactics.

Assistant Chief Cost highlighted the Federal Bureau of Investigation (FBI) statistics and outlined Part 1 crimes and property crimes. (See Page 2 of Attachment 1) He added that the crime fighting model and community engagement are a big part of the crime reductions.

Chief Batista stated that data is taken from the 911 call center history and population data to forecast needs to keep up with service demands. He explained that the community is growing,

and the influx of people requires more services. He outlined community engagement activities and stated that over the last year, crime prevention officers have coordinated over 400 events. He said that for the first time this week, the department will be taking the Citizens Police Academy into the community with the focus of humanizing the work of our officers and educating the public. He added that the goal is to build ambassadors for the department in the neighborhoods we patrol.

Assistant Chief Cost highlighted building permit information for the last 15 years for single family and multi-residential family developments that shows the massive growth in the southeast and northeast portions of our City. He stated that when they discuss staffing models and concerns moving forward, they talk about population as it relates to dispatch for service. He explained that over the last four years there has been an increase of 14,000 calls for service and an increase of 27,000 residents in the City. (See Pages 6 and 7 of Attachment 1)

Assistant Chief Cost discussed the four substations and the dispatched calls for service in each. He explained that the increase in calls for service in the Superstition Substation area correlates to the heat map.

In response to a question from Councilmember Thompson regarding staffing levels at the substations, Assistant Chief Cost explained that every 28 days staff looks at the COMPSTAT model, where calls for service are located, and time spent on calls. He stated that each year adjustments are made in the staffing model and resources are reallocated based on the call load. He added that the shift bid and shift change will come up in June and again in August.

Assistant Chief Cost highlighted a heatmap which shows calls for service and division size by square mile. He stated that Superstition is almost 71 square miles, outlined the fifth district, and expressed his appreciation to the voters for approving the expansion. He indicated that with a fifth district, the department will be able to reallocate the divisions and boundaries to better serve the residents of Mesa. (See Pages 9 through 11 of Attachment 1)

Chief Batista outlined the staffing increases for FY18/19 and FY 19/20 and the position roll-outs with the voter approved sales tax revenues. He stated that patrol officers are the face of the police department, however, there are detectives and professional staff that are key players in keeping crime rates low to ensure timely victim follow-up and arrest of suspects. He added that shortages lead to higher caseloads and lengthier investigations.

In response to a question from Councilmember Thompson, Chief Batista explained that the current request is for 59 new officers; that in FY2017/18 there was a decrease of 20 officers; and in FY2016/17 there was an increase of 13 officers. He added that the department plans for upcoming vacancies and is always planning for new officers to make sure the pipeline of officers is full.

Assistant Chief Cost continued by saying that currently the department is seeing an increase in industrial injuries and military deployments that has an impact on patrol staffing.

Councilmember Thompson explained that it seems like we are plugging holes instead of solving problems, being reactive instead of proactive, that the City is growing, calls for service are increasing in certain areas, so why are we not ramping up the number of patrol officers to account for these changes. He requested information on how many Mesa officers are currently at Phoenix-Mesa Gateway Airport (PMGA) and how much does the board authority pay the City of Mesa for those officers.

Assistant Chief Cost responded by saying that PMGA currently has 14 Mesa Police Officers, two Sergeants, and one Lieutenant, and that the number will increase due to increased aircraft activity and the Sky Bridge project. He said that PMGA currently pays the City \$350,000, which covers three to four officers.

In response to a question from Councilmember Thompson, Assistant Chief Cost indicated that staffing levels at stations depends on call load and that staff can come back with the staffing level recommendation for the fifth substation. He provided examples of the current staffing level at each station and added that as they study the City grid by grid, the levels will be adjusted, and they will return to Council with an update.

Vice Mayor Freeman stated that he feels having three academies per year instead of two will offer better support for the Police Department and when we create a new district, officers will be prepared. He stated the opinion that calls for service and response times are critical as are the number of officers in a beat.

Mayor Giles stated that he was at the Public Safety Training Facility last week looking at academy capacity, and his concern is how we are going to train and staff as quickly as we can given the resources we have.

Chief Batista outlined the Officer Retention and Wellness incentive programs. He stated that patrol officers are at the greatest risk since they deal with people and circumstances that are unpredictable. (See Page 14 of Attachment 1)

Assistant Chief Butler highlighted the peer team structure and stated that within the last two weeks, the peer team supervisor was sent to a law enforcement symposium facilitated by the Police Executive Review Forum. He stated that the symposium has experts that discuss wellness and suicide of law enforcement officers.

Assistant Chief Butler explained that in 2018 the wellness team was moved from an isolated area to the training facility, in order to give new Public Safety employees exposure to the wellness team. He stated that last year the wellness team made 3,277 contacts with Police Department employees with a goal of having a healthy workforce. He added that the Mesa Family Advocacy Center created a program that focuses on nutrition, mental health, and physical wellbeing, that detectives in the program are encouraged to have at least one visit per year with a mental health professional, and that most expressed a positive experience.

In response to a question from Councilmember Heredia regarding evaluation of the program, Assistant Chief Butler stated that the Family Advocacy Center did a survey to measure the effectiveness of the program and detectives indicated that they felt an increased resiliency in dealing with issues that came up on the job. He explained that the survey results will be used to build and measure the effectiveness of the program for the entire department.

In response to a question from Councilmember Whittaker regarding metrics that are used to track the wellness of officers, Assistant Chief Butler indicated that there are systems in place when officers are involved in critical incidents that are categorized as challenging, and based on that, the peer team checks in with the officer to ensure they are okay and offer support services.

Assistant Chief Cost continued the presentation and discussed community engagement and explained that officers spend about 46% of time on calls and 29% on proactive activity. He stated

that the online reporting system, where citizens can report crimes, has saved over 4,000 hours in officer time.

Assistant Chief Butler highlighted the Community Engagement Academy that uses a volunteer team and youth development squad to address 11 community forums and youth development programs to take out to the community. He added that this group partners with non-profits and hopes to achieve understanding through dialogue, provide context with what policing is and build upon trust.

In response to a question from Councilmember Heredia regarding identifying resources and communicating with the general public, Assistant Chief Cost explained that officers have received clear direction on community outreach and added that it will be part of their performance evaluation metrics.

Assistant Chief Cost outlined crimes related to homelessness such as trespassing and stated that it has increased by 18%. He highlighted Operation Mainline that runs in all Council Districts, is an effort to contact homeless individuals for wrap around care, and that staff works with non-profits on sustainable housing. He reported that since starting these programs in July 2018, there have been 61 people permanently housed throughout the valley. He explained the Community Court program, and that since July 2018, there have been 65 graduates of that program, which provides services to stop the cycle of homelessness.

Councilmember Heredia requested information related to deployment of services and what the cost savings are by providing these services.

Assistant Chief Burlingame highlighted mental health initiatives and explained that they have teamed up with a mental health provider to ride with the crisis response team, and that person will assist with follow-up to make sure people are connected to services. She stated that another initiative that helps connect with the community is the Mental Health Advisory Board, which is a partnership with mental health providers, businesses, non-profits, the Veterans Administration, and City of Mesa departments, formed to collaboratively address the issues affecting the mental health community and the Police Department. She added that it provides input and recommendations on how to resolve issues and advise on training, policy, and programs in the department.

Assistant Chief Burlingame reported that Aspire Academy just completed the fourth academy class, which is for High School girls to introduce them to non-traditional career fields, build character, courage, and confidence.

Chief Batista highlighted various technology improvements in the Police Department including smart phone rollouts, a new report management system, and a new program to push out important messages to officers on their phones and laptops.

Assistant Chief Burlingame explained that the crime center is the central point to monitor all incoming calls at the call center, and that it will monitor call load Citywide to determine if resources need to be redeployed and will enhance communication, technology, and greatly improve officer and community safety. She stated that it will enhance operations by ensuring proper resources and intelligence are provided to our officers.

Assistant Chief Burlingame reported on a new pilot program for Unmanned Aerial Systems (UAS) or drones, to decrease man hours, increase work product and officer safety. She stated that they will eventually be incorporated into other aspects of police work.

In response to a question from Councilmember Duff regarding the use of technology to receive crime tips, Chief Batista stated that the department constantly monitors the Next-Door app in specific neighborhoods and is reviewing another software program, 411 Tip, for residents to provide tips through text messaging.

In response to questions posed by Councilmember Whittaker, Assistant Chief Burlingame explained that the Fusion Center has a social media analysis program that can skim apps to see what is going on throughout the sites.

Ms. York provided an overview of the Police Department budget and explained that the department is over budget by 1.5 million, partly due to vehicle expenses, and 1.3 million in personal services, primarily from overtime. She added that offsetting these overages, they are expecting 1 million in savings in inmate housing expense for this fiscal year. (See Page 19 of Attachment 1)

In response to a question from Mayor Giles, City Manager Christopher Brady explained that jail costs provided greater savings than expected.

Mr. Brady further explained that there is still some utilization of the Maricopa County Sheriff's Office (MCSO) and added that the savings not included in this estimate is the time and labor savings from the Police Department in time to transport and process inmates at MCSO.

In response to a question from Councilmember Duff, Ms. York stated that there is a fixed transportation fee every month, plus an inmate daily housing rate. She added that with MCSO there is a booking fee that we don't pay with Core Civic.

Councilmember Thompson expressed concerns regarding response times in District 6 that are one minute more than any other area in the City. He added that if we are staffing appropriately, response times should be 3-4 minutes throughout the City.

Mayor Giles expressed appreciation to the Police Department for their focus on civilianization and provided the opinion that it is not necessary for someone to go to the academy and incur Public Safety Personnel Retirement System liability to serve in areas like analysts, planners, and specialized technology positions, which are a big part of modern day policing.

Councilmember Thompson stressed that Aspire Academy is a great program and encouraged vendors in the City of Mesa to contribute or donate to the program.

Mayor Giles thanked staff for the presentation.

2-b. Appointments to the 2020 Census Task Force.

It was moved by Councilmember Thompson, seconded by Vice Mayor Freeman, that the Council concur with the recommendations and the appointments be confirmed. **(See Attachment 2)**

Upon tabulation of votes, it showed:

AYES – Giles-Freeman-Duff-Heredia-Thompson-Whittaker  
NAYS – None  
ABSENT – Luna

Mayor Giles declared the motion carried unanimously by those present.

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

3-a. Housing and Community Development Advisory Board meetings held on February 26 and February 27, 2019.

3-b. Economic Development Advisory Board meeting held on March 5, 2019.

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

Upon tabulation of votes, it showed:

AYES – Giles-Freeman-Duff-Heredia-Thompson-Whittaker  
NAYS – None  
ABSENT – Luna

Mayor Giles declared the motion carried unanimously by those present.

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

Councilmember Duff: Volunteer Appreciation Dinners  
Pride Festival  
Interfaith Breakfast

Vice Mayor Freeman: West Business Alliance Meeting

5. Scheduling of meetings and general information.

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

Friday, April 12, 2019, 9:30 a.m. – Council Connect with Councilmember Heredia

Saturday, April 13, 2019, 10:00 a.m. – Celebrate Mesa

Monday, April 15, 2019, 5:00 p.m. – Study Session

Monday, April 15, 2019, 5:45 p.m. – Regular Council Meeting

6. Adjournment.

Without objection, the Study Session adjourned at 9:26 a.m.

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JOHN GILES, MAYOR

ATTEST:

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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 11<sup>th</sup> day of April, 2019. I further certify that the meeting was duly called and held and that a quorum was present.

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DEE ANN MICKELSEN, CITY CLERK

dm  
(Attachments – 2)



Mesa Police Department

# FY 2019-2020 BUDGET PRESENTATION

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April 11, 2019





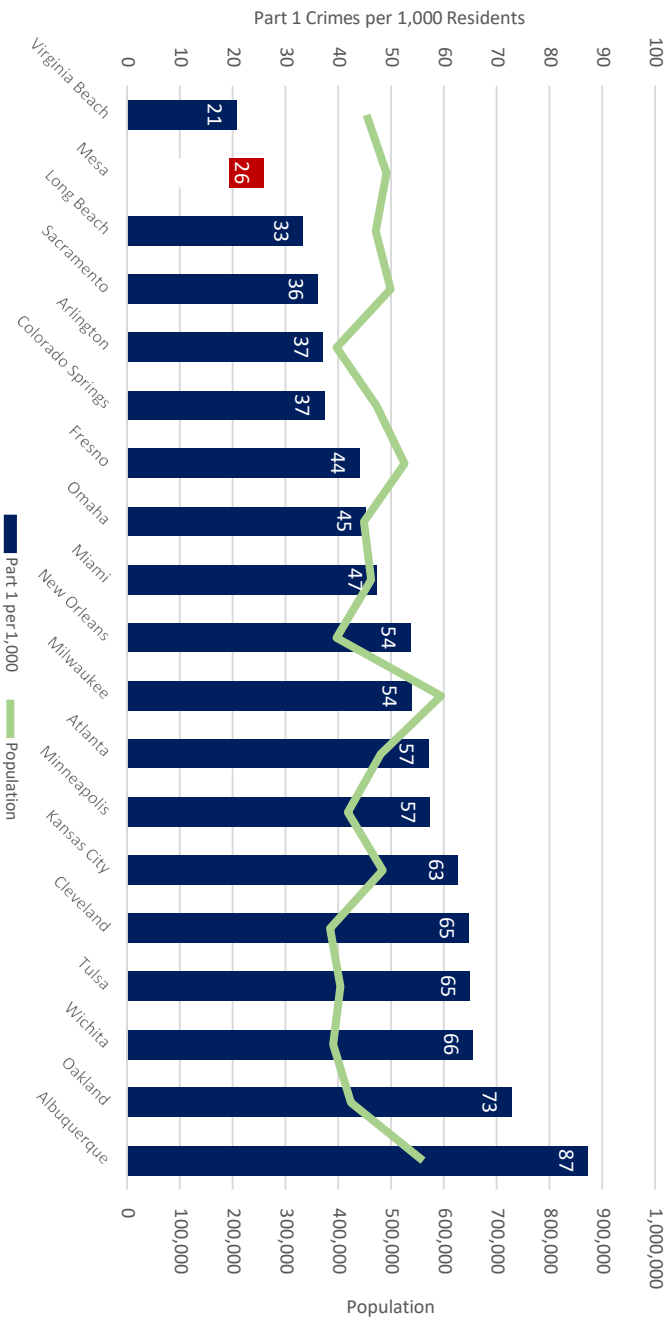
# 2018 STATISTICS

## Mesa is One of the Safest Large Cities in the United States

- Part 1 Crime Rate per thousand residents is an all time low of 24.3
  - Violent Crimes: 10.4% reduction from 2017
  - Property Crimes: 6.2% reduction from 2017
  - Total Part 1 Crimes: 6.9% reduction from 2017
- 11,859 Total Part 1 Crimes



# 2017 UCR PART 1 CRIMES PER 1,000 RESIDENTS





# DEPARTMENT OVERVIEW

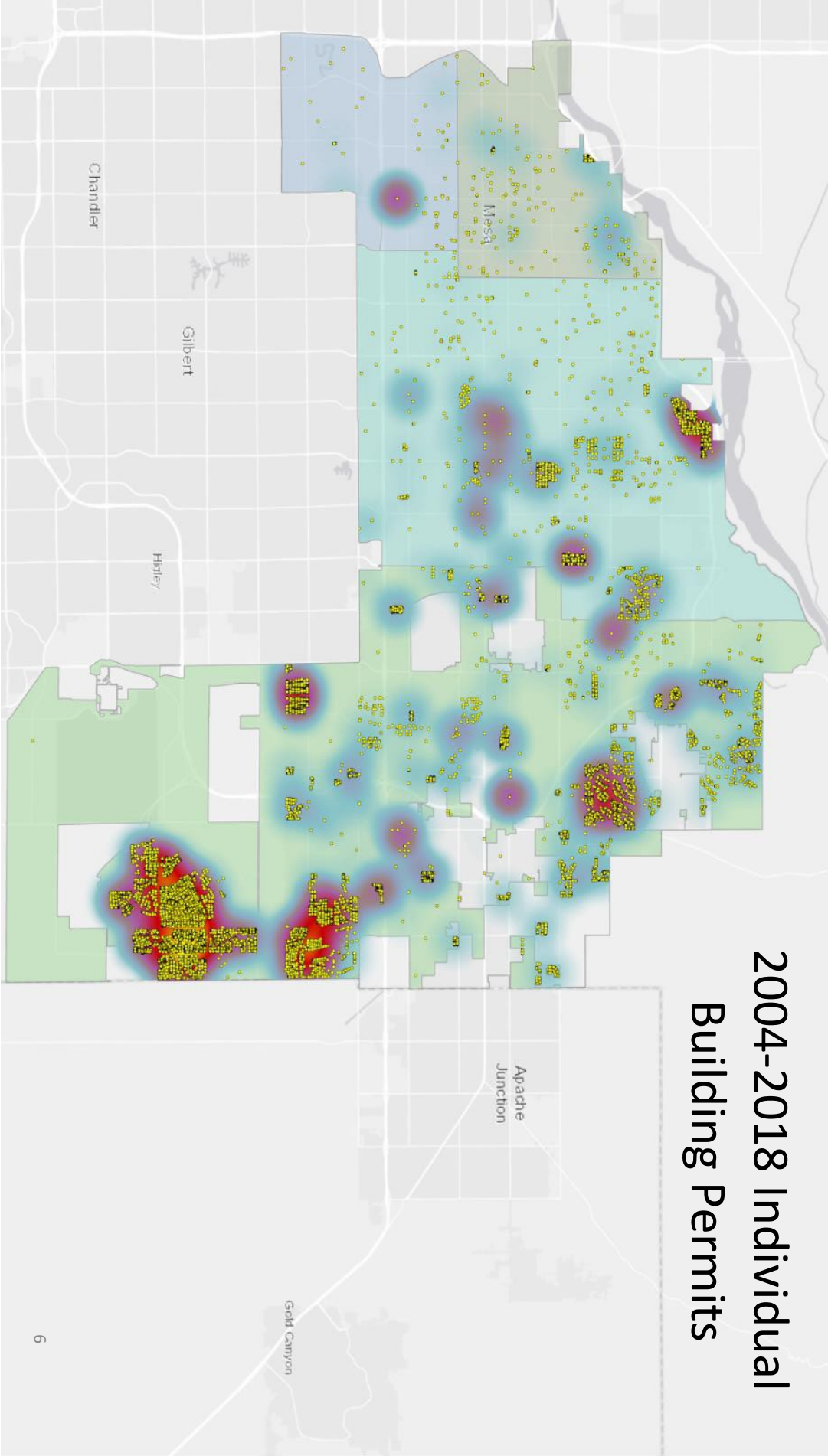
- Staffing Model
- Community Engagement Initiatives
- Leveraging Technology



# STAFFING CONSIDERATIONS

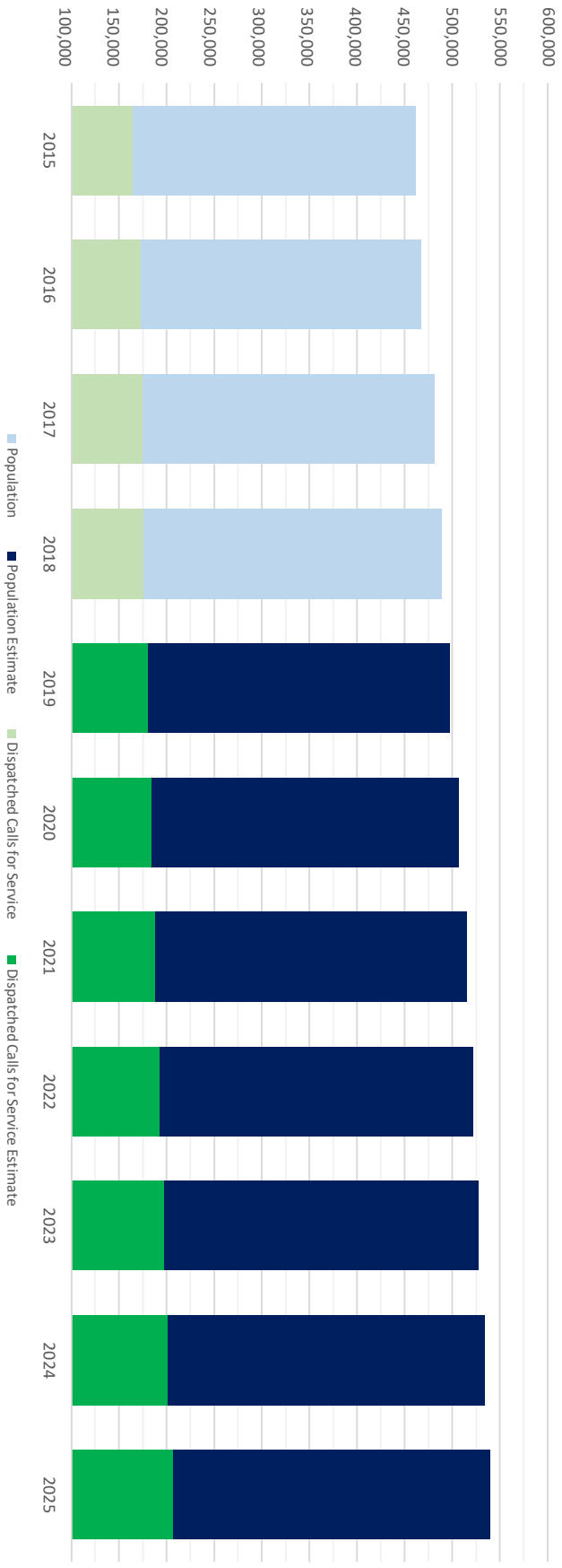
- Growth & Density
- Population Increase
- Residential and Business
- Maturing Communities

# 2004-2018 Individual Building Permits



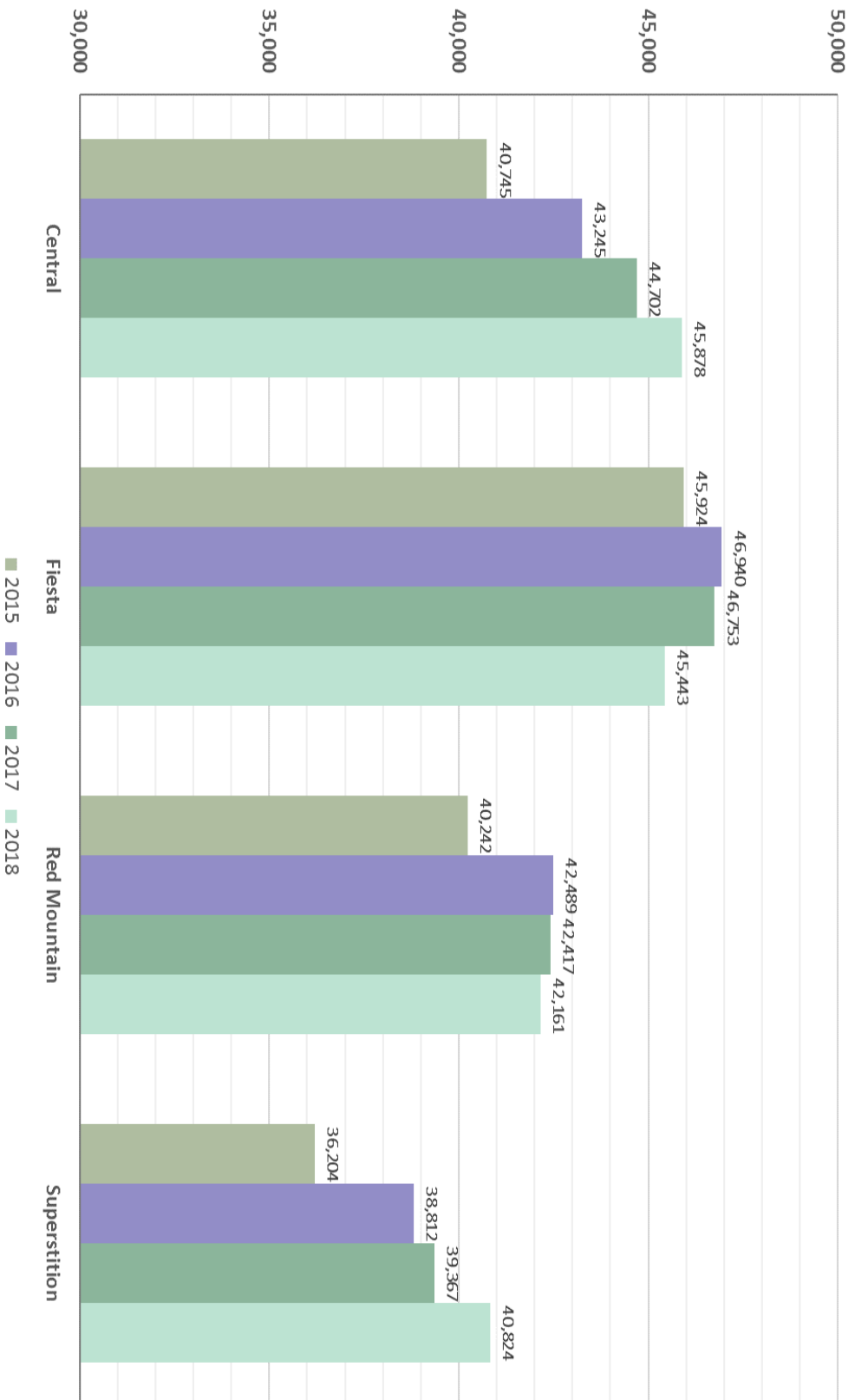


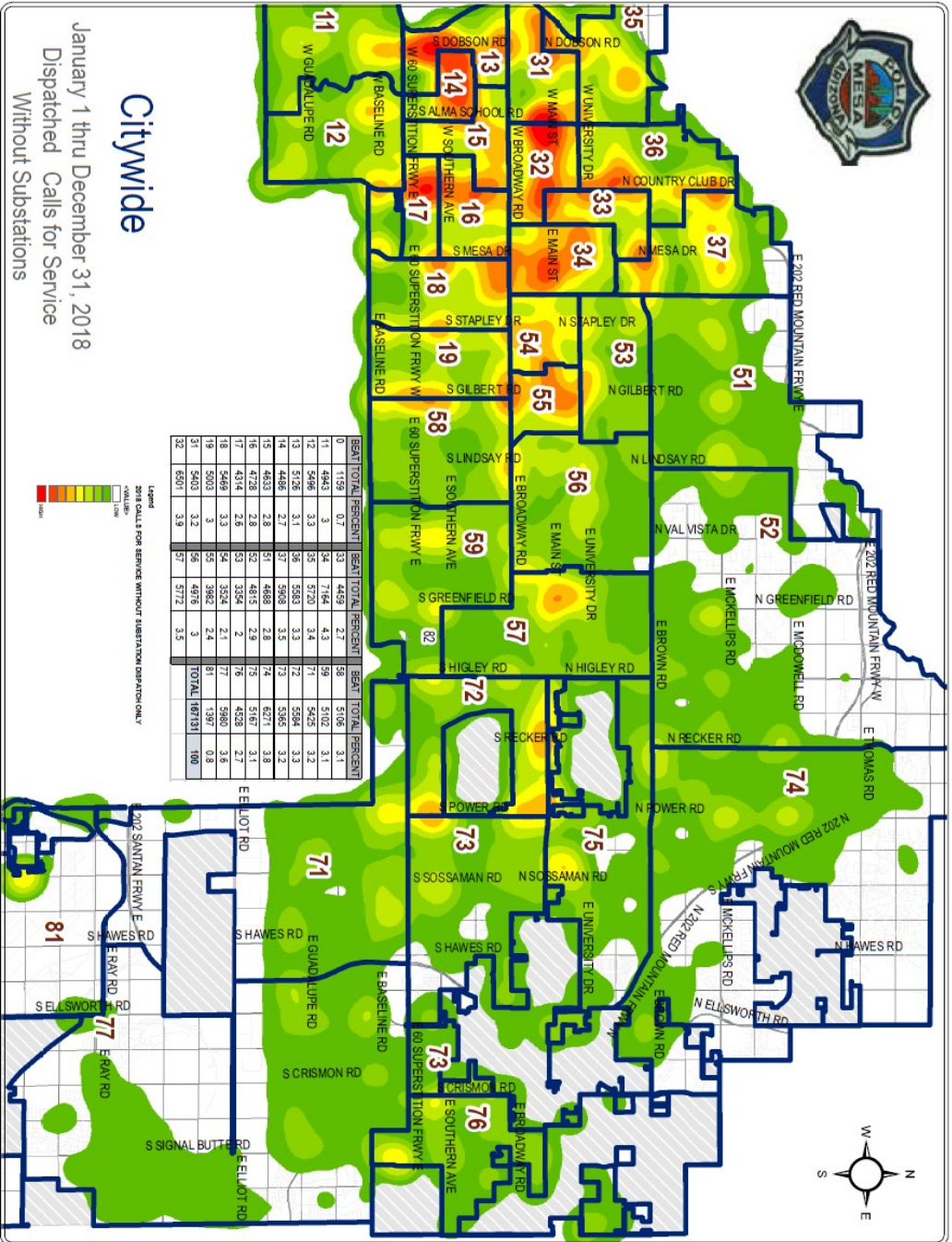
# POPULATION AND DISPATCHED CALLS FOR SERVICE



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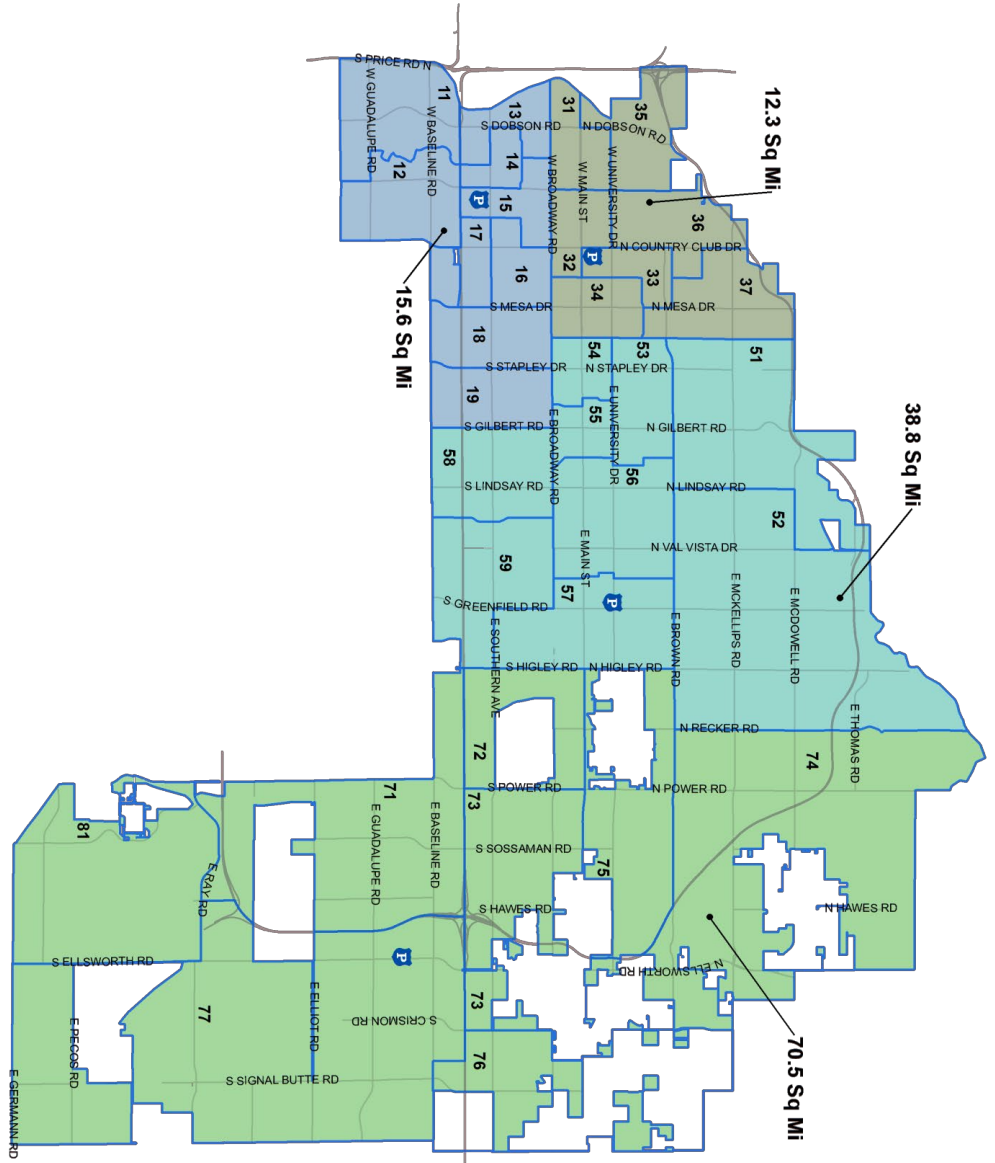
### Mesa Police - Dispatched Calls for Service - 2015 to 2018



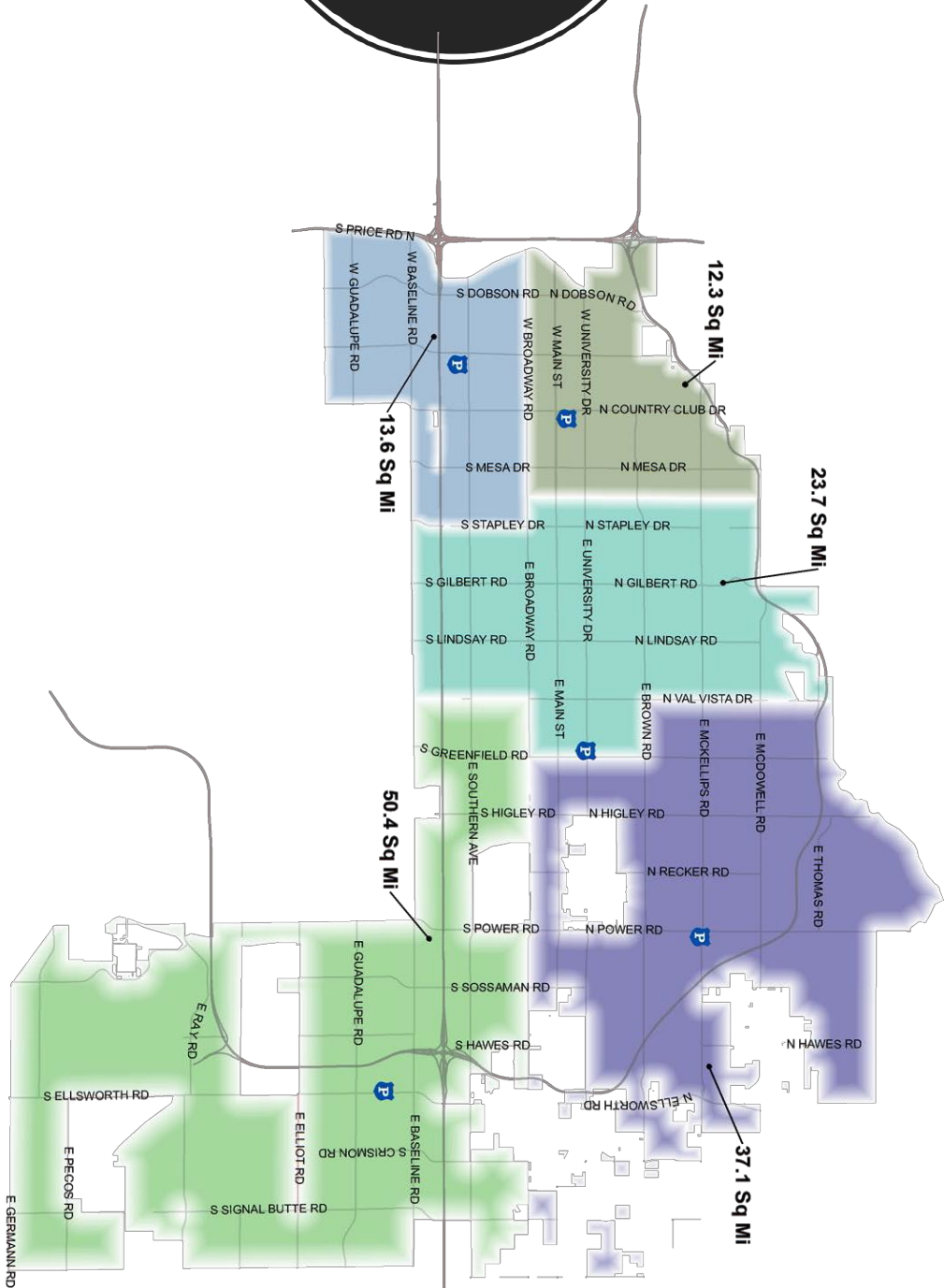




# Current Divisions (4)



# Concept Divisions (5)





# GENERAL GOVERNMENTAL POSITIONS

	<u>FY18/19</u>	<u>FY19/20</u>	<u>Total</u>
<b>Staffing:</b>			
Sworn	4	0	4
Professional Staff			
	<u>7</u>	<u>4</u>	<u>11</u>
	11	4	15

**FY18/19 Mid Year Position Additions:**

- Police Officers (4)
- Part Time 911 Operators/Dispatchers – 10 (5 FTEs)
- Risk Management Support (1)
- Media Relations Specialist (1)

**FY19/20 Position Additions:**

- Crime Scene Supervisors (2)
- Training Coordinator (1)
- Information Technology Analyst (1)



# SALES TAX FUNDED POSITION ROLL OUT

	<u>FY19/20</u>	<u>FY20/21</u>	<u>FY21/22</u>	<u>FY22/23</u>	<u>Total</u>
Sworn-Patrol	12	14	10	15	51
Sworn-Other	5	2	1	0	8
Professional Staff					

<u>8</u>	<u>7</u>	<u>10</u>	<u>6</u>	<u>31</u>
25	23	21	21	90

**FY19/20 Sworn Position Additions:**

- Patrol Officers (12)
- HEAT Detective (1)
- Centralized DV Sergeant (1)
- Officer for PMGA (1)
- School Resource Officer (1)
- Special Operations Lieutenant (1)

**FY19/20 Professional Staff Position Additions:**

- Police Service Officer (1)
- Cold Case Police Investigator II (1)
- Aviation Pilot (1)
- Policy & Procedure Analyst (1)
- CompStat Crime Analyst (1)
- Planning Unit (3)



## OFFICER RETENTION and WELLNESS

- Patrol Officer Incentive Program
  - Enhance recruitment, hiring and retention
  - Recognition of the importance of a well rounded experienced patrol officer
  - Provides a training ground for new sergeants
  - Estimated cost of Patrol Officer Incentive Program \$250,000
- Officer Wellness



# COMMUNITY ENGAGEMENT

- Customer Service
- Events
- Community Engagement Academy
- Homelessness
- Mental Health Initiatives





# COMMUNITY



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# LEVERAGING TECHNOLOGY

- Smart Phone Roll Out
- Information Technology Analyst
- RMS/CAD Implementations
- SnapComs
- Automated Hiring Software
- Holding Facility Scanner
- Risk Management Software

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# INNOVATIONS IN POLICING

- SMART Cities Initiatives
- Real Time Crime Center
- Unmanned Aerial Systems
- Hiring Processes





# GENERAL GOVERNMENT FUND BY SERVICE LEVEL

	FY 17/18	FY 18/19	FY 18/19	FY 19/20
	Actuals	Revised Budget	Year End Estimate <sup>e</sup>	Proposed Budget
Admin Bureau	\$28.7 M	\$32.1 M	\$32.7 M	\$32.8 M
Executive Services Bureau	\$13.7 M	\$15.6 M	\$16.2 M	\$17.1 M
Investigations Bureau	\$54.0 M	\$56.2 M	\$54.7 M	\$56.9 M
Operations Bureau	\$73.8 M	\$73.9 M	\$75.8 M	\$77.8 M
Other Funds	\$4.5 M	\$10.8 M	\$7.9 M	\$11.4 M
<b>Total</b>	<b>\$174.8 M</b>	<b>\$188.7 M</b>	<b>\$187.2 M</b>	<b>\$196.0 M</b>

April 11, 2019  
 \*In Millions

April 11, 2019

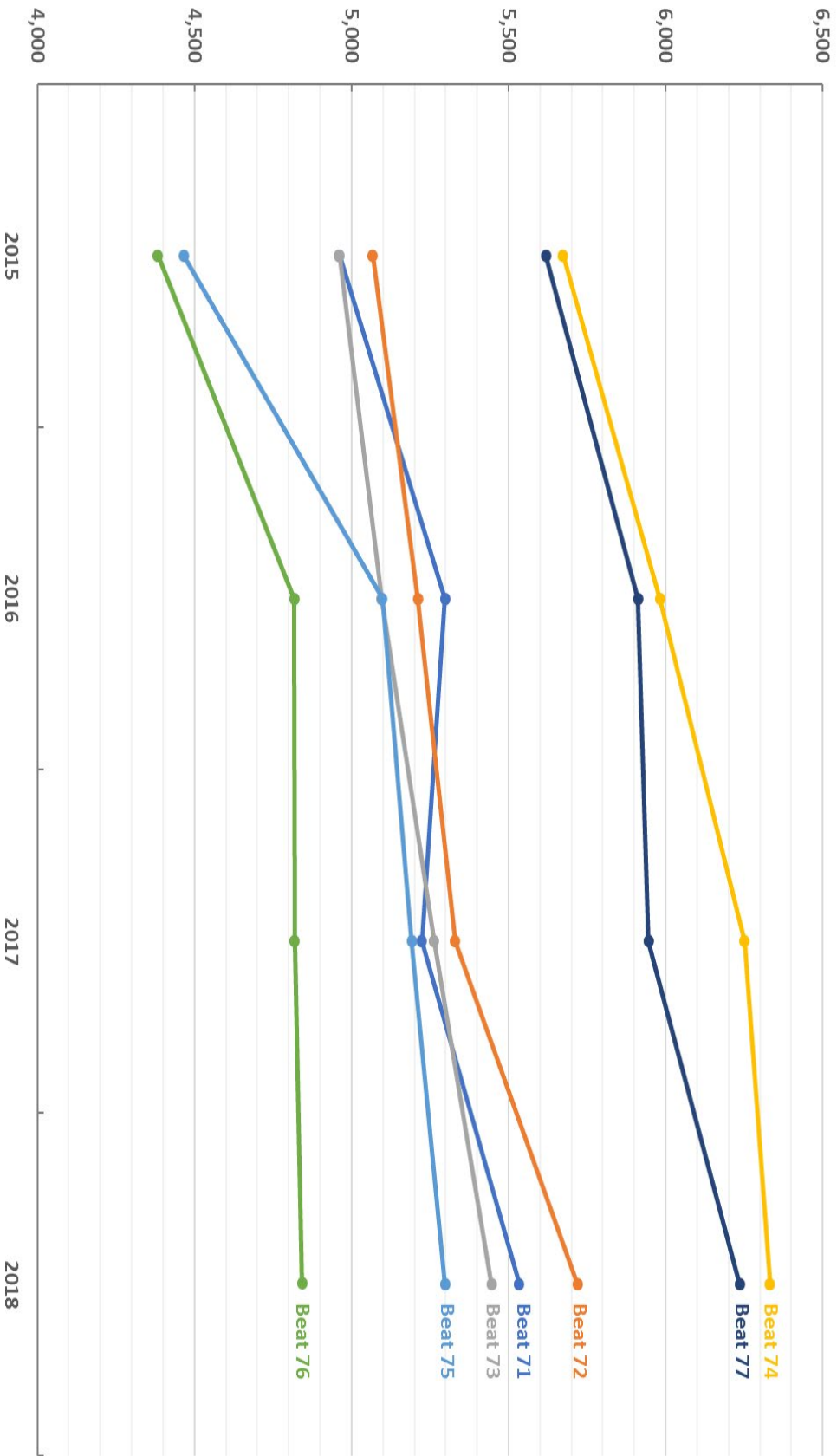


THANK YOU FOR YOUR TIME!

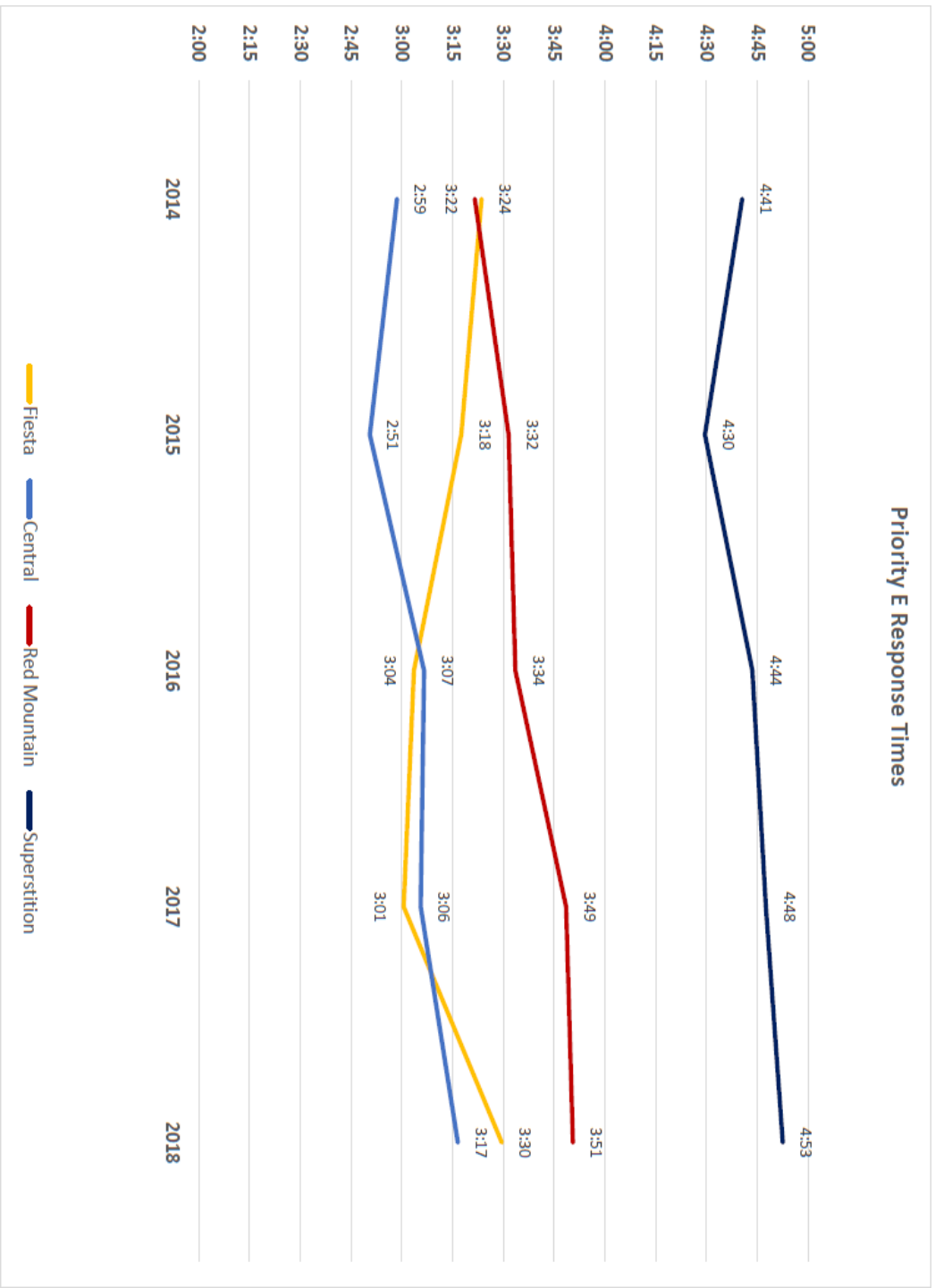


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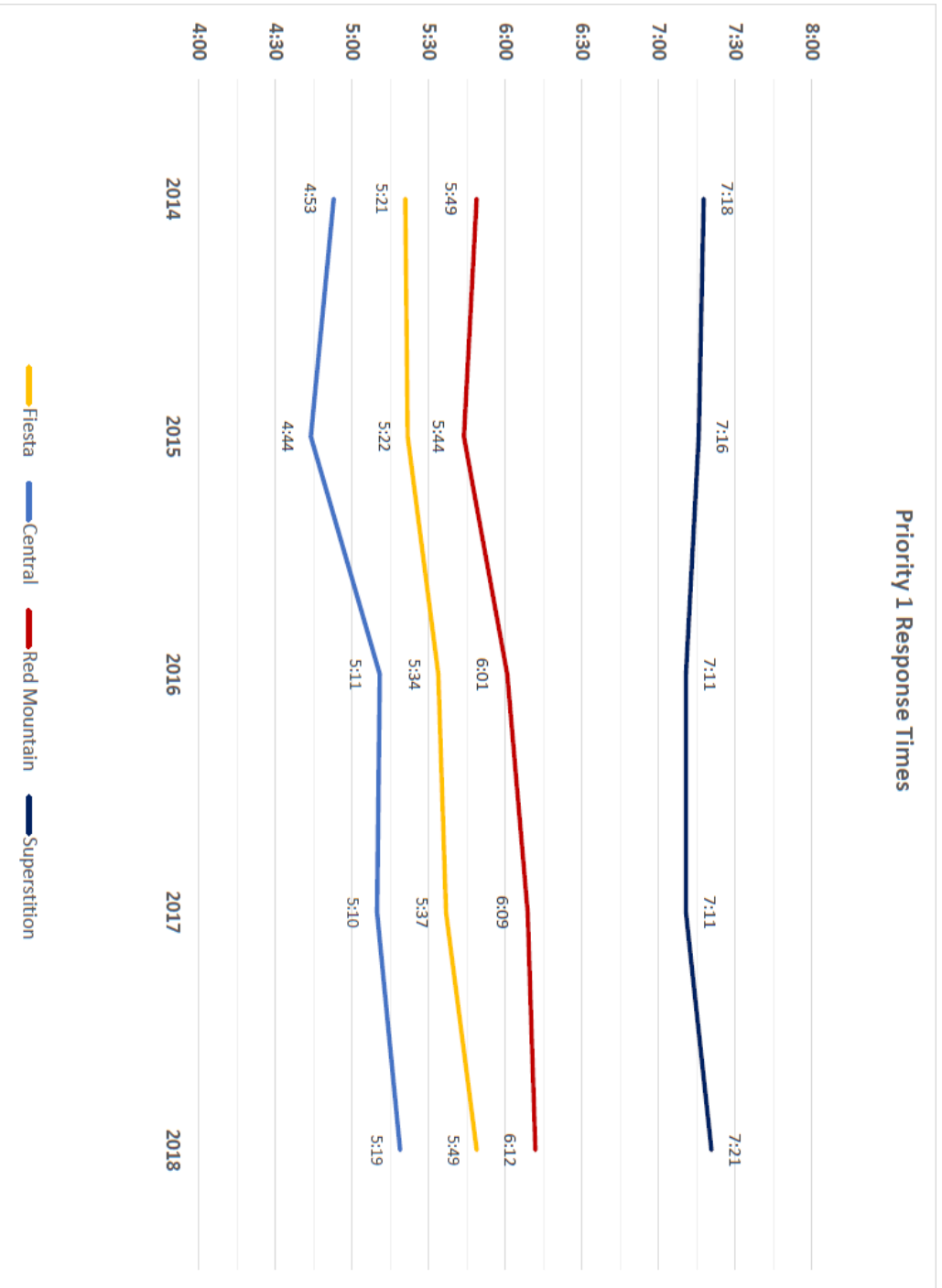
Superstition - Dispatched Calls for Service - 2015 to 2018



### Priority E Response Times



### Priority 1 Response Times





# City Council

**Date:** April 11, 2019  
**To:** City Council  
**Through:** Christopher J. Brady, City Manager  
Scott Butler, Deputy City Manager  
**From:** Jeff Robbins, 2020 Census Administrator  
**Subject:** Appointment of New Members to the 2020 Census Taskforce

## Purpose and Recommendation

The purpose is the appointment of new members to the 2020 Census Taskforce. This taskforce is responsible for developing the strategic outreach and engagement plan to encourage city residents to respond to the census questionnaire. The taskforce relies on community influencers to create localized messaging that educates and motivates people to respond to the 2020 U.S. Census.

## Background

On October 15<sup>th</sup>, 2018 the Mesa City Council Appointed 24 members to the 2020 Census Taskforce. Several of the original appointees are no longer able to serve on the taskforce and staff has identified replacements.

The taskforce will disband in the summer of 2020 after most of the nonresponse follow-up to the census has concluded.

## Discussion

The following individuals and organizations have volunteered to serve on the taskforce:

Nancy Cressy, Outreach Coordinator, Trinity Church  
Kathy Dickinson, Local Outreach Coordinator, Central Christian Church  
Angela Gaetano, Director of Parish Leadership Support, Catholic Diocese of Phoenix

## Alternatives

Choose not to add members to the taskforce.

## **Fiscal Impact**

The City of Mesa receives approximately \$330 per person in state-shared revenue annually for each resident counted. According to the George Washington University report, *Counting for Dollars 2020*, it is estimated that each person counted directs \$2,865 of federal funding to education, transportation, healthcare, housing and other needs in Mesa each year.

The purpose and work of the Taskforce is to increase response rates from individuals that would otherwise not be counted, thereby increasing population driven revenues to the City over the next decade.