



COUNCIL MINUTES

January 9, 2020

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 January 9, 2020 at 7:36 a.m.

COUNCIL PRESENT

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

COUNCIL ABSENT

None

OFFICERS PRESENT

Christopher Brady
Dee Ann Mickelsen
Jim Smith

1. Review and discuss items on the agenda for the January 13, 2020 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: None

Items removed from the agenda: 6-b

In response to a question posed by Mayor Giles regarding Item 7-a, **(Amending the Form-Based Code, Chapter 59, Sections 14 and 15, of Title 11, the Zoning Ordinance, of the Mesa City Code pertaining to the parking requirements for mid-rise and high-rise building types. The amendment will make the construction of structured garage parking optional. (Citywide))**, on the Regular Council meeting agenda, Planning Director Nana Appiah confirmed the recommendation is to give the developer the option of providing structured parking or traditional parking.

In response to a question posed by Vice Mayor Freeman, Downtown Transformation Manager Jeff McVay explained the amendment would not affect current agreements with the two potential developers on city-owned parking lots.

In response to a question posed by Mayor Giles regarding Item 8, **(Take action on the following resolutions declaring terms/rates/fees/charges to be public records and available to the public, and introducing the following ordinances to modify City-owned**

utility terms/rates/fees/charges and setting January 27, 2020 as the date of the public hearing on these ordinances), on the Regular Council meeting agenda, Management and Budget Director Candance Cannistraro commented Item 8 relates to adjustments to utility rates.

Ms. Cannistraro explained on November 4, 2019 City Council approved a Notice of Intent, which gives notice to the public that rate adjustments are being considered; January 13, 2020 the ordinances will be introduced; and the public hearing is set for January 27, 2020. She added if the ordinances are approved, the effective date for the rate adjustments will be March 1, 2020. She clarified the rate increases are mainly adjusting the tier brackets for commercial solid waste.

In response to a question from Vice Mayor Freeman, Ms. Cannistraro suggested there are some service charge increases that were outlined during the presentation in October.

Mr. Brady informed Council that a zoning case item will be added to the Regular meeting agenda. He stated the developer worked with the neighborhood and modified the proposal from townhomes to single-family homes.

2-a. Hear a presentation, discuss, and provide direction on a proposed new process and software acquisition for managing the City's public record requests, and appointments to advisory boards and committees.

Deputy City Clerk Holly Moseley introduced Management Assistant II Elizabeth Wiltrout and Police Information Technology Administrator Patrick Phelps and displayed a PowerPoint presentation. **(See Attachment 1)**

Ms. Moseley explained the current online public records process, stating some of the issues include a lengthy and confusing form with no ability to track the requests between departments. (See Page 2 of Attachment 1)

Mr. Phelps described the current public records request process for the Police Department. He stated the new software will allow consolidation into a single electronic system for efficiency. (See Page 3 of Attachment 1)

Ms. Moseley highlighted the benefits of the new process, which include having a simple and consistent webpage, deflection to assist users in finding records quickly and reducing duplication, and a system to assign and track requests. She illustrated examples and features of the new software. (See Pages 4 through 7 of Attachment 1)

Ms. Moseley announced that recently the City Clerk's office acquired responsibility for managing Advisory Boards and Committees. She discussed the current process of application and term management. She explained GovQA agreed to create a separate module for managing boards and committees. (See Page 8 of Attachment 1)

In response to a question from Councilmember Duff, Ms. Moseley commented the module will be designed to provide pertinent information, including details about the specific boards and vacancies available.

Ms. Moseley summarized the benefits and useful features of the software that will assist the City Clerk's office in fulfilling public records requests. (See Page 9 of Attachment 1)

In response to a question posed by Vice Mayor Freeman, Mr. Phelps stated the Mesa Police Department handles approximately 25,000 record requests per year.

Mr. Brady added currently there is no centralized way to track records requests as they are dispersed to different departments throughout the City.

In response to a series of questions from Councilmember Heredia, Mr. Phelps replied currently Police Department record requests are in paper form and going forward requests will be managed electronically to allow for tracking. He remarked public records will include a dedicated group that will include digital media to maintain consistency.

In response to a question posed by Councilmember Heredia, Ms. Moseley estimated deployment will likely be the end of March.

In response to a question from Councilmember Luna, Ms. Moseley indicated the trending topics feature can be used to alert the public of board and committee vacancies.

In response to a series of questions posed by Councilmember Luna, Mr. Phelps replied when digital media requests are received, the requester will receive a Compact Disc (CD) or Digital Versatile Disc (DVD). He stated using Dropbox can be explored as another option for providing the data.

In response to a question from Mayor Giles, Ms. Wiltrout clarified motor vehicle accident reports are accessed through a separate system and do not make up the majority of the 25,000 requests per year processed by the Police Department.

City Attorney Jim Smith thanked the City Clerk for taking on the responsibility of managing record requests and advisory boards and committees.

In response to a question from Vice Mayor Freeman regarding the cost of the new software, Ms. Moseley advised the initial implementation, which includes all the modules, is \$37,000 and the annual subscription will be \$35,000.

Mayor Giles thanked staff for the presentation.

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

3-a. Economic Development Advisory Board meeting held on November 5, 2019.

3-b. Housing and Community Development Advisory Board meeting held on October 3, 2019.

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

Upon tabulation of votes, it showed:

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

NAYS – None

Carried unanimously.

4. Current events summary including meetings and conferences attended.

Mayor Giles –	Aqua-Tots Franchise Headquarters Ribbon Cutting 12 West Brewing Co. Grand Opening Merry Main Street
Councilmember Luna –	Hava Java Opening
Councilmember Thompson –	January is National Human Trafficking Awareness Month – Thanked Mesa’s Human Exploitation and Trafficking (HEaT) Squad
Councilmember Whittaker –	Aqua-Tots Franchise Headquarters Ribbon Cutting
Councilmember Duff –	12 West Brewing Co. Grand Opening Visit Mesa Marc Garcia honored – Certified Autism City
Vice Mayor Freeman –	Ride-along with Brandon Kozeliski

4. Scheduling of meetings.

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

Monday, January 13, 2020, 5:15 p.m. – Study Session

Monday, January 13, 2020, 5:45 p.m. – Regular Council Meeting

Friday, January 10, 2020, 10:30 a.m. – Arizona State University Groundbreaking

Tuesday, January 28, 2020 – Point-In-Time Homeless Count

Tuesday, February 4, 2020, 7:00 a.m. – State of the City

5. Adjournment.

Without objection, the Study Session adjourned at 8:26 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 9th day of January 2020. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

jjg/la
(Attachments – 1)



SOFTWARE MANAGEMENT SOLUTION

- PUBLIC RECORDS REQUESTS
- ADVISORY BOARDS & COMMITTEES



PUBLIC RECORDS REQUESTS

CURRENT PROCESS AND ISSUES

- Page Online is very lengthy
- Online form provides list of departments to select or 'Other'
 - System emails department directly
 - System emails City Clerk for all 'Other' requests
- Payments cannot be made electronically
- There is no tracking ability
 - No centralized repository for citywide requests
 - Duplicated efforts
 - Performance measures

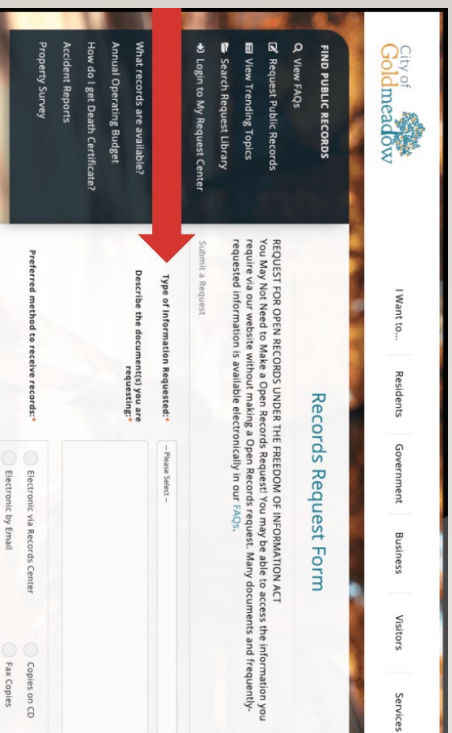
ADDITIONAL POLICE DEPARTMENT ISSUES

- No electronic submission form; paper form used
- No tracking mechanism for pending requests
 - Approximately 12,000 public records requests received per year in the Records Section alone
- Many requests are interdepartmental and require a manual process to track responses
- Requests received in multiple areas of the department with no centralized repository
 - Records Section
 - Media Relations
 - Legal/Litigation Support Unit
- Currently there is no dedicated group to process public records requests
 - *Decision package currently routing for the creation of a Public Records Redaction Unit*

BENEFITS OF NEW PROCESS

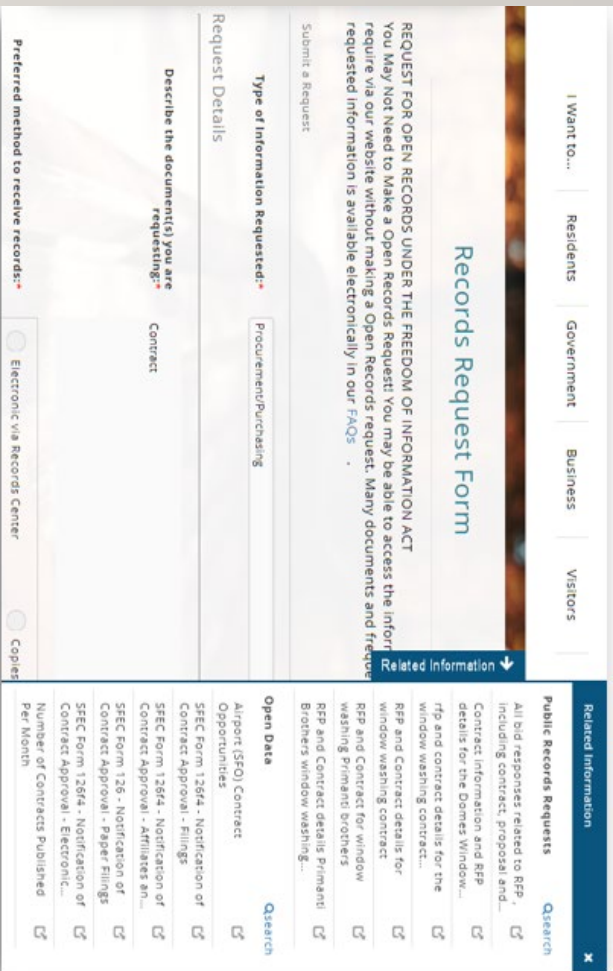
- Simple and consistent webpage
- Request Form is dynamic and helps the user to narrow down their specific request
- Deflection
- Tickets are assigned to staff member(s) and status is viewable
- Automatic alerts and notifications to staff
- Various tracking and reporting abilities
- Payments can be made electronically

SIMPLE & CONSISTENT WEBPAGE



- ALL Public Records Requests start at the same page.
- Dynamic form assists users to find the records they need.

DEFLECTION



- Assists user in finding records quickly
- Reduces submitted requests
- Reduces duplication

EASILY ASSIGN AND TRACK REQUESTS

TRACK AND ALERT AS TO STATUS AND ASSIGNMENT OF TICKETS

Reference No	Request Info	Service Request Type	Status	Assigned Dept	Assigned Staff	Contact E-Mail	Update Date	Create Date
W008547-120319	0/0	City Records Request	Assigned	Administration	Steven Light	stlight@govqa.com	12/3/2019 3:53 PM	12/3/2019 12:52 PM
W008538-120219	0/1	City Records Request	Legal Review	City Clerk	Amy Breckreutz	ambrele@govqa.com	12/2/2019 5:40 PM	12/2/2019 5:13 PM
W008527-112619	0/0	City Records Request	Assigned	Administration	Steven Light	bscollie@webqa.net	11/26/2019 11:27 AM	11/26/2019 11:27 AM
W008521-112119	0/0	City Records Request	Time Extension	City Clerk	bscollie@webqa.net	bscollie@webqa.net	11/26/2019 11:40 AM	11/21/2019 12:57 PM
W008520-112119	0/1	City Records Request	Assigned	Administration	Steven Light	stlight@govqa.com	11/21/2019 11:17 AM	11/21/2019 11:17 AM

ADVISORY BOARDS AND COMMITTEES

APPLICATION AND TERM MANAGEMENT CURRENT PROCESS

- Applications are submitted online and sent to Clerk to file, resumes not attached
- When vacancy occurs, staff forwards applications to board liaison for feedback and the Mayor makes a recommendation.
- Application submitted to Council for review and approval.
- City Clerk mails approval letters to new appointees/reappointments, and/or thank you letters for their interest.
- Board members and term dates are stored via Excel Spreadsheets and updated regularly.
- Loyalty Oaths are managed separately

NEW PROCESS

- Applicant creates profile where all records are maintained
- Clerk and applicable parties receive notification
- Applicant receives automatic and timely responses
- Internal communications are centralized and timely
- Term limits are managed easily and with the help of automatic system notifications
- Loyalty oaths maintained in applicant file for retention
- Tracking abilities – current board members, vacancies, missing forms, etc.

SUMMARY OF BENEFITS & OTHER USEFUL FEATURES

- Simplified Process – webpage is more user-friendly, consistent, dynamic
- Deflection – provides user with list of records available online, or similar requests
- Supports Accuracy – checklist for staff activity taken to satisfy each request
- Electronic Payments Available
- Improved Communication – automatic alerts and access to tickets
- Reporting/Tracking Abilities – ticket status, resources used, performance measures
- Trending Topics – publish articles, news alerts and notifications
- Legal Claims – inter-agency module to distribute claims electronically

QUESTIONS?