



OFFICE OF THE CITY CLERK

PUBLIC SAFETY COMMITTEE

April 22, 2010

The Public Safety Committee of the City of Mesa met in the lower level meeting room of the Council Chambers, 57 East 1st Street, on April 22, 2010 at 9:45 a.m.

COMMITTEE PRESENT

Dennis Kavanaugh, Chairman
Dina Higgins
Scott Somers

COMMITTEE ABSENT

None

STAFF PRESENT

Christopher Brady
Trisha Sorensen
Alfred Smith

Chairman Kavanaugh excused Committeemember Somers from the beginning of the meeting.

(Committeemember Somers arrived at the meeting at 9:50 a.m.)

1. Items from citizens present.

There were no items from citizens present.

2. Hear a presentation, discuss and make a recommendation on the East Valley Private Jail Project.

Assistant Police Chief Mike Dvorak introduced Police Commander Bill Peters and Police Fiscal Administrator Lisa Quedens, who were prepared to respond to any questions the Committee may have.

Chief Dvorak stated that today's presentation is an opportunity for staff to update the Committee regarding the East Valley Private Jail Project, an initiative that the Mesa Police Department (MPD) and police officials from Chandler, Gilbert, Tempe and Scottsdale have been working on for almost two years.

Chief Dvorak reported that when individuals are arrested for misdemeanor and felony crimes committed in Mesa, they are booked into the MPD's holding facility. He explained that the felony arrestees are subsequently transported to the Maricopa County Sheriff's Office (MCSO) Fourth Avenue Jail in downtown Phoenix. Chief Dvorak also stated that the costs associated with housing those individuals are incurred by the MCSO.

Chief Dvorak advised that the misdemeanor offenders remain in the MPD's holding facility until such time as they are arraigned at the Mesa Municipal Court. He said that if a misdemeanor

offender is held in custody by the Court, the individual is transported by an MPD officer to the Fourth Avenue Jail.

Chief Dvorak further remarked that the primary focus of the East Valley Private Jail Project is to reduce the municipalities' costs associated with the booking/housing of misdemeanor offenders at the Fourth Avenue Jail. He said that the MPD allocates \$6 million annually to pay such costs, which average between \$400,000 and \$500,000 per month.

Commander Peters displayed a PowerPoint presentation (**See Attachment 1**) and reiterated that the MCSO books and houses misdemeanor offenders that the Mesa Municipal Court has either convicted or held over post-arraignment. He said that this process is costly not only in terms of increased fees and charges, but also with regard to staff time to transport the arrestees to downtown Phoenix. Commander Peters added that an average trip can take three hours, barring any delays in the process (i.e., medical issues or travel delays).

Commander Peters briefly highlighted the MCSO booking/housing rates for FY 2009/10 as compared to FY 2010/11; reviewed the 2008 and 2009 Jail Billing fees for Mesa, Chandler, Gilbert, Scottsdale and Tempe; outlined the goals of the East Valley Private Jail Project; and provided statistical data related to the MPD holding facility. (See Pages 2 through 6 of Attachment 1)

In response to a question from Committeemember Somers, Commander Peters clarified that the MPD holding facility has a maximum capacity of 27 arrestees, although the number of detainees almost always exceeds capacity.

Responding to a series of questions from Committeemember Somers, Police Chief Frank Milstead stated that if Senate Bill 1070 (which would make it a crime to be in the State illegally) is signed into law by Governor Jan Brewer, the individuals arrested and detained by the MPD would be transported to the Fourth Avenue Jail. He noted that the MPD would incur the booking/housing costs associated with those arrestees.

Discussion ensued relative to the fact that the average stay at the Fourth Avenue Jail for a person arrested under Senate Bill 1070 would be less than 24 hours; that the arrestees would be transported to Immigration and Customs Enforcement (ICE); that if ICE did not have sufficient capacity to hold the detainees, they would remain at the Fourth Avenue Jail and such housing costs would be incurred by the MPD; and that per Senate Bill 1070, the County would be reimbursed for jail costs incurred by the MPD, but not the City of Mesa.

Commander Peters reported that approximately two years ago, he and officials from Tempe, Chandler and Gilbert visited several California cities that have outsourced their jails. He provided a short synopsis of various comments solicited from the staff and administrators at those facilities regarding the vendor and the benefits of a private detention facility. (See Pages 7 and 8 of Attachment 1)

Commander Peters further highlighted various components of the Private Jail Request for Proposals (RFP). (See Pages 9 through 12 of Attachment 1) He stated that although the community partners have yet to identify a specific location, they determined that a site within a five-mile radius of Country Club Drive and US 60 would be easily accessible throughout the East Valley.

Chairman Kavanaugh suggested that with an abundance of vacant big box stores in Mesa, perhaps it would be possible to adapt one of those properties for reuse as a private jail.

Responding to a series of questions by Committeemember Higgins, Commander Peters clarified that the MCSO's old jail facility in Mesa was converted to offices and was not a viable option for a private jail facility. He also noted that the future expansion of the MPD holding facility was not included as a component of the Private Jail RFP.

Additional discussion ensued relative to the fact that the private jail vendor would be responsible for the construction, operations and maintenance, and staffing of the facility.

In response to a question from Committeemember Somers, City Manager Christopher Brady explained that ideally, the private jail facility would be located in an industrial/commercial area as opposed to a residential neighborhood.

In response to a question from Chairman Kavanaugh, Chief Dvorak stated that over the next 30 days, the community partners would review the RFP, after which time the proposal would be advertised.

Chief Milstead indicated that the community partners have notified the MCSO that they are seeking proposals from private jail companies. He stated that larger communities in the West Valley are also attempting to build a pre-booking facility.

Chairman Kavanaugh commented that this issue was relevant for both East and West Valley communities due to the decision of the Sheriff's Office to close its satellite jail facilities. He expressed appreciation to the MPD for working with other East Valley communities in order to arrive at a solution in this regard.

Commander Peters advised that staff would bring back the results of the RFP to the Committee in approximately six months.

Chairman Kavanaugh thanked everyone for the presentation.

3. Hear a presentation and discuss the status of the 911 Dispatch Center.

Manager of Technology and Innovation Alex Deshuk introduced Management, Performance and Accountability Director Bill Follette, who was prepared to assist with the presentation.

Mr. Deshuk displayed a PowerPoint presentation (**See Attachment 2**) and reported that the Management, Performance and Accountability Office was asked to study a proposal to separate the Police and Fire dispatch systems and also to look at efficiencies to improve the process Citywide. He explained that staff gathered information/data from the Police and Fire Departments and Police Information Technology; conducted independent research locally and nationally relative to the development of Public Safety Call Centers; and presented their findings to the City Manager, the Police and Fire Chiefs and their staffs.

Mr. Deshuk referred to a diagram depicting staffing levels and work flow at the City's current Public Safety Call Center. (See Page 3 of Attachment 2) He stated that if the proposal moved forward, it would be necessary to modify the phone switch and Intergraph CAD system.

Mr. Deshuk advised that in 2009, the Public Safety Call Center received a total of 1.1 million calls, of which 256,971 resulted in emergency dispatch, 861,301 were identified as non-emergencies, and 480,000 could not be identified as Police or Fire/EMS related. He noted that it was difficult for staff to identify the 480,000 calls because the systems track the dispatch/call incidents and not the type of request (i.e., requests for garbage pickup or other City services).

Committeemember Somers stressed the importance of the City educating its residents regarding when it is appropriate to call 911 and when it is not. He noted, however, that if a 911 call were accidentally routed through a 311 system, he would hope that the dispatcher would resolve the issue as opposed to the call being lost in the system.

City Manager Christopher Brady acknowledged that many residents use 911 to access government services simply because they are unaware of any other means by which to do so. He stated that having worked in another community in which a 311 system was implemented, a public education campaign was essential in apprising residents that the system was meant to be used for non-emergency calls.

Discussion ensued relative to the four telephone numbers currently routed for non-emergency calls to the Public Safety Call Center (See Page 5 of Attachment 2) and the number of calls received over a six-month period of time.

Mr. Deshuk referenced a diagram of the proposed Public Safety Call Center (See Page 7 of Attachment 2). He reviewed a series of recommended modifications as follows: the installation of new telephone lines/equipment; additional CAD licenses and software; the creation of separate pools of 911 Fire call takers and 911 Fire dispatchers; East Valley Fire partners, ambulance services and non-emergency Fire calls would route directly to the 911 Center through Fire Dispatch; and all Mesa 911 and non-emergency Police calls would continue to be routed through the Police Call Center and transferred, when applicable, to the Fire Call Center.

Further discussion ensued relative to the potential "evolution" of the 911 Call Center (See Page 8 of Attachment 2); that the development of a Unified Communications Center would be a long-range goal; that in the more immediate future, staff proposes a Commercial Triage and Protocol System, which in Year 1 would include various capital and one-time costs totaling \$509,000, as well as the implementation of a new commercial triage software protocol (cost to be determined) (See Page 9 of Attachment 2); and that in Year 1, the Fire Department would incur \$476,000 in new operating costs (See Page 10 of Attachment 2) and in Year 2 and beyond, \$1.5 million in annually recurring costs. (See Page 11 of Attachment 2)

Mr. Deshuk also reviewed a timeline of tasks yet to be completed by staff regarding this item. (See Page 12 of Attachment 2)

Chairman Kavanaugh commented that it was his understanding that staff from Police and Fire have been working well together throughout this process.

In response to a question from Committeemember Higgins, Mr. Deshuk clarified that staff was not asked to make a specific recommendation with regard to the 911 Dispatch Call Center, but merely to offer options, alternatives, costs and work flow/process changes.

Chairman Kavanaugh noted that the Council previously directed that staff move towards this type of operation. He explained that staff is conducting this analysis in order to understand various technical and cost issues associated with such an operation so that the Police and Fire Departments, the City Manager and the Council could better comprehend what it would entail to execute the Council's directive.

Additional discussion ensued relative to the fact that it would be necessary for the City to develop a citizen contact call center (311 system) in order to address multiple calls (i.e., multiple reports related to a single accident/event) that are currently made to the 911 Dispatch Center.

Responding to a question from Committeemember Higgins, Mr. Brady explained that no matter whether a call is an emergency or a non-emergency, the current Public Safety Call Center system does not distinguish those calls when they are initially received.

Mr. Brady further commented that not only is there an issue with regard to separating Police and Fire dispatch systems and being responsive to the Transitional Response Vehicle (TRV) Program, but staff has also identified in their analysis that the City should consider the future development of a 311 system to address the demand for non-emergency assistance.

In response to a question from Committeemember Somers, Mr. Deshuk stated that Washington, D.C., one of the communities that has implemented a Unified Communications Center, has developed a different management structure so that the 911, 311, Communications, and Customer Service entities do not report to Police or Fire.

Committeemember Somers commented that as this process moves forward, it might be appropriate to consider that certain managerial issues related to Police and Fire should remain separate. He also questioned whether staff explored the option of the Mesa Fire Department utilizing the City of Phoenix Fire dispatch center, a regional system used by Tempe, Scottsdale, Chandler and other West Valley communities.

Mr. Brady responded that Mesa has committed to Gilbert, Queen Creek and Apache Junction to create a regional dispatch system in the East Valley that is separate from Phoenix's dispatch center.

Responding to a question from Committeemember Higgins, Mr. Deshuk clarified that Police IT would provide technical support to the proposed Public Safety Call Center during Year 1. He added that the Fire Department has its own separate IT support.

Mr. Brady further remarked that staff is considering integrating those functions so that Police and Fire could share technology resources. He noted, however, that it would be necessary to address certain issues related to security, data and access.

Responding to a series of questions from Chairman Kavanaugh, Mr. Brady clarified that the previously mentioned costs associated with this process (excluding the cost to renovate the 2nd floor of the Communications Building) would be forwarded on to the Council as part of the Fire Department budget discussions. He stated that the Fire Department is also scheduled to address the Council regarding what benefits/savings it might anticipate related to the TRV Program.

Chairman Kavanaugh expressed appreciation to everyone for the presentation.

4. Hear a presentation by David Gallagher and discuss alcohol and drug use among youth.

David Gallagher, Executive Director of the Arizona Addiction Treatment Program (AATP), introduced Dr. Brad Barrett, former Superintendent of Gilbert Public Schools and current Executive Director of "Not My Kid" Program.

Mr. Gallagher addressed the Committee and commented on the pervasive use of alcohol and illegal drugs among youth in Arizona. He stated that it was imperative that such use be addressed before the youth enter the juvenile criminal justice system. Mr. Gallagher urged the City of Mesa to take a leadership role in addressing this matter.

Dr. Barrett, a 37-year educator and school administrator, spoke regarding his professional efforts to combat the epidemic drug problem in Arizona's public schools. He noted that he was forced to address this issue on a personal level when a family member became addicted to heroin. Dr. Barrett added that substance abuse among Mesa's youth not only impacts local law enforcement, but families, schools and the community as a whole.

Committeemember Somers advised that the City of Mesa has a limited amount of Community Development Block Grant (CDBG) funds available, but said that it was the Council's priority to allocate funding to those programs that impact Public Safety services (i.e., drugs and alcohol interdiction). He also noted that the City continues to support the utilization of School Resource Officers, who play a key role in the early detection of alcohol and drug use among students.

Chairman Kavanaugh stated that the Committee would make alcohol and drug use among youth a priority and also continue to work with the Police Department, the Council and other community organizations to highlight the issue in Mesa.

Chairman Kavanaugh thanked Mr. Gallagher and Dr. Barrett for their comments.

5. Adjournment.

Without objection, the Public Safety Committee meeting adjourned at 11:10 a.m.

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Public Safety Committee meeting of the City of Mesa, Arizona, held on the 22nd day of April 2010. I further certify that the meeting was duly called and held and that a quorum was present.

LINDA CROCKER, CITY CLERK