



COUNCIL MINUTES

April 16, 2018

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 16, 2018 at 4:32 p.m.

COUNCIL PRESENT

John Giles
David Luna
Mark Freeman
Christopher Glover
Francisco Heredia
Kevin Thompson
Jeremy Whittaker

COUNCIL ABSENT

None

OFFICERS PRESENT

Christopher Brady
Dee Ann Mickelsen
Jim Smith

1. Review items on the agenda for the April 16, 2018 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.

2-a. Hear a presentation, discuss, and provide direction on the Fire and Medical Department budget.

Office of Management and Budget Director Candace Cannistraro introduced Performance Advisors Mark Castleton and ShaLae Steadman who displayed a PowerPoint Presentation. **(See Attachment 1)**

Ms. Steadman provided maps that showed the call volume densities and call counts in the City. (See Pages 3 and 4 of Attachment 1)

Ms. Steadman displayed the Mesa Fire and Medical Department's (MFMD) response times to a call and pointed out this information is critical as a fire can double in size every two minutes. She advised the chart highlights how different areas in the City have different needs. She added the MFMD has the ability to plan accordingly and improve response times by understanding the different needs in each area of the City. (See Page 5 of Attachment 1)

Councilmember Freeman commented that the statistics are important to determine deployment of units needed in the future and he appreciates staff's hard work.

In response to a question posed by Councilmember Heredia, Ms. Cannistraro advised the MFMD collects every detail associated with a call, such as the type of call, time associated with dispatching a call, travel time to a call, as well as the time on scene.

Mr. Brady added the data presented today will be used as a base to compare with data collected in the future.

Fire Chief Mary Cameli introduced MFMD Deputy Director Tara Acuna and displayed a PowerPoint Presentation. **(See Attachment 2)** She expressed her appreciation for the members of the MFMD and pointed out the staff provide professional and exceptional service to the community.

Chief Cameli detailed the mission statement, performance measures, and challenges of the MFMD. (See Pages 2 through 4 of Attachment 2)

Chief Cameli provided the call volume for the MFMD and pointed out in 2017 the MFMD responded to 5,600 fire calls and 56,000 medical calls. She added the MFMD has responded to 900 more calls this quarter than the first quarter in 2017 and is on track to have a 5% call volume increase compared to last year. (See Page 5 of Attachment 2)

Chief Cameli displayed a chart outlining the average response times. She explained the average response time went down from the previous year due to a change in the training procedure and in 2017 all units stayed in service while training was held. (See Page 6 of Attachment 2)

In response to questions posed by Councilmember Thompson, Chief Cameli stated the call from a resident and the time it takes to dispatch the call is not included in the average response time data. She added the goal is to include that information in the future. She advised the Insurance Service Office (ISO) rating for Mesa is currently a 3.

In response to a question posed by Vice Mayor Luna, Chief Cameli remarked response times in East Mesa are more extended than response times in West Mesa where the population is more heavily concentrated.

Mr. Brady commented that the addition of a fire station in East Mesa might not be the only solution to the problem of extended response times and additional adaptable units may be needed. He added the nature of the calls and the density of the calls should be taken into consideration during the decision-making process.

In response to a question posed by Vice Mayor Luna, Chief Cameli advised 19 out of the top 20 calls for service addresses are to assisted living facilities.

In response to a question posed by Mayor Giles, Chief Cameli stated the MFMD is addressing the frequent calls to assisted living facilities by educating staff on when to call 9-1-1 and how to reduce the need to call 9-1-1. She pointed out that call volume drops at these facilities after discussion and education is provided, however, it is necessary to meet often due to the high staff turnover rate at the facilities.

In response to a question posed by Councilmember Glover, Chief Cameli explained the Transitional Response Vehicle Program is being replaced by the Low Acuity Program (LA). She noted a paramedic and an EMT operate the LA units and the program is being piloted today to determine the right call for this resource.

Mr. Brady commented that LA units are being strategically placed in high call volume areas and staff is tracking the impact LA units have on response times in those areas. He added the program can be modified based on the results.

In response to a question posed by Mayor Giles, Chief Cameli identified the staffing needs of the MFMD and explained in order to staff future fire stations, it is being projected the MFMD will need to hire 60 to 70 additional firefighters.

Chief Cameli detailed the capital improvement projects and advised the cost for the bond projects is approximately 60 million dollars.

Mr. Brady expanded on the bond projects and stated staff is considering finding a location in Northeast Mesa to have a combined police substation and fire station.

In response to a question posed by Councilmember Whittaker, Chief Cameli noted staff utilizes the data collected to determine the best location for a future fire station.

In response to a question posed by Councilmember Thompson, Ms. Acuna explained the MFMD will not receive the CMS grant in FY 2018/19 and therefore there is a reduction in the budget for community involvement.

Chief Cameli detailed the reasoning for the proposed budget increase for departmental support and advised the MFMD was not awarded a heart rate monitor grant therefore the cost falls on the MFMD.

Councilmember Freeman stated the opinion that educating staff at nursing homes is not enough and a cost recovery component should be implemented to combat the issue of frequent fall calls.

Chief Cameli advised staff will work with the Management and Budget Department to possibly create a cost recovery process.

In response to a question posed by Councilmember Thompson, Deputy City Manager Scott Butler advised staff would need to research to see if there are any limitations or statutory language that would preclude the City from imposing a fee to assisted living facilities.

Vice Mayor Luna commented there has been an increase of calls for service to assisted living facilities in District 5 and he concurred with Councilmember Freeman that a cost recovery plan should be considered.

Mayor Giles requested that staff present additional ideas on how to address the high calls for service to assisted living facilities at a Public Safety Committee meeting.

Mayor Giles thanked staff for the presentation.

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

Mayor Giles: Celebrate Mesa

4. Scheduling of meetings and general information.

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

Wednesday, April 18, 2018, 7:00 a.m. – Bik2Work Day Breakfast & Earth Day Expo

Thursday, April 19, 2018, 7:30 a.m. – Study Session

5. Adjournment.

Without objection, the Study Session adjourned at 5:39 p.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 16th day of April, 2018. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

mh
(Attachments – 2)

MESA FIRE & MEDICAL

Response to Demand for Services

Presented by:

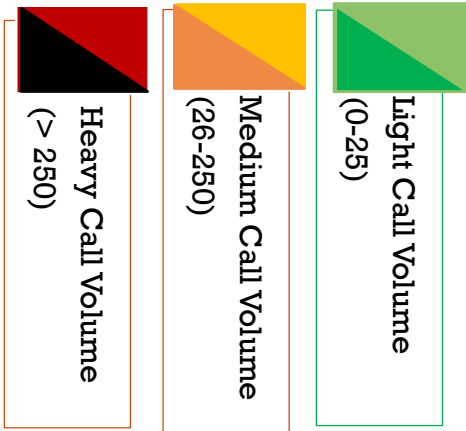
Candace Cannistraro

Mark Castleton

Shalae Steadman



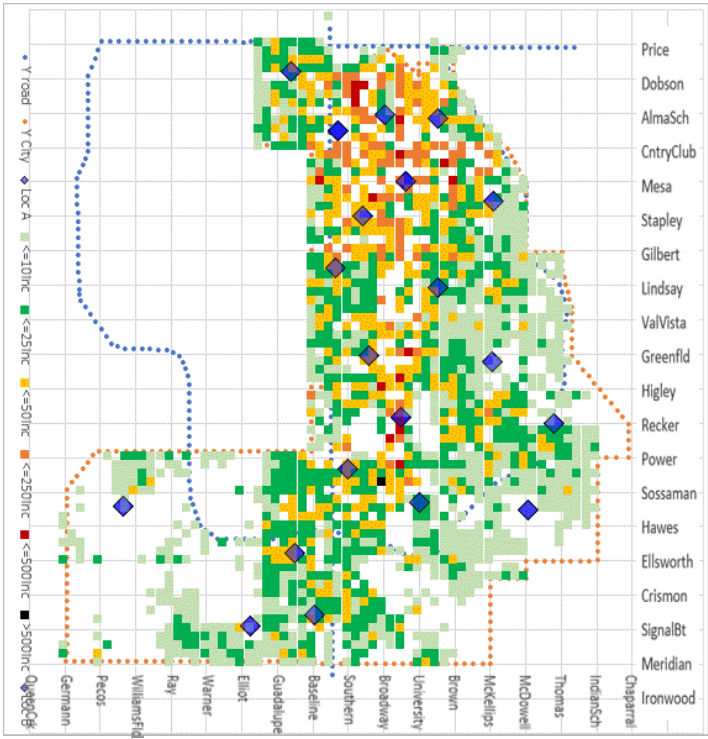
2017 Responses



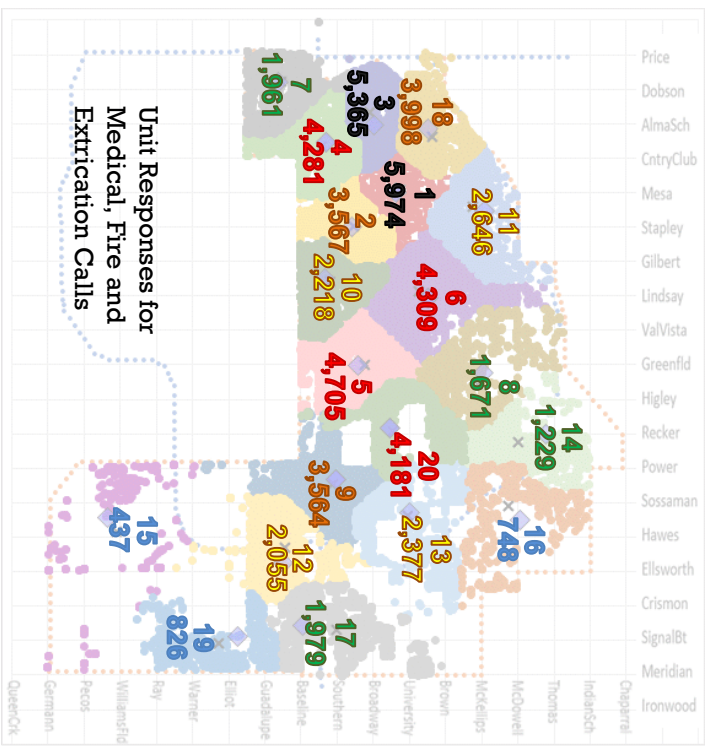
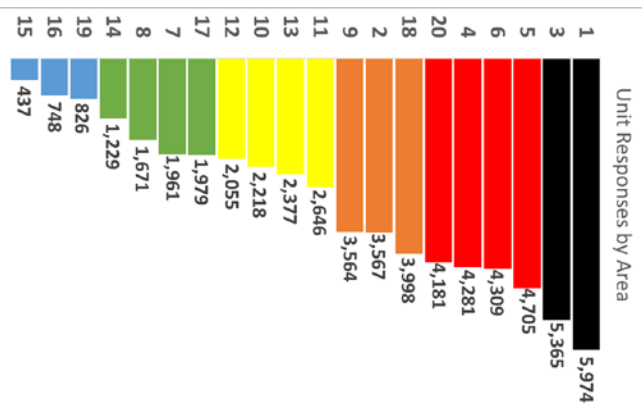
Call Volume



Response Time



2017 Call Count



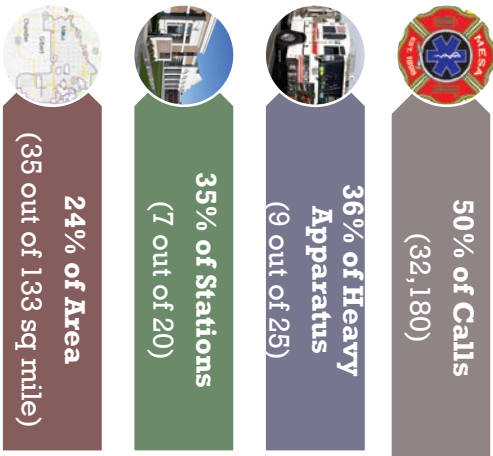
Call Volume

Response Time



2017 Call Count

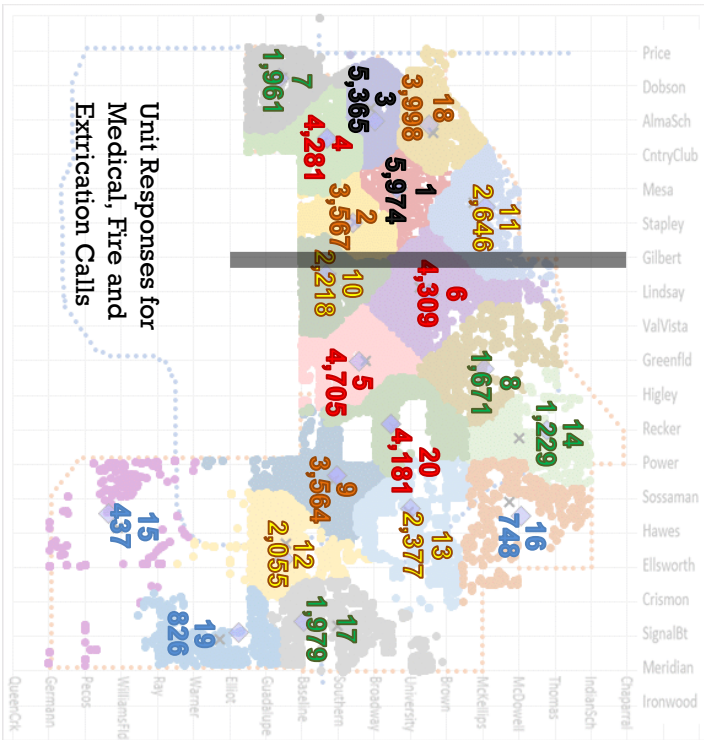
West of Gilbert Road



Call Volume

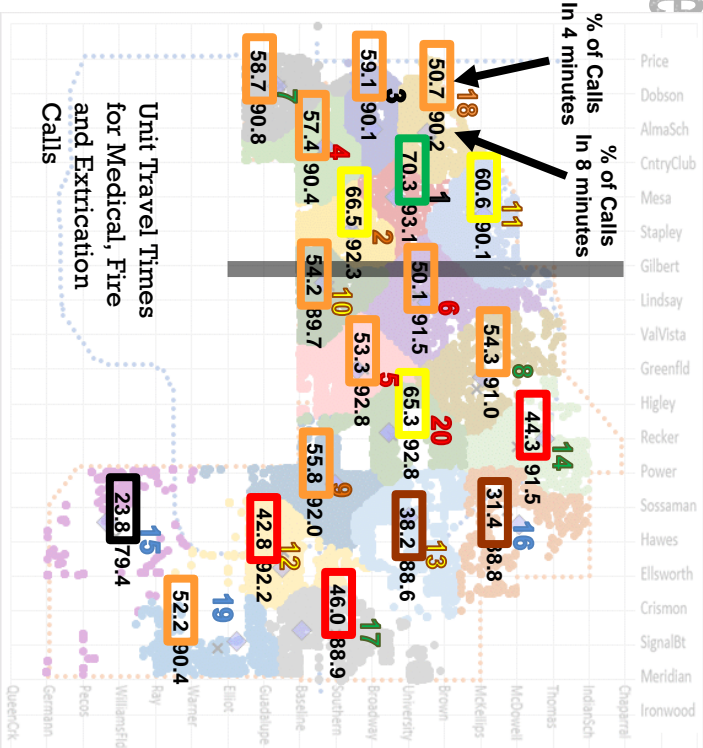
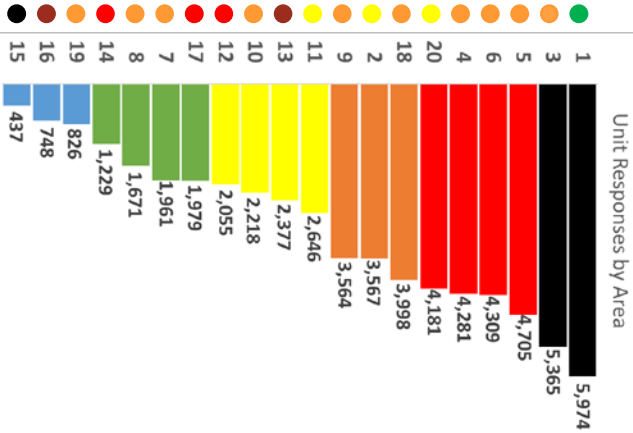


Response Time



Unit Responses for
 Medical, Fire and
 Extrication Calls

2017 Travel Time

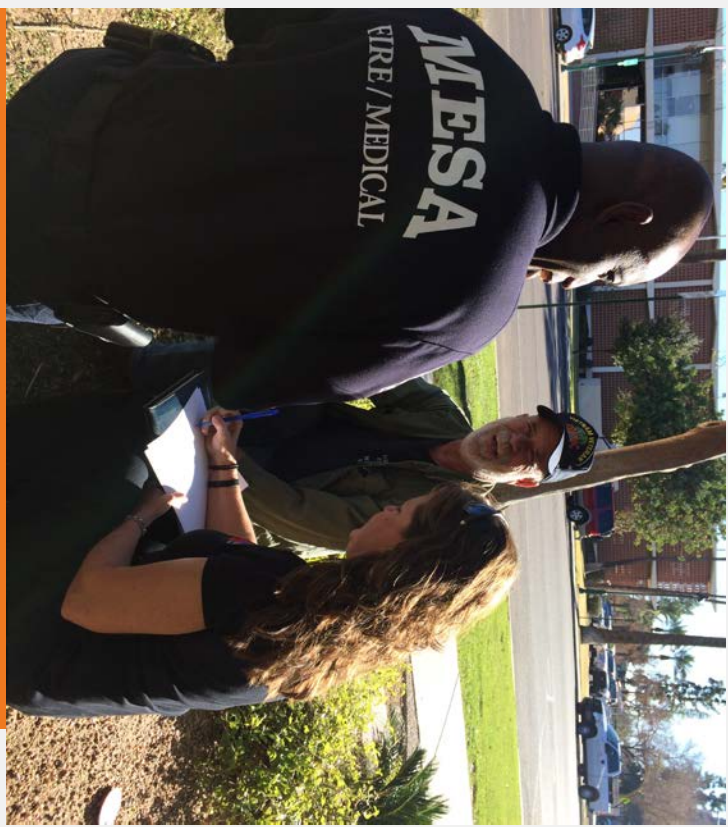


Call Volume

Response Time



Mesa Fire and Medical Department FY 18/19



Our Mission

To serve with CARE

Compassion

Accountability

Respect

Excellence

Top Demand/Performance Measures

- ✓ Call Volumes
- ✓ Response Times
- ✓ Dispatch Times



Top Three Challenges



Call Volume

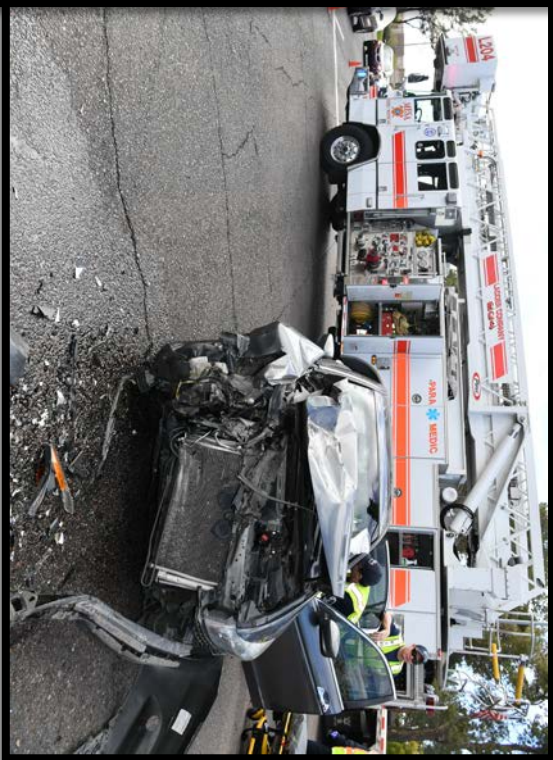
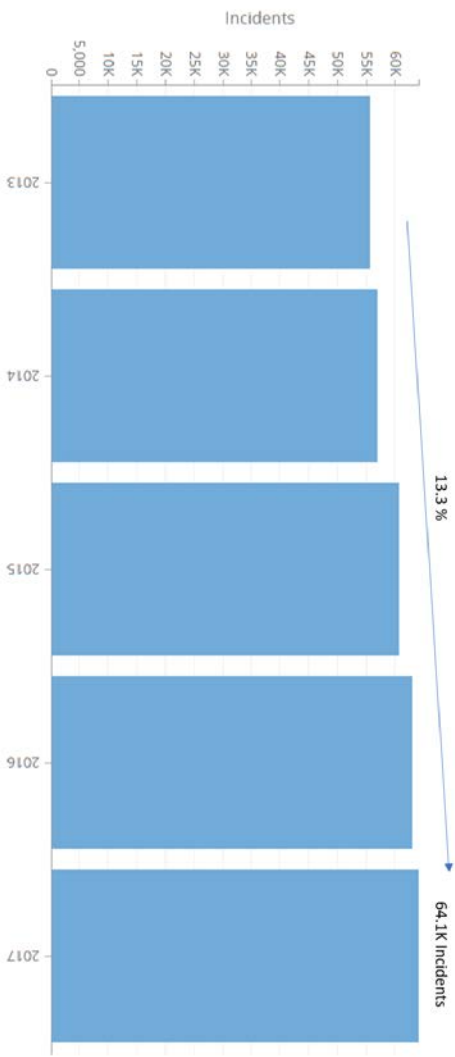
Fire and Medical Incident Counts

Emergency Fire and Medical Incidents Dispatched

Dispatched Incidents in City of Mesa

Dispatch Date/Time

From 1/1/2013 to 1/1/2017



Response Times

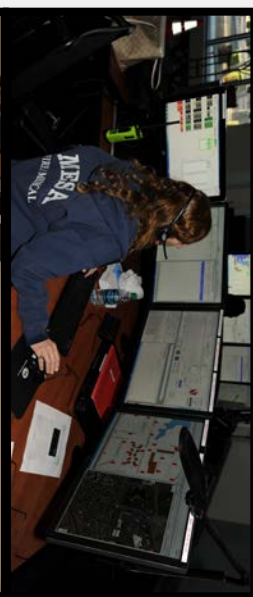
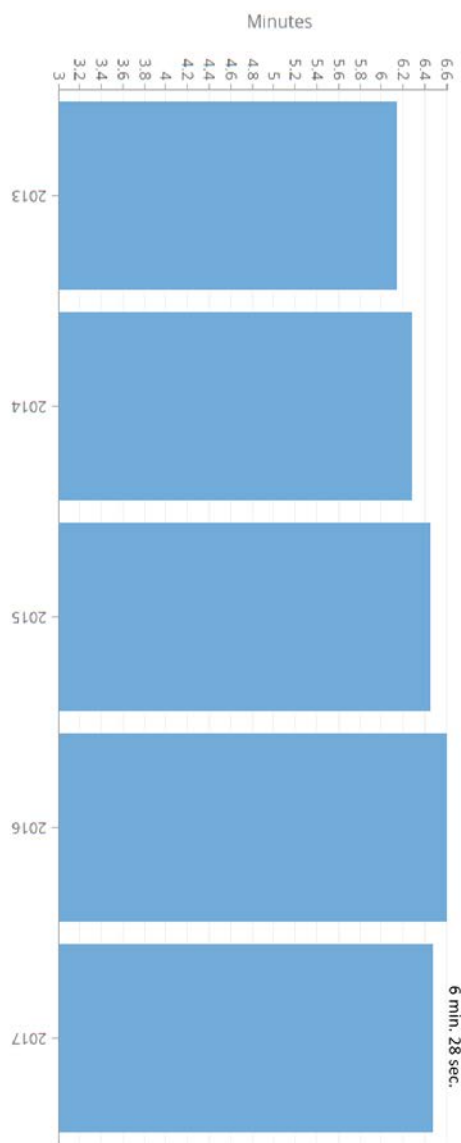
Fire and Medical Total Average Emergency Response Time

Fire and Medical Total Average Emergency Response Time

Average total response time for Advanced Life Support (ALS) Medical and Fire dispatched responses. Police 911 call handling time not included.

Dispatch Date/Time

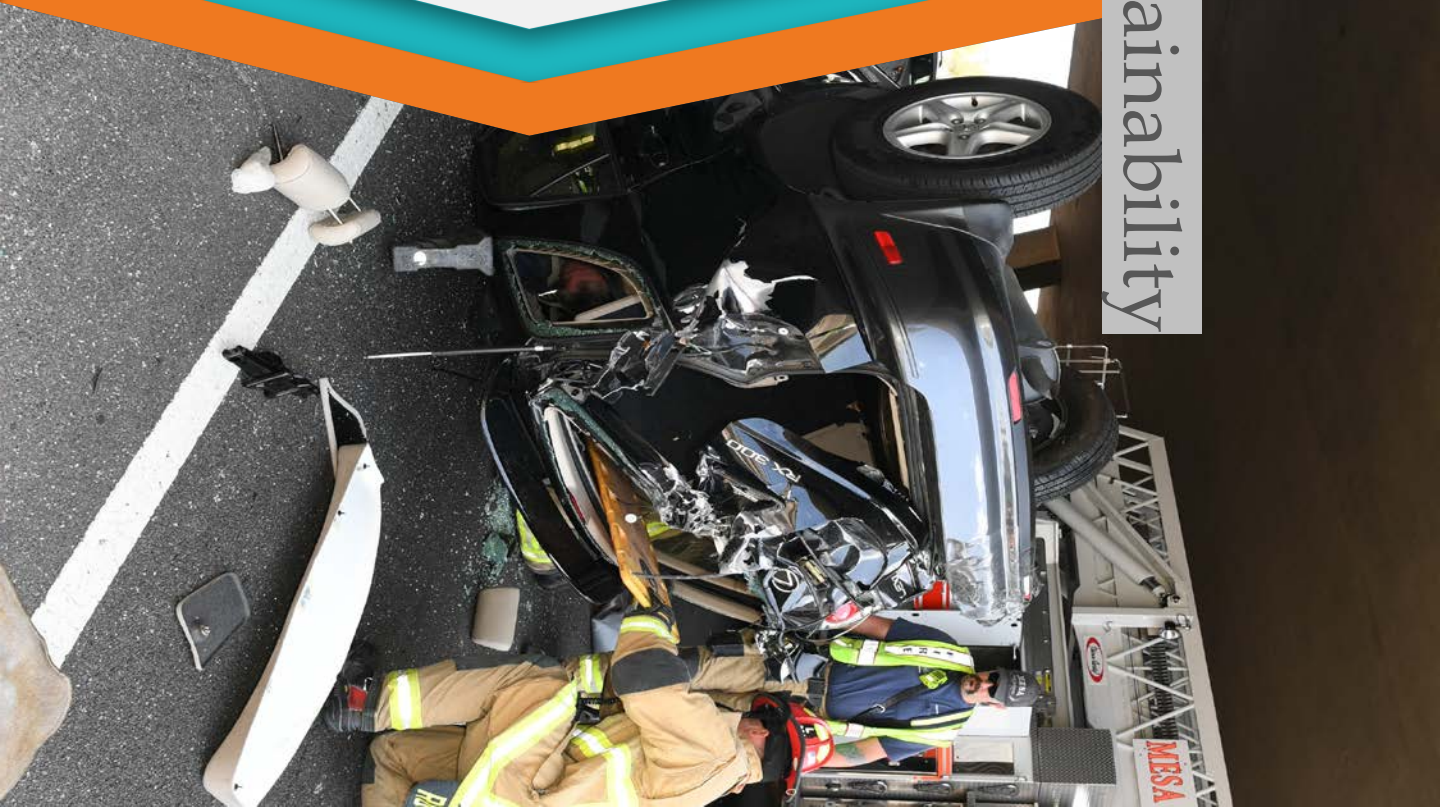
From 1/1/2013 to 1/1/2017



Investments in the future / Sustainability

Call Volume

- 2-5% increase in call volume annually - we continue to evaluate the most efficient deployment model
- Established a training hold-over model allowing units to stay in service while necessary training takes place
- Enhance and increase social services
- Continue education/ community outreach to help reduce call volume



Community Involvement

- Aspire Academy
- Cadet Program
- Citizens Academy



Efficient / Innovative Response Models

2017

- Three peak-time low acuity (LA) units ran 1,790 calls (3-6 months)
- One engine (2203) ran 2,011 calls in five months

2018

- Evaluating call types and response units based on the “data demand model”
- Transportation pilot program

Future Staffing Needs

- Staffing models to address response times and span of control
- Staffing for two new fire stations
- Fire operations sworn support staff
- Professional support staff



Capital Improvement Projects (Bond)

- Apparatus
- New Stations
- Station Rebuilds
- Future Land Acquisition

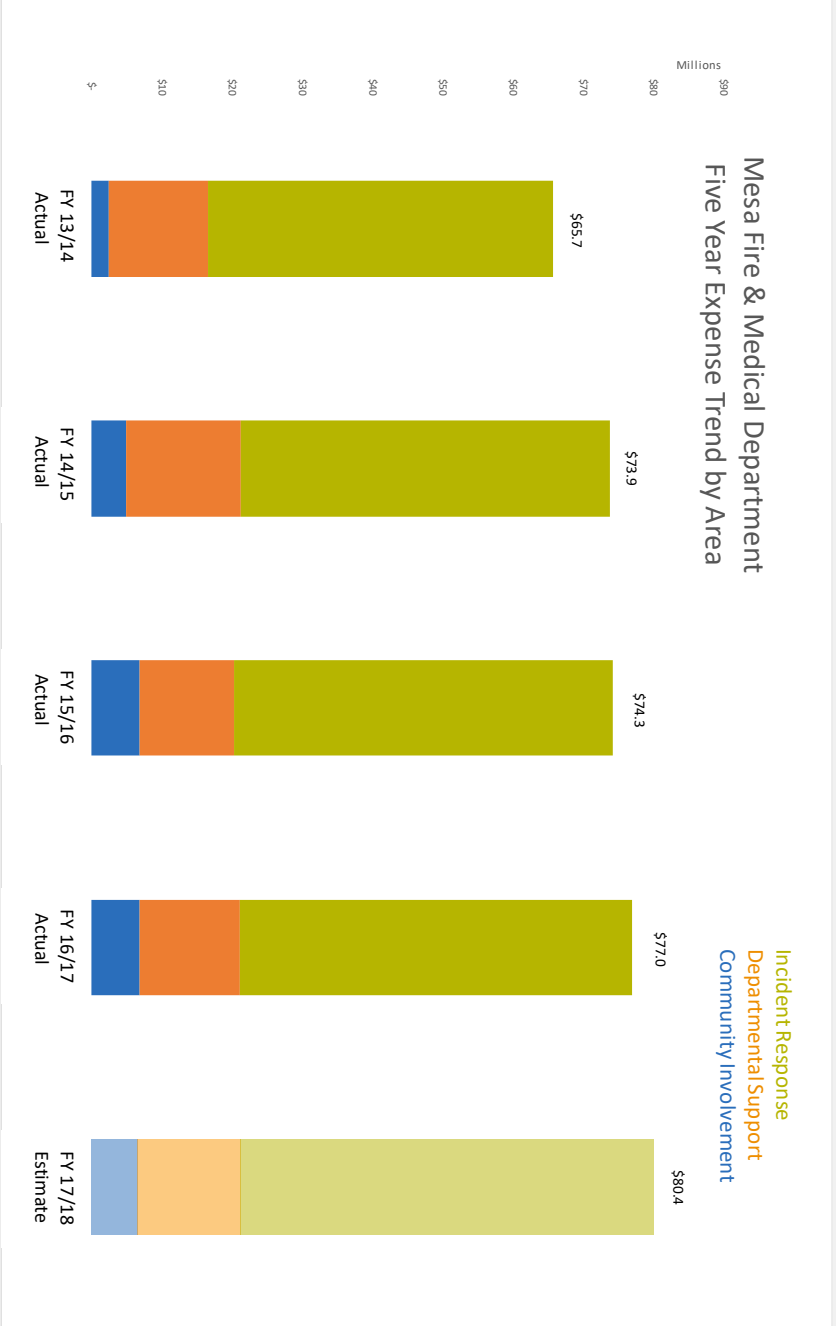


Collaborative Efforts

- CMS Grant/Federal Government (completed)
- Crisis Preparation & Recovery (CPR)
- Mountain Vista Medical Center
- United Healthcare
- Arizona Health Care Cost Containment System (AHCCCS)
- Public/Private Partnerships: Truck Sponsorships/Safety Messages
- Northern AZ University
- Arizona State University



Five years of financial history



Budget Glimpse

	FY 16/17 Actuals	FY 17/18 Revised Budget	FY 17/18 Year End Estimate	FY 18/19 Proposed Budget
Incident Response	\$55.9	\$56.9	\$59.1	\$61.6
Community Involvement	\$6.9	\$6.6	\$6.6	\$3.6
Departmental Support	\$14.2	\$14.8	\$14.7	\$18.0
	\$77.0	\$78.3	\$80.4	\$83.2

*In Millions

Mesa Fire and Medical Department

Questions