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OFFICE OF THE CITY CLERK

PUBLIC SAFETY COMMITTEE

April 28, 2016

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 28, 2016 at 9:39 a.m.

COMMITTEE PRESENT	COMMITTEE ABSENT	STAFF PRESENT
Alex Finter, Chairman	None	John Pombier
Christopher Glover		Alfred Smith
Dennis Kavanaugh		

1. Items from citizens present.

There were no items from citizens present.

2-a. Hear a presentation and discuss the progress of the Mesa Fire and Medical Regional Dispatch Center and Emergency Operations Center.

Senior Civil Engineer David Wilkins displayed a PowerPoint presentation related to the Mesa Regional Fire and Medical Dispatch Center and Emergency Operations Center (EOC). **(See Attachment 1)** He reported that the project is still on track to receive the design plans by May 20th and technology and console purchases have been added, with a completion date of June 20th.

In response to a question from Chairman Finter, Mr. Wilkins confirmed that staff has been very helpful with the project and announced that additional grant money was received for the EOC and that it is still on track with the proposed timeline.

Assistant Fire Chief Cori Hayes explained that a grant of almost $90,000 was secured through the Greater Phoenix Urban Area Security Initiative (UASI) for equipment to complete upgrades to the EOC. She noted that another grant application has been submitted to the Salt River Pima-Maricopa Indian Community (SRPMIC) and that if received, would allow further upgrades to the EOC.

Chairman Finter thanked staff for the presentation.

2-b. Hear a presentation, discuss and provide a recommendation on an Animal Control Services update.

Committeemember Kavanaugh voiced his appreciation for discussing this important element of public health, safety and welfare within our community. He acknowledged the great work performed by Mesa's Animal Control Services even with limited staffing and resources. He anticipated that as the economy continues to improve, that Council would look at partnerships in order to augment the services provided by Animal Services and increase coverage.

Community Services Director Ruth Giese introduced Animal Control Supervisor Diane Brady and displayed a PowerPoint presentation as it relates to Animal Services. **(See Attachment 2)**

Ms. Giese stated that the purpose of Animal Control Services in Mesa is to enhance the quality of life to citizens and provide excellent customer service regarding animal related issues by maximizing existing resources. She explained that over half the homes in Mesa have animals and the department's purpose is to reduce the calls for service made to the Police Department and Code Compliance. She added that Animal Control staff assists with training and works with other departments on animal related cases and has formed regional relationships with spay/neuter program grants.

Ms. Giese referenced an updated Animal Control case map, which represents 2,553 specific calls since January of this year. (See Page 3 of Attachment 2)

Mr. Brady thanked Committeemember Kavanaugh for his kind words. She provided a list of the many services provided by Animal Control, including livestock calls that other agencies do not deal with. She reported that Animal Services is currently staffed five days a week by one supervisor, three field officers and one dispatcher. (See Pages 4 and 5 of Attachment 2)

In response to a question from Committeemember Kavanaugh, Ms. Brady confirmed that Animal Services currently has no volunteers but have utilized them in the past. She stated that she is working with the Outreach Volunteer Coordinator to develop a job description for a volunteer office assistant.

Chairman Finter agreed that having volunteers is important and that he would like staff to return to a future Public Safety Committee meeting with an update.

Committeemember Glover concurred with Chairman Finter and stated that he would like to see other recommendations regarding staffing or volunteer ideas.

Ms. Brady provided details of enhancements made in the past few years to include the following:

- Increased service from four to five days per week.
- Added one part-time dispatcher.
- Partnered with non-profit agencies to add free spay/neuter clinics in Mesa, now offered in five zip code locations. The Fix Adopt Save Program allows residents to receive vouchers from Maricopa County to receive spay/neuter services.
- Review of animal hoarding cases, with the assistance of Code Compliance.

Ms. Brady provided weekly call statistics as collected during the last two quarters (October 2015 – April 2016). She indicated that Mesa's Animal Control officers average 14 calls per day compared to Maricopa County officers who average 7-9 calls per day. She reported that the Mesa Police Department has responded to 569 calls so far this year, which were not listed in the provided call averages. (See Page 7 of Attachment 2)

Chairman Finter suggested that staff perform a cost analysis to determine the cost to the City for a Police Officer to respond to animal related calls, as opposed to a civilian staff member or volunteer.

Ms. Brady continued by displaying a chart comparing different agencies within the Valley and the types of calls they provide. (See Page 8 of Attachment 2) She pointed out that only Mesa, Surprise, and Peoria have their own Animal Control Units, while others use Maricopa County or a private company that provides pickups only.

Committeemember Kavanaugh thanked staff for the presentation. He stated that the Public Safety Committee is always looking at the best ways to manage our public safety calls for service, which encompasses animal control. He noted that a frequent request is to increase daily service and that he believes that demand will increase with the growth on the east side. He requested that staff explore a pilot program to bring to Council during the budget process.

Chairman Finter concurred with Committeemember Kavanaugh and advised that there is a cost involved to the community and that it impacts other departments as well. He asked that staff research how to reduce the number of calls to the Police Department, possibly by utilizing volunteers.

Chairman Finter thanked staff for the presentation.

2-c. Hear a presentation, discuss and provide a recommendation on an update on the police-related towing services contract.

Assistant City Manager John Pombier introduced Assistant Police Chief Michael Dvorak and displayed a PowerPoint presentation as it relates to the police-related towing services contract. **(See Attachment 3)**

Mr. Pombier explained the details of the current towing contract that included the rate information. He noted that the rates charged depends on the vendor and the zone location, which can be challenging for police officers and citizens. (See Pages 2 and 3 of Attachment 3)

Mr. Pombier provided a breakdown of the various options for police towing services. He explained that the rotational option consists of going out for a Request for Qualifications (RFQ) that will consist of three zones split at Lindsay Road: the east side would be one zone and the west side would be split into two zones in order to level out the number of tows. He added that it would allow a rotational list of up to six vendors per zone, however, a vendor can bid on one or all zones. He noted that the pricing would be set by the City and would result in a one-year contract with four one-year renewals. (See Page 4 of Attachment 3)

Mr. Pombier stated that the second option is to offer a Request for Proposals (RFP) and that one vendor would cover the entire City. He explained that this would allow for vendor proposed

pricing and a scored proposal. He noted that this has not been done by Mesa in the past but some smaller cities have utilized this method. (See Page 5 of Attachment 3)

Mr. Pombier clarified that the current option of four zones is an available option as well. He informed the Committee that the fiscal impact to staffing has been reviewed for each option. (See Page 6 of Attachment 3) He said that current staffing remains sufficient for the current option; that the rotation option would require new software to handle the rotation and an additional FTE as a result of the number of companies to audit; that the current staffing proved to be sufficient for the one vendor option; and that the rotation option could impact patrol operations due to the size of Zone C being covered by only one vendor, which could increase response times. (See Page 6 of Attachment 3)

Mr. Pombier displayed a map of the zone configurations and emphasized the importance of watching the City's growth to ensure that the zones are kept fairly consistent across the board. He presented a benchmark on current pricing in the Valley and noted that the pricing is regularly updated by staff. (See Pages 7 and 8 of Attachment 3)

Mr. Pombier reviewed the key decision points to be made by the Committee to include pricing, length of contract, tow yard location(s), response time requirements, number of trucks, and vendors by zone. (See Page 9 of Attachment 3) He reported that staff researched the industry and recommends the following:

- A longer contract term in order to save costs and give more consistency to the police and constituents as to where to go.
- A rotational RFQ that is set for a one-year term with four one-year extensions, allowing for an annual performance audit. If the vendor is not performing well, then they are not added back into the rotation.

Committeemember Kavanaugh expressed the opinion that the rotational option is the most equitable for businesses and best for the City and residents. He indicated that the one-year term extensions keep the vendors heedful of their performance and offers flexibility.

In response to a question from Committeemember Glover, Mr. Pombier replied that a City-owned lot was discussed in the past and only progressed to the point of putting out an RFQ for managing the lot separately from towing. He stated that staff could reevaluate the costs and options of owning a lot and come back to the Committee with that information.

Committeemember Glover agreed that he would like to see that information, as well as the best practices followed by other comparable cities around the nation. He advised that he is in favor of the current option or a single vendor, and is opposed to the rotational system.

Chairman Finter suggested that staff look at software for a rotational system.

Mr. Pombier asked that the Committee provide direction to staff as it relates to bringing back the following information:

- Ideas and costs of building and/or running a lot.
- Three options (single vendor, rotational, RFP) that the Committee can review and make recommendations to the City Council.

- Additional options.

Committeemember Glover responded that he would prefer seeing additional options. He thanked the Police Department for the work they do as well as the civilian officer that handles the towing contract.

Committeemember Kavanaugh stated that he would like the Committee to make a recommendation at the next Committee meeting, in order to let Council make a decision before the July break. He explained that the RFQ process is timely since the current contract has again been extended until February 2017.

Chairman Finter concurred with Committeemember Kavanaugh.

It was moved by Committeemember Kavanaugh, seconded by Committeemember Glover, to direct staff to return to the next Public Safety Committee meeting with three specific proposals, including the City-owned lot options, in order to make a recommendation to the full Council.

Carried unanimously.

Mr. Pombier requested that a public meeting be held to review proposals in order to offer industry representatives the opportunity for input.

Chairman Finter agreed with that suggestion.

3. Adjournment.

Without objection, the Public Safety Committee meeting adjourned at 10:23 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 28th day of April, 2016. I further certify that the meeting was duly called and held and that a quorum was present.

_____
DEE ANN MICKELSEN, CITY CLERK

hm
(attachments – 3)

MESA REGIONAL FIRE AND MEDICAL DISPATCH CENTER & EOC

PROJECT STATUS

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PUBLIC SAFETY
COMMITTEE MEETING
APRIL 28, 2016

Project Status

KEY MILESTONES	TARGET COMPLETION DATES
PRELIMINARY CONCEPT PLAN	JAN 21
CONCEPT PLAN / SITE PLAN	FEB 25
DESIGN DEVELOPMENT PLAN (CURRENTLY IN PROCESS)	MAY 20
TECHNOLOGY/CONSOLE PURCHASE	JUNE 20
GUARANTEED MAXIMUM PRICE (GMP)	JUNE 23
COUNCIL APPROVAL	JULY 5
NOTICE TO PROCEED	JULY 14
BUILDING PERMITS	JULY 28
BUILDING CONSTRUCTION COMPLETE (RIBBON CUTTING)	DECEMBER 22
NETWORK EQUIPMENT INSTALLATION AND INTEGRATION	MARCH 2017

Questions?

Mesa Animal Control Public Safety Committee Presentation

April 28, 2016

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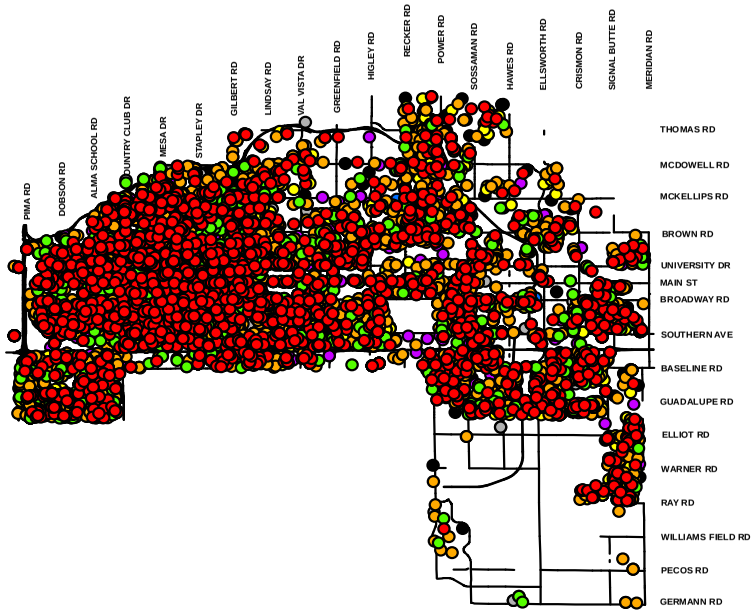
Rural & Animal-Oriented Neighborhoods
Regional Partnerships
Maximize Existing Resources
Protect Animals and People
Inter-Department Cooperation
Enhance Quality of Life



Calls for Service 01/01/16 – 04/21/16

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Animal Control Case Map

Legend

- 801 - Dog
- 802 - Cat
- 803 - Dog at Large
- 804 - Barking Dog
- 804O - Other Noise
- 805 - Misc Animal Call
- 805L - Livestock
- 805W - Wildlife
- Arterials
- City Limits

0 11,000 22,000
Feet

Source: City of Mesa

The City of Mesa makes no claims concerning the accuracy of this map nor assumes any liability resulting from the use of the information herein.

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Types of Animal Calls

- Animal Pickups
- Animal Bites
- Dogs and Livestock at Large
- Noise Disturbances
- Welfare Checks & Rescues, Cruelty/Abuse/Neglect Investigations, Livestock and Fowl Restrictions
- Non-human Primate Restrictions & Unsanitary Premises
- Dog Fecal Matter
- Assist other Departments & Agencies

Current Levels of Staff and Service

- 1 Supervisor
- 3 Field Officers
- 1.20 Dispatchers

- 5 Days per Week Service

Enhancements in the Past 1 – 2 years

- Increased Service from 4 to 5 Days per Week
- Added Part-Time Dispatcher
- Non-Profit Partners
- Review of Animal Hoarding Cases

Statistical Information

Average Calls for Service Weekly	168
Average # of Calls per Officer Weekly	56
Average # of Calls per Officer Daily	14
Average # of Contacts Weekly	533
After Hours Contacts Mon – Fri Weekly	106
Weekend Contacts Per Week	72

Agency	Provider	Budget	Coverage	# of OFC	Types of Calls for Service					
					Dogs	Cats	Barking	Livestock	Wildlife	Cruelty/Abuse/ Neglect
Chandler	MCACC			-	Yes	No	No	No	No	No
Gilbert	MCACC (enhanced)	$143,966 (2012-2013)	Daily 7AM – 10PM	-	Yes	No	No	No	No	No
Glendale	Private									
Mesa	Animal Control Unit	$509,350	Mon-Fri 7AM -6PM	3	Yes	Yes Bite Sick	Yes	Yes	Yes	Yes
Peoria	Animal Control Unit	$700,000 +-	Daily 6AM – 4PM 2PM – midnite 10AM – 8PM w/e	5	Yes	Yes Bite Sick	Yes	Yes	Yes	Yes
Phoenix	MCACC (basic)	$2,119,203 (2012-2013)	Daily 7AM – 10PM	-	Yes	Bite	No	No	No	No
	AZHS	$606,000	Daily 8AM – 7PM	-	Yes	Yes	No	Yes	No	Yes
Scottsdale	MCACC (enhanced)	$173,013	Daily 7AM – 8PM	-	Yes	Bite	No	No	No	No
Surprise	Animal Control Unit		Daily	4	Yes	Bite	Yes	Yes	Yes	Yes
Tempe	MCACC			-	Yes	Bite	No	No	No	No

Questions?

Police Towing Services
Term Contract

April 28, 2016

Police Towing Services

Current Contract:

- Request for Proposal
- 4 Zones
- 1 Vendor per Zone
- Vendors Limited to 2 Zones
- Vendor Proposed Pricing
- Scored Proposal

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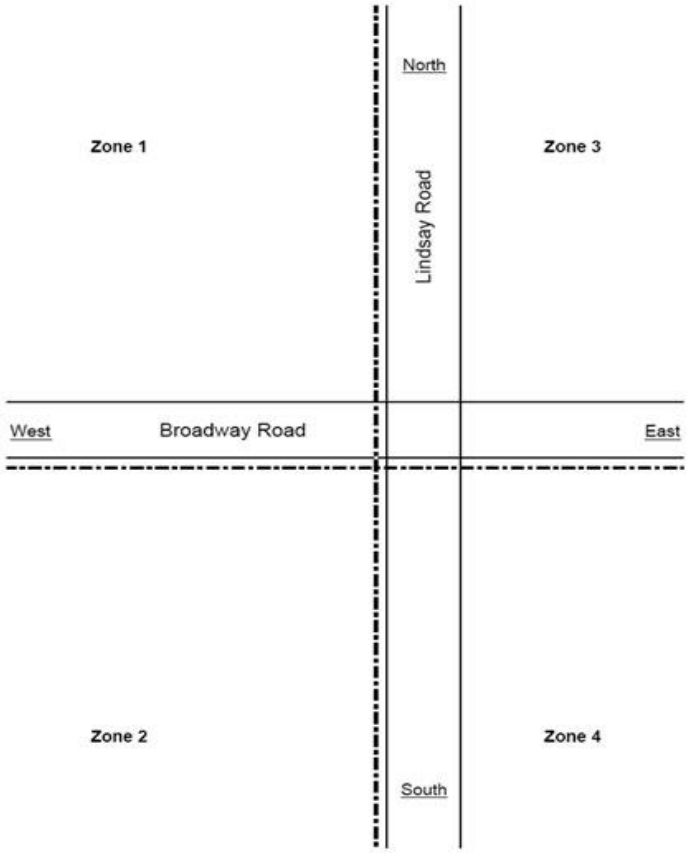
In order to provide our citizens with the best quality service, we have provided a list of our current tow providers.

General Towing Information

ZONE 1	RATES	
	Flat Rate per Tow	$10.00
Thompson Diversified (Valley Express Towing) 661 W. Broadway Rd. Mesa, AZ 85210	Over 10,000# GVWR	$10.00
	Hourly Rate	$50.00
	Daily Storage	$12.50 - $15.00
480-899-4621	Open Lot After Hours	$25.00
	Cost Per Mile	$3.00

ZONE 2 & 3	RATES	
	Flat Rate per Tow	$15.75
ACT Towing (All City Towing) 261 E. 10th Drive Mesa, AZ 85210	Over 10,000# GVWR	$15.75
	Hourly Rate	$78.24
	Daily Storage	$14.40 - $15.00
480-833-7278	Open Lot After Hours	$26.08
	Cost Per Mile	$3.68

ZONE 4	RATES	
	Flat Rate per Tow	$32.45
Apache Sands Towing (Apache Sands) 7602 E. Main Street Mesa, AZ 85207	Over 10,000#GVWR	$32.45
	Hourly Rate	$83.92
	Daily Storage	$15.00 - $16.78
480-984-3101	Open Lot After Hours	$27.97
	Cost Per Mile	$4.48



Police Towing Services

Rotational Option:

- Request for Qualifications
- 3 Zones
- Up to 6 Vendors per Zone
- Rotational list of vendors, per zone
- Vendors can bid on 1 or all zones
- Pricing set by the City
- Scored proposal
- 1-Year with (4) 1-Year Renewals

Police Towing Services

One Vendor Option:

- Request for Proposal
- Entire City
- Vendor Proposed Pricing
- Scored Proposal

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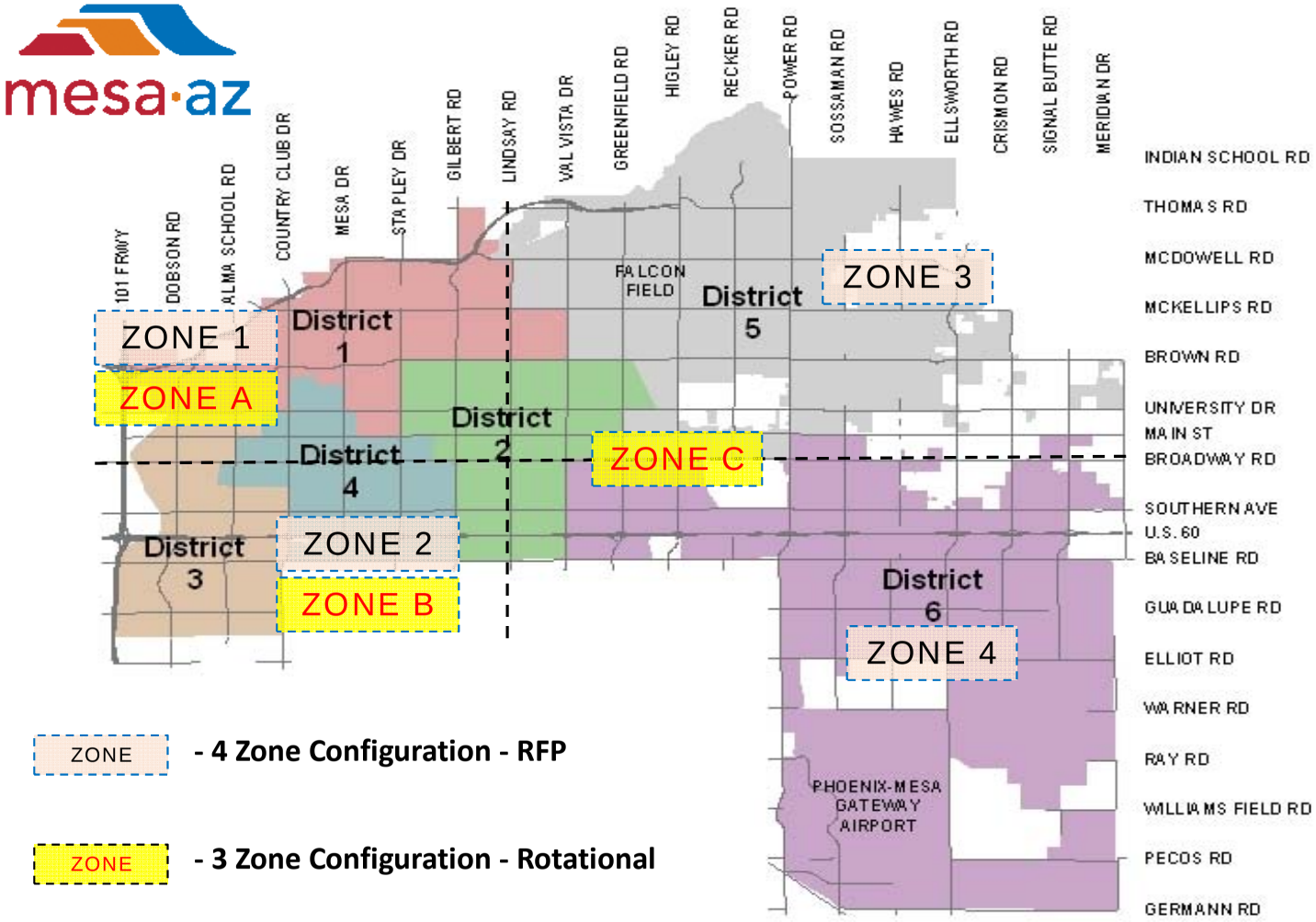
	NEW RFP (Current 4 Zones)	ROTATION (3 Zones)	ONE VENDOR (For Entire City)
Fiscal Impact	Current admin. staffing is sufficient	Additional FT Admin. Aide	Current admin. staffing is sufficient
Potential Patrol Operations Impact	None, if average response times continue	Zone C: Loss of hours if average response time increases to 25 minutes	None, if average response times remain the same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101 FRWY
DOBSON RD
ALMA SCHOOL RD
COUNTRY CLUB DR
MESA DR
STAPLEY DR
GILBERT RD
LINDSAY RD
VAL VISTA DR
GREENFIELD RD
HIGLEY RD
RECKER RD
POWER RD
SOSSAMAN RD
HAWES RD
ELLSWORTH RD
CRISMON RD
SIGNAL BUTTE RD
MERIDIAN DR
INDIAN SCHOOL RD
THOMAS RD
MCDOWELL RD
MCKELLIPS RD
BROWN RD
UNIVERSITY DR
MAIN ST
BROADWAY RD
SOUTHERN AVE
U.S. 60
BASELINE RD
GUADALUPE RD
ELLIOT RD
WARNER RD
RAY RD
WILLIAMS FIELD RD
PECOS RD
GERMANN RD
FALCON FIELD
PHOENIX-MESA GATEWAY AIRPORT
ZONE 1
ZONE A
ZONE 2
ZONE B
ZONE C
ZONE 3
ZONE 4
District 1
District 2
District 3
District 4
District 5
District 6
ZONE
- 4 Zone Configuration - RFP
ZONE
- 3 Zone Configuration - Rotational

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Benchmark on Current Pricing

AGENCY	PHOENIX	**TEMPE	SCOTTSDALE	PEORIA	CHANDLER	GLENDALE	**GILBERT
FLAT FEE							
Light Duty	$15-29.00	$38.60	$0.01	$20.00	$15.00	*N/A*	*N/A*
Medium Duty	$40-199.00	$85.60	$10.00	$50.00	$15.00	*N/A*	*N/A*
HOOK FEE							
Light Duty	*included*	*included*	*included*	*included*	*included*	$29.00	N/A
Medium Duty	*included*	*included*	*included*	*included*	*included*	$55.00	N/A
DAILY STORAGE							
REGULAR	$24-32.50	$21.60	$25-32.00	$30-35.00	$9.00	$15.00	N/A
30 DAY	$15.00	$15.00	$15.00	$15.00	$15.00	$15.00	N/A
HOURLY FEE							
Light Duty	$0-75.00	$70.70	$100.00	$50.00	$50.00	$85.00	N/A
Medium Duty	$0-75.00	$70.70	$125.00	$50.00	$50.00	$85.00	N/A
COST PER MILE							
Light Duty	$5-10.00	$5.10	$5.00	$4.00	$3.00	$5.00	N/A
Medium Duty	$5-10.00	$5.10	$5.00	$6.00	$3.00	$5.00	N/A
AFTER HOURS							
GATE FEE	$20-75.00	$40.60	$75.00	$25.00	$40.00	$40.00	N/A

ZONES	YES-4	N/A	ONE	ONE	ONE	ONE	ONE/5 VENDORS
CONTRACT DATE	2013	2012	2014	2014	2015	2012	2014

Company	All City/DV Towing/Western Towing	All City/Apache Sands/Shamrock Towing	All City Towing	Western Towing	All City Towing	Western Towing	All City/AZ Boys/Tri City/Apache Sands/Valley Express Towing

**Gilbert PD has a true rotation with 5 vendors (five contracts) on the rotation list/All vendors set own pricing by lowest bidder per RFQ/Tempe PD is on true rotation with 3 vendors per RFP

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Key Decision Points

1) Pricing –
   a. Price is to be set by the City
   b. Price not set by the City and left for pricing by bid process
2) Contract Length –
   a. RFP - Current contract is 3 year term with two-one year extensions
   b. RFP - Possible 5 or 10 year term with/without extensions
   c. RFQ – Set for one year term with four-one year extensions
3) Tow Yard Location
4) Response Time Requirements – Keep same 25 minute response time requirement for rotation in ZONE C
   (Zone C is a larger geographical area requiring longer response time from West Valley Vendors)
5) Number of Trucks – how many to fulfill RFQ requirement if the City pursues rotation
6) Rotational – how many vendors will the City allow per zone, and are vendors allowed to be in multiple zones
7) Other options by the City Council suggested for review

Questions?