



PUBLIC SAFETY COMMITTEE

November 21, 2011

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 November 21, 2011 at 3:31 p.m.

COMMITTEE PRESENT

Dennis Kavanaugh, Chairman
Christopher Glover
Dave Richins

COMMITTEE ABSENT

None

STAFF PRESENT

John Pombier
Alfred Smith

(Chairman Kavanaugh excused Committeemember Richins from the beginning of the meeting; he arrived at 4:06 p.m.)

1. Items from citizens present.

Bryan Jeffries, representing the United Mesa Fire Fighters Association, addressed the Committee regarding the TOPAZ (Trunked Open Arizona) Regional Wireless Cooperative (TRWC). (See Agenda Item 4) He stated that it was important for firefighters to have “seamless” radio communications throughout the Valley so that one agency can assist another. Mr. Jeffries noted that this was especially true when firefighters are working in the “hot zone” and placed in dangerous situations. He also indicated that firefighters in the Dobson Ranch area who interface with Tempe, Chandler and Scottsdale in “hot zone” calls are required to “play musical radios” since they cannot communicate with one another in a safe manner.

Mr. Jeffries further remarked that there are currently two radio systems governed by bodies that “set the vision and direction” for such technology and expressed concern that “they will not go along the same pathway.” He said that the members of the Governance Board do not work on fire trucks, serve in the field or use the radios. Mr. Jeffries clarified that he was not seeking Committee direction or action today with respect to his concerns, but merely “planting a seed” regarding the necessity of the Council discussing this issue at a future date. He also suggested that the Council possibly set political direction Valleywide that the individuals managing the radio systems on a day-to-day basis ensure that firefighters and paramedics working in the “hot zone” can communicate with each other with one radio in a failsafe manner.

2-a. Hear a presentation, discuss and provide direction on a Municipal Court Case Management System.

Court Administrator Paul Thomas and Deputy Court Administrator Lenny Montanaro addressed the Committee relative to this agenda item.

Mr. Thomas displayed a PowerPoint presentation (**See Attachment 1**) and reported that the Mesa Municipal Court was selected by the Arizona Supreme Court to be the project leader in developing a Case Management System for the limited jurisdiction courts throughout Arizona. He explained that the Mesa Municipal Court is "quite advanced" in terms of using technology and creating an environment conducive to testing new ideas. Mr. Thomas also noted that American Cadastre, the vendor, was "a progressive and aggressive company" with respect to new technologies and considered "a good match" for the City regarding the Case Management System project.

Mr. Thomas advised that the project was funded by the Arizona Supreme Court, at a cost of \$2.3 million (FY 2011/12 and FY 2012/13). He said that certain features of the project would be "custom tailored" to fit the needs of the Mesa Municipal Court and indicated that funding for those items would be derived from local grants. Mr. Thomas further remarked that other communities look forward to the completion of the Case Management System project and noted that if their municipal courts were also interested in including specialized features in their systems, it might be possible for several communities to pool their resources to pay for such upgrades.

Mr. Thomas briefly discussed the various features of the Case Management System (See Pages 4 and 5 of Attachment 1), including automated court processes, in which certain actions launch other actions. He explained that such a function is critical in large volume courts in order to eliminate the need for staff and ensure greater efficiency. Mr. Thomas also indicated that the new system would integrate the Mesa Municipal Court's Electronic Management System (EMS), the current Case Management System and electronic forms into one system. He added that another priority is to implement greater functionality so that data entry can be eliminated as much as possible.

Discussion ensued relative to the fact that the Mesa Municipal Court is a leader with regard to the number of online services that it offers citizens; that certain services include, but are not limited to, making a payment, scheduling a continuance, receiving a disposition report, and posting a bond to cancel a warrant (non-violent incidents only); and that such online services save on staffing requirements and demands on the Court.

Mr. Thomas further reported that the Case Management System project is scheduled to be completed in April 2013, but noted that the date might be extended to July 2013 in order to coincide with the start of the City's fiscal budget cycle. He stated that the Mesa Municipal Court was pleased to serve in this important role to define the functional requirements of a system for automating Court processes that will eventually "roll out" to 150 lower courts throughout Arizona.

Further discussion ensued relative to the fact that pending completion of the project, the Court and the vendor may enter into a public/private partnership, wherein the Mesa Municipal Court would "test" new technologies developed by the vendor.

Chairman Kavanaugh stated that for the past two years, he has represented the Arizona League of Cities and Towns on the Arizona Supreme Court's Commission on Technology. He explained that in that role, he has become very familiar with the Case Management System project and noted that it is "a big deal" for limited jurisdiction courts in Arizona.

Chairman Kavanaugh also commented that the Mesa Municipal Court "sets the gold standard" for operations in limited jurisdiction courts in Arizona. He noted that Arizona Supreme Court Justice Andy Hurwitz recently spent time observing the operations of the Mesa Municipal Court and was "very complimentary" to staff for their efforts and hard work with respect to the Case Management System project.

Chairman Kavanaugh further remarked that the Case Management System project was critically important to the legal system in Arizona and added that it was a proud moment for the community to know that Mesa was the leader in such efforts. He said that he particularly liked the idea of the Mesa Municipal Court being "a laboratory of best practices," not only throughout the State, but also nationwide. He thanked the Court staff for their dedication and service and added that he looked forward to the timely completion of the project.

2-b. Hear a presentation, discuss and provide direction on a proposed amendment to the Mesa City Code, Title 6, Chapter 15 (Alarm Systems).

Assistant Police Chief John Meza and Lieutenant Lee Rankin addressed the Committee relative to this agenda item.

Lieutenant Rankin displayed a PowerPoint presentation (**See Attachment 2**) and reported that staff was seeking Committee direction concerning a proposal to amend the Alarm Ordinance. He explained that currently, a non-compliant, non-permitted alarm user is not subject to any assessments, fees or fines for false alarm activations, while such sanctions are imposed on permitted alarm users. Lieutenant Rankin said that such a process disincentivizes alarm users from applying for a permit, as required by the current ordinance.

Lieutenant Rankin advised that in 1983, the City's Alarm Ordinance was first adopted and most recently amended in 2005. He stated that significant changes to the ordinance include, but are not limited to, the following: enhanced call verification, which required alarm monitoring companies to contact the alarm user and a second number before calling the Mesa Police Department (MPD); amended false alarm assessment structure (i.e., the first false alarm assessment could be waived if the user attended an educational class sponsored by MPD's Alarm Enforcement Unit); and technical changes to alarm permit requirements.

Lieutenant Rankin displayed a chart titled "Calls for Service" (See Page 2 of Attachment 2) and noted that false alarm or alarm calls in general represent the third highest calls for service in the MPD. He pointed out that since 2001, the Alarm Enforcement Unit has achieved a 46% reduction in alarm calls for service and said that by adopting the proposed amendment, it is the opinion of staff that such calls would continue to decrease. Lieutenant Rankin, in addition, referred to a document illustrating calls for service in FY 2010/11 (See Page 3 of Attachment 2) and commented that of the 11,427 total alarm events, 11,218 (98%) were attributed to false alarms.

Lieutenant Rankin further reviewed the fiscal impact related to calls for service (See Page 4 of Attachment 2) and a breakdown of the average cost per alarm call (See Page 5 of Attachment 2), which equates to \$57.24. He clarified that staff was not proposing that the Assessment Fee Structure (See Page 6 of Attachment 2) for false alarm calls be modified, but rather that additional civil remedies be implemented against alarm companies (which are currently treated as criminal sanctions) for the following items:

- Failure to implement enhanced call verification.
- Failure to provide a permit number when asking for Police response.
- Request dispatch to a location in error.
- Failure to provide or cancel new subscriber lists as required.

Discussion ensued relative to the fact that per the current ordinance, permitted alarm users are subject to civil penalties, while non-permitted users are subject to a criminal violation; that at most false alarm events, the owner of the property is not at the scene, resulting in the officers being unable to issue a criminal citation at the time; that 20% of all false alarm calls are generated by non-permitted users; an illustration of lost cost recovery in responding to such calls in July 2011 (See Page 8 of Attachment 2); and additional cost recovery with respect to the issuance of permit fees in FY 2010/11. (See Page 9 of Attachment 2)

Lieutenant Rankin outlined the three major objectives of staff's proposal to amend the City's Alarm Ordinance and the key benefits associated with each objective. The objectives include the following: 1.) Impose assessments for all false alarm activations (See Page 11 of Attachment 2); 2.) Increase accountability for the commercial alarm industry (See Page 12 of Attachment 2); and 3.) Define technical changes. (See Page 13 of Attachment 2)

Lieutenant Rankin concluded his presentation by stating that adoption of the proposed changes to the ordinance would not only reduce the number of false alarm activations in Mesa, but also enable the MPD to continue to provide effective public safety services to the community.

It was moved by Committeemember Glover, seconded by Committeemember Richins, that staff's proposed amendment to the Mesa City Code, Title 6, Chapter 15 (Alarm Systems) be forwarded to the full Council with a recommendation for approval.

Carried unanimously.

2-c. Hear a presentation, discuss and provide direction on Contracted Police Towing Services.

Police Commander Bill Peters introduced Police Lieutenant Tom Intriery, who was prepared to assist with the presentation.

Commander Peters displayed a PowerPoint presentation (**See Attachment 3**) and reported that at the April 14, 2011 Study Session, the Council directed staff to develop alternative proposals for providing Police-related towing services. He explained that staff subsequently drafted two proposed options and was seeking direction from the Committee at this time.

Commander Peters highlighted the proposed options as follows:

- Option 1 – Create an Eligible Vendor List to provide towing services, on a rotational basis, using a three-zone configuration and City-established pricing.
- Option 2 – Issue a new Request for Proposals (RFP), using the current four-zone configuration, with a single vendor in each zone, and City-established pricing.

Commander Peters displayed a map of Mesa illustrating the above-referenced zone configurations. (See Page 3 of Attachment 3) He stated that the reason for the three-zone configuration in Option 1 was to more equally distribute the volume of calls to the vendors on a rotational configuration.

Responding to a question from Committeemember Richins, Commander Peters clarified that with respect to Option 1, “in theory,” one vendor could bid and win the contract to provide towing services for the entire City. He noted, however, that he would anticipate two to four vendors providing such services.

Commander Peters discussed the various components and minimum qualifications associated with Option 1 – Rotation. (See Page 4 of Attachment 3) He stated that an Eligible Vendor List would be created for each zone based upon a Request for Qualifications (RFQ) establishing minimum qualifications/requirements. Commander Peters also noted that towing services at collision scenes must be handled by one vendor and added that “call jumping” to offer or provide services before the authorized vendor arrived on scene would be prohibited.

In response to a question from Committeemember Richins, Commander Peters explained that the mandatory signage qualification requires that the towing companies list their contract pricing and the customer’s rights and responsibilities.

Commander Peters continued with his presentation and reviewed the various components of the second option. (See Page 5 of Attachment 3) He stated that he would anticipate two to four vendors being awarded contracts; a minimum of five tow trucks (per zone) being retained; and towing service prices being set by the City.

Commander Peters further highlighted a side-by-side comparison of both options. (See Pages 6 and 7 of Attachment 3) He also displayed a document titled “Recommended Pricing Structure” (See Page 8 of Attachment 3) and noted that the service pricing was determined by staff, who reviewed prices in 11 jurisdictions. Commander Peters added that the recommended pricing is lower than the average in other jurisdictions, but slightly higher than the average prices bid through the original 2010 RFP.

Discussion ensued relative to the “Performance Summary” for FY 2010/11 current four-zone configuration with a single vendor (See Page 9 of Attachment 3); that staff recently met with representatives of the towing industry to solicit their input regarding the two options; and various feedback from those individuals as to why they preferred one option over the other. (See Page 10 of Attachment 3)

Committeemember Richins referenced Option 2 and inquired if the City set the prices and five vendors had the same qualifications, what criteria would staff consider in determining which companies should be awarded the contract.

Commander Peters responded that staff would take into account a vendor's business qualifications, responsiveness, technical capabilities, manpower and fiscal capabilities.

Purchasing Administrator Jim Ruiz confirmed that staff's evaluation would be based on subjective criteria.

Committeemember Richins remarked that for many years, Mesa's Police-related towing services contract has been a problem and stated that the City "cannot issue another RFP that goes out onto the street and gets us sued." He urged that staff "get it right this time."

Mr. Ruiz clarified that with respect to the March 2010 RFP for towing services, the pricing structure was the main cause of the litigation. He said that the pricing ranged from \$0 to \$50 per call.

Committeemember Richins stated that he wanted to be sure that the criteria the City uses to select the towing services vendor is "objective enough to keep the City out of court" and resolve this matter once and for all.

Mr. Ruiz further commented that in the 2010 RFP, there were concerns with regard to how the pricing that was received by the City was evaluated. He noted that it was the opinion of the City Attorney's Office that staff had changed too much of the evaluation criteria and recommended that they start the process over again.

Committeemember Richins suggested that the Committee might need more review of the criteria and said that from today's presentation, he did not clearly understand how staff would select a vendor, with all things being equal.

Further discussion ensued relative to the fact that the selection of a vendor is based on the subjective evaluation of the evaluation committee; that such criteria includes, but is not limited to, the size of the company and its fleet, experience with the City, experience in the overall industry, whether claims have been issued against the vendor by the Arizona Department of Transportation (ADOT); and that in the proposed options, pricing was removed from the evaluation criteria since it was a contentious issue in 2010.

Deputy City Attorney Alfred Smith stated that with respect to Option 2, in his opinion, the RFP process would not change much with respect to the facts presented by Mr. Ruiz. He reiterated that pricing would no longer be considered as a part of the criteria so that the evaluation committee could focus on customer service factors such as response times and quality of service.

Responding to a question from Committeemember Glover, Commander Peters clarified that from staff's perspective, they would prefer Option 2, which would allow the MPD to have greater accountability in managing the program.

Chairman Kavanaugh clarified that it was his understanding that staff was requesting that the Committee make a recommendation to the full Council with respect to one of the two options.

In response to a question from Committeemember Richins, Mr. Ruiz advised that the manner in which the RFP would be written would allow the City to award more than one zone to one

vendor. He noted, however, that one vendor winning all four zones would be highly unlikely. He added that it would be necessary for staff to include certain verbiage in the specifications to prevent such an incident from occurring.

Deputy City Manager John Pombier reiterated that there was nothing written in the RFP that would prevent one vendor from being awarded all four zones. He noted, however, that it would be "quite a task" to provide such extensive service.

Committeemember Richins remarked that he would have no problem if one of the larger companies was able to accommodate Police-related towing services throughout the City, nor would he oppose three or four vendors providing such services. He stated that he merely wanted to understand the process, as do the towing industry representatives who were present in the audience today.

It was moved by Committeemember Richins, seconded by Committeemember Glover, that Option 2, "Issue a new Request for Proposals (RFP), using the current four-zone configuration and City-established pricing," be forwarded to the full Council with a recommendation for approval.

Carried unanimously.

Mr. Pombier advised that this matter would mostly likely move forward to the full Council for approval in late December or January. He stated that Purchasing can apprise the tow company representatives of the exact date so that they can attend the meeting and offer their input and feedback to the Council at that time.

Chairman Kavanaugh thanked everyone for the presentation.

2-d. Discuss and provide direction on an Amended and Restated Intergovernmental Agreement for the TOPAZ Regional Wireless Cooperative.

Manager of Technology & Innovation Alex Deshuk introduced Chief Technology Officer Dale Shaw, who was prepared to address the Committee.

Mr. Deshuk, in response to Mr. Jeffries' earlier comments, assured the Committee that the number one goal of the TOPAZ Regional Wireless Cooperative (TRWC) is "to provide the utmost in systems and security for our public safety and first responders." He stated that staff would be happy to make a presentation to the Committee at a later date in order to provide an overview of the efforts that have been expended thus far in this regard. Mr. Deshuk added that Mr. Jeffries is invited to meet with anyone associated with the TRWC to fully understand what is happening behind the scenes.

Chairman Kavanaugh suggested that it would be appropriate for the Committee to receive "continuing updates" on this matter. He stated that he has worked on this issue since 2001 and the City and the Council have made it a priority for many years. Chairman Kavanaugh also noted that he was hopeful that the details could be worked out between the various jurisdictions in the Valley. He commented that his district is subject to many of the problems previously identified by Mr. Jeffries and remarked that when he has gone on ride-alongs with firefighters, he has seen firsthand the challenges that they face with respect to radio communications.

Chairman Kavanaugh thanked staff for their willingness to update the Committee on an almost monthly basis in terms of what is happening and added that he thought the problem would be “fixed” when he came back on Council three years ago. He acknowledged that when there are “a lot of chefs in the kitchen” in terms of jurisdictions, as well as differing perspectives from Police and Fire, it can be challenging to resolve issues.

Mr. Deshuk confirmed that things have changed and are happening quickly. He concurred that it would be appropriate to update the Committee on a monthly basis.

Chairman Kavanaugh commented that regardless of whether the Committee meets on a monthly basis, it might be helpful for staff to submit a memo to the members each month in order to provide a status update on the matter. He stated that the members could then determine whether they wanted to include the issue as a follow-up agenda item at a future Committee meeting.

Mr. Shaw displayed a PowerPoint presentation (**See Attachment 4**) and reported that the matter before the Committee is an Amended and Restated Intergovernmental Agreement (IGA) to continue the operation of the TRWC. He explained that in 2008, the City of Mesa, City of Apache Junction, Towns of Gilbert and Queen Creek and the Apache Junction Fire District formed the TRWC to build, sustain and share the cost of a P25 Radio System, which is the current digital radio system used predominantly for public safety and also municipal purposes. Mr. Shaw noted that with the Council’s approval, as well as the other members of the TRWC, the Rio Verde Fire District will be added to the Cooperative as a member agency.

Mr. Shaw advised that there are over 20 partners in the TRWC, ranging from local to Federal participants. He highlighted a chart outlining the TRWC organization, including the TRWC Board of Directors, Executive Committee and participating agencies. (See Page 3 of Attachment 4) He stated that beyond the core membership of the TRWC, many other agencies participate to support daily public safety and municipal operations and interoperability, including the Phoenix Regional Wireless Cooperative.

Mr. Shaw briefly summarized the proposed IGA and governance changes. (See Page 4 of Attachment 4) He reported that the TRWC Board has already ratified a revised cost recovery model and said that each member agency is being asked to do the same.

Mr. Shaw advised that the TRWC currently utilizes a billing method that involves a count of the actual radios that are on the network, with such costs proportionally allocated based on the number of radios on the network by each agency. He indicated that the IGA would allow the TRWC Board to implement a revised cost recovery model that allocates operating and maintenance costs based on actual system usage. Mr. Shaw said that the costs would be distributed based on how much each agency taxes the system resources. He displayed a document titled “Cost Model Changes,” illustrating the projected costs among the member agencies in the upcoming fiscal year. (See Page 5 of Attachment 4)

Mr. Shaw further remarked that the addition of the Rio Verde Fire District as a member agency would add approximately 12 subscribers to the system. He stated that Rio Verde is also in the process of entering into an agreement with the City of Mesa for dispatch services. Mr. Shaw also reported that staff conducted a thorough analysis and determined that the communication system could readily maintain current performance levels while adding Rio Verde’s relatively

small radio traffic volume. He added that Rio Verde would fully participate in TRWC cost recovery and the governance process.

Chairman Kavanaugh stated that the proposed revisions to the IGA are a logical addition. He commented that even though Mesa's costs would increase slightly, he was supportive of the revised cost recovery model, which would allocate costs based on usage of the system.

Mr. Deshuk noted that in addition to equitability based on usage, the revised cost recovery model also allows the TRWC to partner more effectively on a regional basis. He said the model would allow agency members to more easily share systems and not bear the full cost of partnership/ownership in another network.

It was moved by Committeemember Richins, seconded by Committeemember Glover, that the proposed changes to the Amended and Restated Intergovernmental Agreement (IGA), to continue the operation of the TOPAZ Regional Wireless Cooperative (TRWC), be forwarded to the full Council with a recommendation for approval.

Carried unanimously.

Chairman Kavanaugh thanked staff for the presentation.

3. Adjournment.

Without objection, the Public Safety Committee meeting adjourned at 4:33 p.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 21st day of November 2011. I further certify that the meeting was duly called and held and that a quorum was present.

LINDA CROCKER, CITY CLERK

Mesa Municipal Court CMS (Case Management System)

Project Stakeholders

- Arizona Supreme Court Sponsored Project
- Mesa Municipal Court project leader
- Vendor --American Cadastre, Herndon, Va.

Funding

- Supreme Court
 - \$2.3 million FY11/12, FY 12/13
- Mesa Municipal Court – local grants
- Other courts –potentially

Features

- Automated court processes (certain actions launch other actions)
- Merges existing three systems into one
- Paperless operations (no case files)
- Intuitive (system leads the user)

Features

- Functional (minimal data entry)
- Numerous inter-faces: MVD, Police, Prosecutor, Agencies
- Abundant web-services: payments, continuances, traffic school, disposition reports etc.

Outcomes

- Completion -- April 2013
- State model for 150 courts
- Future cutting edge opportunities

Questions

THE CITY OF MESA POLICE DEPARTMENT

Proposal to Amend
Mesa City Code 6-15
(Alarm Systems)





Calls For Service

MPD Alarm Calls for Service - Jan 1999 to Current

Calls	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
JAN	1406	1454	1603	1590	1435	1375	1317	1231	1226	1066	1001	979	816
FEB	1324	1489	1519	1411	1383	1319	1182	1098	1079	1015	936	883	951
MAR	1572	1751	1714	1806	1495	1553	1459	1240	1291	1141	1077	943	834
APR	1657	1727	1801	1628	1527	1567	1430	1273	1272	1210	1083	979	916
MAY	1863	2001	1944	1779	1720	1628	1591	1392	1404	1378	1078	1035	902
JUN	1840	1970	2092	1890	1779	1650	1709	1446	1391	1336	1128	1004	1005
JUL	2008	2085	2045	2102	1985	1846	1912	1644	1731	1503	1416	1167	1170
AUG	2044	1934	2098	1907	1804	1729	1710	1517	1403	1410	1084	1054	962
SEPT	1848	1645	1756	1677	1474	1563	1468	1313	1246	1228	971	928	908
OCT	1751	1747	1661	1616	1541	1409	1491	1251	1231	1162	973	977	
NOV	1576	1601	1675	1583	1467	1340	1155	1236	1184	1202	902	884	
DEC	1755	1580	1845	1687	1548	1458	1303	1378	1328	1096	994	993	
Totals	20,644	20,984	21,753	20,676	19,158	18,437	17,726	16,019	15,786	14,747	12,643	11,826	8464

Running Total	20,644	41,628	63,381	84,057	103,215	121,652	139,378	155,387	171,183	185,930	196,573	210,399	218,863
+/- Prev Year		340	769	(1077)	(1518)	(721)	(711)	(1707)	(233)	(1039)	(2104)	(817)	(3362)
% +/- Prev Year		2%	4%	-5%	-7%	-4%	-4%	-10%	-1%	-7%	-14%	-6%	-28%
+/- Since 1999		340	1109	32	(1486)	(2207)	(2918)	(4625)	(4858)	(5897)	(8001)	(8818)	(12180)
% +/- Since 1999		2%	5%	0%	-7%	-11%	-14%	-22%	-24%	-29%	-39%	-43%	-59%
+/- Since 2001			(1077)	(2595)	(3316)	(4027)	(5734)	(5967)	(5967)	(7006)	(9110)	(9927)	(13289)
% +/- Since 2001			-5%	-12%	-15%	-19%	-26%	-27%	-27%	-32%	-42%	-46%	-61%
The Alarm Enforcement Unit has achieved a 46% reduction in alarm CFS since 2001													



Calls For Service

Total Calls for Service	FY 10/11:	319,645
Total Alarm Events	FY 10/11:	11,427
Total False Alarms	FY 10/11:	11,218

3rd Highest Call for Service

Percentage of False Alarm Calls: 98%



Calls For Service Fiscal Impact

Cost to Respond to Alarm Events:	\$654,310
Civil Assessments Issued:	\$450,050
Actual Cost Recovery:	\$321,786
Unrealized Cost Recovery:	\$332,524



Cost of Alarm Call

<u>911 Operator Average Cost per Call</u>	<u>\$ 0.71</u>
<u>Dispatcher Average Cost per Call</u>	<u>\$ 13.98</u>
<u>Patrol Average Cost per Call</u>	<u>\$ 29.36</u>
<u>Patrol Sergeant Average Cost per Call</u>	<u>\$ 3.78</u>
<u>Air Unit Average Cost per Call</u>	<u>\$ 1.43</u>
<u>K9 Average Cost per Call</u>	<u>\$ 0.31</u>
<u>Alarm Clerk Average Cost Per Call</u>	<u>\$ 7.67</u>
Average Actual Cost per Alarm Call	\$ 57.24



Assessment Fee Structure

Alarm Permit	Amount	Alarm Company Licensing - Initial License Fees	
Burglary Function	\$10	Primary Alarm Business	\$200
Panic/Holdup Function	\$10	Reciprocal Alarm Business	\$75
Burglary Function and Panic/Holdup Function	\$20	Alarm Agent	\$70
Revoked Permit Reinstatement Fee	\$25	Criminal History Investigation - Cost Determined by DPS	Current Cost
Operating an Alarm System Without a Permit	\$100	Alarm Company Licensing - Renewal License Fees	
False Alarm Assessments - Burglary		Primary Alarm Business	\$20
1st False Burglary Alarm	\$50	Reciprocal Alarm Business	\$10
2nd False Burglary Alarm	\$100	Alarm Agent	\$20
3rd False Burglary Alarm	\$150	Criminal History Investigation - Cost Determined by DPS	Current Cost
4th False Burglary Alarm	\$200	Duplicate License Fee	\$10
5th False Burglary Alarm	\$250	Alarm Company Assessments (Civil Remedy)	
6th False Burglary Alarm	\$300	Failure to Implement Enhanced Call Verification (Civil Citation)	\$50
7th False Burglary Alarm and Each Subsequent False Alarm	\$400	Failure to Provide Permit Number When Asking For Police Response	\$15
False Alarm Assessments - Panic and/or Hold-Up		Request Dispatch to a Location In Error	\$75
1st False Panic and/or Hold-Up Alarm	\$0	Failure to Provide Cancel/New Subscriber Lists As Required	\$50
2nd False Panic and/or Hold-Up Alarm	\$100		
3rd False Panic and/or Hold-Up Alarm and Each Subsequent False Alarm	\$200		





Existing Ordinance

Challenges to Cost Recovery

Every alarm user must have a permit.

Permitted users are subject to civil penalties.

Non-permitted users are subject to criminal violation.

No civil remedy.

Pitfalls-

Most alarm events do not have an owner present, therefore no person is available to receive a citation.

Impractical to expect officers to return at a later date to issue citation.
Would increase cost of response to alarm event.

One detective assigned to the Alarm Enforcement Unit.



Non-Permitted Users

Receive the same level of service.
Generate no civil fee assessment.
20% of all false alarms are generated by non-permitted users.

Example: July 2011

- Alarm events:	1,170
- False alarms:	1,146
- Officer hours on false alarms:	687
- Non-permitted false alarm:	229
- Officer hours on non-permitted:	137
- Lost cost recovery non-permitted:	\$13,113
Lost Cost Recovery FY 10/11: \$157,356	



Permit Fees-FY 10/11

Additional Cost Recovery

Permit Fees:	\$232,660
No Permit w/False Alarm:	\$23,130
Issued Permits:	5,621
Total Permits (approx.):	24,000

Proposal

Objectives

This proposal seeks to amend the city alarm ordinance as follows:

1. Impose Assessments for All False Alarm Activations
2. Increase Accountability for Commercial Alarm Industry
3. Define Technical Changes

1. Impose Assessments for All False Alarm Activations
 - Close the gap between cost of response and actual cost recovery
 - Equitable enforcement
 - Reduce false alarms through civil assessments
 - Increase alarm user education

2. Increase Accountability for Commercial Alarm Industry

- New Installation Checklist
 - Notify MPD Alarm Enforcement Unit of all new alarm system installations.
 - Quickly identify alarm companies operating without a license.
 - Increase alarm user's knowledge of alarm company responsibilities.
 - Increase alarm companies' responsibility for educating their customers on system use to prevent false alarms.
- Civil Penalties Instead Of Criminal Sanctions
 - Currently the only penalty for failing to follow ordinance provisions is a criminal misdemeanor citation.
 - New civil monetary penalties allow enforcement without filing criminal charges.

3. Define Technical Changes

- Establish a reasonable timeframe to repair a failing system
 - No current time limit.
 - Common cause repairs within 72 hours.
- Reduce redundant permitting
- Define multiple system requirements by multiple users
 - One permit for large multi-building complex. Example: strip malls, golf courses, etc.
- Create succinct verbiage
- Allow fewer false alarms
 - Alarm permits will be revoked at 10 false alarms instead of 15
 - Valley standard



Questions?



Term Contract for Police Towing Services

Police Department – Citywide Contract

Presentation to City Council
November 21, 2011

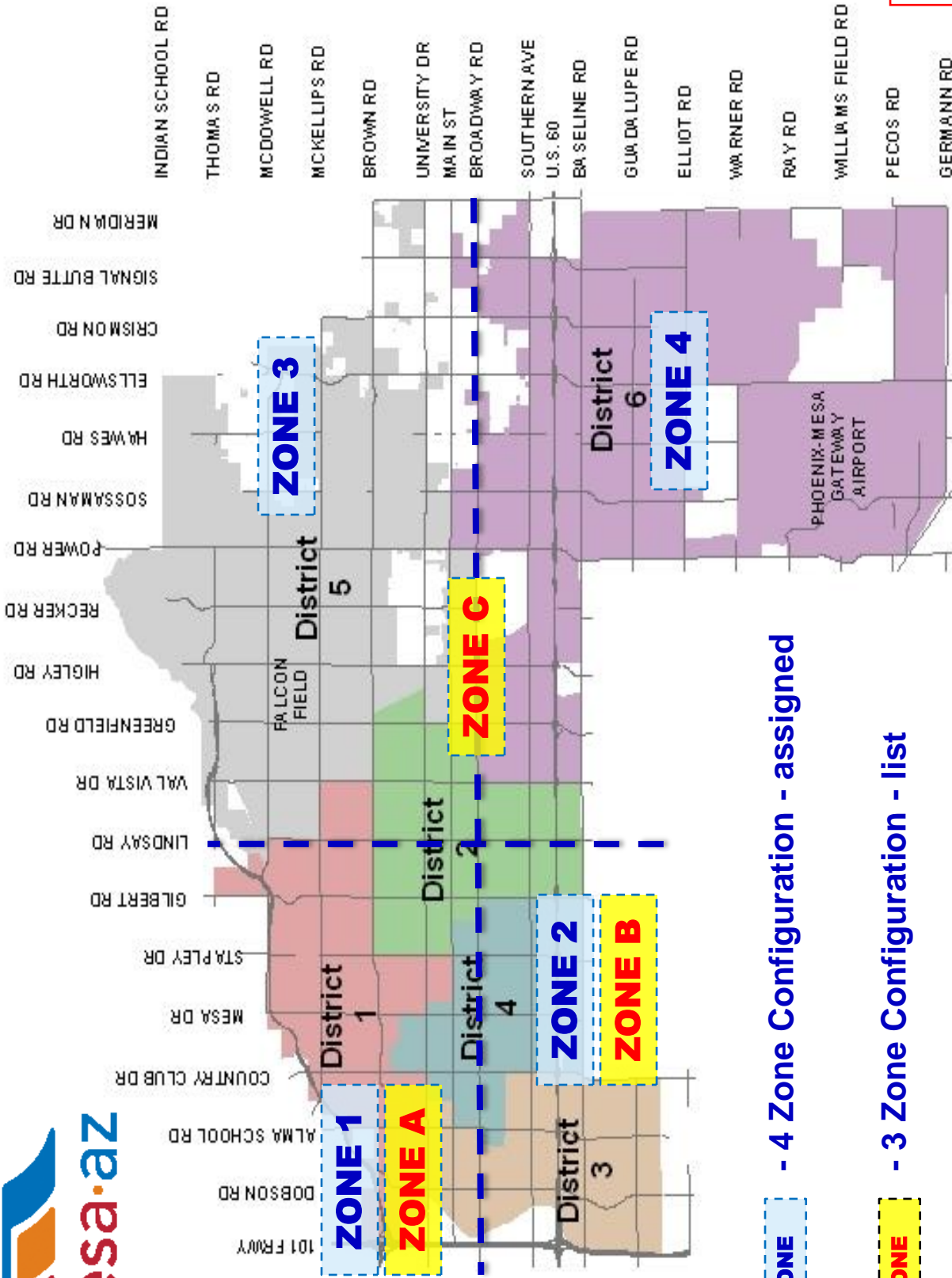


Police Towing Services

Staff is seeking City Council direction

- Two options for City Council to consider:
 - 3 Zones, each with rotational vendors
 - 4 Zone RFP, single vendor in each zone

- Both options include the city setting prices



ZONE - 4 Zone Configuration - assigned

ZONE - 3 Zone Configuration - list

Option #1 - Rotation

- 3 Zone Configuration
- ❖ Vendor List for EACH Zone
- Minimum Qualifications
- ❖ 3 Tow Trucks Capable of Medium and Light Towing
- ❖ Located in City or County Island adjoined to City
- ❖ Proper Zoning
- 1 Year Contract with City Established Pricing
- No Specific Rotation or Towing Volume Guarantee
- Mandatory Signage Requirements

Option #2 - Issue New RFP

New RFP would include:

- Current 4 Zone Configuration
 - ❖ Single Vendor within Each Zone
 - ❖ 2 to 4 Vendors would be Awarded a Contract
- Retain 5 Tow Truck Minimum
- Towing Service Prices Set by City



	NEW RFP	ROTATION
Number of Zones	4	3
Maximum Response Time	25 Minutes	25 Minutes
Vendor Configuration	Single Vendor for Zone	Responsive and Qualified Vendors on Eligible List
Initial Towing Rates (Including First 24 Hours of Storage) <u>Up to 25k GVW</u>	\$30 Citywide	\$30 Citywide
Additional Fees (Hourly, Mileage, Gate, Storage, etc.)	Governed By City	Governed By City





	NEW RFP	ROTATION
Contract Term	5 Years	1 Year
Initial Contract Term	3 Years	1 Year
Administrative Renewal	2 Years	N/A
Fiscal Impact	Current Admin. Staffing is Sufficient	Add 1 FT Admin. Aide
Potential Patrol Operations Impact	None if Average Response Times Continue	Zone C: Loss of 1,250 Hours if Avg. Response Time Increases to 25 Minutes





Recommended Pricing Structure

Staff recommends the use of a standardized pricing structure to ensure consistent fees charged to customers.

\$30.00 – Flat Rate Tow Fee

\$17.00 – Daily Storage Fee

\$15.00 – Daily Storage Fee - 30 Day (ARS §28-3511)

\$47.00 – Hourly Standby Fee

\$ 3.00 – Per Mile Fee

\$26.00 – After Hours Gate Fee

The service pricing was determined by reviewing the prices from 11 other jurisdictions. The recommended pricing is lower than the average, but higher than the average prices bid through the original 2010 RFP.



Performance Summary for FY 2010-2011

Current 4 Zone Configuration with Single Vendor

FY 2010-2011	Zone 1	Zone 2	Zone 3	Zone 4
Max. Response Time Allowed (Minutes)	25	25	25	25
Response Time Average	10.5	12.3	15.5	11.6
Average Towing Events per Month	278	266	166	122
Total Towing Events for FY10-11	3,337	3,195	1,988	1,464

* West Mesa Vendor that stages a tow truck in Zone 3 to control response time

Considerations

Rotation – 3 Zone configuration - RFQ

- ❖ The inclusion of smaller companies to participate could encourage more effective and efficient processes.
- ❖ Improved customer service due to ongoing competition with competitors.
- ❖ Greater equity in process than the assigned vendor concept.

New RFP – 4 Zone configuration - RFP

- ❖ Span of control for City of Mesa is easier to manage. Eligible Vendor List option's span of control will require more work.
- ❖ Greater incentive for businesses to plan and invest in their future
- ❖ Less confusion for citizens attempting to locate their vehicles
- ❖ Greater accountability to the City of Mesa and its citizens

Term Contract for Police Towing Services

Questions?



TRWC IGA Revisions

Mesa Public Safety Committee

November 21, 2011



About the TRWC

- Established in 2008
- P25 700/800 MHz Radio System
- Used for Public Safety and Municipal
- Shared by many jurisdictions
- Over 20 partners - Local to Federal
- Highly economical – low entry and O&M





TRWC Organization

TRWC Board of Directors

John Kross (Chair), Town Mgr, Queen Creek
Alex Deshuk (Vice Chair), Mgr of Tech & Innov, Mesa
Collin DeWitt, Fire Chief, Gilbert
Jerry Ward, Comm Admin, Apache Junction
Steve Blum, Dep Chief of Ops, AJ Fire District
Gary Bradbury, Fire Chief, Rio Verde Fire District **

**Pending

Executive Director
Dale Shaw, CTO, Mesa

Mesa Communications Department

Executive Committee

Ajay Joshi, (Chair) CIO, Gilbert
Ron Knight, Asst Fire Chief, QC Fire Dept.
John Meza, Asst Police Chief, Mesa
Jim Bloomer, Asst Fire Chief, Mesa
Troy Mullender, Police Sergeant, Apache Junction
Dave Montgomery, Deputy Fire Chief, AJ Fire District
Kim Scott, Police Support Services Div Admin, Gilbert
Wes Kemp, Battalion Chief, Gilbert

Ad Hoc Technical Subcommittee

Randy Thompson (Chair) Communications Admin, Mesa
Various Technical Staff from TRWC Members

Participating Agencies

AZ Dept. of Public Safety
Central AZ Project
Chandler Fire
FBI
Gila River Fire
Glendale PD
Maricopa Co Medical Examiner
Mesa Community College
Mesa Public Schools
Phoenix Fire
Phoenix Water Dept.
Rural Metro FD
Scottsdale Fire
SW Ambulance
Tempe Fire
Tempe PD
Union Pacific RR

IGA and Governance Changes

- Allows the Board to adopt a more equitable cost recovery model
- Adds Rio Verde Fire District as a member agency
- Clarifies risk and liability among TRWC partners
- Streamlines new member addition process
- Other minor clerical revisions

Cost Model Changes

Member	Current Billing Method	Proposed Billing Method	Billing Difference
Apache Junction City	\$73,502	\$97,470	+\$23,968
Apache Junction Fire	\$37,194	\$7,665	-\$29,529
Gilbert	\$301,535	\$303,833	+\$2,298
Mesa	\$1,207,911	\$1,236,223	+\$28,313
Southwest Ambulance	\$19,040	\$11,792	-\$7,248
Queen Creek	\$21,696	\$3,894	-\$17,802



Rio Verde Fire District Addition

- Will add approximately 12 subscribers to the system
- Implemented in conjunction with contracted dispatch
- Conducted study – no anticipated negative impact on existing members
- Will conduct full cost recovery as with any other member

Questions?