



City of Goodyear

Meeting Minutes

City Council Worksession

Mayor Georgia Lord
Vice Mayor Joe Pizzillo
Councilmember Joanne Osborne
Councilmember Sheri Lauritano
Councilmember Wally Campbell
Councilmember Bill Stipp
Councilmember Sharolyn Hohman

Meeting Location:
Goodyear Justice Center
14455 W. Van Buren St.,
Suite B101
Goodyear, AZ 85338

Monday, April 7, 2014

5:00 PM

Goodyear Justice Center

1 CALL TO ORDER

Mayor Lord called the Worksession to order at 5:00 p.m.

2. ROLL CALL

Present 7 - Mayor Lord, Vice Mayor Pizzillo, Councilmember Osborne, Councilmember Lauritano, Councilmember Campbell, Councilmember Stipp, and Councilmember Hohman

Staff Present: City Manager Brian Dalke, City Attorney Roric Massey, City Clerk Maureen Scott

3. AGENDA ITEMS FOR DISCUSSION:

- 3.1 [14-5233ws](#) Provide Council with an overview of the actions taken by the fire department to overcome deficiencies noted in the Citygate Management Assessment conducted in late 2012 and early 2013.

Paul Luizzi, Fire Chief, presented. Citygate was hired by the City in December 2012. They conducted extensive interviews, data mining, reviewed 425 documents and records and analysis of the fire department. There were 50 critical and key findings, 31 of them had recommendations. The update was given to Council in July 2013.

The primary focus:

- *Build an integrated team
- *Department functioning as one team
- *Consistent message and accountability
- *Rebuilding of Fire Prevention
- *Implement best practices for internal operations

The plan includes new processes:

1. Fire Prevention

*Re-organization of Fire Prevention- a Fire Captain has been assigned to supervise Fire

Prevention

*Created a Master Plan for Fire Prevention-includes mission and vision, internal business process, Fire Inspector workload and continue to create Fire Prevention policies and procedures using best practice

2. Fire Investigation

*Goal-2 or 3 Fire Investigator 4's per shift

*Fire prevention investigators continue to work effectively with Legal and Police to update policies and procedures

3. Fire Inspections

*Volunteer Fire Inspectors started the Inspection Academy in January

*36 applied for the position

*13 were selected to participate in the academy

*8 members will hit the streets on their own this April

4. Operational Consistency

*Consistency, accountability and trust

-Labor and management met to discuss consistency issues and work through those issues as a group

*Established one unifying message and one set of expectations

*Hired Deputy Fire Chief Tom Cole in October

*Continue to be "forward focused"

*Battalion Chief/Labor working together-PAR (Personnel Accountability Report)-Group continues to work through issues as they present themselves and are resolved quickly

*Public Information Officer Training and Education

*Developing a partnership with Information Technology Services to use video conferencing in stations

*Telestaff integration will be evaluated with new ERP

*Captain reset training went well in August

*Employee Investigation Policy training

5. Communication Strategies

*Weekly and Monthly meetings

*Captain Meetings

*Chief's Forum

*Communications-Chiefs in stations on more regular basis

Morale-much more collaborative approach to solving problems, more renewed interests in participating on committees

Receiving good feedback from the labor union presidents

6. Employee Recognition

*Employee Recognition-Badge Pinning, Therapeutic Thursdays, EMS Awards

7. Accreditation was also brought up in the Audit

*Accreditation is a comprehensive self-assessment and evaluation model that enables

organizations to examine past, current, and future service levels

*It will probably still take 5-6 years to achieve accreditation but they know what to accomplish to work towards accreditation

Council Comment:

Council may want to consider policy direction to staff concerning accreditation. Luizzi said we need to look at best industry practice when looking at accreditation. It is important to review the gap analysis. It helps guide the path to create the plan. It helps standardize the department. The end goal is to achieve accreditation which is a good goal to achieve.

8. Standardization of Data was another issue

*Moving to a new accreditation concept:

(-Call processing+Turnout Time+Travel (response) Time= Total Response Time)

*Standardization of Data-Brake to Brake Concept to measure the true response time

-This is when the emergency brake is released and the vehicle is ready to respond to an incident

-Once they arrive at the address the emergency brake is set

-This is standardized time data that is collected

9. Leave Issues

*Previously we allowed for two people off on vacation

*Changed policy to allow up to three people off on vacation per shift. Reduction in sick time was evident.

Recommendations:

*Adoption of Performance Measures-Performance measures moved forward by City Council, include fire department metrics

*Overtime usage

-Over the last year we have worked with the City Managers Office to work on better defining our overtime costs

-This fiscal year we have been supplying Council with quarterly reports

-Telestaff is helping with the data usage for overtime

*Training Policies

-Now we are having the training division oversee more frequent minimum company standards

*Public Education

-In supplemental request the City Council provided us part-time education specialists-we have hired two part-timers and are using them on a frequent basis for education opportunities

*Records Management System (RMS)

-Last year we updated our policy on data entry-the management team has been tracking this performance measure on our dashboards and we will continue to provide training and accountability for this data entry

*Promotion requirements:

-We have worked with the labor/management group to ensure consistency with the requirements for promotion

Summary:

- *To date we have addressed all critical findings
- *Everyone is working hard and "forward focused"
- *Using best practices to guide our way
- *Department emergency response is second to none

Council Comment:

- *Education Component: How is this being shared to the public? Education and training are very important
 - QR codes for people to scan right to their phones.
- *Make a user friendly website
- *Education Outreach on Bullying. Council would like to add cyber bullying to the outreach.
- *Council thanked the Fire Department. Council would like the Fire Department to continue to work towards accreditation.

Steve Gilman, Union President, presented the Post Audit Survey findings.

The United Goodyear Firefighters was founded in 1999. Currently there is 100% participation. 57 of the 88 members responded to the survey for a return of 65%. The questions were created around the Audit results. The survey was conducted via e-mail using Survey Monkey and all respondents were anonymous.

Nine questions were asked and the overall outlook of the survey showed that the majority of the employees who responded to the survey are happy with the change in leadership in the Fire Department.

Council Comments: Continue to do surveys in order to find out how changes are progressing.

Mayor Lord recessed the Worksession at 6:05 p.m.

Mayor Lord reconvened the Worksession at 6:17 p.m.

- 3.2** [14-5199ws](#) Provide Council with an update regarding Goodyear's most vulnerable populations and an inventory of Goodyear social services currently available for Goodyear residents.

Christina Plante, Neighborhood Services Coordinator, presented. Plante introduced Jami Garrison, Socioeconomic Research Program Manager Maricopa Association of Governments.

Plante reviewed the U.S. Census Data (2008-2012).

Compared to the County, Goodyear statistics are low. There is not a huge poverty population in Goodyear. There are no saturated areas of need in Goodyear.

Goodyear Statistics

Goodyear Population: 72,275

- *6.9% income in the past 12 months was below the poverty level
- *21.2% with public health insurance coverage
- *7.1% with a disability (32% are 65+)
- *21.1% of Goodyear residents age 65+ report a disability

Goodyear Housing Units: 24,835

*71.9% are owner-occupied

*2.9% have no vehicle available

*82.6% with earnings

*Median rent is \$1,205 (27% higher than Maricopa County)

Plante reviewed the FY2013-2014 Community Funding which totaled \$117,800.

CAP-Community Action Program

*Avondale is the dedicated recipient in this region

*128 Goodyear households received a total of \$93,988 in emergency financial assistance through the CAP in FY 2012-13

*In 2013, 476 Goodyear residents received resources, information and referral services from the Resource Center

Plante completed an inventory of Social Service Providers:

*All Faiths Community Services

*Benevilla

*Compass Church's City Reach Community Outreach

*Goodwill Career Center

*Homeless Youth Connections

*Maricopa County Human Services Dep't.-Housing

*Mountain Park Health Center

*National Bank of AZ-VITA

*Southwest Family Advocacy Center

*YANA

Council Comment:

*No Transportation

*Not a specific area of poverty but spread out through Goodyear

*We don't have a program to let citizens know that these programs are available

*Have put door hangers in neighborhoods with lists showing available organizations

*Would like to see the information accessible to citizens at all times

Plante said that the information will be available on the new website

4. INFORMATION

Council attended and reported:

*Burger King renovation-the renovation looks great

*Thanked Development Services for working with Burger King on the renovation.

*The new signs on the buildings at the Municipal Complex look great

*North Subdivision Meeting-residents appreciate the support from the Police and Parks and Recreation

*Estrella Town Hall-residents were thrilled to meet Tom Cole who did a Wildland Fire presentation

- *Historic Goodyear HOA Meeting
- *Canyon Trails HOA Meeting-three people at the meeting have started businesses in their home and have used the new Innovation Hub at the Library

Manager Comments:

- *Household Hazardous Waste Event last Saturday-Goodyear has highest participation with 167 vehicles
- *Avondale had 141 vehicles, Tolleson had 20 vehicles (This is up 33% from last year)
- *Last week Standard and Poore raised long term rating on water and sewer bonds to AA-
- *United Way campaign yielded \$14,717 from City of Goodyear employees
- *Urban Land Institute-a lot of talent in this City last week
 - The group took a tour of the City
 - The City received a lot of input from this meeting
 - Very detailed information on things that can be done in Goodyear
 - They were very complimentary of Goodyear, but there is still work to do

5. ADJOURNMENT

There being no further business to discuss, Mayor Lord adjourned the Worksession at 6:54 p.m.

Maureen Scott, City Clerk

Georgia Lord, Mayor

Date: _____