

**REGULAR MEETING OF THE COMMON COUNCIL  
OF THE CITY OF EL MIRAGE  
EL MIRAGE MUNICIPAL COURT  
14010 N. EL MIRAGE ROAD  
6:00 P.M., THURSDAY, JANUARY 25, 2007**

**Minutes**

- I. **CALL TO ORDER** – The meeting was called to order by Mayor Fred Waterman at 6:00 p.m. Council led the public in the Pledge of Allegiance and a Moment of Silence. Mayor Fred Waterman asked to keep Councilor Super's dad in everyone's thoughts due to the fact that he is currently in the hospital.

Mayor Fred Waterman welcomed the Mayor of Youngtown, Mike LeVault.

- II. **ROLL CALL** – Present were: Mayor Fred Waterman, Vice Mayor Michele Kern, Councilor Xavier Bedolla, Councilor Roy Delgado, Councilor Roger Cleveland, Councilor Bill Conner, Councilor Adam Super, City Manager BJ Cornwall, Attorney Fredda Bisman, City Engineer Chris Young, Interim Police Chief Bryan Beamish, Fire Chief Scott Alvord, Finance Director Larry Price, City Clerk Edith Hoover.

III. **CONSENT AGENDA**

Mayor Fred Waterman stated that Consent Agenda item number one (1) is going to be removed from the agenda.

The Mayor removed item number three (3) from the Consent Agenda and moved it to the Regular Agenda.

1. **Consideration and action approving a Maintenance Agreement with Sundial West III Homeowners Association for Tracts K through Y with a 10-year term.**
2. **Consideration and action approving Resolution R07-01-01 designating the National Incident Management System (NIMS) as the standard for all incident management in the City of El Mirage, Arizona.**
3. **Consideration and action approving the purchase of 15 Panasonic Toughbook computers from Portable Computer Systems in the amount of \$73,953.00, including tax. These computers will be used as mobile data terminals (MDT) in the police vehicles. This purchase will be made using the City of Scottsdale contract #05PB050.**

4. **Consideration and action approving the purchase of Spillman Police Records Management System software licensing in the amount of \$280,150.00 from ASAP Software. This item will provide our police department with records management as well as providing information exchange interoperability with all West Valley police agencies and Maricopa County Sheriff's Office Justice WEB Interface for data sharing.**

Councilor Super made a motion to approve items 2 <sup>thru 4</sup> and 4 on the Consent Agenda; seconded by Vice Mayor Michele Kern.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

#### IV. **MAYOR'S COMMENTS**

Mayor Fred Waterman thanked everyone for attending and invited them to stay for the whole meeting.

#### V. **REGULAR AGENDA**

Mayor Fred Waterman removed items B, C, and D from the Regular Agenda.

City Manager BJ Cornwall introduced Division Commander Mary Millard and Deputy Chief Steven Werner.

- A. **Presentation by Maricopa County Sheriff's Department Communications Division Commander Mary Millard and Deputy Chief Steven Werner regarding the El Mirage Police dispatching service.**

Deputy Chief Steven Werner thanked the Council for having them here tonight to talk about the dispatching service.

Commander Millard stated that she has worked for the County for 34 years, has served the Sheriff's office for 21 years, 14 of those years working in communications, and has served the County Attorney's office for 13 years.

Commander Millard started by saying that the current numbers of the population being served by district two and three are being run by her Geographic Information Systems manager to obtain the current figures.

She stated the 2005 Census showed 3.6 million residents in Maricopa County. Commander Millard said that in the year prior to the contract, years

2005, 2006, district 2 placed approximately 51,100 calls for service. District 3, for years 2005, 2006, approximately 37,800 calls were placed. This does not include calls placed from Youngtown or El Mirage. She reported that district 2 has 10 beats and 242 reporting areas. District 3 has 14 beats with 145 reporting areas. This includes the El Mirage and Youngtown areas.

In regards to the number of slots for dispatch in districts 2 and 3, there is a total of three positions. This includes a primary telecommunications operator, an information help communications operator, and a third operator that runs emergency calls only. Primary and information help operators are staffed 90% of the time. The emergency operator is staffed around 50-60%. The County handles around one million calls per year, including incoming and outgoing calls. Four hundred sixty three thousand (463,000) calls are dispatched annually.

Spanish speaking residents are transferred to language line services for translation help. Commander Millard said that she is unaware of any problems with Spanish speaking callers being hung up on or disconnected. In order to follow up on these accusations, the County would need to know a date, telephone number and time when the call was placed.

Commander Millard pointed out that Maricopa County is an equal opportunity employer and is currently looking for more help. To date, two out of the three El Mirage dispatchers have applied with the County.

Most complaints have been regarding the non-emergency line, according to Commander Millard. These calls have to go through a total of four switches before it is received by the 911 dispatchers. Switches at the County have been tested. Results came back okay. One suggestion for the County was to check the length of its messaging.

In order for the call center to be more efficient and able to answer everyone's call in a short time span, some other type of funding will be needed for the improved service, whether through taxes, surcharges, etc.

Councilor Delgado asked what the County proposes to do to resolve the issues regarding dispatch services. Deputy Chief Werner stated that the County is currently modifying its switchboard, recruiting call-takers, and increasing awareness of what call-takers do on a daily basis. Some long-term solutions include having call-takers and telecommunications operators.

Deputy Chief Werner invited the Mayor and Council to come down to the call center and see first hand how it all operates.

Councilor Delgado asked whether or not language assistance is provided all the time at the call center. Commander Millard answered that language line services are always available.

Councilor Xavier Bedolla asked whether or not it is possible to track the calls of citizens who say that they have been hung up on while trying to contact dispatch. Commander Millard stated they can track the calls, but they would need the date, time, name of person calling and the phone number that the call was placed from.

Regarding 911 calls, all hang ups or abandoned calls are printed out and that number is redialed to investigate the matter further. Non-emergency calls are not redialed.

Councilor Conner asked Commander Millard and Deputy Chief Werner whether or not they were aware that Fountain Hills and Youngtown had problems with their non-emergency line when they converted to the County system, and if so, how were those problems solved. Commander Millard stated she wasn't aware of any written problems from those two Towns regarding that issue. Councilor Conner asked in relation to the Fountain Hills problems whether or not any of those problems would be analogous to the problems that the City of El Mirage is currently facing. Deputy Chief Werner said that one similarity is the technology issue being currently tracked in terms of the volume as well as the threshold, and alignment of the switch from a call forwarding situation.

Councilor Conner asked whether or not the County is doing everything possible to track what the potential problems if they do exist on the County side. Deputy Chief Werner said that the County is currently and continually looking for potential problems. Councilor Conner asked what the time line may be for implementation of a solution to the current problems. Deputy Chief Werner stated that the problems are currently being looked into and fixed. Councilor Conner asked whether or not the County can provide the data tapes for calls that residents have placed. Commander Millard stated data tapes are available for six months from the current date.

Councilor Conner asked where El Mirage citizens go to get a police report. Deputy Chief Werner stated the citizens could go to the El Mirage Police Department with their requests. The request is then forwarded to the Sheriff's office to obtain the report.

Councilor Conner said that, according to the County website, it takes one year to train a TCO operator. Commander Millard said it does take that long

to train a TCO operator. Deputy Chief Werner said most TCO operators come on board with prior experience.

Councilor Conner asked what types of problems have arisen due to the fact of added El Mirage resident callers with the same number of dispatchers. Commander Millard responded that it has increased the workload and stress on current employees.

Councilor Conner stated that often times on a high-volume night of calls, officers try to clear a call and they get bonked. He asked if an officer is trying to communicate with radio dispatch and they are not able to reach enough free air to do so, is that data recorded on data tapes. Commander Millard stated it is recorded at the County.

Councilor Conner stated that the City of El Mirage entered into the agreement with the County with the anticipation of making an improvement for its citizens but somehow the system is less than preferable. He would like a weekly update on the status of the situation and to reconvene in four weeks to discuss what changes have been made.

Vice Mayor Michele Kern said that she is disappointed with the tone of the conversations. She stated that the meeting was intended to discuss the problems with the current system and then to figure out solutions to the problems. Vice Mayor Michele Kern stated that she would like to have another meeting to discuss specifically what the statistics were of the El Mirage dispatch and police response time prior to the City turning over their services to the County and how those numbers have changed. Deputy Chief Werner said he would check into the statistics of all the information requested and would be glad to furnish that information to the City of El Mirage.

Mayor Fred Waterman asked how the dispatchers communicate with foreign speakers to let them know that they are being switched to a different person to assist them. Commander Millard stated the dispatchers rely on key words from foreign speakers to then know who they would need to transfer them to.

Technology Services Director Pat Timlin stated when a call comes in, it is automatically forwarded down to the County. He is currently working with Cox Communications and Quest to see if they could bypass the telecommunications provider completely and have the call sent directly to the County to further enhance the speed at which the call would be answered.

Vice Mayor Michele Kern asked how much of a difference will it make to bypass the telecommunications provider or to limit the number of switches a

call has to go through. Mr. Timlin stated that it would cut down response time by a few seconds if even milliseconds. Councilor Delgado asked when this change will be implemented. Mr. Timlin stated that he is working with Quest right now to get quotes. Once that is established, the change can take place. When the switch was tested, it came back okay.

City Manager BJ Cornwall said that once citizens started to complain about the services, the switches and other hardware were tested.

Councilor Super thanked the County for their presentation and inquired about how he would go about taking a tour of the dispatch center. Commander Millard said Council could call her office to set up an appointment.

Mayor Fred Waterman closed item letter A.

- B. Consideration and action regarding convening into Public Hearing for the purpose of hearing public comment regarding an Acquisition of Control by Lia Tran for the liquor license for Star Mini Mart, 11817 W. Thunderbird Rd., El Mirage, AZ 85335. (Removed from the agenda)**
- C. Consideration and action regarding closing the Public Hearing and reconvening into Regular Session. (Removed from the agenda)**
- D. Consideration and action regarding an Acquisition of Control by Lia Tran for the liquor license for Star Mini Mart, 11817 W. Thunderbird Rd., El Mirage, AZ 85335. (Removed from the agenda)**
- E. Consideration and action regarding convening as the Board of Adjustment and opening a Public Hearing to consider a variance for sign heights for Burger King at 12280 W. Olive Ave.**

Councilor Conner made a motion to convene as the Board of Adjustment; seconded by Councilor Bedolla.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

Vice Mayor Michele Kern said that with the addition of staff, certain issues will be looked into so that sign variances will be few and far in between.

**F. Consideration and action regarding closing the Public Hearing.**

Councilor Super made a motion to close the Public Hearing; seconded by Councilor Conner.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

**G. Consideration and action on request by Royal Sign Co., agent for Barnett Management for a variance to allow a 18.25' high (vs. 16') freestanding sign and a 6' ht. (vs. 5') menu boards in I-2/65db for proposed Burger King located at 12280 W. Olive Ave. [NEC of Olive Ave. & El Mirage Rd.]**

Councilor Delgado made a motion to approve the Burger King sign variance; seconded by Councilor Conner.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

**H. Consideration and action regarding closing the Board of Adjustment and reconvening into Regular Session.**

Councilor Cleveland made a motion to close the Board of Adjustment and reconvene into Regular Session; seconded by Councilor Conner.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

**3. Consideration and action approving the purchase of 15 Panasonic Toughbook computers from Portable Computer Systems in the amount of \$73,953.00, including tax. These computers will be used as mobile data terminals (MDT) in the police vehicles. This purchase will be made using the City of Scottsdale contract #05PB050.**

Technology Services Director Pat Timlin stated that the notebooks were purchased through the use of the City of Scottsdale contract #05PB050.

City Manager BJ Cornwall said that this purchase is also part of a grant for the City of El Mirage in the amount of \$110,000.00.

Mary Izaguirre – 13505 S. El Frio St. El Mirage, Arizona

Ms. Izaguirre asked what the notebooks were going to be used for. Mr. Timlin said that the computers can be used for many different purposes. Mainly, the officers can retrieve documents from the County and the City of El Mirage and they will have the ability to run plates by themselves.

Mayor Fred Waterman clarified that officers in the past had the ability to access records, but they had to call the information dispatch officer.

Councilor Super made a motion to approve the purchase of the Toughbook computers; seconded by Councilor Bedolla.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

**VI. COUNCIL SUMMARY OF CURRENT EVENTS**

Councilor Super thanked the Mayor for the dedication of the Moment of Silence to his father.

Councilor Super elaborated on the Junior Councilmember program. Councilor Super said the Junior Council will consist of 7<sup>th</sup> and 8<sup>th</sup> graders who will have a quarterly election in which they will then select three students. The first Junior Councilmember will start in the first meeting of March.

**VII. CITY MANAGER SUMMARY OF CURRENT EVENTS**

City Manager BJ Cornwall welcomed our new Community Development Director, George Flores, to the City. BJ said that George has an extensive background in community development and is pleased to have him with the City.

**VIII. CALL TO THE PUBLIC**

Monica Dorsey – 12414 W. Bloomfield Rd. El Mirage, Arizona

Ms. Dorsey stated that the number of dispatch calls by El Mirage residents is a tiny proportion to the total number of calls in Maricopa County. Monica said that the non-emergency line is ineffective.

Ms. Dorsey said that the glitches were supposed to be fixed earlier regarding the dispatching service. There has been a failure of planning, oversight and accountability with the outsourcing of dispatch to the County.

Ms. Dorsey would like to see a timetable of when these problems are going to be fixed.

Mary Izaguirre – 13505 S. El Frio. El Mirage, Arizona

Ms. Izaguirre congratulated Councilor Conner for investigating the dispatch manner. Mary said that the Council should have reviewed the contract and work the numbers before it was agreed upon.

**IX. EXECUTIVE SESSION**

No Executive Session has been requested.

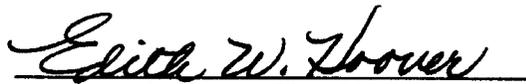
**X. ADJOURNMENT**

Councilor Conner made a motion to adjourn at 7:30 p.m.; seconded by Councilor Delgado.

VOTE: Yea: Bedolla, Cleveland, Conner, Delgado, Kern, Super, Waterman  
Nay:  
Motion: Carried

  
Fred Waterman, Mayor

ATTEST:

  
Edith W. Hoover, City Clerk

I hereby certify the foregoing minutes are a true and accurate record of the City of El Mirage Regular Council Meeting held on January 11, 2007 and a quorum was present.

  
Edith W. Hoover, City Clerk