

**TOWN OF PRESCOTT VALLEY
WORK STUDY MEETING
MINUTES
July 21, 2016**

Library Auditorium/Council Chambers
7401 E. Civic Circle
Prescott Valley, Arizona 86314

1. Call to Order

Mayor Skoog called the meeting to order at 5:30 p.m.

2. Roll Call

Present: Mayor Harvey Skoog, Vice Mayor Rick Anderson, Council members Marty Grossman, Mary Mallory, Stephen Marshall, Lora Lee Nye, and Michael Whiting.

3. Discussion: Bob Edward Park bid

Parks & Recreation Director Brian Witty said this park is named after a former Council member who had a vision and great support for youth athletics and endeavors. The plans were first developed back in 2007 and recently updated. Witty showed the elevation of the proposed park and explained what facilities will be provided in this park to include a lighted natural turf athletic field, playground, walking path, ramada, restroom, trees and landscaping, modern irrigation control system, and asphalt pavement parking lot with lights. The Town will be purchasing under separate contract the athletic field lighting, prefabricated restroom, playground equipment, ramada, and benches, plus the necessary utility services. Three quality bids were submitted for the project with a low total bid amount of \$1.2M which is under the estimated \$1.8M. It is anticipated that construction will begin in August, and the project will be completed this fall. Lighting will be placed in the four corners of the athletic field and the parking lot. The athletic field will be a combination football and soccer field with natural turf. A concrete walking path will be placed around the entire perimeter of the park with viewing benches placed sporadically. Additional amenities can be added to this park in the future as additional funding becomes available.

4. Discussion: Part-time employee leave benefit policy

Human Resources Director Karen Smith said that Obama Care mandated (2012) that anyone who works 30 hours or more are considered full-time. Existing part-time employees were reclassified as full-time and then received all full-time benefits since that time. Individuals that work 30, 35 or 40 hours currently receive the same amount of benefit for their general leave and holiday time. However, for the part time employees, leave and holiday time is pro-rated based on their weekly schedule. Currently 15 employees are part-time working between 20 and 28 hours. The 2-08 and 2-09 policies would be changed to reflect accrual going from 4 hours to 5 hours for consistency sake. It is proposed that we change leave and holiday benefits to a fixed rate for all

regular, full and part-time staff regardless of hours worked. The cost for all the part-time employees would be \$3,000 total giving 9 of those individuals accrual at a rate of 5 holiday hours instead of 4. Three other part-time employees accrue more giving them a salary increase of \$0.06 to \$0.10 per hour to compensate for that difference. Whether part-time or full-time, all will be receiving the same benefit. The proposed policy language follows.

2-08 General Leave

- Section 5.3, Normal Accrual Rates – establishes a fixed schedule for full and part-time employees based on their classification (exempt or non-exempt) and years of service.
- Section 5.5.3, Maximum Accumulations – removes the reference of a pro-rated maximum accumulation for part-time employees.

2-09 Holiday Leave

- Section 2.1, Purpose – removes reference to a pro-rated benefit and defines a holiday as an eight (8) hour day for full-time employees and a five (5) hour day for part-time staff.
- Section 6.3, Administration – replaces the pro-rated benefit with five (5) hours for all regular part-time employees.

5. Presentation: Town Clerk Business Licenses - June Catanzarite, Records Management - Mandi Garfield

Deputy Town Clerk June Catanzarite gave a brief overview of the history of the Prescott Valley business license program outlined in Town Code Chapter 8. The Safeway Store, the Prescott Valley Motel and Shadow Mountain Mobile Home Park (now Northridge Mobile Home Park) are the 3 longest term businesses in Prescott Valley. Chapter 8 of Town Code lists the specific requirements of business operation in Prescott Valley. All this information is on the town website as are the forms. Currently there are 2,726 businesses in town bringing in \$157,621 in annual revenue – about \$4,000 more than last year. This year we had 578 new licenses issued and renewed 2,176 which is a net gain of 122 new licenses for the year. Special event licenses numbered 824 which surpassed last year's 797. June categorized the types of businesses as 227 retail stores, 127 health services licenses, 29 restaurants with liquor and 50 without liquor, 112 service businesses, 45 nail/hair salons, 43 automotive and 34 manufacturers. Out of town licenses number 187. We have 10 vehicle dealerships and 8 day-care centers. Currently there are 325 home businesses not including contractors. There are 144 contractors based in P V and 670 out of town contractors. We have 3 adult group homes and 12 assisted living homes. Town liquor licenses produce revenue of \$20,000 a year. The town charges \$15.00 for the ever growing popularity of temporary special event license of which there were over 800 last year compared to 100 in 2006. The Prescott Gem and Mineral Show special event will take place in August at the Prescott Valley Event Center. These events bring additional people and revenue to town. The Town Clerk's Office wants to add more on line services and the web to process payments and renewals too. The Town of Prescott Valley has had the same license fee for 26 years. June said, "where else could you go and pay the same fee you paid 26 years ago". June responded to Council that residential rentals do not require a license.

Records Management Tech Mandi Garfield said the state recently updated 10 records retention schedules that council adopted. Several more revisions are coming. The content and format is changing and retention periods in some cases. The one impacting us quite a bit right now is the council packets which the state changed from a five year retention to permanent. A change in

retention schedules requires changes to the electronic records management system Laserfiche too. Laserfiche was recently upgraded to the newest version. This is a busy season (July to October) with the end of fiscal year records coming into the records center for retention or destruction. At the same time, Mandi is pulling purged records and boxing them up for destruction and to make room for more incoming records. The incoming versus outgoing record trend is about a wash right now. Should that change the record center will reach capacity. This year she intends to transfer permanent records to offsite storage in the state library to make more room for migratory records coming into the record center which will help alleviate some the pressure in the records center. In fiscal year 2014-2015 about 225 linear feet/boxes of records were destroyed. We anticipate about the same number for destruction again this year. The town also received 99 public records requests this last fiscal year. Mandi responded to Mayor that the state library made the decision to keep council packets permanently. Town Clerk Diane Russell added that this was a controversial discussion between the Arizona State Library, Archives and Records folks and the Municipal Clerks. Ultimately the state library director made the decision to keep the packets permanently. Diane responded to Council that the storage fee charged by the ASLAPR to store permanent records is \$0.30 per box, per year, which is a small fee to pay instead of having to build a new record center.

6. *Presentation: Social Media Overview, Heidi Foster*

Communications Relations Coordinator Heidi Foster said when she came on board in October 2013 our Facebook page was being run by Deputy Town Manager Ryan Judy. Social media was just catching on for local government. Content has been added over the past few years and the webpage is the 'go to place' to find out about town activities. This is one media you don't have to pay for to advertise and get town news out to the public. Roughly 2/3 of US adults use social media and over half of the users get news there. In 2014 they had 2,442 'likes'; now they have 8,900 on the page. This gives us a wide platform to get town news and activities advertised plus recruit for job openings. The most popular posts include new businesses, wildlife, weather and all about our town which is shared all around the world. It is also a platform for emergency alerts. July 4th fireworks had more than 11,000 views on Facebook. Photos of the Hotshot Memorial had 36,400 views. A June post of baby quail had more than 117,000 views. People love good news.

In 2014 the Police Department started a Facebook page showing the good things the personnel are doing, alerts, safety information, scam alerts. That page has almost 2,800 followers and growing. Two Public Information Officers are posting videos to it almost daily. One popular police post was a warning from ADOT about the new Pokémon Go game and distracted driving. Photos are popular as are short videos. Both the Town and PVPD have Twitter pages but are limited to 140 characters so are typically linked to the web page for additional information. Should popular interest shift to another social media venue then the town will post town news to that venue. The library has a Facebook with 700 followers. They also use two Prescott Valley public group pages that we don't run, but post our name on. Social media is subject to public records law as our other town communications. In government, record keeping is behind the times in social media. The town has contracted with Archive Social to archive the social media records to be better prepared to respond to public records requests in a timely manner. Council member Nye is relieved that we are trying to stay ahead of the curve.

7. Presentation: Human Resources, Karen Smith

Human Resources Director Karen Smith said she would break this report into what they do for the external customers through recruitment, and internal customers – our employees. Recruitment is a dominating factor in what they do. Three years ago turnover was 22 percent. Currently it is 15 percent. In looking at the 3-year window, it shows that 116 people left the organization with our average of just 208 full time, part time employees. We lost 32 employees this past fiscal year. The 116 that left are causing an impact to workloads because new hires raise costs for training and development, performance management, employee relations issues and learning the job. Fifty-six (56) percent of all staff has been here 3 years or less. That causes all of us to invest energy into making the new hires successful. Of the 116, 41 percent of the individuals were from the police department alone in the last three years. Last year they ended the year with 85 full time equivalent employees which is a big number. Forty-one of the ninety-seven employees are new. The highest turnover rates over the last 3 years come from the Magistrate Court, Management Services, Library and Com Dev.

HR conducted 148 background investigations, collected, coordinated and communicated with 58 volunteers, 34 police officers. They had 62 requests to open recruitment (requisitions) for new positions. They interviewed and skill tested 519 people last year. Written communications number 5,000 emails to external customers, took over 6,700 phone calls from those interested in joining our team. Staff now holds a full day orientation for new hires consisting of code of conduct, respectful workplace behaviors, safety and wellness; records management. They added On Boarding - a software tool for new hires to submit paperwork electronically to expedite processing.

The employees number 278 on payroll including seasonal. They processed over 800 personnel action forms and took over 3,000 internal phone calls. Carolyn worked with 43 benefit providers in delivering 30 educational programs. The Blood Pressure Campaign was very successful as was Safety Program coordinated with Risk Management which had a 64 percent employee participation. The warrior challenge was popular. The Town raised \$10,000 for United Way. The Health Fair had a 56 participation level. They took care of 75 leave administration cases for employees out for extended periods of time and assist them in returning to work as quickly as possible. Of those 75, 48 included Worker Compensation claims. From those 48 claims, 3 individuals had 177 days lost last year. On line training via Safe Personnel training is advised. Triage Now will be rolled out soon to manage worker injuries on the job. HR put all their information into a user friendly format on line for employee access, i.e. benefits forms. They did portable care reporting to the IRS for the first year. HR staff participated in professional certification classes. Michelle is involved in a monthly department shadowing program to see what type of support they need.

Council member Nye commented that Karen has brought quality to the department. She also commented that as the economy improves we have higher turnover that we didn't have before. While these numbers seem large they are not all from dissatisfaction; some may have moved to somewhere they have always wanted to be. The one exception to that would be the police department due to salary. Overall employees say they are happy. Karen agreed that the bulk of

turnover is the recovery in the economy that gave people the opportunity to make a change; 12-17 percent is normal as the economy improves. Turnover increases as people go somewhere they have always wanted to go or see an opportunity for change, retirement, more money and in some cases leave management conflict.

They made 11,000 personal contacts with people who want to become a part of this team. We are looked at as a preferred employer.

Town Manager Tarkowski said exit interviews reflect 95 percent are sad to leave the organization. They leave for family reasons and now have that opportunity or they have a spouse relocating.

Employees come to the town because of our work culture.

8. Presentation: Magistrate Court, Judge Keith Carson

Judge Keith Carson said they have three kinds of protection orders. He filed 277 last year and 239 this year. He has noticed an increase in theft predominately due to shoplifting since Walmart came on although it has decreased this year from 493 down to 400. Drug cases filed increased from 275 up to 374. DUIs filed per charge are at 391 filed up from 338 this year. Civil traffic increased from 2,869 up to 2,990. Search warrants went from 81 up to 92. All total filings for 2015-2016 dropped slightly from 6,500 to 6,314 this year. Tuesdays and Thursdays morning is pretrial conferences and change of pleas. Those afternoons they hold short trial. Wednesdays are arraignments. Mondays and Fridays are reserved for longer trials and jury trials. Warrants are increasing every year because people don't show up for court. There are between 1,500 and 2,000 outstanding warrants that he holds open for 5 years or more, or until he is told to cancel them.

9. Presentation: Library, Stuart Mattson

Library Director Stuart Mattson said the library has 21,761 registered patrons. They registered 3,264 new patrons. Total circulation was 404,000 and new materials added to the collection were 7,728. The collection size is now 103,915 items. The door count was 267,500. They held 17 cultural events attended by 944 people funded through grants. Thirty-three percent of the people that responded (314) were not library patrons. The digital media lab held 12 workshops with 70 participants. They had a 38 percent increase of adult programs. They are ramping up employee development. Two employees went to the public library conference in Denver. Assistant Library Director Ted Johnson and Circulation Supervisor Casey Van Haren were at the AZ library Association conference in Flagstaff. Many staff completed on line webinars.

Stuart responded to Council that the front room is open to everybody at no charge. The room holds about 20 people. Water and some snacks are allowed in there. The Library Board of Trustees was commended for attending any event held in the library and the support they give the town. They have issued 3,265 library cards which expire after 2 years if not used. The library has a program that aggressively purges patrons who haven't used the system. The active people come in frequently.

10. Presentation: Community Development Permit Volume & Development Trends, Richard Parker

Community Development Director Richard Parker said residential permitting is healthy since the economic recovery. Multifamily vacancies are non-existent in town. The developers have responded to the need for new apartments with 5 new planned complexes. The economy is booming, and people need places to live because they are coming here to work. The 2011-12 period was a low period for permits. Now in 2015-16, family residential permits are about 1/3 of what they were at their all-time high in 2003 -05 period. We are back to a robust development of single family homes. Skilled trade is short limiting the number of new residences that can be built and many developers have waiting lists. Commercial, residential and tenant improvements have gone up about 50 percent since 2011/12.

Staff is working with other entities in this region to get them operating administratively on the same page with the 2012 International Code. They are working with Yavapai County, the Town of Chino Valley and maybe Dewey Humboldt trying to move to the same software program and have it administered by the county so our GIS and Management Services divisions are not overburdened. It would be hosted and maintained by the county and we would all be operating on the same page for processes and data sharing. If Prescott Valley can secure the FEMA grant the City of Prescott may participate. Yavapai County charges a technology fee based on the size or magnitude of the application. Additional opportunities are being investigated in order to do that. In northern Arizona, Prescott Valley is the cheapest place to buy permits and build a house. Applications are stacked up at the P&Z Commission and ultimately will come to the Council.

Council member Whiting commented he was surprised to hear that our planned communities were planned and approved back in 1998 and 1999 and mentioned the impact that slow build out has on our resources. We are in a very good position to respond to the needs for water use and infrastructure in the community. Our peak population is proposed to be 75,000 in the 2025 General Plan.

Parker responded to Council that many people who do the same jobs his staff does in different jurisdictions, go crazy. That is because the systems in place here makes sense which is why people elect to spend their money here as opposed to a different quad city jurisdiction. The Building Safety Division is very interactive with people throughout Community Development. They are very responsive to getting something done quickly.

Council member Grossman said contractors have commented about the pleasant experience they have had with the department. "We make the process easy for them with our assistance", said Parker.

Council member Nye commented that Little Dealer, Little Prices was very complimentary of the department for the treatment they received. Nye commented that Council has been referred to as lap dogs at the community forums. She thanked all the Staff who have presented and commented about the 'healthy partnership' that we all have as a community. We have success.

Town Manager Tarkowski added that rather than partnership, it is a team consisting of staff, elected officials and a team with the whole community. The American Public Works Association had a statement that is “build for today and plan for tomorrow”. That is what we are doing. Had it not been for the recession, we would already be using the imported water we planned for in 2005. We continue to plan for the future. Prescott Valley’s overwhelming success is due to vision and elected officials that have embraced the vision articulated by the General Plan which defines what the community wants this town to look like in 2030.

11. Adjournment

Mayor Skoog adjourned the meeting at 7:17 p.m.

ATTEST:

APPROVED:

Diane Russell, Town Clerk

Harvey Skoog, Mayor

STATE OF ARIZONA)
COUNTY OF YAVAPAI) ss:
TOWN OF PRESCOTT VALLEY)

CERTIFICATE OF COUNCIL MINUTES

I, Diane Russell, Town Clerk of the Town of Prescott Valley, Arizona, hereby certify that the foregoing minutes are a true and correct copy of the Minutes of the Work Study Meeting of the Town Council of the Town of Prescott Valley, held on Thursday, July 21, 2016.

I further certify that the meeting was duly called and held and that a quorum was present.

Dated this July 25, 2016

Diane Russell, Town Clerk