

**THE WORKSESSION
OF THE MAYOR AND CITY COUNCIL OF BENSON, ARIZONA
HELD JANUARY 12, 2013 AT 9:00 A.M.
AT THE BENSON COMMUNITY CENTER,
705 W. UNION, BENSON, ARIZONA**

CALL TO ORDER:

City Manager Glenn Nichols called the meeting to order at 9:14 a.m. with the Pledge of Allegiance.

ROLL CALL:

Present were: Mayor Toney D. King, Vice Mayor Lori McGoffin, Councilmembers Ron Brooks, David Lambert, Nick Maldonado, and Chris Moncada. Excused was Councilmember Al Sacco.

Staff present were: City Manager Glenn Nichols, Building Official Luis Garcia, Chief of Police Paul Moncada, City Clerk Vicki Vivian, Finance Director Jim Cox and Deputy Finance Director Megan Moreno, Fire Chief Keith Spangler, Librarian Peggy Scott, Public Works Director Brad Hamilton, Human Resource Coordinator Melissa Quiroz, Parks and Recreation Coordinator Laura Parkin, Tourism Supervisor Bob Nilson, Director of Golf Operations Jay Tomerlin and Deputy City Clerk Danna Judd.

NEW BUSINESS:

1. Discussion concerning each City Department's goals and accomplishments and objectives

City Manager Glenn Nichols welcomed everyone to the 2012 Retreat. Mr. Nichols stated this is an opportunity for the Staff and Department Heads to present to the Councilmembers, their accomplishments, short-term goals and long-term goals for the next year. Mr. Nichols then stated that the Department Heads will be presenting by department alphabetically and will have about 20 minutes each to speak. Mr. Nichols stated he had given each of the Council the department reports and he had hoped that each of them had time to look over the paperwork and prepare any questions. Mr. Nichols then recognized the candidates for the upcoming City Council election who were present and thanked them for their attendance. Mr. Nichols then introduced Building Official Luis Garcia.

Building Official Luis Garcia reviewed his accomplishments, short-term goals and long-term goals. Mr. Garcia stated that while the numbers of permits are down because of the economy, his Staff has stayed busy fixing failed policies and procedures and taking the opportunity to become more educated in their field. Mr. Garcia stated that GIS Tech Michelle Johnson has earned the AICP Certification, which is the highest planning designation in the industry and he believes she is the first ever employee of the City of Benson to obtain this certification. Mr. Garcia stated the projects that have been completed in the City are the Episcopal Church on Highway 80, O'Reilly Auto Parts and the Benson School. Mr. Garcia stated the Zoning Regulation updates and the General Development Plan (GDP) updates are something that need to be completed as there are projects waiting on those updates. Councilmember Brooks asked what the extension on the GDP was with Mr. Garcia stating the State Legislature has given municipalities until 2014. Mr. Garcia stated he is still trying to finish City Code updates of combining Building and Zoning into one chapter; something that has been scrutinized for over a year now but it does have a lot of good content and will give Staff some opportunity to clean up some of the properties in Benson. Mr. Garcia stated when we receive complaints about properties, we can't do anything because the current City Code does not allow for enforcement. Mr. Garcia stated something new he is looking forward to is a residential green program, which is strictly voluntary, to be implemented in the City. Mr. Garcia stated the Building Department and Public Works are working together using GPS to map the utility infrastructure. Mr. Garcia then stated the Building Department has been fixing all of their forms to

be in compliance with SB 1598 and to provide those forms on the City's website. Councilmember Moncada asked when the forms will be available to download on the website with Mr. Garcia stating he is working with Ms. Parkin to get the website set up. Mr. Garcia stated the Building Department will keep creating department bulletins and posting them on the website so the information is available ahead of time which has been working great so far. Mr. Garcia stated the Building Department is so primitive in record keeping, everything is in paper files and he has budgeted money for a permit tracking database. Mr. Garcia stated it will be a start from scratch project and he will build it from the ground up but in the end tracking permits will be expedited. Mr. Garcia asked if there were any questions. Mayor King asked what the timeline is on the City Code update with Mr. Garcia answering it will be brought to Council in the beginning of this year. Councilmember Maldonado asked what incentives will be given to building green with Mr. Garcia answering expedited permit processes. Councilmember Moncada stated what he would like to see in Mr. Garcia's 2013 goals is some type of outreach program so that building owners can go in with the City before they start to build to find out what the City will require and what the permitted uses are. Councilmember Moncada stated he thinks it would go a long way with owners to put a program like this together. Mr. Garcia stated currently it is practice to give a courtesy walk through to business owners so they will know what to expect in the permitting process. Councilmember Brooks asked if it would be a program where the City would offer all of this information when the tenant takes over. Mr. Garcia stated he will instigate an education program on this process. Councilmember Lambert stated he wants to make sure there is a complete overview of what is needed so that the City will not be blamed for violations such as in the Little Caesars situation that was in the newspaper. Mr. Garcia explained about the Little Caesars sign issues and stated it was their corporate rules, not the City rules, which were holding it up. Mr. Garcia stated that a Certificate of Occupancy had been issued the same day they issued a sign permit, but that Little Caesars didn't have approval from their corporate offices. Mayor King asked that Council be advised of those types of things when they come up so they will be prepared to answer questions from the public. Vice Mayor McGoffin asked for an email notification of these issues so they have a heads up.

City Clerk Vicki Vivian gave a brief explanation of what the Clerk's office does. Ms. Vivian stated the Clerk's office does a lot more than Council packets. Ms. Vivian explained there is a lot of behind the scenes work that goes into creating a Council packet as well as processing the Council packet once the meeting is over. Ms. Vivian stated since she has been City Clerk, she has added the task of documents being scanned and indexed in a master index, with her goal being to have all documents scanned and indexed back to 1924. Councilmember Brooks asked if the text on the scanned documents was recognizable with Ms. Vivian answering the documents have Optical Character Recognition to enable key word searches. Ms. Vivian then discussed accomplishments of the Clerk's office stating she and the Deputy City Clerk attended the League of Arizona Cities and Towns Annual Conference, which is fun but a lot of work. The Clerk's office also attends Elections training annually and both she and the Deputy Clerk are now Elections certified. Ms. Vivian stated she also held a Candidate forum in November which lasted about two and a half hours and contained a lot of useful information. Ms. Vivian stated one of her goals is to increase voter participation and knowledge with a Voter Outreach Program and the Clerk's office will be at the Post Office on February 1, with voter registration forms and information to help the public find City information on the City's website. Ms. Vivian added she will put an ad in the newspaper and make flyers to put around town. Ms. Vivian stated that a CD will be created with all records from 2012, including newspaper articles, and given to Council sometime in February. Ms. Vivian stated she would like to renew the Boards and Commissions training and in order to do this she will need to work closely with the City Attorney to go over the Open Meeting Laws and such, especially for the new people. Ms. Vivian then stated she would also like to work with City Attorney for quarterly Council worksessions on legislative updates and laws that may affect Council. Ms. Vivian stated

she would like to create an electronic records policy and training on that policy. Ms. Vivian stated she is also working on the proposed City Code changes in a new format, which is same format as the legislation books that we receive, with revision dates noted in the footnotes. Ms. Vivian stated she would also like to implement a Youth Council program and have the youth attend the 2013 League of Arizona Cities and Towns Conference and she will work with the Benson school on this. Ms. Vivian stated she would like to complete the 2013 Primary and General elections and implement all new election laws including HB 2826, which requires all elections be held in the fall of even numbered years. Ms. Vivian stated she had been assured by the League of Arizona Cities and Towns that the Legislature will address key issues in the new law in the upcoming legislative session. Ms. Vivian then stated she has advised potential candidates that terms may be adjusted depending on what the outcome is. Councilmember Brooks asked if this could go on the ballot with Ms. Vivian stating she was advised by the League to not do this because they are trying to get the legislature to give the answers on this. Ms. Vivian then discussed her long-term goals for the Clerk's office including organizing, scanning and indexing all records back to 1924, a Council Resource Guide with City specific information, and continuing to move forward on the City Clerk Manual. Ms. Vivian stated she would also like to create a local government outreach program, utilizing Council and all departments, to establish a "Citizen's Academy" to help the public better understand what the City does and how the City works. Ms. Vivian stated she would also like to have a public computer set up in the Clerk's office to assist the public in accessing these records. Ms. Vivian stated all of her goals support her personal mission statement which reads "to be the conduit between the community and City government, helping to promote increased community involvement in the process of government by maximizing public access to municipal government and promoting an atmosphere of partnership." Councilmember Brooks asked about the draft of Council Rules and Procedures and if it was completed with Ms. Vivian responding that she has compiled all comments from the Council and the document will be presented to Council during the first quarter of the year. Councilmember Brooks asked if it would be given to new Councilmembers upon their swearing in with Ms. Vivian stating she had not looked at that option but it is something to think about putting into place. Vice Mayor McGoffin stated that she thinks the Clerk's Office does a good job and she appreciates it. Mayor King stated he remembers how things were back in 2000 and commended Staff for doing a good job and knows it is a lot to do, but it is worth it. Mayor King asked if there are still boxes of records that have not been looked at with Ms. Vivian explaining there are still boxes of information and as we need that information, we are scanning and indexing it. Councilmember Maldonado asked what can be put into the procedures about censuring a Councilmember with Ms. Vivian stating there is a section in the rules and procedures that address that issue and that she would email it to the Council. Councilmember Brooks stated he also appreciates all of the work and knows it is a difficult task. City Manager Glenn Nichols stated all functions depend on the Clerk's office to make sure procedures are being followed, including the attorney. Mayor King stated he wants everyone to understand the Clerks have so much to do that you need patience when going to the Clerk's office as they are busy all the time and are constantly multitasking. Ms. Vivian stated the office is always busy, but Council is always welcome.

Councilmember Brooks excused himself from the meeting due to a prior commitment.

Finance Director Jim Cox stated he will talk about the past and Deputy Finance Director Megan Moreno would be speaking about the future. Mr. Cox stated that some goals from the 2009 Strategic Plan were developing a plan of submitting a long-term debt obligation to voters to invest in Capital Improvements (CIP) resulting in a successful bond issue in 2010 that paid off the Waste Water Treatment Plant, noting we also have \$1.4 million left over for CIP to for streets and utilities; however he does not recommend another bond issue, given the current political climate. Mayor King stated he agrees with not presenting a bond right now and referenced the latest school bond issue. Mr. Cox agreed stating any new bond issue would require a new revenue source. Mr. Cox

stated another goal from Council was to develop and simplify the budget process for Council and voters, to which he has developed a series of reports that are given to Council monthly, to show comparisons and trends adding a narrative summary is given at Council meetings for the benefit of the public. Mr. Cox then stated another goal of Council was to identify potential new revenue that has little or no impact on current residents. Mr. Cox stated this is difficult; however he has tried to put his efforts into the greatest results by seeking compliance on existing revenue sources. Mr. Cox elaborated on the use of consultants when outside expertise is needed, which has been done consistently, adding we have gotten a lot of expertise for not a lot of money, which is done by developing networks. Mr. Cox stated that other recent Finance Department accomplishments are the bond issues, implementation of the San Pedro Golf Course, grant applications to design and implement the City transit system and extensive ongoing cross training. Mr. Cox stated he will be retiring this year so he has been thinking a lot about doing succession planning and is now implementing that. Mr. Cox stated he wanted to have a smooth transition and it is working beautifully. Mr. Cox stated Council and Staff have done an incredible job throughout this recession with no layoffs or furloughs being required due to everyone chipping in. Mr. Cox then explained despite all of this, cash balances have been eroding slowly and awareness is extremely important as we go into the budget season this year. Mr. Cox stated the City needs to keep the cash balances as constant as possible until something happens to build them up.

Deputy Finance Director Megan Moreno stated she is really enjoying working in this department and she is learning at a rapid rate but knows there is a lot more for her to learn. Ms. Moreno stated her first short-term goal is the implementation of an online bill pay system. Ms. Moreno stated she has heard customers come in and request this and stated it would be convenient for customers and staff. Ms. Moreno stated there is a current proposal with Payment Services Network, whom the City has worked with over the past two years and she has had the opportunity to walk through the process of paying a bill online with them. Ms. Moreno explained that this process is a little bit of an expense for the Finance Department with transaction fees, however eventually with online billing, they would be able to reduce mailing costs; this will also decrease back office work but will not eliminate face-to-face customers. Councilmember Maldonado interjected that a lot of this community doesn't even have computers and she needs to remember that with Ms. Moreno reassuring him the customers it will help are the last minute customers rushing in to the office to pay before 5:00 p.m., adding online bill pay will enable them to pay from their smart phone or computer. Councilmember Moncada asked if this proposal just offers checks online and not debit cards or credit cards with Ms. Moreno stating in the beginning it will just include checks because there are additional transaction fees and merchant fees associated with debit and credit cards. Vice Mayor McGoffin stated it looks the same to the customer whether it is a debit or credit card. Councilmember Lambert asked about an auto pay option done by averaging bills so the payment is the same each month with Ms. Moreno explaining the City does already offer equal pay options. Ms. Moreno stated as this process moves along she will keep the Council informed. Ms. Moreno stated her next short-term goal would be to hire an additional full-time permanent employee, and this will be a decision that will be made once Mr. Cox has retired. Councilmember Moncada asked if it would be a replacement of the current temporary position with Mr. Cox stating it would bring the department back up to where it was a year ago. Vice Mayor McGoffin asked if she will be getting rid of the temporary position with Ms. Moreno stating she would like to make it permanent. Councilmember Lambert asked if she would replace the employee currently in that position or keep her with Ms. Moreno stating she does not have enough information yet so she didn't know if the current employee would qualify. Ms. Moreno moved on and spoke about the continued centralized grant administration, which is currently being distributed to each department, stating the financial side needs to be tracked by the Finance Department. Ms. Moreno stated she would like to offer an A133 Federal Grant Compliance Training, which would be developed in-house and she would provide the training. Ms. Moreno stated the Department of Revenue currently conducts audits of

local cities to which they have only conducted one audit of the twenty-five that the City has requested over the last 4 years, adding legislature requires the Department of Revenue to focus on large taxpayers and they do not have the resources available to assist small cities. Ms. Moreno stated 44 cities hold the local audit authority and being able to monitor compliance a little more would be beneficial to the City. Councilmember Maldonado stated he hopes she has a new idea in how to get that passed because it brought a lot of opposition the last time it was brought to Council. Ms. Moreno stated the City is not trying to go after people; she would like to see businesses educated so they know what taxes they need to be paying. Councilmember Maldonado would like to see a program implemented to provide a seminar or something where a business could come in and speak to the City directly and receive help. Ms. Moreno stated businesses have been welcome to call in all along and ask questions, but she would like to offer something else as well. Ms. Moreno stated another goal is the implementation of the procurement code and to distribute SOPs to have central record keeping and designate a procurement office. Ms. Moreno stated there is a Transaction Privilege Tax Simplification Task Force in the state and they have met and are now sending recommendations to the legislature for all audits to be completed at the state level, which means even less time for small cities like Benson. Ms. Moreno stated there are also major changes in construction sales tax regarding where taxes are collected and who would be able to collect them. Ms. Moreno stated the League of Arizona Cities and Towns is suggesting a letter from Council stating this change will hurt small cities be drafted and sent to our legislative representatives. Councilmember Lambert asked if the 44 cities that already use local auditors will be repealed if this is passed with Ms. Moreno answering yes. Ms. Moreno added another goal is documenting all procedures for the Finance office into a manual for use by new and existing employees. Councilmember Moncada stated he would like to add a round-up type of program be developed in order to have a charitable account available to help those who cannot pay. Ms. Moreno stated she has been looking into this and will continue to do so. Ms. Moreno stated there are new laws that require some financial statements to be available to be searched online adding that Tom Belshe, of the League of Arizona Cities and Towns, recently addressed this issue at a meeting noting the proposed bill may be changed. Ms. Moreno then stated some other goals are to use more capabilities in the Caselle software and offer internship opportunities during the summer months. Mayor King stated he has been watching the economy and wants the City to watch closely and keep money in the coffers as much as possible.

Fire Chief Keith Spangler went over some accomplishments and what the Fire Department has been doing this last year. Chief Spangler stated they were down about 200 calls from 2011, he completed 2 grants; one for extrication equipment and one for the dispatch center at the Police Department and he is currently working on another grant, which is the second phase of a dispatching grant to get computers and apparatus to provide communication between fire departments and each other. City Manager Nichols asked which apparatus would this equipment be installed in with Chief Spangler stating just the main ones for each department, as there was not enough money to install one in every apparatus. Chief Spangler stated the firefighters are completing training certifications and 20 out of 22 firefighters have wild land certifications. Chief Spangler explained they just started a countywide training program, which will have the departments working together for mutual aid. Chief Spangler spoke about the Commercial fire inspection program explaining that he works with the Building Department and is expanding the inspection program to include all businesses. Chief Spangler stated his goal is to have every commercial building inspected at least every 1 - 3 years. Building Official Luis Garcia stated they have 140 buildings scheduled for inspections. Councilmember Maldonado asked if the City has the water capacity to handle all of the commercial buildings with sprinkler systems with Chief Spangler answering yes, our water system is the best in the county right now. Mayor King said big companies like Wal-Mart and Safeway have internal programs which require internal inspections as well as City inspections. Chief Spangler stated the inspections are helping to get the sprinklers working, cleaned and up-to-date. Mayor King said

when he still worked at Safeway and was having an inspection, it was found that some of the extinguishers did not work, adding he was glad to know because they were unaware of that. Chief Spangler said they are quick inspections and are worth it. Chief Spangler stated he has a cooperative rate agreement with the State Forestry Division for wild land fires outside of the City limits and they are now able to go on wild land assignments. Chief Spangler stated he has applied for Assistance to Firefighters grants to replace one engine that is 40 years old and he has all of the new trucks on contract with the State to start earning money for the City. Councilmember Moncada asked if any money had been earned yet with Chief Spangler answering about \$2,000 had been earned so far. Chief Spangler then stated becoming physically fit for duty for all firefighters is ongoing, adding all will be tested to check for existing issues; and this will also apply to new firefighters as well. Chief Spangler then stated with the equipment and the sweat that is added, you have to be in good shape to carry all of it. Chief Spangler stated that his administrative specialist has taken on a lot of duties and is constantly busy with calls and administrative duties allowing him to get more operations done. Chief Spangler stated per the City Manager, all employees are completing National Incident Management System training in case of an emergency. Chief Spangler informed the Council he had a fire that was not in our area and ran out of water and had to wait for other tenders to arrive and the structure was destroyed; he was asked what would be needed and he stated he needs a new tender so he can pull water from alternative water sources like swimming pools, for example. Councilmember Lambert asked how quickly he could purchase a new tender with Chief Spangler stating he will put it into the CIP for the upcoming budget. Councilmember Moncada asked if SCBA replacements were already put into the budget with Chief Spangler stating not yet, adding they cost about \$800 each. Chief Spangler stated he wants to hire 2 full-time firefighters because most calls happen between 7:00 a.m. and 5:00 p.m.; these hours make it difficult for volunteers to make the calls. Chief Spangler stated replacing the cab and chassis of the old fire trucks will remain in the CIP and he will continue to purchase equipment and increase services provided to the City. Chief Spangler informed the Council he will continue recruiting firefighters and would like to, as a pilot program, use the Tucson Fire Department to help cover Benson on a continual basis. Chief Spangler stated we need to look to the future because one of his apparatus needs replacing and could cost \$700,000 to replace, adding he also needs an exhaust removal system for the bays and the station needs to have sprinklers installed noting he was denied a grant for this because nobody sleeps at the station. Chief Spangler stated he was also denied a grant for fire extinguisher training because he didn't do an extensive study on who would be using it.

Director of Golf Operations Jay Tomerlin went over his accomplishments stating he had developed the SNAG Golf program, which helps 20-30 kids in each of the 3 summer programs and he has developed a new annual passes and rewards program, which is popular with winter visitors, adding pass holders have grown from about 20 holders to 300 holders. Mr. Tomerlin stated there is a Facebook page for the golf course so tee times may be booked when the course is closed and our email database now sees 3,400+ golfers, so he can use email to solicit golfers. Mr. Tomerlin stated he gets a lot of compliments on the looks of the course. Mr. Tomerlin stated he has designed and implemented the Executive Course since Turquoise Hills closed which has turned out really well. Mr. Tomerlin explained that the Grille has developed a banquet menu to attract more private events and to be consistent with pricing. Vice Mayor McGoffin asked if it would be good to have one person in charge of private events with Mr. Tomerlin stating that is one of his goals and something for the City to decide is if they want to stay in the food and beverage business. Mayor King asked who runs the gift card program with Mr. Tomerlin stating it is through ETS. Mayor King spoke about a gift card program offered through Safeway Corporation in which cards can be put in stores in other cities and sold from there. Mr. Tomerlin stated annual pass purchases have exceeded last years numbers by \$21,000 which is a very positive trend. Councilmember Lambert asked if the golf course will be profitable once the subsidy stops with Mr. Tomerlin stating while we are on a

positive trend, the golf course will not yet be self-sustaining. Mr. Tomerlin explained 75% of play comes from Tucson so numbers depend on gas prices and the economy; however he will keep striving for success. Councilmember Moncada stated with the closing of Turquoise Hills we have to have a golf course to keep money coming into town. Mr. Tomerlin stated we need to stay open for the winter visitors, who often look for the nearest golf course when choosing a place to stay and agreed they may not stay in Benson if there is not a golf course. Mayor King stated something has to be figured out and as much as he would hate to see employees lose jobs, we cannot hang on to the golf course if it is losing money. Mr. Tomerlin stated it will need to be looked at very closely as leasing is risky because failure will ultimately come back on the City. Councilmember Moncada questioned the liquor license and how to handle it with Mr. Tomerlin stating he is looking into this. Mr. Tomerlin stated he wants to give opportunity to all golfers and have a course that supports itself by growing annual passes to 600 golfers or more. Mr. Tomerlin stated he would like to replace golf carts and implement a maintenance program to increase longevity; the current fleet is about 10 years old. Councilmember Lambert asked how many carts we have and inquired instead of a one time purchase to replace the carts how about a little at a time. Mr. Tomerlin stated currently we have 69 carts with 60 working. Councilmember Moncada asked if his intent was to replace all of the carts at once with Mr. Tomerlin saying yes for the reason that everyone would be requesting new carts and getting upset if they get an old one. Mr. Tomerlin stated usually the company selling the new carts would buy the old ones as well. Mr. Tomerlin then stated in summary, we need to design a menu to cater to whoever we need to and re-evaluate our crowd, we need to be replacing maintenance equipment, we need to keep up-to-date and look at different programs, to look at buying used equipment, use early order incentive programs and make the public aware of the food and beverage business. Mr. Tomerlin stated he will continue to promote golf and maintain professional affiliations such as the PGA. Mr. Tomerlin will make it a priority to develop policies and procedures, address irrigation and soil issues especially during summer and to be aware of fire issues especially during the fall. Mr. Tomerlin then stated long-term goals are to develop a wide variety of instructional programs, to obtain and retain golfers, address irrigation and soil issues when the seasons change, develop a course wide weed control program to keep the course looking nice and eliminate fire hazards and possibly having a fountain in our lakes which would help move the water to cut down on mosquitoes. Mr. Tomerlin stated he would like to eventually put asphalt on the cart paths and he noted they used millings from the county on the cart paths and that has been very positive.

Human Resource Coordinator Melissa Quiroz stated in 2012 the Human Resource Department created job advertisements, conducted job interviews and hired the most qualified candidates. Ms. Quiroz stated she also created, advertised with a Request for Proposal and filled the position of Health Insurance Broker and completed the same process for the City Attorney. Ms. Quiroz stated she implemented the Social Media Policy that was added to the Human Resource Administrative Policy book. Ms. Quiroz stated they implemented the State-required supplemental benefits plan for our public safety personnel. Ms. Quiroz stated that earlier this month the City participated in a safety walk through with Southwest Risk and changes and improvements were recommended, noting our safety hazards were reduced 87% from 2011 and also provided blood borne pathogens training to all employees. Ms. Quiroz stated her short-term goals are first, open enrollment which is always scheduled in June, and she would like to establish an employee safety committee in conjunction with Southwest Risk. Ms. Quiroz stated her long-term goals are to work closely with Southwest Risk either by having them come here or provide DVDs for training, she will continue to update job descriptions, continue to advertise RFPs for needed positions, continue employee anniversary recognition, provide lunch for employees as a thank you for their service and will work on SOPs for contract employees. Vice Mayor McGoffin asked why Health Net changed ID numbers; Ms. Quiroz explained it was a software change for Health Net and employees should call if they have a problem. Mr. Nichols explained it is sometimes hard to hire when a position is part-

time with varying schedules, so those positions may need to be looked at.

City of Benson Librarian Peggy Scott stated this year one of the accomplishments they have implemented is having Andrew Parkin working on the computers and correcting problems; this will help them in the future in keeping the system working and maintained. Ms. Scott stated the library has purchased a filter system for the computers to comply with HB 2712 so they would not lose future funding. Councilmember Lambert asked if the filter works for Wi-Fi also with Ms. Scott stating that it does work with Wi-Fi. Councilmember Moncada asked what it filters with Ms. Scott answering it filters chat rooms, pornography and nudity and can be set up to filter as much as is needed or may even be set up to allow certain sites that would otherwise be blocked for a short time once the administrator has approved the site. Ms. Scott stated she has been working with Laura Parkin to advertise on Facebook and on the City website. Ms. Scott stated a new roof has been put on the library. Ms. Scott stated the library has started a Staff Picks folder to offer insight to patrons on suggested reading lists from Staff. Ms. Scott stated the Friends of the Library want to have programs and stated the City will be improving lighting at the library. Ms. Scott stated she would like to apply for a State grant, like the one used to remodel the front of the library, to repave the parking lot west of the library and she would also like to use the empty lot behind the library for parking for now and to eventually expand the library. Ms. Scott stated she would like to look at holding computer classes for the public, maybe in the morning before the library opens. Councilmember Lambert asked how many computers are at the library for the public with Ms. Scott answering a total of 21. Councilmember Lambert asked why they put a time limit on computer use. Mayor King commented computers are constantly busy, adding some days you cannot even get on. Ms. Scott explained by quoting some statistics on the number of users that simply it is policy, and they have to have policy in effect at all times in order to manage the system. Ms. Scott advised the Council of what the Friends of the Library do for the City of Benson Library. Mr. Nichols stated the Friends would like to use the old charter school for their book sales and other events. Mr. Nichols recognized the Friends of the Library for all they do, he stated that when they get books from yard sales and such they actually take the valuable books and sell them to support our library. Mayor King would like to commend the library staff as he sees they are always busy but still have time to help. Vice Mayor McGoffin stated she also directs her customers to go to the library to use the computers if they say they do not have one.

Chief of Police Paul Moncada stated the Police Department is the single biggest department supported by the General Fund and has the most employees and the largest budget. Chief Moncada referred Council to the handouts he had provided and stated he was going to touch on them briefly. Chief Moncada then stated this year the Department has received \$128,800 for overtime and mileage from Operation Stone Garden. Chief Moncada stated during this same time the Department has received about \$80,000 in equipment funding and with that funding they were able to purchase an unmarked pickup, 2 ATVs, a 4 seat side-by-side ATV and a trailer to transport those ATVs and for each officer a full-size rechargeable polymer flashlight made by 5-1-1. Chief Moncada stated he thinks Operation Stone Garden is being phased out, which is too bad because it has been a great resource to have, adding this past funding cycle he was not given any money from this program. Chief Moncada stated the Department received approximately \$15,000 in grants from the Governor's Office of Highway Safety for equipment and overtime. Chief Moncada stated a big accomplishment is dealing with drug problem in Benson, adding it is probably the worst drug problem the City has had in his career, it is widespread and officers deal with it as an ongoing situation; it's never-ending. Vice Mayor McGoffin asked if he sees a lot of prescription drug problems with Chief Moncada answering it seems to be contained and not growing, but is still a problem; marijuana and meth seem to be the drugs of choice in this city. Chief Moncada stated this last year he reached out to Mescal, St. David and Pomerene Fire Departments and offered to help them with dispatch services and there are now contracts in place and services will start in the next

month or so; the reason for the delay is they are trying to ensure the flow of 911 calls and that they are being distributed properly. Chief Moncada stated last year he was able to replace an outdated emergency generator and he can now power the entire police and fire complex. Chief Moncada stated another goal was to hire an IT person just for the Police Department and he was able to narrow it, by the scope of work, down to one person. Chief Moncada addressed salary issues in the Police Department stating he knows money is tight, but if at all possible, he needs help as officers are being recruited by other agencies. Chief Moncada elaborated that hours and salary issues are the problem; and is not only with officers but with dispatchers also since their duties have recently increased. Councilmember Lambert asked what the overall morale in the Police Department is with Chief Moncada stating overall it is probably on the low side because of a lack of certainty and the possibility of being short-handed with the rumors of officers leaving, however he has not been able to confirm any of the rumors. Councilmember Lambert asked what the difference is in a merit increase and cost of living increase with Chief Moncada stating one is based on performance and one is based on the Consumer Price Index. Councilmember Lambert asked if Benson has ever done merit increases with Chief Moncada answering yes. Councilmember Lambert asked about a pay step plan and if Chief Moncada has ever looked at it and was it feasible or was it the money? Chief Moncada stated the previous step program was based on longevity and was not based on performance and was set to top out at 8 years no matter what, adding to implement that plan now would cost from \$35,000 to \$50,000 per year as it is a 5% per year over year increase. Mr. Nichols stated that would take the ability to control what goes on with employees away from department head. Chief Moncada stated he thinks the step program is unfair to the rest of the City and he thinks it is important to let department heads decide increases based on performance. Mayor King asked if there has been a survey done against other agencies, adding he knows there was a survey done in 2006. Mr. Nichols stated each spring HR does a survey; and the league does a study as well, however theirs is 6-8 months behind. Councilmember Lambert stated something needs to be done if our officers are the lowest paid in the State of Arizona. Chief Moncada stated he understands the financial situation of this and that is why it is at the top of his list. Chief Moncada stated it is a hard job and they deserve it but finding the right solution is hard and he thinks it should be merit increases by giving the department a certain amount of money and letting the department head decide, adding he does not feel it is all subjective if supervisors are doing a good job of evaluating the employee. Chief Moncada stated the merits should go to the one who does his job every day without complaining as those are the people we count on and the ones who don't cause issues. Vice Mayor McGoffin stated it is harder to train and hire police officers and the return on them takes a year or more because of training and the old fashioned respect for officers is gone so it is hard to find someone that wants to be a police officer. Chief Moncada stated as the economy improves, the applicant pool will be narrowed down to those who actually just want to be a police officer. Mayor King stated he believes there are two problems to solve, one is hiring and another is keeping them. Chief Moncada stated he is a firm believer in merit raises rather than longevity pay, due to the motivation to do a better job and keep doing better. Councilmember Lambert stated he wanted to have this discussion to get all the facts out. Chief Moncada stated he did research when the rumors started and found new officers for the Sheriff's department would start at \$45,000, while the City starts at \$43,000, but added the County does not pay overtime so he figures with the overtime from Stone Garden, the City pays about \$5,000 more a year. Councilmember Maldonado stated they also need to consider benefits including accrued sick and vacation time. Councilmember Lambert asked how many officers we are down with Chief Moncada stating we are down two officers with two slots frozen plus other frozen spots. Mayor King stated if we need five, then we should be looking at hiring five, instead of just two with Chief Moncada stated hiring two officers would make it safer for our officers and one more officer would make it possible to do four 10-hour days and would help with morale issues. Councilmember Lambert stated the reason for his question is when we have an officer out of work for workers comp or is sick, we are then low on manpower. Chief Moncada stated we don't become critical until we get 3 people down with Councilmember Lambert

stating this is why we have these meetings so Council can find out what is needed. Chief Moncada stated he would like to implement a citizen patrol program and is checking this out. Vice Mayor McGoffin asked why the GIITEM officer position is not changing hands as it was supposed to be and feels the jobs should be moved around as should the HIDTA position. Chief Moncada stated he is not a believer in 2-year temporary assignments because an officer needs to get established and get the most benefit from the position. Vice Mayor McGoffin stated the GIITEM officer told her that he doesn't want to come back to patrol which isn't fair to other officers who want a shot at the position. Chief Moncada stated he will talk to the school and see what is going on with the SRO program. Councilmember Lambert stated he would like to have 2 half-time officers instead of 1 full-time officer if this gets funded again with Chief Moncada stating if funding is available, he is looking at possible 6-week rotations as an alternative to having one officer in the position. Chief Moncada stated in the CIP projects, he had requested new patrol cars and is looking at a lease/purchase option, purchasing 3 to 5 cars at a time and paying off one car a year, taking 5 years to replace the fleet. Chief Moncada stated training is a big part of the Police Department and training cuts down on complaints and increases safety of the officers and he has increased the training budget for this year and for next year.

Public Works Director/City Engineer Brad Hamilton summarized by stating Public Works is hiring for 3 positions next week, they have replaced water lines and a collapsed sewer line, they have been trying to map out the utility lines, the airport is busy and the parks department is redoing the softball fields. Mr. Hamilton stated he has spent a lot of time in meetings trying to get the UAV program here, if not in Benson, at least in the State of Arizona; but he has been advised that the FAA has suspended looking for test sites at this point. Mr. Hamilton stated other projects include a couple on Highway 90, leveling the softball fields, noting the grade was about 3 feet, and that he has the materials to start putting the ramadas back up once they get the manpower. Councilmember Maldonado stated one problem is people with dogs leaving messes on field. Mr. Hamilton stated he saved \$50,000 over estimates on chip seal so they ordered \$50,000 in asphalt and put it down on Adams and Jackson streets. Mr. Hamilton stated in the Transit department there is a learning curve and the State came down and gave lists of documents with procedures and policies to come forward, adding Transit will bring those to Council for action. Mr. Hamilton stated the formation of the SAC will come to Council adding Dial a Ride is successful, however ADOT will be looking into the program to see what can be done better. Mr. Hamilton stated he is hoping in the spring to look at rate studies as the City has had the same rates for 7 years, adding one thing that has been helpful is replacing old meters with the telemeters and getting a lot more water accounted for. Mr. Hamilton stated Wastewater has noticed some maintenance problems that will need to be addressed over the next few years, especially if there is growth, and the City did the first run with the tanker hauling waste from Whetstone, which was successful.

Parks and Recreation Coordinator Laura Parkin addressed Council by listing her responsibilities as scheduling the use of the parks, taking care of the Community Center, the aquatics programs, the summer programs, scheduling park ramadas, providing information as to whom one is to contact for youth leagues, the Salvation Army, SECAP and other programs. Ms. Parkin stated she does updates for the City website on Mondays. Ms. Parkin stated she also updates other social media outlets like Facebook and Twitter, and she was happy to finish creating the Social Media Policy and SOP for the City. Ms. Parkin stated she would like to see Chapter 11 of the City Code, involving special event permit applications, changed and approved. Ms. Parkin spoke about restructuring parks fees. Ms. Parkin stated she has worked with the Clerk and HR department and Bob in Tourism to make events successful. Ms. Parkin stated she is going to take a look at hiring a full-time position instead of part-time to make this department work. Councilmember Lambert asked if she could use 2 part-time or 1 full-time person with Ms. Parkin stating 1 full-time person would be best and she would like to look at the possibility of interns as well. Ms. Parkin stated she hired Shauna Judd to work

over Christmas break cleaning the pool, typing material safety data sheets and she had Ms. Judd work on records retention. Ms. Parkin would like to implement a management policy pertaining to municipal sponsorships, for example a one time donation of \$20,000, so that we only have to go to businesses once a year instead of for each event. Ms. Parkin stated the policy would offer benefits to those sponsors. Councilmember Lambert asked about how often the pool gets rented out and if putting solar heat on the pool would help with rentals with Ms. Parkin stating she would be short-staffed as the lifeguards are back in school.

City Manager Glenn Nichols gave a summary of events held in the City limits so Council could start thinking about what the City wants to continue funding or maybe expand on. Mr. Nichols stated Laura and Bob do a great job at putting on these events even though the time has been short in order to prepare for them. Councilmember Brooks asked if we have actual expenses from these events with Mr. Nichols stating he has been asking all departments to keep track of man hours and City expenses besides the donations or sponsorships of the City. Councilmember Brooks asked if we can track sales tax dollars on event days as opposed to non-event days. Councilmember Moncada stated there are not accurate formulas and Finance Director Jim Cox agreed there is not an accurate way to track those revenues. Councilmember Brooks stated he would like to know this to help determine if these events are worth it or not. Mr. Cox stated part of the benefit is intangible, but he could try and go to the Department of Revenue statistics and estimate the crowd size and what the average person spends a day. Mr. Nichols stated events get positive feedback and create return visitors.

Tourism Supervisor Bob Nilson stated there are 1,100 RV spaces in the City limits and if you include St. David, there are 1,800 RV spaces, adding this is big money for the City. Mr. Nilson stated he has spoken to a winter visitor recently and was advised that he and his wife spend \$1,500 a month here; winter visitors have a huge impact on our area. Mr. Nilson stated there are a lot of levels of income amongst the winter visitors, and regardless it leaves a lot of people spending money in our businesses. Mr. Nilson printed 50,000 Official Visitor's Guide brochures, the maps, which will get distributed all over the State as advertising for Benson, along with ads in the RV Journal Magazine and on the RV Journal website. Mr. Nilson stated some of the winter visitors never touch a computer but the majority of them do and they use the library and he wanted to announce the Visitor's Center also has Wi-Fi available. Mr. Nilson stated he also advertises in the Glenwood Gazette, the Land of Legends Magazine, and on Go-Arizona.com, adding he usually gets about 1,200 requests for information per year, and the Visitor's Center responds with an email packet containing information on Benson. Mr. Nilson stated there are souvenirs at the Visitor's Center; he has new hats and t-shirts which are selling pretty well. Mr. Nilson stated the Hang out in Benson Bat artwork is at another company now and he is still negotiating the cost with them. Mr. Nilson stated he and Kathleen Castillo both serve on the Cochise County Tourism Council which is a regional marketing tool and he serves on the Economic Development Subcommittee, the Cochise County Centennial Committee, the Benson 4th of July Committee, the Bluegrass in the Park Committee, Butterfield Stage Days Committee, and the Christmas Light Parade Committee. Mr. Nilson stated he bought an HD video camera a few years ago and he is working with Laura Parkin to get events up on YouTube to promote Benson. Mr. Nilson stated he wants to add displays to the Visitor's Center, adding he already has an angel cart from Apache Powder and will continue to add historical displays including a Butterfield Overland display. Mr. Nilson stated Council will have the opportunity to hear from the author of a book about the Butterfield Trail, noting it has an original survey from 1874 and the mail route came right through Benson. Mr. Nilson then stated he wants to bring tourists with a guided tour brochure adding he applied for a grant from Union Pacific with a good chance of getting it. Mr. Nilson stated he wants to make signs using old railroad logos and hang them by the caboose to get tourists to stop in town. Mr. Nilson then stated he has been working on the billboards with Mr. Nichols and they noticed most of the billboards up already list

Exit 303 for Benson, which is getting people off of the interstate. Mr. Nilson stated he is also looking into putting a map sign by the Welcome to Benson sign with the fountain. Mr. Nilson is working with George Scott, of SAEDG, and is trying to get a dynamite museum in town. Mr. Nilson then stated if it was not for Dick Ferdon, the Visitor's Center would be in dire need of help, adding Mr. Ferdon is always helpful and is a lifesaver.

City Manager Glenn Nichols then stated all departments have a full plate and we all need to be appreciative of all of them and take notice that they are all short-staffed and still doing well. Mr. Nichols stated he would like to thank Jim Cox and the finance department for financial success. Mr. Nichols then stated the next retreat will be held on February 2nd and Council will be going over the Strategic Plan. Mr. Nichols gave thanks to all department heads and all employees for the success of the City. Mr. Nichols then stated it looks like the golf course is doing well. Mayor King thanked Mr. Nichols and all those who presented today, adding it really opened his eyes and he is grateful for all of the clarification. Mayor King added he knows it has been a tough few years and all of the employees bend and give where they need to. Mr. Nichols stated he will be retiring on June 28th if Council approves of him staying through the budget cycle.

2. **Discussion concerning Councilmembers' individual goals and objectives**

Item will be discussed on February 2, 2013.

3. **Discussion and possible action in reviewing and updating the "City of Benson, Arizona, Strategic Plan – 2010-2011"**

Item will be discussed on February 2, 2013.

ADJOURNMENT:

Meeting adjourned at 2:46p.m.

Toney D. King, Sr., Mayor

ATTEST:

Vicki L. Vivian, CMC, City Clerk