

**MINUTES OF THE PEORIA CITY COUNCIL**  
CITY OF PEORIA, ARIZONA  
PINE ROOM, CITY HALL  
February 16, 2010

A **Special Meeting and Study Session** of the City Council of the City of Peoria, Arizona was convened at 8401 West Monroe Street in open and public session at 4:01 p.m.

**Members Present:** Mayor Bob Barrett; Vice Mayor Ron Aames; Councilmembers Cathy Carlat, Joan Evans, Vicki Hunt, Carlo Leone and Dave Pearson.

**Members Absent:** None

**Other Municipal Officials Present:** Carl Swenson, City Manager; Susan Daluddung, Deputy City Manager; Susan Thorpe, Deputy City Manager; Steve Kemp, City Attorney; Mary Jo Waddell, City Clerk; Kelly Corsette, J.P. de la Montaigne, Andy Granger, John Imig, Bill Mattingly, Mark Nichols, Larry Ratcliff, Wynette Reed, Jeff Tyne, Glen Van Nimwegen, Scott Whyte, and Claudia Luján.

**Audience:** Approximately three members of the public were present.

**Note:** The order in which items appear in the minutes is not necessarily the order in which they were discussed in the meeting.

## **CONSENT AGENDA**

**CONSENT AGENDA:** All items listed with a "C" are considered to be routine or have been previously reviewed by the City Council, and will be enacted by one motion. There will be no separate discussion of these items unless a Councilmember so requests; in which event the item will be removed from the General Order of Business, and considered in its normal sequence on the Agenda.

### **CONSENT – New Business:**

#### **1C Authorization to Hold an Executive Session**

Mayor Barrett announced that Agenda Item 1C (b) regarding discussion with Legal Counsel for legal advice pertaining to the Quintero Golf and Country Club was cancelled.

Motion was made by Councilmember Evans, seconded by Councilmember Hunt, to authorize the holding of an Executive Session for the purposes of:

- (a) Discussion and consultation with designated representatives of the public body pertaining to contract negotiations with employee organizations.

Upon vote, the motion carried unanimously 7 to 0.

**Note: Executive Session was held after the adjournment of the 4:00 p.m. City Council Special Meeting and Study Session.**

**ADJOURNMENT:**

Being no further business to come before Council on the Consent Agenda, Mayor Barrett adjourned the Special Meeting at 4:02 p.m.

Mayor Barrett convened the **Study Session Meeting** of the City Council of the City of Peoria, Arizona at 8401 West Monroe Street in open and public session at 4:02 p.m.

**Members Present:** Mayor Bob Barrett; Vice Mayor Ron Aames; Councilmembers Cathy Carlat, Joan Evans, Vicki Hunt, Carlo Leone and Dave Pearson.

**Members Absent:** None

## **STUDY SESSION AGENDA**

**Subjects for Discussion Only:**

1. National Citizen Survey Results.

Kelly Corsette, Public Information Manager, introduced Dr. Tom Miller, President of The National Research Center, to present the results of The National Citizen Survey™ conducted during November and December 2009 to assess resident satisfaction concerning City services and programs.

Dr. Miller discussed the uses of survey results and outlined the following study background and survey methods.

- Multi-contact mailed survey
- Representative sample of 1,200 residents and households
  - 324 surveys returned
  - 29 percent response rate
- 5 percent margin of error
- Data statistically weighted to reflect population

Dr. Miller summarized the findings and reported on ratings, including national benchmark comparisons, in the following categories:

- Community Design
  - Transportation
  - Transportation Services
  - Housing
  - Land Use, Planning and Zoning
  - Economic Sustainability

- Public Safety
  - Safety in neighborhoods and downtown
  - Safety services
  - Environmental Sustainability
  - Utilities
- Recreation and Wellness
  - Parks and Recreation
  - Culture, Arts and Education
  - Health and Wellness
- Community and Civic Engagement
  - Community Inclusiveness
  - Services to Population Subgroups
  - Civic Activity
- City of Peoria Government
  - Public Trust
  - City of Peoria Employees

Dr. Miller discussed an analysis of “key drivers” used to determine which services correlate with citizens’ impressions regarding the overall quality of City services. Dr. Miller reviewed the responses to a customized question included in the survey and reported that respondents support the City changing its business hours to Monday through Thursday from 7:00 a.m. to 6:00 p.m. in order to save resources.

Mr. Swenson explained that the question was included in the survey after receiving information from other cities that have adopted the schedule that citizens consider it an improvement in service to be able to conduct business either earlier or later in the day. Mr. Swenson informed Council this information would be incorporated into the work plan and budget for the forthcoming year.

## 2. Employee Satisfaction Survey Results.

Wynette Reed, Human Resources Director, presented the results of an Employee Satisfaction Survey conducted in November 2009 to gather feedback on a variety of topics affecting employees.

Ms. Reed reported the survey was conducted as part of Peoria’s organizational strategic planning process and was modeled after the City of Phoenix Employee Satisfaction Survey.

Ms. Reed provided an overview of the results, including a breakdown by opinion.

- Highest rated categories:
  - Safety.....90.9%
  - Customer Service.....88.9%
  - Work Environment..... 87.0%
  - Training & Development.....86.1%
  - Diversity.....85.2%
  
- Lowest rated categories:
  - Benefits and Compensation.....81.4%
  - Change/Innovation/Creativity.....81.4%
  - Communication.....76.9%
  - Performance Evaluations & Expectations.....71.0%
  - Teamwork.....69.6%

Ms. Reed noted that the scores for the lowest rated categories fell within the positive to strongly positive range.

Ms. Reed concluded the presentation with an outline of the next steps in the process:

- Share survey findings with employees
- Departments analyze data and develop action plans in conjunction with the Human Resources Department
- Directors track and report progress in their departmental operating plan

### 3. Charter Amendments.

Steve Kemp, City Attorney, reported that prior to a City general election, the City Charter is reviewed for provisions that may need to be submitted to Council for consideration of an amendment. Mr. Kemp explained that circumstances change and the language contained in the Charter may be outdated.

Mr. Kemp noted it is the intent of City staff to submit the proposed amendments at a subsequent meeting for Council consideration and that each of the proposed Charter amendments would require a separate vote of the Council. Proposed amendments adopted by Council would be placed on the ballot for consideration by the qualified electors of the City.

Mr. Kemp provided an overview of the proposed amendments and the rationale for the suggested changes to the provisions in the Charter.

- Amend Article III, Section 3 to delete the requirement that deputy city managers and department directors be confirmed by the City Council
- Modify Article VII, Section 10 and Article VIII, Section 4 to provide the City with the option to publishing its official notices on the web instead of an official newspaper

- Delete Article VII, Section 4, providing for all ordinances to be enacted to read "Be it ordained"
- Amend Article VI, Section 16 to delete the requirement that the City maintain three physical copies of the City Code on file
- Amend Article III, Section 16 pertaining to a Council journal by deleting this requirement

Discussion ensued on the proposal that would allow the City the option to publish notices on the Web in place of publishing in an official newspaper. Mr. Kemp clarified that the suggested amendment would delete the requirement to publish in the newspaper and would impose a requirement to publish official notices on the Web.

In response to questions from Council, Mr. Kemp listed the types of notices the City is required to publish. Mr. Kemp further explained that Council could adopt a policy on notices containing provisions deemed appropriate by the Council.

**ADJOURNMENT:**

Being no further business to come before the Council, the meeting was duly adjourned at 5:17 p.m.

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Bob Barrett, Mayor

ATTEST:

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Mary Jo Waddell, City Clerk

**CERTIFICATION**

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Special Meeting and Study Session of the City Council of Peoria, Arizona held on the 16th day of February, 2010. I further certify that the meeting was duly called and held and that a quorum was present.

Dated this 6th day of April, 2010.

(Seal)

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Mary Jo Waddell, City Clerk