

## MINUTES

### COUNCIL-MANAGER BRIEFING

OCTOBER 11, 2011

Mayor Ronald A. D'Epifanio called the Council-Manager Briefing to order at 6:00 p.m. at the Fairfield Municipal Building, 5350 Pleasant Avenue. The following Councilmembers were present: Mike Snyder, Marty Judd, Terry Senger and Mitch Rhodus. Staff present: Mark Wendling, Angie Jolivette, Art Pizzano, Carol Mayhall, Mary Hopton, Don Bennett, Ben Mann Jim Bell, Tim Bachman, John Clemmons, and Mike Dickey.

#### **Goal Update: Performance Measurement Update**

City Manager Pizzano explained the City has been participating in the International City Manager Association (ICMA) consortium in which four to five communities in Greater Cincinnati have agreed to participate in involving themselves national effort to measure performance to test against best practices of other cities around the country. Mr. Pizzano explained there is a need for analysis with this data because this is still a relatively young program and cities all run things differently. Assistant City Manager Mark Wendling stated ICMA Center for Performance Measurement was founded in 1994. He further stated nationally there are over 120 jurisdictions reporting that are divided into three categories: jurisdictions over 10,000, those between 25,000 and 100,000 and those with less than 25,000. He explained this is Fairfield's third year for participation in the program and data was submitted for nine categories.

#### ***Code Enforcement***

He stated performance measurement enables the administrators and department heads to track progress and set goals for their overall programming needs. Development Services Director Tim Bachman explained Fairfield is about in the middle for the number of full time code enforcement employees per 1,000 population and for total cases available for resolution. Mr. Pizzano explained the data does not show efficiency, what shape the other communities are in, or the age of the community. Mr. Wendling commented not every city will submit for every category or for every column. Mr. Wendling explained voluntary compliance avoids costly litigation or judicial action, but the ability to achieve voluntary compliance is often affected by the stringency of local government codes and extreme weather. Mr. Bachman explained we are well in excess of the mean and median for cases brought into voluntary compliance and we are above average for the number of cases brought into compliance as a percentage of cases open in FY 2010. Mr. Bachman discussed the average calendar days for voluntary compliance explaining we are little higher because the proactive multi-family is taken into account in which a little more time is given since we found it and it is not complaint driven. He commented the data illustrates the percentage of permits that are issued in the day they are received is 61%, which is well above the mean and median and the total number of building permits issued is between the mean and median. He explained we have plan reviewer in house that allows us to issue permits that same day, which shows a professional staff and bureaucracy that is not as great as other locations.

#### ***Fire and EMS***

Fire Chief Don Bennett explained compared to our first report we are experiencing very few structure fires and dollar loss is on the decline. He explained five years ago an aggressive approach was taken to enforcing grills and cooking on wooden decks and combustible surfaces in multi-families. He explained ten years ago we averaged one fire that resulted in 800 to one million dollar loss because of losing a 12 to 24 family unit. Chief Bennett explained they have worked with the agencies and it is now a condition of the rental agreement that is enforced considerably, so over the last ten years we have seen a decline in that one major fire a year that skyrocketed property losses in the City of Fairfield. Mr. Pizzano explained while we are probably disadvantaged because compared to these other communities we have an inordinate number of multi-family units, we benefit by the age of the community. Mr. Pizzano discussed that these numbers become valuable when we periodically assess staffing levels. Mr. Wendling explained the measurement for response time of five minutes and under, from dispatch to arrival on scene which can have a number of factors that affect the response time including geography, traffic conditions during time of call, community finances and even shifting population. Chief Bennett discussed the reason we lost ground on this item is that our EMS calls are almost approaching 5,000 and this time reflects other EMS units and fire units coming from outside of the district to cover runs. He explained although a first responder is sent it does impact our response time because we are criss-crossing the city due to the call volume. Chief Bennett explained we are still providing emergency response through the engine which is ALS equipped as a first responder with trained personnel. Mr. Wendling introduced the next measurement which outlines sworn fire and EMS staffing and incidents per 1,000 population served. Chief Bennett explained we are at 1.70 and turning about 5,000 EMS calls. Mr. Pizzano commented on the high value that the citizens in this community get from services and the quality of services in terms of number of people. Mr. Wendling introduced the next measurement, which is total EMS responses per 1,000 population served. He commented this is not typical in Ohio, but nationally a lot of jurisdictions run their EMS and Fire Services separately. Chief Bennett commented this measurement is indicative of our EMS volumes being near 5,000. Chief Bennett briefly discussed the Hazmat Incidents information and high hazard inspection program that was initiated 15 years ago in which inspections are conducted every six months for those that have certain quantities of hazardous materials and storage. Mr. Wendling discussed the total expenditures per vehicle for the police fleet in which the average age is 37 months of their fleet vehicles and our age is 36.7 months and our costs are reflective of the age. He discussed the total maintenance expenditures for fire apparatus

noting we are on the high end but we do keep our vehicles a lot longer because it is more cost effective to maintain a vehicle than to purchase a new vehicle. Mr. Wendling commented Fairfield is in the middle for road rehabilitation expenditures per paved lane mile. Mr. Wendling briefly discussed some of the things that could affect this expenditure including traffic volume, weather, natural disaster and the fact that some communities may have included sidewalk repairs. City Engineer Ben Mann pointed out some cities may also have a lot of state routes in their jurisdictions. Mr. Wendling discussed expenditures for road rehabilitation, street sweeping and snow & ice control, noting that Fairfield contracts street sweeping. He explained the cost for snow and ice control cost per capita will be affected by the type of material used and the service offered. Human Resources Manager Carol Mayhall discussed Fairfield's low employee turnover rate, noting that part-time and seasonal employees are not included. She discussed the average number of sick days taken for Ohio cities is 7.25 days per year and Fairfield's is lower at 5 days per year due to incentives in place to encourage employees to use sick days wisely. Parks & Recreation Director Jim Bell discussed the cost recovery efforts, noting for everything except golf the City recoups \$15.46 per person and will continue cost recovery in 2012. He explained for the golf revenues only three Ohio cities reported, so our numbers were above the mean and median. Mr. Bell discussed we are using the parks as an asset to draw and retain businesses and people to the community and our park acreage is in line with what the best practice communities. City Manager Pizzano commented most of Fairfield's parks are accessible, not just woodlands. Police Chief Dickey discussed the number of sworn full time employees per 1,000 residential population is not over or under populated with police officers. Mr. Wendling stated Fairfield is among the lowest total operating and maintenance expenditures per capita for Ohio jurisdictions. Chief Dickey explained this covers everything other than capital equipment, except cars. He further explained the pay scale is competitive and with wages and benefits at approximately 80% of the budget, the operation is running very lean. Chief Dickey stated in terms of violent crimes which are homicide, rape, robbery, and aggravated assaults we are on an average. He commented in terms of property crimes we are slightly below average. He discussed total arrest for UCR part 1 crimes and in terms of property crimes and stated we have the highest arrest rate. He further discussed our rates are rather low for juvenile arrests as a percentage of total arrests. Chief Dickey discussed the citizens measure of daytime safety in their neighborhoods pointing out that 98% of people felt very safe or reasonably safe, which is a positive perception of the community. He discussed the rating of quality of contact with the Police Department in which Fairfield did not have a category for fair, but we are still comparable. He discussed a random sampling is sent to the community; while Hamilton sends them out to people they have had contact with.

**Adjournment**

Council/Manager Briefing adjourned at 6:59 p.m.

Respectfully Submitted,

Angela Jolivette  
Clerk of Council