



City of Prescott

City Council - Study Session

June 25, 2024 | 2:00 PM
201 N Montezuma Street
City Council Chambers, 3rd Floor
Prescott, AZ 86301

MINUTES

1. CALL TO ORDER

Mayor Goode called the meeting to order at 2:00 p.m.

2. ROLL CALL

Phil Goode - Mayor
Connie Cantelme - Mayor Pro Tem
Lois Fruhwirth - Councilwoman
Ted Gambogi - Councilman
Brandon Montoya - Councilman
Eric Moore - Councilman
Cathey Rusing - Councilmember

3. DISCUSSION

A. Presentation & Discussion Regarding Proposed Residential Collection Route Changes.

Deputy Public Works Director, Operations Janet Ramsay and Solid Waste Superintendent Brady Higgs provided a presentation to the Council regarding upcoming changes to residential collection routes. The department functions as an Enterprise Fund and they are always working to improve processes and services based on the community needs.

Mr. Higgs continued regarding an overview of residential collection:

- * Total customers - 24,176
- * Total containers - 48,483
- * Daily routes - 5 garbage and 4 recycle
- * Annual Tonnage - 14,000 garbage and 4,200 recycle

Customer Service:

- * Mission is to provide a variety of customer-centric solid waste services as stewards of the community and the environment while ensuring full compliance with regulatory authority
- * Current routes have extended driver hours that result in missed or partially emptied cans, an inclination to rush which would lead to compromised safety, driver fatigue and frustration
- * Growth - 2014 17,500 customers, today 24,176 customers
- * Have conducted two rate and fee studies over the last several years

Employee Retention:

- * Turnover - over the past five years Solid Waste has on-boarded forty-seven new equipment operators
- * Struggles - mandatory overtime, limited/denied PTO, working holidays/long hours
- * Compensation - competing with the private sector, ASRS

Councilman Gambogi asked if the 47 on-boarded employees replaced 47 other employees.

Mr. Higgs confirmed, and added that it was either that or rehiring of the same position. The monotony of the position and compensation are definitely contributing factors to issues with employee retention.

Expected Improvements:

- * Enhance customer service
- * Improve employee retention
- * Manage and plan future growth

Affected Areas:

- * Total customers affected - 7,302
- * Yavapai Hills
- * The Ranch
- * Cliff Rose/Cloudstone/Astoria
- * Prescott Lakes/Smoke Tree Lane
- * Willow Lake Area
- * Saddle Wood and Westwood
- * Gail Gardener
- * Kingswood/Forest Trails/Sierry Peaks
- * Sheldon Street/6th Street

Councilman Montoya commended the staff for great customer service and stated that he thinks it is exemplary that pickup has not been impacted despite the high turnover in the department. He added that he would like to make sure there is a significant amount of information going out to the community regarding these changes.

Ms. Ramsay commented that this has been reviewed and discussed a lot and agrees that it is important for the message to get out to the community and they will be reviewing how that will be accomplished.

Outreach Plan:

- * betaPr
- * Two direct mail notification fliers (physical address and property owner)
- * Newspaper advertisement
- * Press releases
- * Social media support
- * Project specific website
- * Banner design

Other Changes:

- * Transitioning to Monday through Thursday residential collection
- * The Solid Waste Division will observe 9 of the 10 major holidays observed by the City of Prescott (currently observe just three)

Councilwoman Fruhwirth asked if the streets adjacent to the street names or neighborhoods listed would be impacted and asked if there is a pattern in the day switches.

Mr. Higgs confirmed, and added that not all the day changes will be the same. For example, some may go from Wednesday to Thursday while others may go Friday to Monday.

Councilmember Rusing asked if staff has considered privatizing some of the routes to address these issues in the future.

Mr. Higgs responded that if this Council wanted to look at privatization staff could do so, however, that is not the optimal way to provide this service to the community and not the city staff's desire. They are continuing to look to the future and what services need to be addressed, and he believes that the city is squared away for the next 5-10 years in the manner they are addressing things now.

Mayor Goode commented that he has calculated an over 20% reduction in service days based on this and he feels the timing on this is poor. He understands concerns of staff but there should be incremental changes and not dramatic ones like this. He asked if there is a software program the department uses to determine how to better service areas of the community.

Mr. Higgs clarified that services are not being taken away, routes and days of pickup are simply being modified. He also added that eighteen months ago the department brought on board in-cab software to help with servicing the areas. Also, new developments and residences are already planned for and the ultimate goal is to make services as efficient as possible while keeping the same quality.

Ms. Ramsay confirmed and added that these revisions and enhancements in efficiencies don't have anything to do with utility charges.

Councilman Moore commented that the service level is not being changed, it is simply a change in the day of pickup and that is really what needs to be communicated.

Councilmember Rusing echoed Councilman Moore's comments.

Roadmap:

- * Propose change - June 2024
- * Outreach - beginning August 2024
- * Implementation - October 14, 2024

Mayor Pro Tem Cantelme asked if there is an opportunity to have an impact fee related to new development.

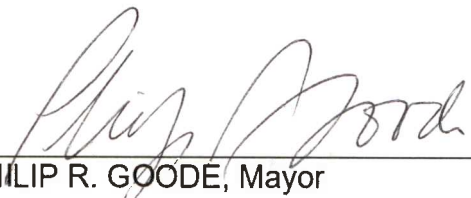
City Attorney Joseph Young stated that he would need to research that.

Councilman Montoya echoed Councilman Moore's comments, people will understand that this is a change in service and not a reduction in service and reiterated the need to effectively communicate it to the public.

This item was for discussion only, no formal action was taken.

4. ADJOURNMENT

There being no further business to discuss, Mayor Goode adjourned the meeting at 2:48 p.m.



PHILIP R. GOODE, Mayor

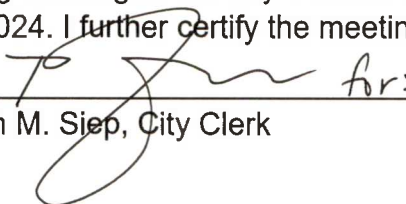
ATTEST:



SARAH M. SIEP, City Clerk

CERTIFICATION

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Voting Meeting of the City Council Voting Meeting of the City of Prescott, Arizona held on June 25, 2024. I further certify the meeting was duly called and held and that a quorum was present.



Sarah M. Siep, City Clerk

