



MINUTES OF THE NEIGHBORHOOD ADVISORY COMMITTEE OF THE CITY OF CHANDLER, ARIZONA, held on Tuesday, January 10, 2023, at 6:00 p.m., Neighborhood Resources Office, 235 S Arizona Ave., Chandler, Arizona.

Members Present

Peter Cwik Committee Chair, Jen Felker Vice Chair, Robin Jackson Committee Member, Eshé Pickett Committee Member, Brian Fox Committee Member, Vernon Stewart Committee Member (arrived after the vote to approve meeting minutes from last month)

Members Absent

Amber Hutchinson, Committee Member

Staff Present

Leah Powell Neighborhood Resources Director, Guy Jaques Neighborhood Preservation Senior Manager, Priscilla Quintana Neighborhood Preservation Programs Manager, Phillip Hubbard Neighborhood Services Program Manager, Erica Barba Senior Management Analyst, Leticia Urrea Senior Administrative Assistant, Tawna Mower Neighborhood Preservation Analyst

1. CALL TO ORDER / ROLL CALL

Quorum was established, and the meeting was called to order at 6:01 p.m.

2. APPROVAL OF MINUTES

a. Minutes of December 13, 2022

Motion made by **Vice Chair Felker** to approve the Neighborhood Advisory Committee (NAC) minutes of December 13, 2022. Motion seconded by **Committee Chair Cwik**.

Motion approved (4-0)

3. SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES/CALL TO PUBLIC

(Members of the audience may address any item not on the agenda. State Statute prohibits the NAC from discussing an item, not on the agenda, but the NAC does listen to your concerns and has staff to follow up on any questions you raise.)

4. ACTION AGENDA

NONE

5. **DISCUSSION**

- a. **Neighborhood Preservation Updates** – Mr. Jaques, Neighborhood Preservation Senior Manager, shared that the City Council installation is this Thursday, January 12, 2023, at 6:00 p.m. in the Council Chambers. New Councilmembers Jane Poston and Angel Encinas will be installed, and the public is welcome.

Mr. Jaques relayed that there are two positions open in Code Enforcement that will post tomorrow and remain open for two weeks.

Mr. Jaques turned the time over to Phillip Hubbard, Neighborhood Services Program Manager, who had individual and team metrics to share for the Code Enforcement staff. Mr. Hubbard educated the NAC on the different goals that are set, including individual and team minimum proactive cases, average case cycle time, etc. Mr. Hubbard also shared the year-end information for Code Enforcement's total number of inspections, average case cycle time, number of proactive cases, graffiti incidents, square footage of graffiti removed, alley maintenance and illegal signs removal, as well as described what each of these categories entailed.

Mr. Hubbard shared information regarding the Code Enforcement case Management system, called GoGov. This system is very user-friendly for the Code Inspectors and generates a plethora of statistics. Code Inspectors have goals to meet monthly, both proactively and reactively. These goals/stats are monitored both as a team and individually, for both residential and commercial code cases.

For the Alley Maintenance Program, each home is considered an "inspection" and the way in which data is collected is being further developed this year. Inspections are done on a scheduled basis by neighborhood/area. Residents are given a reminder of what alleyway expectations are, prior to that neighborhood's actual inspection period. A Notice of Violation is then given out, if necessary, during the actual inspection period of that alleyway.

Mr. Hubbard asks if there are any questions.

Committee Chair Cwik asked if there is a stat regarding the number of Code Enforcement cases in traditional versus HOA neighborhoods.

Mr. Hubbard answered that there is not currently a stat that is tracked for this purpose. However, each area on the grid can be looked at to determine rough numbers for this type of data, if needed, just is not something they feel the need to routinely track currently.

Committee Chair Cwik stated that he was just curious, as HOAs have their own “inspections” and wondered if homes in these areas are less prone to violations.

Mr. Hubbard answered that, yes, they are generally less prone to have violations.

Committee Chair Cwik stated that he was happy to hear that the City uses the code regulations to gain compliance versus coming at violations from a punitive side.

Mr. Jaques added that this is very much the philosophy of the City of Chandler.

Mr. Hubbard shared that this is also seen in the partnerships that Neighborhood Programs has with Code Enforcement, to assist homeowners that may be elderly, disabled, or dealing with a hardship, through Let’s Pull Together Program and Golden Neighbors Programs.

Committee Chair Cwik asked if there is an application that can be used for the Alley Maintenance Program?

Mr. Hubbard responded that he is currently working with GIS Department regarding an app called Quick Capture, which can be customized. It is the hope that this app can be utilized for the Alley Maintenance program, as well as for Code Enforcement. He also relayed that he is looking into the current case system, GoGov, to determine if they have an option for this need.

Committee Member Pickett asked if there was a big “purge” of old requests that had happened recently. She relayed that she and her husband both had put in requests long ago and just recently received email notifications that these requests had been taken care of/closed.

Mr. Jaques responded yes, the Lucity System, which intakes and houses all resident complaints/requests, had recently been cleaned up. There were many requests from the past few years that had never been closed out the proper way, even though the requests had been completed.

Mr. Hubbard shared a Code Enforcement area map, showing how the City of Chandler is divided up into grids and each Code Inspector are assigned a grid. Data is recorded for and pulled for each of these city grids. Mr. Hubbard said that as he began looking over all the grid information, he determined that there was one single inspector who had 40% of the total open cases, while another inspector only had 9% of the total open cases. Therefore, these grid areas have now been reconfigured and redistributed so that the area map is now much more equitable for the Code Inspectors. This will continue to be

monitored, to ensure that it remains equitable, allowing goals and data to be more accurate.

Mr. Jaques added that they did not want to have a “quota” but that it is time to have a very manageable minimum for our Code Inspectors.

Committee Chair Cwik asked what the hours are for Code Enforcement.

Mr. Hubbard responded that Code Inspectors work 10-hour days, from 6:30 a.m. to 5:00 p.m. and that, even though they work four 10-hour days each week, they stagger so that there is always Code Enforcement staff Monday through Friday, with a leadership person on staff at all times as well. There is also Code Enforcement staff on various Saturdays, but not guaranteed at this time.

Committee Chair Cwik asked how would a citizen approach making a Code complaint when there is a consistent violation that only takes place during after hours, on weekends, etc. For example, when someone is blocking the sidewalk all weekend long?

Mr. Hubbard went over the different ways to report to Code Enforcement (website, phone, and text).

Mr. Jaques added that, as mentioned before, there are two open positions in Code Enforcement, and are hopeful that when these two positions are filled, we will be able to make schedules that will include weekend days. Also, Mr. Jaques relayed that the Code Inspectors do work after hours as needed, working with the complainant ahead of time, to ensure that proactive the Code Inspector can view what is being reported, such as a vehicle that is parked on the sidewalk consistently, but always after 5:00 p.m. when the driver is home from work, or has a lighting complaint, where the Code Inspector would need to wait until after dark to view, etc.

Mr. Jaques took a quick moment to point out that the CDBG Code Inspector is included in the stats but not reflected on the grid map.

Committee Member Fox asked if this is mostly for traditional neighborhoods.

Mr. Jaques answered, yes.

Committee Member Fox asked if it is hard to keep Code positions staffed.

Mr. Jaques answered, not really a problem of high turnover, but more of retaining, as great people move on due to promotion within our own

department or elsewhere at the City of Chandler.

Mr. Hubbard thanks the NAC for their time.

b. Neighborhood Resources Updates – Leah Powell, Neighborhood Resources Director, shared information about the Southside Village Historic Conservation Recognition. This is the first historic recognition of any neighborhood in the City of Chandler. The neighborhood residents celebrated this recognition, as well as the history of the neighborhood and families, on Sunday, January 9, 2023, with about 150-200 people coming together at Harris Park. There are many families with longevity in this area. There will be a new playground feature added to Harris Park and, during the celebration, the residents voted on which feature they would most like to see installed.

c. Neighborhood Programs Update – Priscilla Quintana, Neighborhood Programs Administrator, shared updates as follows:

Good Neighbor 101 – This class facilitates resources and tools to residents of Chandler to enable them to be a good neighbor as they learn about various City of Chandler Departments and what they entail. Mrs. Quintana shared the schedule for the four upcoming Wednesday classes: February 8, February 22, March 8, and March 22. Classes are one hour in length and hoping to see some NAC members in attendance.

HOA Academy - Mrs. Quintana relayed that after the Good Neighbor 101 classes wrap up, there will be a small break, and then will launch into the HOA Academy. Hoping to make the HOA classes more interesting and more inviting, as would love to have new attendees come and learn about HOAs.

Golden Neighbors – Mrs. Quintana shared that Golden Neighbors had its first holiday event, back on December 15, 2022. This event was very well attended by over 100 senior citizens from Chandler, as well as Mayor Hartke. We were able to provide a small gift to each of the attendees and had a nice hot breakfast for all. Our next Golden Neighbors event will be on Tuesday, February 28, from 9:30 a.m. through 11:00 a.m., hosted by Keystone Law Firm, who will be talking to us about wills, deeds, trusts, and power of attorney. As always, we will also be sending the senior citizens home with supplies for daily living.

Mrs. Quintana relayed that there are always several groups wanting to volunteer, such as Wells Fargo, Intel, Hensel Phelps, and MSR/FSR, etc. Wells Fargo did a project here in the Chandler community just yesterday, January 9, 2023. Hensel Phelps chose Golden Neighbors as their team project for their first

quarter of 2023, for which they will be collecting both items and donations for Golden Neighbors.

Committee Member Pickett asked if there is a list of items that will/will not be accepted?

Mrs. Quintana responded that, yes, there is a list on our Golden Neighbors web page.

Committee Chair Cwik asked when someone makes a donation, does it go to the City of Chandler and then the City transfers it to Golden Neighbors?

Mrs. Quintana responded that monies can be directly donated to Golden Neighbors through the For Our City Board, via the Golden Neighbors web page, and donors can receive 501C information for their tax purposes. This is also how the For Our City Day funding is managed, through the For Our City Board organization.

Mrs. Quintana asked the NAC to please refer anyone (senior citizens, those who are disabled, anyone needing assistance) to us for our Let's Pull Together Program, as well.

Envision Galveston – Mrs. Quintana shared that Tony Alcala, Principal at Galveston Elementary School, has relayed that CUSD has decided to rebuild the school, only one out of three schools chosen for this opportunity. Mrs. Quintana went on to state that this is amazing and due to all the work and partnerships that have gone into Galveston Elementary and the surrounding community, as well as all the hard work of Principal Alcala and his staff. Mrs. Quintana stated that NAC may be reached out to if there are any opportunities to help Principal Alcala, Galveston Elementary, or the community.

GAIN – Mrs. Quintana shared that there is a rescheduled GAIN event this Saturday, January 14, 2023, at Dobson Place from 12:00 – 3:00 p.m. There will not be a bus available. Please wear your NAC shirt and join this event.

Mrs. Quintana asked that all NAC please continue to promote Neighborhood Programs!

d. Member Comments/Announcements

Mrs. Quintana thanked **Committee Member Pickett** for all her years of service on the NAC, for always being a supportive member and staying through many changes over the years, and that she will be missed!

Committee Member Pickett responded with thanks for all as well and stated that it has been a pleasure.

Committee Chair Cwik also chimed in, thanking **Committee Member Pickett**.

Committee Chair Cwik shared that he has been asked to be a member of the art commission, for "High Town", which brings together residents from the area, as well as the committee and The Art Commission (Vision Gallery). They have had several meetings to discuss what, where and when, etc. A mural has finally been decided on.

Mrs. Quintana shared a picture of the mural, stating that it is a work in progress.

Committee Chair Cwik relayed that the mural's theme is "Farm to Table", representing the hard work of the community and the importance of family.

Committee Chair Cwik asked if updating the Neighborhood Programs brochures is still on the radar.

Mrs. Quintana responded that is in the process of thinking through what information is best to share in the new brochure. A draft will be shared with the NAC when available. Mrs. Quintana also shared that Neighborhood Programs will begin working with GIS to update neighborhood information. This project will kick off next week.

Vice Chair Felker asked if there are any upcoming "field trips" planned for NAC.

Mrs. Quintana stated that, yes, always taking suggestions from NAC members and would love to get out into the community more.

Committee Chair Cwik asked if we could reschedule the trip to Solid Waste and

Mrs. Quintana responded, yes.

Committee Chair Cwik also asked if could do another fire station visit, and possibly a trip to the library.

Mrs. Quintana stated that she would note these suggestions and get back to the NAC members.

Calendar:

State of the City, February 16, 2023, at 6:00 p.m. at the City of Chandler Center for the Arts, 250 N. Arizona Avenue, Chandler, 85225. This will take the place of our regularly scheduled NAC meeting for February.

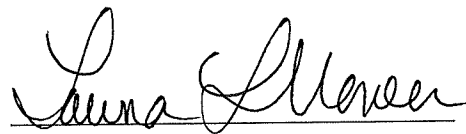
The next Neighborhood Advisory Committee meeting will be held on March 14, 2023, Housing Conference Room, 235 S Arizona Avenue, Chandler, AZ 85225, at 6:00 p.m.

e. ADJOURNMENT

The meeting adjourned at 6:56 p.m.



Peter Cwik, Chair



Tawna Mower, Recording Secretary