



City Council Work Session
Municipal Court and Council Chambers
14455 W. Van Buren St., Suite B101
Goodyear, AZ 85338
Monday, May 10, 2021
5:00 PM

Mayor
Georgia Lord

Vice Mayor
Bill Stipp

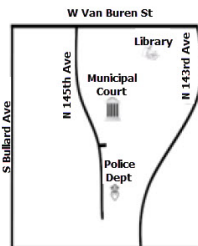
Councilmember
Joe Pizzillo

Councilmember
Sheri Lauritano

Councilmember
Wally Campbell

Councilmember
Brannon Hampton

Councilmember
Laura Kaino



**CITIZENS COMMENTS/APPEARANCES FROM THE FLOOR
(FOR REGULAR MEETINGS ONLY)**

Please complete a speaker card and submit it to the City Clerk prior to the meeting being convened, if possible. Each speaker is limited to three (3) minutes. Once the City Clerk has called your name, step up to the lectern and begin by clearly stating your name for the record and whether you are a Goodyear resident.

NON-AGENDA ITEMS

Members of the public may address the City Council regarding any non-agenda item within the jurisdiction of the City Council. The City Council will listen to comments and may take any of the following actions:

- Respond to criticism.
- Request that staff investigate and report on the matter.
- Request that the matter be scheduled on a future agenda.

AGENDA ITEMS

Members of the public may address the City Council regarding any item on the Consent, Public Hearing and/or Business portions of the agenda. Each speaker's name will be called in turn once the item has been reached and after City staff have completed their presentation.

PROCEDURES

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Goodyear City Council and to the general public that the Council of the city of Goodyear will hold a meeting open to the public. Public body members of the city of Goodyear will attend either in person or by telephone conference call and/or video communication. The Goodyear City Council may vote to go into Executive Session, pursuant to A.R.S. § 38-431.03(A)(3), which will not be open to the public, to discuss certain matters. Meetings are conducted in accordance with the City Council Meetings Council Rules of Procedure adopted by Resolution No.2018-1879



City Clerk's Office: 190 N. Litchfield Rd, Goodyear, AZ 85338 (623) 882-7830
www.goodyearaz.gov/cityclerk
City Council Meeting Live Broadcast: <https://www.facebook.com/goodyearazgov/videos>

Monday, May 10, 2021

5:00 p.m.

Meeting Agenda

While the Goodyear City Council meetings are open to the public, the occupancy has been reduced to implement social distancing. Seating is generally available on a first come basis.

Face Masks are required and must be worn when moving throughout the building (Face Masks are optional after 5:00 p.m.).

Members of the public may still participate in the following ways:

1. View the meeting at:
 - www.facebook.com/goodyearazgov (no account necessary);
 - www.goodyearaz.gov/youtube
2. Contact your Mayor and Council any time prior to the meeting at gycouncil@goodyearaz.gov.

CALL TO ORDER

ROLL CALL

AGENDA ITEMS FOR DISCUSSION

ALL ITEMS LISTED ARE FOR DISCUSSION ONLY. NO ACTION CAN NOR WILL BE TAKEN.

1. CRISIS MEDICAL RESPONSE VEHICLE PROGRAM

Recommendation:

Staff will present the Crisis Medical Response Vehicle program to seek Council's input and direction on their vision for the response vehicle utilization. (Paul Luizzi, Fire Chief)

ADJOURNMENT

THE CITY OF GOODYEAR ENDEAVORS TO MAKE ALL PUBLIC MEETINGS ACCESSIBLE TO PERSONS WITH DISABILITIES. With 48-hour advance notice, special assistance can be provided for sight and/or hearing-impaired persons at this meeting. Reasonable accommodations will be made upon request for persons with disabilities or non-English speaking residents. Please call the City Clerk (623) 882-7830 or Arizona Relay (TDD) 7-1-1 to request an accommodation to participate in this public meeting.

LA CIUDAD DE GOODYEAR PROCURA HACER TODA JUNTA PUBLICA ACCESIBLE A PERSONAS CON DISCAPACIDADES. Con un aviso de 48 horas por adelantado se puede proveer asistencia especial a personas con discapacidades visuales o auditivas durante la junta. Se harán adaptaciones razonables con previa solicitud para personas con discapacidades o para residentes que no hablan inglés. Favor de llamar a la Secretaria Municipal al (623) 882-7830 o Retransmisión de Arizona (TDD) 7-1-1 para solicitar adaptaciones para participar en la junta pública.

AGENDA ITEM #: 1.
DATE: 05/10/2021
AI #:241



CITY COUNCIL ACTION REPORT

SUBJECT: CRISIS MEDICAL RESPONSE VEHICLE PROGRAM

STAFF PRESENTER(S): Paul Luizzi, Fire Chief

SUMMARY:

The Crisis Medical Response Vehicle Program would provide crisis response, along with behavioral health "first aid" to families during certain types of incidents such as, but not limited to, drownings, cardiac arrest, house fires, behavioral health emergencies, and traumatic injury calls. These services would be provided both at the scene or at the hospital as needed. The team will also provide community paramedicine and Treat and Refer services to our most vulnerable citizens. The proposed service area for the unit would be Goodyear and Litchfield Park.

Recommendation:

Staff will present the Crisis Medical Response Vehicle program to seek Council's input and direction on their vision for the response vehicle utilization. (Paul Luizzi, Fire Chief)

FISCAL IMPACT:

The total estimated program budget of \$348,200 includes personnel salaries for 2 employees (Firefighter/Paramedic and Licensed Social Worker) estimated at \$233,800, one-time costs for the vehicle, equipment, work station estimated at \$102,600, and finally on-going operational costs and vehicle insurance estimated at \$11,800.

The initial annual revenue for the Treat & Refer program through Arizona Cost Containment Health System (ACCHS) is estimated at \$57,000.

BACKGROUND AND PREVIOUS ACTIONS:

Over the last 3 years, we have experienced an average 6% increase in total call volume throughout the entire city. Emergency Medical Services (EMS) calls make up 72% of that call volume. From 2019-2000 we have seen a 59% increase in call volume just for behavioral health emergencies. The current state uses a paramedic engine to respond to all EMS calls including behavioral health and crisis emergencies. This crisis medical response vehicle would have a multi-pronged approach goal of addressing crisis response and behavioral health emergencies, community paramedicine, and treat and refer patients. Treat and Refer is a new concept adopted by Arizona DHS and ACCHS. The program assists customers who have experienced a healthcare event and have accessed the 911 system, but whose illness or injury does not require an ambulance transport to an emergency department based on the clinical information available at the time.

STAFF ANALYSIS

Currently in the Automatic Aid system, there are 9 Crisis Response (CR) vehicles which cover the entire automatic aid system. Due to the large response area, crews currently wait from 45-60 minutes on a scene before a unit may respond and during peak times a vehicle may not be available at all. The closest CR vehicles are in Surprise and Glendale. Using the CR vehicle dispatch criteria, the following incidents were identified as potential CR vehicle responses over the last 3 years within the City of Goodyear;

Calendar Year	Incident Count
2018	665
2019	696
2020	718

In addition, the CR vehicle program supports the City's Strategic Action Plan in several ways. The goal of the program would be to reduce police emergent unit dispatches to behavioral health incidents, reduce the frequent users of the 911 system for non-emergent needs, and put the initial response company back in service within a shorter amount of time from dispatch. The program enhances customer service by delivering medical service referrals, behavioral health services during high-stress incidents, and provides critical support needed within the community. Apart from assisting residents, the CR vehicle will also enable fire crews assigned to these incidents to stay in their primary response area.

The CR vehicle would be housed at a fire station and dispatched just like any other fire apparatus. The vehicle will operate during peak call times (9am-9pm) and be staffed during the busiest days of the week.

Attachments

Crisis Response Program Presentation



New Crisis Response Program

Objectives



- Overview of Crisis Unit
- Questions
- Seeking Council input and direction

Crisis Response



CURRENT STATE

- Behavioral Health calls
 - PD multiple requests without an available CR van
 - Fire typically waits 45-60 minutes for CR van when they are available
 - Many times we use the BC to fill that roll

Crisis Response



CALL VOLUME

Fiscal Year	Fire	Police
2018	665	221
2019	696	281
2020	718	236

*2019-2020 largest increase has been in behavioral health calls 59%

Crisis Response



NATIONAL MODELS

City	Program	Department
Seattle, WA	Health One	Fire
Portland, OR	Behavioral Health Unit	Fire
St. Petersburg, FL	Call Program	Police
Rockland County, NY	Behavioral Health Response Team	Paramedic Service
Denver, CO	Crisis Intervention Response Unit	Sherriff
Gainesville, FL	Community Resource Program	Fire
Colorado Springs, CO	Community Response Team	Police/Fire

Crisis Response Unit



CURRENT RESOURCES

- CR Van is a limited resource in the Automatic Aid system responds to high stress incidents to assist the families or find resources for patients in need.
 - Staffed with Social Worker and EMT
- There are only 9 CR vans in the system, anticipating that Phoenix will add a few more in the next fiscal year.

Crisis Response Unit



COMPARISON MODELS

- Modeled after Tucson Fire department program called Tucson Collaborative Community Cares (TC3)
- Successful program that has been operating since 2016
- Staffed with the similar type of personnel

Crisis Response Unit



GOODYEAR CONCEPT

- 2 person team of FF/Paramedic and Licensed Social Worker
- Would respond to,
 - Fire dispatch
 - Develop workflow for PD dispatchers, Officers & FF
- Would work out of a passenger van or Tahoe type vehicle

Type of Services



SUB-HEAD

Crisis Response Van (Regional Asset)

Crisis Counseling

Grief and Loss

Resource Connection

Behavioral Health Emergency

High Stress Incident Response

Goodyear Crisis/Medical Response

Crisis Counseling

Grief and Loss

Resource Connection

Behavioral Health Emergency

High Stress Incident Response

Treat and Refer initial care & follow up

Community Paramedicine

Patient healthcare navigation

Crisis Response Unit



OPERATIONS

- Busiest days of the week
 - Monday, Wednesday-Friday
- Busiest hours of the week
 - 9am-9pm
 - We would find a 10 hour period that fits our needs
- Vehicle can be assigned to Goodyear
 - Geofence their response area for the first year to determine effectiveness

Crisis Response Unit



NAME

- Broad approach when naming the unit
 - Goodyear CARES Team



Crisis Response Unit



PERFORMANCE MANAGEMENT

- Metrics to consider
 - Develop and implement primary response area reliability data
 - Reduce emergent police and fire units dispatch to behavioral health calls by 25%
 - Put initial response units back in service, when applicable, within 45 minutes of dispatch
 - Reduce frequent users of the 911 system for non-emergent needs by 40%
 - Visit, in person or phone contact, Community Paramedicine identified patients within 48 hours

Crisis Response



TIMELINE

Date	Action
May 10 th	Council Conversation
May 24 th	Tentative Budget Adoption
June-July	Workflow, policies, procedures
June 10 th	Post FF/P and Social Worker job
Week June 21 st	Final interviews and offer
Week of August 2 nd	GEO for new employees
By September 30 th	Complete training for PD dispatch, officers and FF
By November 15 th	Go live and response ready

Budget Considerations



ONE TIME VS ON GOING COSTS

One Time	On Going
\$102,800	\$244,800
Vehicle, equipment and lights, radios, MCT	Personnel, dispatch and benefits

Budget



SALARIES

- Salaries
 - Licensed Clinical Social Worker: \$72,000 with benefits \$104,200
 - FF/Paramedic: \$106,680 with benefits

Questions



- Council Feedback and Direction