

**SPECIAL CITY COUNCIL MEETING**  
**January 17, 2008 8:30 a.m.**

**CITY COUNCIL OF THE CITY OF ABILENE, TEXAS**

The City Council of the City of Abilene, Texas, met in the Basement Conference Room of City Hall, 555 Walnut Street for a Workshop on January 17, 2008, at 8:30 a.m. Mayor Archibald was present and presiding with Councilmen Anthony Williams, Sam Chase, Joe Spano, and Councilwoman Laura Moore. Absent Councilman Stormy Higgins and Councilwoman Celia Davis. Also present were City Manager Larry Gilley, City Attorney Dan Santee, City Secretary Danette Dunlap, and various members of the City staff.

1. Mayor Archibald called the meeting to order.

2. Mayor Archibald gave the invocation.

3. Mayor Archibald led the Pledge of Allegiance to the Flags of the United States of America and the State of Texas.

4. Mayor Archibald requested that City Manager Larry Gilley brief the Council on today's presentations. Mr. Gilley stated the Council workshops are being held to provide Council with an overview of City departments and to provide information to assist the Council.

**Fire Department Presentation**

Fire Chief Ken Dozier gave an overview of the Fire Department. In the General Overview Chief Dozier explained that the Department is staffed with 171 Civil Servants and 6 Civilians. There are three branches of the Department which are Support Services, Strategic Operations and Tactical Operations.

**In the Support Services – (9 personnel)**

- Data Management
- Public Education
  - Fire Safety House/Safety City – 3600 children
  - Poster Contest – 1200 children
  - Demos/Tours/Scout groups – 400/500 children
- Technical Services
- Public Information
- Mechanics
- Asset Management

**In the Strategic Operations – (13 Personnel)**

- Organizational Development
  - Training/Safety
  - Personnel Development
- Fire Prevention
  - Code Enforcement
  - Fire/Arson Investigations

**In the Tactical Operations – (153 Personnel)**

- Three – 24 hours shifts
- Minimum Staffing of 45
  - 11 companies with four personnel each
  - Battalion Chief

All eight stations have a Pumper (Engine) with:

- Tank water
- Water supply
- Designed for quick fire attack
- Pre-connected house lines

All eight stations are EMS staffed and equipped.

There are Ladder Companies at Stations: #1, #5 & #6

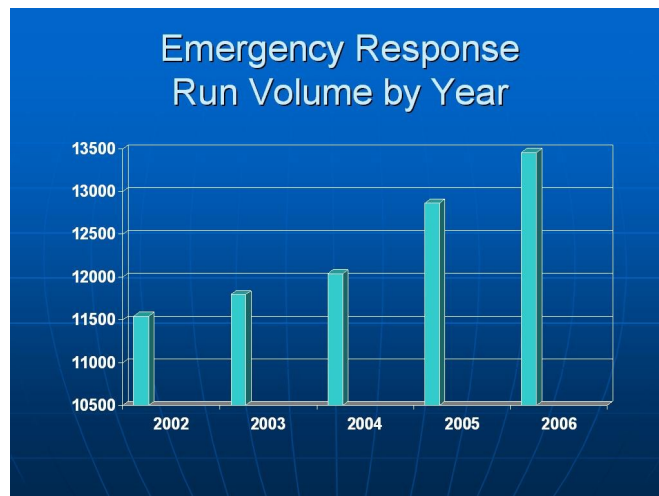
- Designed for elevated hose streams
- Aerial Rescues
- Rescue and Ventilation

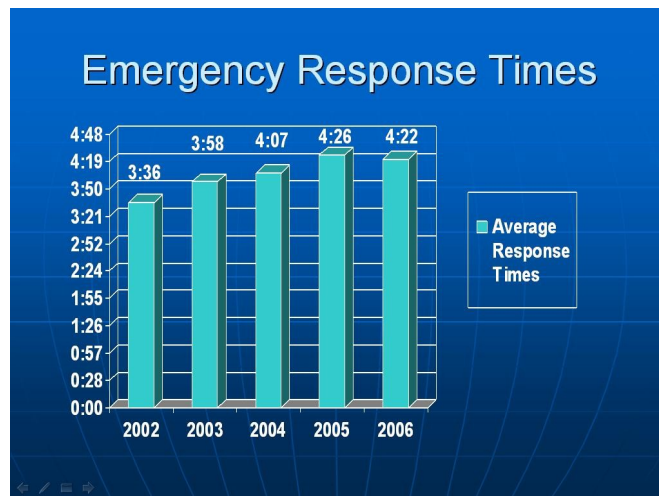
Also EMS staffed and equipped.

Other Equipment at the stations includes:

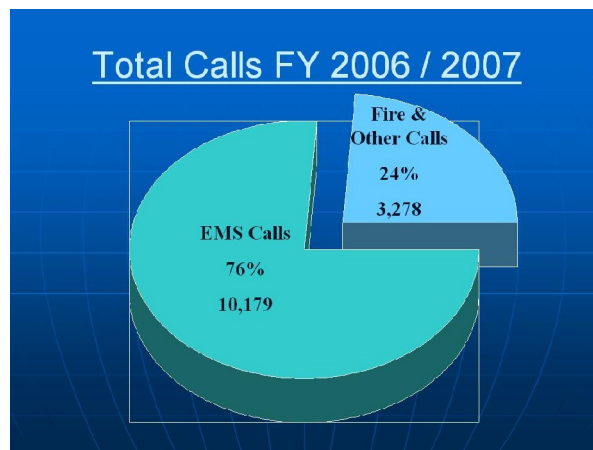
- Brush Trucks (Boosters)  
Stations #2, #4, #5, #6 and #8
- HazMat Unit and Trailer
- Rescue Rig
- Cascade Unit (fills air bottles)
- Communications Trailer

Chief Dozier gave the following statics for the volume of runs by years and response times:





*Total Calls for FY 2006/2007 is 13,457*



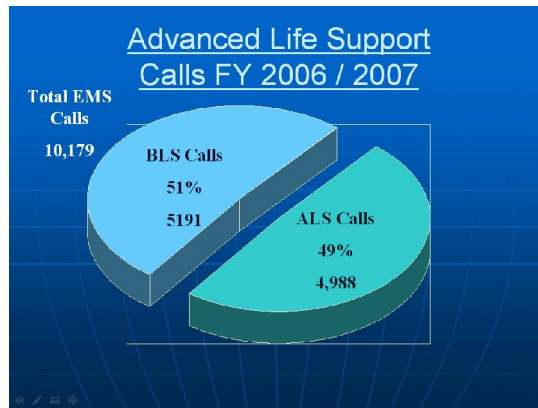
During Emergency Response on a typical fire call the response is the following:

3 Engines – 1 Ladder – Battalion Chief and Shift Inspector

Each fireman has his pre-assigned duties upon arriving at the scene of a fire and during a fire call the city must still maintain city coverage and response times to any other calls.

During EMS calls, the City is the First responder and the private ambulance service transports. On the call there is Limited Advance Life Support through: EMT-Intermediate, IVs/intubations and there are 12 AFD Paramedics on staff. All 11 companies are staffed and equipped to respond.

*There were 10,179 EMS Calls*



Chief Dozier discussed some of the items that are affecting the Future of the Department. One of the items is concerning staffing. 101 employees have more than 15 years of service – 59%, 67 Employees are vested in the retirement system – 39% (20 years of service) and 36 Employees are eligible today to retire – 21%

Chief Dozier explained the process of new hires. In order to be eligible to be hired they must have been certified by the Texas Commission on Fire Protection (468 hours/5months). Texas State Technical College (TSTC) offers the training. They also must have their EMT – Basic (120 hours) through the Department of State Health Services and participate in the Orientation Academy.

Current Employees have continued educations requirements.  
EMS advanced certifications – EMT-Intermediate (160 hours) within first year and  
EMT – Paramedic (640 hours)

As the City of Abilene continues to grow in certain areas there will be a continued monitoring of the response time data. Part of the future consideration includes the possibility of additional stations and increased staffing. Also the consideration of expanding service levels in the area of EMS, HazMat and Rescue.

#### Presentation of Citizen Relationship Management

David Vela, Assistant City Manager, gave the presentation for the Citizen Relationship Management.

What is CRM (Citizen Relationship Management)? It is a business philosophy of putting the customer first and it is a technology tool that allows government to facilitate information sharing. Some of the benefits of CRM are from a citizen perspective it allows for improved and quicker access to information, citizens are empowered with self-service capabilities and they have a primary interaction point in communicating with the City. From the staff perspective there is the ability to have a more strategic activity rather than redundant tasks such as call handling and document routing. As far as on the Executive Management Perspective it allows for a single system for all departments, with the ability to manage and budget based on results and has the ability to have detailed reporting and GIS capabilities.

Some of the objectives with the system include a single system to manage, track and improve our service to citizens. We are able to ensure a consistent and appropriate response and follow-up to citizen requests, regardless of point of entry. We will be able to maintain a single system for measuring and reporting our performance and we will be able to sustain a single information database to assist in providing a timely and accurate response.

Some of the CRM Strategies have been to secure the strong support of the organization's elected and appointed officials, develop a single system to meet the needs of the organization, but which could also be customized and design the system in collaboration with all employees.

What can Abilene411 do, it can route, manage, and report on questions, complaints and service requests, it can handle walk-in, phone, web and email requests.

David, with the assistance of Joy Hedges gave a demonstration of the Abilene411.

#### Presentation by TAC Energy Solutions

David Wright Director of Finance introduced Kevin Vaughn, Sales Team Leader with TAC America's out of Carrollton Texas. Mr. Vaughn introduced Shane White Project Development Team Leader and Ryan Wunder Energy Engineer also with TAC. Mr. Vaughn briefed the City Council on progress that has been made since entering into a contract with the City. This is a 30% project status report. The contract with TAC included the process to identify utility savings opportunities, to provide a turnkey design and implementation with a guaranteed savings.

At the 30% review project goals with the staff have been developed and some of the projects were eliminated that didn't fit project goals. They have worked with staff to: identify needs, develop a priority list and to determine opportunities. The goals that were developed with city staff were:

- 1) Maximize Utility Savings – Base Project Projected savings = \$840k annually “Does not include savings from wind generation”
- 2) Standardization of Equipment – Lower costs to operate and maintain city facilities
- 3) Reduce Deferred Maintenance/Capital Needs Replacement – All aging/end of useful life mechanical equipment replaced throughout city facilities
- 4) Staff Training – Personalized and recurring for installed equipment
- 5) Renewable Energy – Hydroelectric Generation & Wind Turbines

TAC reviewed the city buildings and the scope of work that is being proposed for the buildings was reviewed by city council.

Council discussion included: 1) to implement the project the city will borrow the money and will repay the loan based on the savings saved; and 2) concern over our airports (Dyess and City) with the possibility of the use of Wind Generation.

There being no further business, the meeting was adjourned at 10:54 a.m.

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Danette Dunlap  
City Secretary

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Norm Archibald  
Mayor