



Superstition Fire & Medical District

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Governing Board Meeting Minutes January 17, 2017

PURSUANT TO A.R.S. §38.431.02, NOTICE IS HEREBY GIVEN TO THE GENERAL PUBLIC THAT THE SUPERSTITION FIRE & MEDICAL DISTRICT GOVERNING BOARD OF DIRECTORS HELD A MEETING ON WEDNESDAY, JANUARY 17, 2018. THE MEETING WAS HELD AT THE SUPERSTITION FIRE & MEDICAL DISTRICT'S ADMINISTRATION OFFICE, 565 N. IDAHO ROAD, APACHE JUNCTION, ARIZONA.

THIS MEETING WAS OPEN TO THE GENERAL PUBLIC AND BEGAN AT 5:30 PM.

A. Call to Order

Chairman Cross called the meeting to order at 5:30 PM.

B. Pledge of Allegiance

Pledge of Allegiance was led by Director House.

C. Roll Call

Chairman Jeff Cross, Clerk Gene Gehrt, Director Todd House, Director Jason Moeller, and Director Larry Strand was present.

Senior Leadership Team in attendance: Interim Fire Chief Mike Farber, Acting Assistant Chief Richard Ochs, Acting Assistant Chief Richard Mooney, Finance Director Roger Wood, and Acting Administrative Director Anna Butel.

Legal Counsel Donna Aversa and Board Secretary Sherry Mueller were also present for the meeting.

1. Review and approval of December 2017 financial reports and bank reconciliations. (BOD #2018-01-01)

Motion by Director House to approve the December 2017 financial reports and bank reconciliations.

Seconded by Director Strand.

Vote 5 ayes, 0 nays. **MOTION PASSED.**

2. Recognition of employee performance, achievements, and special recognition for community members. (BOD #2018-01-02)

Acting Assistant Chief Ochs read the list of January Anniversaries – Fire Engineer Chuck Hansen (15 years of service), Paramedic Brian Dover (one year of service), and EMT Jason Elliott (one year of service). Kristopher Perkins is also celebrating his one year anniversary as a Paramedic, however, he did just elect to move to part-time status.

3. Call to the Public. (BOD #2018-01-N/A)

There was a call to public by Steve Kridler of 489 N. Gold Dr., Apache Junction, Arizona, 85120. Mr. Kridler announced his candidacy for Election to the Arizona House of Representatives for District 16, which encompasses Gold Canyon, Apache Junction, Mesa and San Tan Valley. Mr. Kridler is a retired Apache Junction Police Sergeant (retired in 2010). He currently assists on a PTSD peer board for a nonprofit that helps police officers with PTSD. Over the course of his career with Apache Junction, Mr. Kridler was able to get to know many firefighters. There was always a good working relationship between himself and the Fire District. Some of his focus, as far as running for The House, will be First Responder rights and Workers Compensation issues. Mr. Kridler wanted to let us know that he has officially announced that he is running for the election.

4. Consideration and possible approval of all consent agenda items listed below: (BOD #2018-01-03)

A. Board Meeting Minutes from December 20, 2017

Motion by Director Strand to approve consent agenda item A for December 20, 2017. **Seconded** by Clerk Gehrt and Director Moeller.

Vote 5 ayes, 0 nays. **MOTION PASSED.**

Clerk Gehrt made a comment that Sherry Mueller did the minutes for the first time and did a very good job.

5. Discussion, presentation, and possible approval for the SFMD's Financial Statements and Independent Auditor's Report for fiscal year ending June 30, 2017. As required by Arizona Revised Statutes §48-253, submitted by Marilyn Mays of Henry & Horne, LLP. (BOD #2018-01-04)

Finance Director Roger Wood introduced Marilyn Mays of Henry and Horne, LLP to the Board. Ms. Mays will present the results of the financial audit that she and her team performed on the District's financial statements for the fiscal year 2016/2017. Some background on Marilyn: she is a Certified Public Accountant and a Certified Global Management Accountant. She is a partner at Henry & Horne, LLP. She graduated from Northern Arizona University and her expertise and focus is in municipalities, state agencies, and nonprofits and special districts such as Superstition Fire & Medical District. Marilyn serves on the financial committee for the Pueblo Grande Museum auxiliary board. She is a member of the AICPA, ASCPA, GFOA and GOAZ. She also serves as a committee member on the GFOA special review committee. Marilyn is here to present the results and take any questions that you may have.

Marilyn Mays speaks to the Board: Refers the board to the financial statements in front of them. Their report is on those financial statements. Their report is an unmodified opinion and it is a clean opinion. That means their financial statements are fairly presented in all material respects, which means any third party can rely on the financial statements and disclosures. That report is on page 1. On page 5 you will see a report that is done by management, not the audit firm. We call it Management Discussion and Analysis. This has results of operations and tells you about how the money was spent. The financial statements start on page 13. This is the first full year that SFMD had the enterprise fund/Transport Services. On page 13 you will see the governmental activities as well as your business type activities.

The business type activities are the enterprise fund/Transport Services. The notes to the financial statements are required disclosures. There are a couple of notes she pointed out: Note 5 on page 48 and 49 which is our long-term debt which is a GADA loan along with the capital leases for which you are paying annual amounts. It's got your annual amounts for the next five years and five year increments thereafter. Note 7 is the credit line which you did borrow some from the credit line and then paid it off. You get the bulk of your revenue from tax revenue a couple of times during the year, so it does allow you to use an advance from your credit line. We also perform the audit in accordance with the Government auditing standards which we issue another report on these financials, which is a report on internal controls and on compliance. That is the very last report in the packet. We did have a finding related to the transport fund. With this being the first year and us coming in early and looking at a lot of work that had to be done to get the transition of some of the assets from the governmental activities into the business type activities which caused a little bit of delay. That was the only finding. If there were any compliance issues we would also be reporting those as well but we don't have any. Some of the other required communication is that these financial statements are comparable to the statements in the past. There were no new accounting pronouncements that went into effect that would cause these financial statements to be not comparable to your prior years. The last time we had a county pronouncement that went into effect that wouldn't allow you to compare was the pension which was just a few years ago. We took the pension information from the disclosures and had to put them into the financial statements which was around 2005. Since then we can compare. We had no other difficulties during the audit. Everything that we requested, we received. We had no issues or problems. We appreciate the staff and their hard work in providing us information. Questions? No questions from the Board Members.

Motion by Director Strand to approve the SFM D's Financial Statements and Independent Auditors Report for fiscal year ending June 30, 2017. As required by Arizona revised statutes 48 – 253, submitted by Henry & Horne, LLP. **Seconded** by Director House.

Vote 5 ayes, 0 nays. **MOTION PASSED.**

6. Discussion and possible approval of the Arizona Public Safety Personnel Retirement System qualifying report for Fiscal Year ending in 2017 (BOD #2018-01-05)

Interim Fire Chief Mike Farber refers to the letter before the Board Members from the Office of the State Forester/Arizona Department of Forestry and Fire Management regarding the Arizona Fire Insurance Premium Tax Refund for fiscal year 2017. The funds will be distributed on July 18, 2018. Proceeds of the District will be used to fund Pension Programs for volunteer and paid firefighters. The requirements for the program are detailed in A. R. S. Title 9, Chapter 8, Article 3 and 4 for volunteer firefighter pension and Title 38, Chapter 5, Article 4 for the Public Safety Personnel Retirement System. We must fill out the form by January 31, 2018, and get it to the State Fire Marshal's Office. Completing and submitting this form will entitle us to getting about \$110,000.

Finance Director Roger Wood states we get to participate in the Fire Insurance Premium distribution. It depends on how many entities participate. The last few years it's been above \$100,000.

Interim Fire Chief Mike Farber states of couple of years ago Roger and I had to go to the State Fire Marshal's Office because they misplaced our submission and we were in danger of losing over \$100,000. Through begging, pleading and them feeling sorry, they had to have the Governor approve the funding, which was no easy task at the State level. We did get our money but it was a very arduous process. With Marilyn's report and the documentation before you, this will entitle us to \$100,000+.

Motion by Director House to approve the Arizona Public Safety Personnel Retirement System Qualifying Report for Fiscal Year ending in 2017. **Seconded** by Chairman Cross.

Vote 5 ayes, 0 nays. **MOTION PASSED.**

7. **Discussion and possible approval of Policy 102.02: Recruitment brought forth at the December 20, 2017 BOD meeting (BOD #2017-12-10) for final approval at the January 17, 2018 Board Meeting. (BOD #2018-01-06)**

Motion by Director Moeller to approve Policy 102.02: Recruitment. **Seconded** by Director Strand.

Vote 5 ayes, 0 nays. **MOTION PASSED.**

8. **Discussion and presentation of the Procurement Policy brought for review at the January 17, 2018 Board Meeting for final approval at the February 21, 2018 Board Meeting. (BOD #2018-01-07)**

Interim Fire Chief Mike Farber stated that he directed staff to look into our procurement policy. He felt that the \$5000, at the time, allowed the staff to save some time with getting three bids for everything. However he felt like we needed to tighten up our financials a bit, so he requested that we lower the limits to anything from \$1,000 to \$1,999, where we have to have three bids but they didn't have to be in writing and from \$2000-\$24,000 you needed three bids in writing. Roger did a great job and will expand on this.

Finance Director Roger Wood stated that we wanted to emphasize that in this day and age, it's very easy to use the Internet to shop around. We wanted to institutionalize that. We want to draw a description between three documented quotes and three written quotes. The three written quotes are what we've had before. Anything above \$2000 had to be very specifically written and very provable. Between \$750 and \$1999, there needs to be three documented quotes that could be notes saying you talked to certain vendors, or a print off from the computer or Amazon Prime to show this is the price there, and then of course always look at our local vendors because we want to be able to keep our business in the District to the extent that we can. But if we can go on the Internet and pay half, we also have to be mindful of how we spend our tax dollars. This was Interim Fire Chief Mike Farber's direction to tighten the policy a bit. This is all in the document that you have in front of you and you'll have 30 days to review it. This is a policy that the Board must approve, and only the Board because it's financial.

9. Discussion and presentation of Policy 102.11: Work Trade brought for review at the January 17, 2018 Board Meeting for final approval at the February 21, 2018 Board Meeting. (BOD #2018-01-09)

Clerk Gehrt states that this is the policy that is being recommended that we approve at the next meeting. It's there for your review.

Chairman Cross mentions that we will have two policies to review.

Clerk Gehrt states that one is being changed and the other is just an approval for the existing policy.

Acting Assistant Chief Richard Mooney states that we actually did make changes to the Work Trade Policy. We added Transportation Services and we put some limits and monitors on it. This was vetted through Labor.

10. Presentation of Professional Growth and Development Guidance Document (BOD #2018-01-09)

Interim Fire Chief Mike Farber stated that this is something we have been working on for a long time. He thinks one of the things that we have been lacking for a long time in our organization, and in order to make organizational culture changes, is that we need an evaluation system. It has been more than 20-some years since we last changed our evaluation system. It has been more than 10 years since everybody's had an evaluation. This is something I feel is a needed change that should be more of a positive relationship between the supervisor and the employee. If we're going to change, the employee is going to need to know what is expected of them, what they're doing well and what they could be doing better. This needs to be a collaborative process with discussion back and forth. More importantly is the goal setting part of it. We put together a task force and I'm very proud to say that Anna is going to do a presentation on this. Captain Walka, Anna Butel, Jose Sepulveda, Chief Mooney, Paul Garcia and Paul Perkins have all been a part of the task force. They've been working on this for about three months. I'm very proud of what we've put together and I think this is going to help the organization to make it more accountable and change the culture to be more positive, productive, professional and personable.

Acting Administrative Director Anna Butel stated they are excited to show this document to you. We have worked hard on it. This is a new concept for our evaluation process. It is completely different from what we have had in the past, so were hoping that it really works out well for us. The creation of a new process was first identified in the Operational Plan back in 2014/2015, and it's taken us that long just to wrap our head around all of the issues and things that have come up along the way. SFMD and most other Fire Agencies are struggling to find positive and constructive ways to facilitate feedback to employees that is useful to them. If you're a supervisor and you go in and you write a thing that says you're great and you showed up for work every day, thanks a lot, that really doesn't help an employee if they want to move forward or move on and do different things. Some SFMD employees have negatives for their evaluations and more importantly just a lack of preparation for future opportunities. All of those things need to be considered in this process. Explain that these are the steps you need to take and we need to line that out for them. So, where do we go from here? The task force was created and we had six scheduled meetings. In those meetings, our goal was to put a form together and create a PowerPoint for training that will roll-out to our employees. The group got together, and I was thinking evaluations are probably not the most exciting subject in the world, but we had a lot of spirited conversations and there were very strong feelings in the room about how it should be done and some things we needed to work on, so we started with a purpose statement: SFMD is committed to the career development of all employees. The purpose of the professional growth and development guidance document is to establish an interactive, collaborative process between supervisors and employees. This process assists members in identifying career goals, reviewing job performance, and finding solutions based on employee goals, available

training and organizational needs. Additionally, it is the belief of the SFMD that all employees have the opportunity to properly prepare to successfully step into the next role.

So how does it work? We facilitated the big process in October. Everybody moved on January 8th. Most Captains got new crews. This evaluation document is for all personnel at SFMD, but I'm using these examples because that's the most people that this will affect. They will get new crew members and ambulance personnel so between now until June, the Captains will have ample time to set out expectations for their crew members and they will be able to see what they're being evaluated on in the document. On June 30, 2018 they will be required to provide written comments using specific indicators on how that employee's performance is.

Director House asked if the expectations will be put in writing so the employee will have a copy of what the expectations are?

Acting Administrative Director Anna Butel replied "Yes". The key behaviors are in the document before you. This will be an electronic document, so it will all be done on the computer. There will be expandable spots for them to write, so it's a just a continuation. They'll do their first progress report at six months to give the employee a good idea of how they're doing, and then in December will be the wrap-up. If they needed to make improvements they would be able to do so.

Director House asked if the employee's comments were going to be kept confidential, or how does that work?

Acting Administrative Director Anna Butel responded by referring the Members of the Board to the document before them, to look at the section with the employee comments and supervisor comments. Ideally, you would have your employee go in and write how they think their performances is and how they think they're doing. Then you would also have the supervisor go in and make the same comments about the employee. And then they would come together. That is where both the supervisor and employee must fill out the comment boxes and have a conversation about performance that has constructive feedback.

Chairman Cross asked if this would go in the personnel file?

Acting Administrative Director Anna Butel responded "Yes". There are four sections that are contained within this document. Work ethic, communication, conflict management and leadership skills. We basically found that this captured most of what we want to evaluate our employees on. Each of these areas has a list of key behaviors to assist both the evaluator and the employee of the specific traits that are desirable in an employee. Under work ethic, the header is "ability to conduct oneself within the organizational code of conduct declaration of ideals policy manual", and then demonstrate the ability to recognize the benefit and importance of dedication to job performance and how that affects those around them, and they accept and maintain a consistent level of moral and ethical standards in daily life. That is your general statement about work ethic. Under the work ethic section here the key behaviors: displays job knowledge, skills and abilities, reflects the highest standards of organizational and individual behavior, positive work habits, self-motivated, follow through on assigned tasks, goal oriented, accountable and takes responsibility, trustworthy, team player. That is just the small list of traits. It is not limited to this list, but these were the things that the task force thought were the most important for that indicator. The fillable form is for the employees to go in and write their comments in their section and the supervisor would write their comments in their section. You can have "needs improvement", "meets standards" or "above standards". And hopefully, with this you would bring the conversation with the employee and the feedback would be honest and concise, and that we can't be afraid to give that feedback to people. They need to know how they're doing so they can move forward.

Chairman Cross asked if there were any conversations about the length of the evaluations? Because at the County, we have evaluations that last anywhere from 3 to 5 minutes, and that's not what I consider to be an evaluation. Was there any consideration as to the time that will be spent on the evaluation?

Acting Administrative Director Anna Butel replied that they didn't really discuss that in-depth. We realize as a group that we have to sell this to our employees that you're going to get out of this what you put into it. They are the key. They are the people that are going to be most involved in this, and what you inspire people to do will be the crux of this.

Interim Fire Chief Mike Farber stated to the Members of the Board that we are going to be rolling out training at the Captains conference after the Blue Card Training for command, were going to spend some time on this. Part of that is getting the Captains and Battalion Chiefs to understand the importance of feedback. The level of supervision above will check to make sure that it is quality information. The B. C.'s are going to have a good idea of how the Captains are performing, and that's going to be based on data. For instance, if we were doing Captains, we would be looking at turn-out times, the absenteeism of the crew, how many training hours have they logged, and how do they perform on fires. We're going to actually have data. It's just like when you're raising children, not to insinuate that they are children, but it's important that we give them feedback and it's immediate. We also tell them what they're doing well and what they're not doing well because we care about people who will truly do that. They are not going to be allowed to get away with "okay, meets standards, everything's fine". We did a lot of research on this with peer review studies. The group met and did a lot of work on this, so besides the key indicators and behaviors, there is also going to be expectations for the Captains and the Battalion Chiefs. I'm sure the Captains will give their expectations to their crews. It will be more than just a list, which is just to jog your memory. This is something that we're taking serious. This is an important part in us selling a culture and getting everybody to understand how important that, as a supervisor, when looking at skills when you promote, that you have the ability to communicate with your crew and you can give honest feedback. Truly if we care about our people, we tell them everything that they're doing well and what they can do better. Anna will get into the goal setting and how we can help employees get where they want to be, as well as a mutual relationship between the organization's needs and goals as well as the employee's. This is something that's going to take a while to train everyone on.

Acting Administrative Director Anna Butel continued on with her presentation stating that the form is electronic and there are required sections. You cannot just check "meets standards" and move on. There has to be comments, specific in nature, about their performance. On the last page, we have a goal-setting section. That's for the employee to talk about where they see themselves going. If it's a first year Firefighter, they may say "I just want to get through the first year and learn all the skills and things that I need to know". An employee that's in the DROP may say "I just want to finish out the year safely, without injury and mentor as many people as they can before they go". Another little twist that we had is to provide career growth at every level. This is the opportunity for the employee to let the supervisor know how the supervisor is doing. If the employee has specific comments, they have to stay within the guidelines in the four sections of the document. They can rate their Captains. That would be visible to the B. C.'s as well. Everybody gets an evaluation. Everybody is evaluated by somebody else. The group felt like this was a really constructive way to open the lines of communication, and have it be a more positive experience than it has been in the past. The key points are: Continuous improvement that is rooted in employee involvement and commitment, engaging the employee in the very beginning, to provide timely and effective feedback of performance and appropriate goal setting objectives. Just because that first progress report is due in June and something happens in March, you may document it then. You don't have to wait. Lastly to create a career path or plan that benefits the District and the employee. If they have specific aspirations as to where they want to go and they need a way to get there, were going to figure out a way to give them some answers on what they might need to do. So basically the supervisors and employees work together to achieve the goals, and must have honest interaction. Are there any questions?

Clerk Gehrt commented that you have the employee signed the document and you have the supervisor sign the document and I think that's very key. But I also think we should have one level above the supervisor review it just to make sure everybody's getting treated the same way.

Interim Fire Chief Mike Farber stated that these will all be filed electronically, that way the supervisor can go back and look at that but also will have electronic file in the employee file once it's completed.

Acting Assistant Chief Richard Mooney added we will also continue to build on with the shift bid and set it up the same way we set up for January to December so it matches the bid so that in two years when we do a rebid, then the captain that inherits any employee can go back and review those evaluations and take a look and see what that employee is doing with their goals and if they're actually achieving those goals.

Chairman Cross stated that he likes that were finally having reviews and he likes that we finally get to the point where the Captains can have an honest conversation with their crews and actually assist them in their goals to try to promote.

Acting Assistant Chief Richard Mooney stated that we also talked about the fact that this holds the Captains accountable if the employee states they want to do certain things and the Captain's not being active, the B. C.'s can go back and say "Look, this employee said they want to do these certain things, why did you not help this employee achieve their goals?". This holds the supervisor accountable to make sure they do what they're supposed to be doing.

Legal Counsel, Donna Aversa added that having this in an electronic format is a huge jump forward.

Interim Fire Chief Mike Farber added that you'll be able to sign it.

Acting administrative director Anna Butel said we can capture all the signatures electronically and we like that.

11. New Business / Future Agenda Items. (BOD #2018-01-10)

Director House stated in lieu of evaluations, I think that maybe we should think forward a little bit and proceed with an evaluation on the Interim Fire Chief. We need to do our part to make sure were setting an example for the rest of the District. I think that is something that we should look at. I don't know when that's appropriate. We had that get out of our control at one time and we don't want that to happen again and so I think we should look into the Interim Fire Chief's evaluation.

Acting Assistant Chief Richard Mooney stated that this document can be used for that as well. We built it for all the employees in the organization from an Accountant all the way up to the Fire Chief. It should apply to all employees.

Director Cross said we can add that to next month's agenda.

Director Strand stated that he does have something on his mind tonight. It's what we talked about last month when he asked about our legal counsel and the over-billing a couple of months ago. Roger jumped in and said that he looked at her bills, and I trust Roger implicitly, but what I was taught in Laughlin, NV is that the Board hires legal counsel. With that in mind, I, as a Board Member, would like to see last year's billing for legal services. Not to Roger, but to us. What you taught me in Laughlin is that we hire the attorney (Donna Versa said "Yes-Sir"). 20+ years ago and it's been a long time since we've seen your bill, so I would like to see your bill for the past year.

Legal Counsel, Donna Aversa stated to the Members of the Board that they see her bill every month and there are signatures that come through on the checks.

Director Strand said I don't see your bill every month. I'm sorry but I go straight to Roger and I sign checks. I'd like to see an itemized bill and why there are so many billable hours and for what. In the past there were hours that were just unacceptable to me. I have a lot of attorney friends and some of those things just weren't doing well with me. I would like to see a whole thing of legal services and why.

Legal Counsel, Donna Aversa stated that those records are all here with the District, and also when you look at the District's budget for legal fees, it's not just me. There is also your CON attorney and other counsel.

Director Strand stated that's all well and good, Donna, but we would like to see this in our hands because we are the ones that hire legal counsel.

Legal Counsel Donna Aversa repeated that those documents are here with the District.

Director Strand stated that we trust Roger implicitly but I don't have that much trust for lawyers, you lie for a living, I know that.

Legal Counsel Donna Aversa stated that she takes issue with that, Sir. Those documents are all here in the District.

Director Strand asked Chairman Cross to get a copy of the legal bills that we're getting.

Chairman Cross asked Director Strand if you would like this on the next agenda or would he like a copy of the breakdown?

Director Strand stated he would just like a copy of the past year and I would like to see the monthly bills in the future.

Chairman Cross said okay, that's fine.

Legal Counsel Donna Aversa asked Roger if the monthly statements were attached to invoices that go for the signatures?

Finance Director Roger Wood said our process is we provide a stack of checks to the Board Members to sign. If there's a question on any given check all they do is point it out and Jenn or I would bring it forward (the invoice). In this instance, due to the sensitivity to the matter, going forward we will have the bill behind that check. But I want to make sure that all Board Members know that if you see something all you have to do is say "I am not signing this until I see the backup".

Clerk Gehrt stated he would like to expand it (legal services) to get all the legal bills so we can see the big picture instead of just breaking it down by the month, which will help us understand it better. That addresses what you're talking about, Donna.

Finance Director Roger Wood stated that we can separate the bills by legal entity or by lawyer and we will bring that forward.

Acting Assistant Chief Richard Mooney added that in most cases they come to his desk and he signs it and then Jenn will take it for approval.

Legal Counsel Donna Aversa stated that with all legal bills, not just hers, there may be some information which would not be available to the public and would need to be redacted if it went to the public, so I would urge your discretion for attorney-client privilege purposes.

12. Reports (BOD #2018-01-11)

- SLT
- Labor
- Pension Board
- Board Sanctioned Committees

Fire Chief Report

Interim Fire Chief Mike Farber started off with the Fire Chief's report. We will have data for the new engine next month but I wanted to bring up a couple of highlights on the new Ladder 263 at Station 263 which was on January 8, 2018. In the first 48 hours there were 43 calls that ran, five of them after midnight. That would have been very difficult with only one unit. Station 261 did not have to run into their first area, which is what we accomplished which saved response time. Otherwise with 43 calls, we would've had either Engine 2 or Engine 1 cover Station 3's area. The other thing that was nice was we utilized the unit the other day. They were able to go fill a station while they did TRT. Normally that station would be left open. In addition, and one of the things I am most proud about, is that we've only had one person call in sick in the last 9 or 10 days. We were averaging several per day. The neat thing is you go by the stations and the guys are happy. It's mainly because they're not beat to death and tired. We will have a complete report that measures everything from sick time usage to response times to survivability and absenteeism. We will provide that monthly. Right now, it is only been nine days. We did notice that the calls from Engine 263 and Engine 261 are similar, because the Ladder has already taken quite a few of the calls that would have been all put into one unit.

Meetings with Community Groups – This time of year we have community meetings. I met with Meridian Manor on Wednesday with the City Manager, the Mayor, the City Council Member, the Police Chief and myself. We update what the District does and what it's like to be in a District. We cover the City but we are not a part of the City. We talk about some of the programs and it gives me an opportunity to brag about our survivability rates, which is four times the National average. Those meetings have been going good and we will have them for the next several months while the winter visitors are here.

Recent Graduations - Interim Fire Chief Mike Farber introduces our two recent graduates, Trenton McMinn and Zachary Leon. These gentlemen did an extraordinary job at Phoenix Fire Academy. The Battalion Chiefs and the RTOs and Captains were very proud of these two young men. Dustin Farber was their RTO. I will let him explain it because I'm hearing things secondhand and so you might as well hear it firsthand.

Captain Dustin Farber stated that we could not be prouder of our guys. This process was new, not just for our recruits but for me as well. Especially what we did with the training Academy beforehand. I'd like to say that not only their hard work showed, and is a testament to their personal aspirations, and their families who help them get to those places, but also I would like to say that there was a lot of volunteering, a lot of prep work to who we actually selected, as you are well aware because you approve these things. There was a lot of people who dedicated their time and I think it was a process that has proven itself through good hires. We found what we were looking for. The Intern Academy and the other things that we did to select our hires, from my standpoint, worked. These guys got high grades and scores not only academically and physically but we were also able to leave Phoenix Fire Academy with a proud Maltese on our shoulder with admiration from our adjoining agencies stating that they would have taken these guys if we hadn't gotten to them first. They made a lasting impression for their families and for Superstition Fire. Thank you guys for your support (speaking to the Board Members). We got a lot of help from not only the Phoenix Training Academy but also from the men and women here. Anything we asked for was given right on the spot, so they did very well.

Interim Fire Chief Mike Farber added that was a long 15 weeks for these gentlemen. I would also like to say we had Ryan Ledbetter who was one of those who worked the Intern Academy. Also Trace Leggett, John Walka, and 11 or 12 people total who also worked the Intern Academy. One of the things I heard was that our Intern Academy was tougher than the Phoenix Fire Academy at times, physically. It worked. We put them under a little bit of stress and we got to see their true character. Several of the Battalion Chiefs in training and the Captains

said those guys really did well, which is nice to hear. Also, I got plenty of compliments on Captain Farber as well for his dedication. It was a great Academy, a great experience, and some of the Board Members were able to go with me to look at Phoenix Fire Academy. Anybody else who would like to go, I would be happy to give you a tour. I'm very proud of them. This is the first group we put through Phoenix. Great job guys.

Acting Assistant Chief Richard Mooney would like to thank the Labor group. They did a really good job at the Academy. I told John Walka you hired these guys. I gave you a group of people and you sorted them. We did a little more sorting at the end with the interview. All the candidates at the end that came to the final interviews, we'd take them in the second. They'd all do well in Phoenix if we hired them.

Interim Fire Chief Mike Farber added that they all did this for free. It was hot. This wasn't in the middle of winter. It was 110° and people were dropping like flies. It was safe but it was rough.

Clerk Gehrt added that in case some of the Board Members didn't know, this is another family tradition. This is Rob McMinn's son.

Interim Fire Chief Mike Farber said that while they were at the graduation, probably about 70% of them were family legacies. And not all legacies work out, but it's a nice tradition.

The State of the City – Interim Fire Chief Mike Farber said he went over to the library and they filmed a segment. He got to brag about the fire department and also talk about what our plans are in the future as well as what some of our challenges with Proposition 117 and some of the things we are doing about that. In addition, the school Superintendent, Dr. Anderson, the City Manager, some Council members and the Police Chief are all a part of the *State of the City*. It is being edited and will be played on February 7, 2018 at the Performing Arts Center at Apache Junction High School. This will be for the whole community and I'll show it at the board meeting when we get a copy of that.

Letter from Volunteer Jerome Hansen - We just received a letter from one of our Volunteers about one of our crews who were on the scene. "I just wanted to let you know I ended up calling SFMD for an elderly gentleman that had flipped his scooter while crossing the street on Apache Trail and Main by Kopps Knife store. He first refused any response but I did manage to talk him in to being checked out by the crew. The crew had no idea who I was and listened to what I had to say about him and was very kind and compassionate to him. I'm very impressed and I just wanted to pass on the good news to you". Mr. Hanson was also a firefighter as well so he understands firsthand. The testament is how do you act when no one is watching and this Engine 261 crew (John Walka's crew - John said they were trying to figure out who this guy was because he acted like he knew a lot about medical scenes). Congratulations to Captain Walka Station 261, B-Shift. We get these letters all the time and I try to share them with the Board as soon as I get them. It's just a testament to our people about how they perform out in the field and they always have and they always will.

Clerk Gehrt said he is actually one of our Volunteers.

Director Strand we had a little party with one of my neighbors this afternoon and he says he has coffee with one of our SFMD Volunteers. What do our volunteers do? I don't even know.

Interim Fire Chief Mike Farber said we do quite a bit. In fact we just hired Steve Gereg's son and he's anxious to help out. We sent him down to training. Jane Gehrt does everything here. In fact, she's been instrumental in reducing the cost of supplies in ordering, answering phones. Some of them go to some of the events that we have like Fire Prevention Week. It just depends on what we need. What we would like to do with Mr. Hanson with his fire background and prevention is adding smoke detectors, maybe even doing some inspections. We have a whole litany of ideas that we want to do since we've gotten more people involved in this.

Actually, Trenton came from our Volunteer program, and it worked out very well. We're getting a lot more diversity of people and were putting them to work where we can according to their talents, without exploiting them.

Acting Assistant Chief Richard Mooney added that they work under Tina Gerola. Tina will use them to supplement whatever we need, whether it's in training or somewhere else. We talked about them running turnouts. A couple of the guys have set times, which is great, especially if it's a Monday or Tuesday because they can run those turnouts and were not having to use any day staff. I'll be updating on my Chief report who we added to the Volunteer staff. We're considering sending Mr. Hansen to Fire School and paying the tuition so he can get certified and conduct some of those lower occupancy inspections. Tina will be managing those areas as well.

Operations

Assistant Chief Richard Ochs talks about the picture of our new Ladder at Station 263 on its first day up on B-Shift. That second truck was needed more than 10 years ago, and we clearly knew that, but we were just not able to finance it or make it a priority. It is a huge step forward.

Interim Fire Chief Mike Farber thanked the board for trusting their vision and making this happen.

Report from Operations. We got a little jumbled up here tonight and I want to apologize for that. Our Reports are overlapping a bit. Chief Ochs talks about a picture from last week's Recruit Academy Graduation. Captain Farber did a great job of reviewing the progress and the success of these two gentlemen. I would like to add on just a couple of simple things. It's a pleasure to welcome both of them as our two newest Firefighters. This was the third Intern Academy that we have done in this organization. I'll take you back prior to 2012 when we did our first Intern Academy. We were hiring people through a slightly different process, but it really boiled down to an interview process. I'm going to sit at the table with you and have a 30 to 40 minute interview, and that is really what I know about you. You understand that can be manipulated. We didn't always have the success of hiring the best people. The Intern Academy gave us a couple of days to really look at folks and scrutinize them and put them through some drills and find out who's truly going to fit into our organization. We're not focused on what they can do physically or what they can learn, it's really who they are and what their heart can bring to the table. Since 2012, it's been a very successful program. I can tell you myself, I have been scrutinized for some of the money it costs us to manage the Intern Academies, but it is money well spent in my mind because we're not having the turnover rate and we're bringing excellent candidates to the Board. When I heard Phoenix Fire say "whatever you're doing to hire people, you're doing a great job because you got top-notch candidates and we would love to have them". That just validated our process. This Intern Academy was slightly unique in the fact that it wasn't open to the outside public. We held this one internally and there was only 12 candidates this time. These two gentlemen floated to the top of that list and they continued to bring themselves to the top of Phoenix Fire Academy of 41 people. These are some of the superstars that held themselves right at the top throughout that Academy. It's a lot to be proud of. Again, thanks to the Labor group for supporting and bringing their people in to help support the process. They were dedicated enough to make sure we hired the best and so they volunteered their time to help us support that. It's paid off. We appreciate that. I guess what I'm asking you is that in the future when you see these kinds of budgeted items, I am just sold on the fact that this is money well spent. The little bit of money that we spend on the front end pays dividends on the back end by bringing excellent employees into the organization. Anyway, we congratulate these two guys and welcome them into our family. Captain Farber as the RTO, Recruit Training Officer, did a great job. They loved him in Phoenix Fire. They can't wait to see him come back and fill that role again at one of our future academies.

Quarterly Training

Currently going on is advanced cardiac life support for the Paramedics. It's a certification that they need every two years. That is currently ongoing. Fire guys actually just finished up their quarterly fire training with ropes and knots. I think we talked about this last month that their learning how to pack each patient and bring them up over a hillside. Learning how to stabilize vehicles with ropes and making a scene safe for patient extraction. It's kind of interesting and the pictures are kind of fitting because our technical rescue team is doing some very similar training right now in the Metro Valley and high angle rigging in Tempe. When you talk about high angle, you're really on two ropes if it's anything more than a 40° vertical incline. Steep angle is more of the hillsides that we see out here like Silly Mountain, where it is a benefit to put a rope on a basket but not necessarily required. Different types of training. If you remember, for the last several years, every nine weeks the technical rescue team starts a new training session, three new classes and they've really reduced that back. It's just a lot of logistics and cost. So from now on when the 9 week session starts over, there's only two of those classes hosted in the Metro Valley. The third class we do here in-house on our own. Our members are training in-house together and they're working on anchor systems for this particular session. I think we've already talked about the Captains training that's going to begin in about two weeks. We will be anxious to review that with you when it is done. The roof prop in the picture is simulating a hillside for these folks so they can learn the benefits of mechanical advantage through ropes and learn how to secure their patient.

Some of our notable incidences that have occurred here in the last few weeks: First alarm major medical is a significant event. We're talking four engine companies, two ladder trucks and a slew of ancillary vehicles. That was at Delaware and Superstition. There were three fatalities in that accident, so it was a bad night. We actually had one of our fire companies on scene just adjacent to this intersection on a separate and unrelated call where they saw and witnessed the event in front of them so we were on scene immediately. December 29 was a horrible time to have a mobile home fire, but we did in the 300 block of West Foothill. Unfortunately, it was near full involvement on arrival. That was a total loss and they were not able to save it, but they did protect the surrounding exposures and the scene went very well. On January 3, we had a motor home fire at the Arizonian Mobile Home Park. I know that will continue to be a hot topic until we can bring them into the Fire District, and it sounds like that is going to happen very soon. An interesting note here is, the response time is pushing about 10 minutes in that area, so it is a bit of a drive. One, you're working with tank water so you'd better have a plan and number two, you've got immediate exposures in a mobile home park. Our crews did an excellent job with the limited water supply and being able to protect all the exposures that were around that motorhome. So even though it was not savable, everything around it was and I think we impressed a lot of people at that park, that night. January 6 there was an off-road ATV rollover at milepost 207 which is very near Florence Junction. Just a reminder that we do still get called to that remote area outside the Fire District. It is a mutual aid request from the Pinal County Sheriff. We are the closest paramedic service. We don't respond to every incident in that area, but we do seem to do the majority and this was a significant event. There was a pediatric person that they believed to have a near amputation because of how she ended up underneath the vehicle, so it was a bad day. Actually, she did have a good outcome, so that is positive. And then on January 9, we are back up on Highway 88, milepost 204, just outside our Fire District. That was another vehicle down off the highway, which plugged right into their training that they most recently did on how to extract those victims. Those are some of the most recent incidences that we've had.

Paramedic Class

In the back of the room here, our brand new Firefighter, Trenton McMinn, had actually entered the paramedic program at Central Arizona College before we offered him a full-time position. This is a young man that is ahead of his time. He was in A student in the program and elected to, basically, take a leave of absence so that he could attend the Phoenix Fire Academy and become one of our new Firefighters. He is now going to return to Central Arizona College. Him, and just a few other students are doing a crash course. I think it's about five months and will be done in May. This is a crash course just to finish the program that they had already started and meet the minimum training hours that are required by the State and then he will be able to challenge the National Registry Test. This is a man who just finished the Phoenix Fire Academy and now is going to jump right back in to paramedic school. He has a tremendous workload on his shoulders, yet he does well. Firefighter July Rischel has tested and has been accepted through Central Arizona College's paramedic program and she started yesterday (1/16/18). We are proud of her. She is the only person that we will have in the paramedic program this year. She will finish one year from today.

Community Events

Golden Vista is the mobile home park at Baseline and Goldfield. If you remember a few months back, we talked about they have planned to do a few different fundraisers for us this year. I believe this was number two. They did a chili cook-off and they asked for two of our Firefighters to serve as judges that night, so our own Paul Grutzmacher and Paul Garcia did so. They have one or two more events planned before the end of their season. That money will be utilized for us to purchase EMS equipment. On January 13, the Ladder Company from Gold Canyon once again, participated in the famous ball drop at the Gold Canyon Golf Resort in support of the Rotary Club. And, January 13 and 14 is an event standby for the Heritage Days / Apacheland Reunion. We have several event standbys coming up. That was the first of our season.

Response Times

Response times are up by three seconds and they are holding steady. That is pretty common considering call volume is increasing significantly.

We had a total of 901 incidents in the last month, very busy, and again that's understandable for the month since this is our busy season. Transportations are also up. We had a total of 487 for the month. That is almost 16 per day. I think we were averaging about 12 per day, if I am not mistaken. So that is notably up with the season, and hopefully it continues to be a trend. We continue to meet DHS response times for the Transportation Division. To date, we have not failed.

Planning & Logistics Update

Acting Assistant Chief Richard Mooney talked about the new volunteers who are Matt Bruno, Shane Gereg, Steve Gereg and Brad Powers. They are all EMTs and have Firefighter I & II. We actually have a lot of use for them. Tina will have them inventory all the EMS supplies at all the Fire Stations. They will put the new restock into the stations, and then move the old stock into the front so that way we can use the older stuff first. So they have been tasked to reorganize all the EMS supplies at all the stations.

Superstition Mountain HOA is hosting a fundraising golf tournament outing for our employees. This was after the Christmas adopt-a-family event, which went pretty well. They asked if they could do a golf tournament and I said yes, we are all for it. They want to buy some type of EMS supplies for Gold Canyon so I challenged them to buy us a monitor for one of the Gold Canyon units. I gave them a lofty goal so we will see how close they get to that goal. They have selected two days to go ahead and do this. We've got a bunch of different shifts. John Walka has been asked to have Labor members go out there as they would like to see a lot of the members from the Gold Canyon Units. John pointed out that the rovers are part of the Gold Canyon Units. They have also invited Transportation and they would also like to see Senior Staff go out and embarrass themselves out there. It's a good deal and they really want to do this so Tina is taking the lead on this and I am assisting her. I know Chief Farber and I are signed up to go embarrass ourselves in person on February 1. John is lining up the Firefighters. This should be a pretty good event. This is a great way to bring in funds. They do want pictures of all of us (and I'm pretty sure it's not Senior Staff) and basically they are going to auction us off to play in another group of three. It starts at \$100 and goes up from there.

Paramedic Kris Perkins has resigned and moving to part-time status so he can focus on nursing school. It's not that he didn't like working here, it's just that he's having a difficult time with work trades and getting time off to complete clinicals and classroom, so he's decided to focus on nursing school. He is a good employee so we allowed him to go to part-time. It's nice to have an extra person to work as a paramedic. We have very few part-time paramedics. That created a vacancy, so we have made a provisional offer to paramedic Crystal Martin pending her background check. She's has accepted that offer very handsomely, being that she is with AMR. And, AMR just lost their contract in Scottsdale. I was with Billy when he called her and she was very excited. She was so excited that she came down on Monday to bring her paperwork and only Chief Farber was here (Monday was a holiday) to take her paperwork. She pretty much did not even know who Chief Farber was. She asked Mike if he knew who Sherry was and he said he thinks he's seen her a couple of times. She will probably get a chuckle when she finally comes in and meets the Fire Chief. We anticipate the onboarding to be done sometime in February to bring her on. That will alleviate the vacancy. What will happen with Chris Perkins being on the 56 hour ride, Brian Dover will move temporarily to his spot and Crystal will move into the 42 hour positions. We are excited to bring her on board.

Administrative Services Update

Acting Administrative Director Anna Butel stated that we have set up a separate drive and a database has been created on the SFMD network and it houses Human Resources employee records from onboarding to retirement to include important dates such as hire dates, promotion dates, DROP dates and all that. So were starting that, it's new. As I mentioned earlier, we are able to capture electronic signatures and will use it on the Growth and Development Document as well as discipline documents. Earlier in the month, Taylor & Associates came out and they provided a training consultation regarding the presumptive cancer laws that went into effect on August 9, 2017. Basically they were there to give us some background on what to expect and they will fill us in on how things are going, and where they are going next. We found out that it is not as black-and-white as we thought it would be. Lastly, all of our 2017 incident data has been submitted to the National Fire Incident Reporting System, otherwise known as NFIRS. When we do this, it's that kind of thing that helps us get Grants and gives us States statistical information about fire problems in Arizona. All of that has kept us compliant.

Accounting Update

Finance Director Roger Wood stated that earlier this evening we heard from Marilyn and she encapsulated or summarized the efforts for the last few months. Now, the Accounting group is looking forward to the need for a 2017 Workers Compensation audit, which is very granular. We have to send information per employee to 7710 so we can true up the billings versus actual cost. A couple of months ago we talked about how there was effort between Billy Warren and myself to apply for a general rate increase for our Transportation Services and we actually pulled it because we were advised by DHS that was best strategic move and we were told to please reapply on February 5, 2018, and that is our intent, so there is work going into that over the next few weeks. Lori Hlavin and Jenn Burke are focusing very heavily on the tax forms that every firm has to take care of this time of year such as the 1099's, W-2's, and ACA reporting for healthcare to be provided by the employer.

Labor

Captain John Walka stated there was nothing to report from Labor.

Pension Board

Clerk Gehrt stated nothing to report for the Pension Board.

Director House asked Chief Farber if we sent anyone to AFDA? To which Interim Fire Chief Mike Farber replied that we sent Chief Rich Mooney and Billy Warren went to talk to the Ambulance Association because we had some issues because AMR was lobbying to have a law changed. Right now, if we annex another area, our CON would go with us and they were trying to halt that. As far as the regular session, no, we didn't have that in the budget. I was going to go up there, however, it was the Graduation for the Recruits on January 12th, so I went to the graduation and spoke at the Phoenix Fire Academy.

13. Announcements (BOD #2018-01-N/A)

No announcements.

14. Adjourn (BOD #2018-01-12)

Motion by Director Strand at 6:47 PM to adjourn the meeting. **Seconded** Director House.

Vote 5 ayes, 0 nays. **MOTION PASSED.**

Governing Board Approval:



Gene Gehrt, Board Clerk

Sherry Mueller


Superstition Fire & Medical District
 Governing Board Meeting
 Wednesday, January 17, 2018
 5:30 p.m.




Item 1

BOD #2018-01-01


Review and approval of the December 2017 financial reports and bank reconciliations.




Item 2

BOD #2018-01-02

Recognition of employee performance, achievements, and special recognition for community members.




15 Years of Service




Engineer/Paramedic Chuck Hanson

1 Year of Service



Paramedic Brian Dover




EMT Jason Elliott

Item 3

BOD #2018-01-n/a

Call to the public - Address the Governing Board

A.R.S. §38-431.01(H) A public body may make an open call to the public during a public meeting, subject to reasonable time, place, and manner restrictions, to all individuals to address the public body on any issue within the jurisdiction of the public body. At the conclusion of an open call to the public, individual members of the public body may respond to criticism made by those who have addressed the public body, may ask staff to review a matter, or may ask that a matter be put on a future agenda. However, members of the public body shall not discuss or take legal action on matters raised during an open call to the public unless the matters are properly noticed for discussion and legal action.



Item 4

BOD #2018-01-03

Consideration and possible approval of all consent agenda items as listed below.

A. Board Meeting Minutes from December 20, 2017



Item 5

BOD #2018-01-04

Discussion and possible approval of the fire district's Independent Auditor's Report and related financial statements for the fiscal year ending Jun 30, 2017, as required by Arizona Revised Statute §48-253, and as presented by Marilyn Mays, CPA, Partner - Henry Horne, LLP - Certified Public Accountants.



Item 6

BOD #2018-01-05

Discussion and possible approval of the Arizona Public Safety Personnel Retirement System Qualifying Report for Fiscal Year 2017.



Item 7

BOD #2018-01-06

Discussion and presentation of Policy 102.2: Recruitment brought for review at the December 20, 2017 Board Meeting for final approval at the January 17, 2018 Board Meeting.



Item 8

BOD #2018-01-07

Discussion and presentation of the district's Procurement of Supplies, Equipment, Materials and Services policy for review at the January 17, 2018 Board Meeting for final approval at the February 21, 2018 Board Meeting.



Item 9

BOD #2018-01-08

Discussion and presentation of the Work Trade Policy for review at the January, 2018 Board Meeting for final approval at the February 21, 2018 Board Meeting.



Item 10

BOD #2018-01-09

Presentation of Professional Growth and Development Guidance Document



Professional Growth and Development Guidance Document

- A new concept to the Evaluation Process
- Creation of a new process was identified in the Operational Plan back in 2014/15
- SFMD and most other fire agencies are struggling to find positive and constructive ways to facilitate feedback to employees that is useful to them
- Some SFMD employees have a negative story regarding evaluations or lack of preparation for future opportunities



Where do we go from here?

- A Task Force was created that had 6 scheduled meetings
- The group got together and spirited conversation ensued
- We started with a purpose statement which reads:
- *Superstition Fire & Medical (SFMD) is committed to career development of all employees. The purpose of the Professional Growth and Development Guidance Document is to establish an interactive and collaborative process between supervisors and employees. This process assists members in identifying career goals, reviewing job performance and finding solutions based on employee goals, available training, and organizational needs. Additionally, it is the belief of the SFMD that all employees have the opportunity to properly prepare to successfully step into the next role.*



How does it work?

- Beginning January 2018 all field personnel moved to their new station assignments
- In many cases Captains (and other Supervisors) got new crew members, and ambulance personnel
- To give Captains and employees time to adjust a progress report will be completed by 6/30/2018
- And a final will be due December 31, 2018
- *Both the Supervisor and Employee must fill out the comment boxes and have a conversation about performance with constructive feedback*



Four Sections

- There are 4 areas of Guidance
 - Work Ethic
 - Communication
 - Conflict Management
 - Leadership Skills

Each of these areas have a list of key behaviors to assist both the evaluator and employee in specific traits that are desirable in an employee



Work Ethic

- Ability to conduct one's self within the adopted organizational Code of Conduct, Declaration of Ideals and SFMD policy manual; with the quality of being trustworthy and consistently performing well.
- Demonstrates the ability to recognize the benefit and importance of dedication to job performance has on those around them, respective to their individual position within the organization; and demonstrates the ability to learn, accept and maintain a consistent level of moral and ethical standards in daily life.



Work Ethic – Key Behaviors

- Displays competence of Job knowledge, skills and abilities
- Reflects the highest standards of organizational and individual behavior
- Positive Work Habits/Self Motivated
- Is Punctual and Mission Ready
- Follows through on Assigned Tasks
- Positive helpful Character
- Goal Oriented
- Accountable for Own Actions/ Exercises self restraint
- Trustworthy/Caring
- Takes Responsibility
- Demonstrates Fairness
- Committed to honesty and integrity
- Team Player



Fillable Form with Comments

Needs Improvement Meets Standard Above Standard

Employee Comments

Supervisor Comments



Goal Setting & Supervisor Feedback

Employee: Goal Setting (Plan for Going Forward):

In an effort to provide continued career growth at all levels, please take a moment and let your supervisor know how they are doing. Comments must be based in the areas listed and behavioral characteristics identified within this document (use specific examples).



Key Points

- The Goals:
 - To achieve continuous improvement that is rooted in employee involvement and commitment
 - To provide timely and effective feedback of performance and appropriate goal setting objectives
 - To create a career path or plan that benefits both the District and Employee
- Supervisors and Employees work together to achieve goals and must honestly interact over time as the process is ongoing.



Questions?



Item 11

BOD #2018-01-10

New Business / Future Agenda Items



Item 12

BOD #2018-01-11

Reports

- SLT
- Labor
- Pension Board
- Board Sanctioned Committees



Fire Chief Report

- Data for new Engine
- Meetings with Community Groups
- Recent Graduations
- The State of the City
- Letter from Volunteer Jerome Hansen



Fire Chief Report

Hello,

I just wanted to let you know I ended up calling SFMD for an elderly gentleman that had flipped his scooter while crossing the street on Apache Trail and Main, by the kopps knife store. He first refused any response but I did manage to talk him into being checked out by a crew. They crew had no idea who I was but listened to what I had to say about him and was very kind and compassionate to him. I am very impressed. Just wanted to pass on the good news to you also.

Best Regards,
Jerome R. Hansen



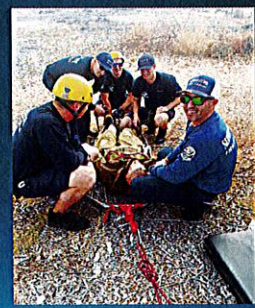
Operations

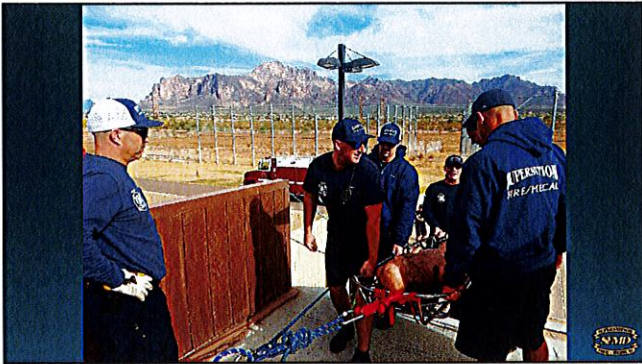
Recruit Academy
Graduation -
January 12th, 2018



Quarterly Training

- EMS: ACLS
- Fire: Ropes & Knots
- TRT: January - March
 - High Angle Rescue (Tempe)
 - Steep Angle / Rigging (Scottsdale)
 - Anchor Systems (In-House)
- Quarterly Captains Training





Fire / EMS Incidents

- December 21st. First Alarm Major Medical at Delaware & Superstition
- December 29th. Mobile home fire at 300 block of W. Foothill.
- January 3rd. Motorhome fire at the Arizonian, 3 immediate exposures were protected.
- January 6th. UTV rollover South of US60 at MP207, 2 patients, including 1 pediatric immediate
- January 9th. Vehicle over the hill off HWY 88 at MP204, Single patient transported.

Paramedic Class - CAC

- Firefighter Trenton McMinn
- Firefighter July Ritschel

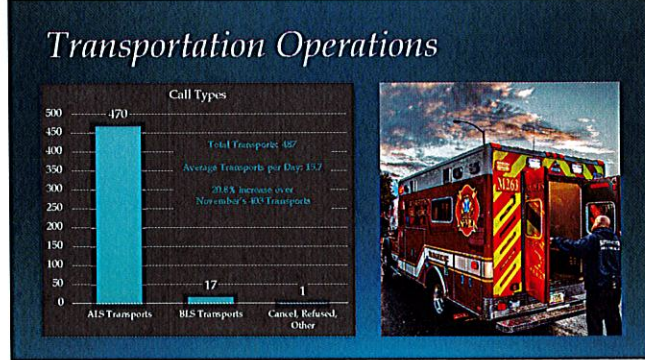
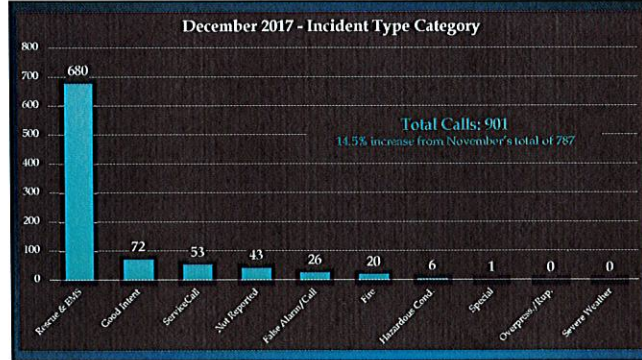
Community Events

- January 6th: Chili Cook-Off at Golden Vista Resort. Paul Gruetzmacher & Paul Garcia served as judges.
- January 13th: Golf Ball Drop at Gold Canyon Golf Course to support our local Rotary Club
- January 13th & 14th: EMS Event Standby for Heritage Days/ Apacheland Reunion

Suppression Operations

Response Times for Code 3 (Emergent) Responses

December 2017	December 2016	YTD (Fiscal)
4:59	5:02	4:43



Transportation Operations

CON Compliance Through November 2017 (Code 3 Only)
(Licensure Reporting Period January 4, 2016 - March 17, 2019)

Time Frame for Response	AZ DHS Standard	Late Calls	On Time	Total Calls	Compliance
8:59 or less	90%	26	482	508	94.88% ✓
14:59 or less	95%	1	507	508	99.8% ✓
19:59 or less	100%	0	508	508	100% ✓



Planning & Logistics Update

- The following new volunteers completed the Volunteer Orientation session on Thursday, January 11, 2018:
 - Matt Bruno
 - Shane Gereg
 - Steve Gereg
 - Brad Powers
- All are certified EMTs and Steve Gereg has FF1 and FF2 as well.
- The Superstition Mountain HOA is hosting a fund raising golf outing with our SFMD employees.



Planning & Logistics Update

- Interested SFMD employees will be paired with golf club members to play 18-holes of best-ball. Golf Club Members will be asked to "bid" for their SFMD golfer, with bids starting at \$100. All monies raised will be donated to SFMD Stations 264 & 265.
- SFMD would like to take the money raised and put toward another heart monitor for one our Gold Canyon units.
- Transportation Paramedic Kris Perkins has resigned and move into part-time status, so he can focus on nursing school.
- Paramedic Crystal Martin has been given a provisional job offer pending a background check and she has accepted our offer. Crystal Martin is currently a paramedic with AMR in Scottsdale.



Administrative Services Update

- A separate drive and database has been created on the SFMD Network that now houses Human Resources Employee Records from onboarding to retirement. It includes basic employee information such as, hire date, promotional dates, and other significant information
- We are now able to capture electronic signatures on forms and documents (Growth and Development Document included)
- Taylor & Associates provided an Attorney Consultation regarding the Presumptive Cancer Law that went into effect August 9, 2017
- All 2017 Incident data has been submitted to the National Fire Incident Reporting System otherwise known as NFIRS



Accounting Update

- 2017 Workers Compensation Audit
- General Rate Increase Reapplication Analysis (February 5)
- 1099's, W-2's and ACA Reporting



Item 13

BOD #2018-01-n/a

Announcements



Item 14

BOD #2018-01-12

Adjournment





Professional Growth and Development Guidance Document

Progress Report Due June 30th each year

Final Due December 31 each year

Employee Name: _____ **Supervisor:** _____

Position: _____ **Date:** _____

PURPOSE STATEMENT:

Superstition Fire & Medical (SFMD) is committed to career development of all employees. The purpose of the Professional Growth and Development Guidance Document is to establish an interactive and collaborative process between supervisors and employees. This process assists members in identifying career goals, reviewing job performance and finding solutions based on employee goals, available training, and organizational needs. Additionally, it is the belief of the SFMD that all employees have the opportunity to properly prepare to successfully step into the next role.

INSTRUCTIONS:

The Professional Growth and Development Guidance Document has been developed and implemented to ensure regular feedback, review of performance, and provide a platform for employee growth and development.

Two-way communication is an integral part of this process; therefore, employee participation is required and valued. The Professional Growth and Development process begins with dialogue between the supervisor and employee in the job performance analysis and career goal setting objectives.

1. Check boxes that most applies
 Needs Improvement Meets Standard Above Standard
2. Provide written feedback for each of the 4 sections
3. Complete employee's goals and supervisor feedback.

Intention of the Growth and Development Program:

- To achieve continuous improvement rooted in employee involvement and commitment
- To provide an objective review of performance and appropriate goal setting objectives
- To create a career path or plan that benefits both the District and the employee
- The Professional Growth and Development Guidance Document contains four sections; Communication, Conflict Management, Leadership, and Reliability/ Work Ethic/ Integrity. Contained within each of these sections are examples of key behaviors. These key behaviors are intended to be specific examples of how a member may perform while on the job.
- The employee and supervisor will identify areas within each category against the performance of the employee within the present position they hold. Each area looks at specific characteristics that reflect identified abilities employees need to successfully fulfill job requirements. Both employee and supervisor will identify specific areas in which the employee meets, exceeds or requires improvement. All comments must be supported with documentation supporting the identified job performance.
- *The assessment of the employee's performance is an important and sensitive area. It requires that the employee realistically examine their own abilities and performance and be prepared to discuss them with their supervisor. The employee's self-assessment and their supervisor's assessment of job performance will provide the basis of discussion for specific career goals. Identified goals are to be documented in the Goal Setting section near the end of this document.*
- In an effort to provide continued career growth at all levels, the Professional Growth and Development form also contains an area in which the employee may comment on their supervisor's performance within the areas contained in the document. (Specific examples must be provided to support comments).
- The Professional Growth and Development Plan is an ongoing part of the management process. It involves consistent and continuous monitoring of performance results by both the employee and supervisor.

Work Ethic

Ability to conduct one's self within the adopted organizational Code of Conduct, Declaration of Ideals and SFMD policy manual; with the quality of being trustworthy and consistently performing well.

Demonstrates the ability to recognize the benefit and importance of dedication to job performance has on those around them, respective to their individual position within the organization; and demonstrates the ability to learn, accept and maintain a consistent level of moral and ethical standards in daily life.

Key Behaviors:

- Displays competence of Job Knowledge, Skills and Abilities
- Reflects the highest standards of organizational and individual behavior
- Positive work habits/Self-motivated
- Is Punctual and Mission Ready for work
- Follows through on assigned tasks
- Positive helpful character
- Goal oriented
- Accountable for own actions/Exercises self-restraint
- Trustworthy/Caring personality
- Takes responsibility
- Demonstrates fairness
- Dedication to self and organization
- High level of productivity
- Team player/Self-disciplined/Positive attitude
- Committed to honesty and integrity

Needs Improvement Meets Standard Above Standard

Employee Comments

Supervisor Comments

Communication

The ability to convey information both verbal and non-verbal (written) to other(s) that effectively facilitates the organization's mission and goals. Employee maintains open communications and effectively works through conflicts. Communicates well with SFMD members, stakeholders, and outside agencies.

Key Behaviors:

- Actively listens
- Approachable
- Communicates in a productive and professional manner during conflict
- Team-oriented customer service manner
- Seeks to understand not be understood
- Sensitive to the concerns of others
- Establishes a rapport with others
- Communicates information (written and oral) in a uniform manner
- Enthusiastic
- Appropriate vocabulary and grammar
- Communication is comprehensive and accurate
- Cognizant of the potential effects communication may have going forward
- Actions support communication

Needs Improvement Meets Standard Above Standard

Employee Comments

Supervisor Comments

Conflict Management

Ability to enhance the effectiveness of the organization through limiting negative aspects of conflict while enhancing a positive atmosphere within the organizations work environment.

Key Behaviors:

- Committed to resolving problems
- Address problems quickly before they reach crisis stage
- Communicates without blaming others
- Able to recognize issues that may lead to conflict
- Understands opposing views are necessary and productive
- Works to keep conflict productive and professional
- Doesn't assume the feelings of others
- Uses active listening skills
- Shows high degree of self-awareness
- Possess empathy
- Excellent problem solving skills
- Able to draw out perspective and feeling of others
- Identifies triggers to conflict
- Forgives

Needs Improvement Meets Standard Above Standard

Employee Comments

Supervisor Comments

Leadership Skills

Ability to influence or maximize effort toward the goals and objectives of the organization.

Key Behaviors:

- Ability to make decisions quickly and effectively
- Self-confident and assertive
- Empowers/Motivates Others
- Empathetic/Able to see others perspective
- Works to gain and maintain trust
- Command presence
- Willingness to do what it takes to get job done
- Ability to direct/guide efforts of others
- Accepts responsibility and is accountable
- Ensures procedures are followed
- Self-starter
- Continuously learning
- Consistently expanding their world
- Learns from experiences
- Teaches
- Challenges themselves
- Able to inspire others to act
- Does not overindulge their egos

Needs Improvement Meets Standard Above Standard

Employee Comments

Supervisor Comments

Employee: Goal Setting (Plan for Going Forward):

In an effort to provide continued career growth at all levels, please take a moment and let your supervisor know how they are doing. Comments must be based in the areas listed and behavioral characteristics identified within this document (use specific examples).

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____