

MINUTES
REGULAR CITY COUNCIL WORKSESSION
CITY COUNCIL OF THE CITY OF YUMA, ARIZONA
CITY COUNCIL CHAMBERS - YUMA CITY HALL
ONE CITY PLAZA, YUMA, ARIZONA
March 18, 2025
5:30 p.m.

CALL TO ORDER

Mayor Nicholls called the Regular City Council Worksession to order at 5:30 p.m.

Councilmembers Present: Martinez, Morris, McClendon, Smith, Morales, Watts, and Mayor Nicholls
Councilmembers Absent: None
Staffmembers Present: Acting City Administrator, John D. Simonton
Deputy City Administrator, Jennifer Reichelt
Engineering Manager, Jerry Anaya
Assistant Director of Engineering, Steve Wilson
Various department heads or their representatives
City Attorney, Richard W. Files
Deputy City Clerk, Janet L. Pierson

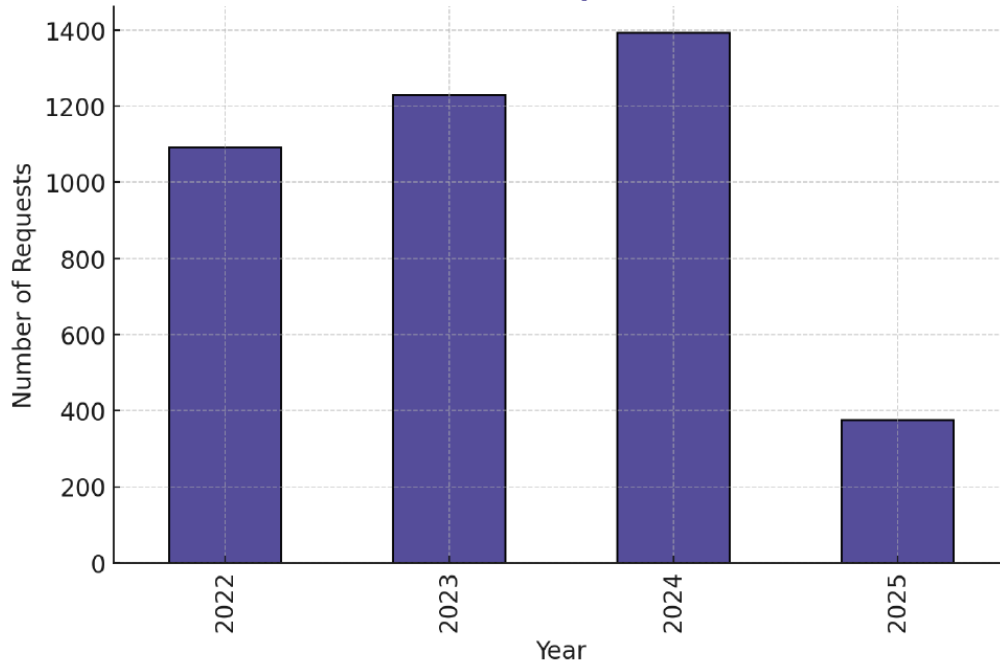
I. YUMA CLICK AND FIX UPDATE

Reichelt provided the following update on the Yuma Click and Fix program:

- About Yuma Click & Fix (YCF)
 - YCF launched on March 2, 2022
 - Community driven communication tool and request management system
 - Provides residents with a tool to submit non-emergency service requests and concerns to the City
 - Residents can communicate with the City, while receiving real-time updates on the status of their request
- How It Works
 - Users report issues like potholes, damaged street signs, graffiti, street light issues, park maintenance and more
 - Users can upload images
 - Users can also use the Global Positioning System (GPS) within the program to provide location details
 - Users receive an immediate response letting them know their issue has been received
 - Provides real-time status updates
 - Can be accessed online via the City's website or by downloading the app (Google Play & Apple Store)
- General Trends
 - 500 YCF registered users
 - Users do not have to create an account to submit a request

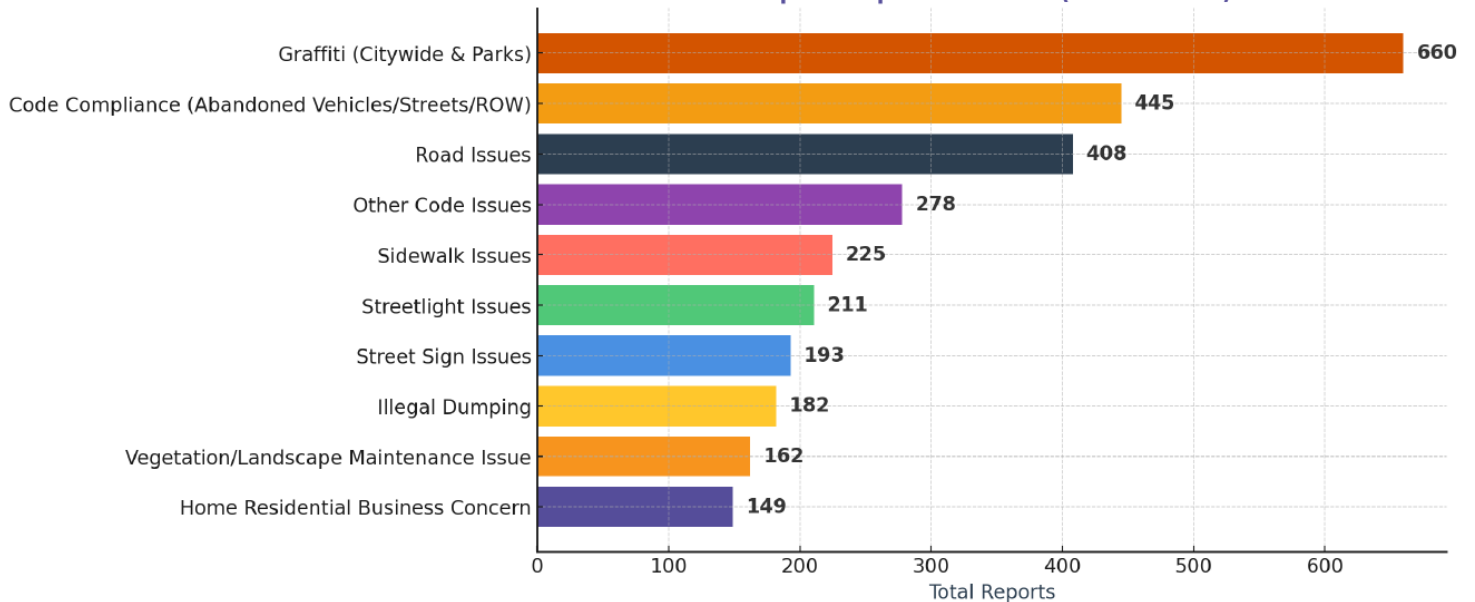
- Since 2022, 4,091 requests have been received
 - Average Requests Per Month: 110.57
 - Average Requests Per Week: 25.54
- On target to see an increase in service requests in 2025

Annual Yuma Click & Fix Service Requests (March 2022 - March 2025)



- Top Reported Issues
 - March 2022 – March 2025

Top 10 Reported Issues (2022 - 2025)



- Distribution of Requests by Department
 - March 2022 – March 2025
 - Public Works – 1,922
 - Parks & Recreation – 1,101
 - Building Safety - 677
 - Utilities - 144
 - General Government - 153
 - Engineering - 71
 - Police - 17
 - Fire - 6
- Resolution Time and Efficiency Trends
 - Acknowledgement Times
 - The average time to acknowledge a report has remained consistent, ranging from 0.8 to 1.3 days
 - Longer acknowledgement times are typically due to a request coming in on a weekend or a day that the City is otherwise closed
 - Resolution Times
 - The time taken to close reports peaked in 2023 at 7.77 days, but improved significantly in 2024 (4.8 days) and even more in 2025 (3.01 days)
 - Graffiti and minor repairs can typically be resolved quickly, but more complex issues may take longer
 - Overdue Requests
 - There was a peak in overdue requests in 2024 (420), which has significantly dropped in 2025 (90 so far)
 - Service Level Agreement (SLA) timeframes were developed in 2022
 - Most requests have a target resolution time of around five days
 - Some issues take longer to resolve than others
 - Trends suggest that while report acknowledgement remains timely, efforts to resolve issues have improved over time
 - With an average of 24 reports per week, the system is being actively used, suggesting strong community engagement
 - Resolution time is improving, with closure times dropping to 3.01 days in 2025, meaning many requests are likely being addressed faster than the SLA target
- Next Steps
 - Continue to promote the application in the community
 - News releases, social media, posters, e-billboards, articles, etc.
 - New signage in the parks
 - Signs are currently being fabricated and will be installed within the next few weeks
 - YCF calling cards for Council/Staff
 - Printed in both English and Spanish, the cards include a QR code that takes users to the YCF page on the City's website
 - Pull-Up Banner
 - Can be displayed at City booths during community events
 - Review current categories and refine/condense for better efficiency

- Review SLAs (timeline for resolution)
 - Make sure that established timeframes are reasonable and adjust as needed
- Continue training staff
 - Ensure new staff is trained and understands acknowledgement expectations

Discussion

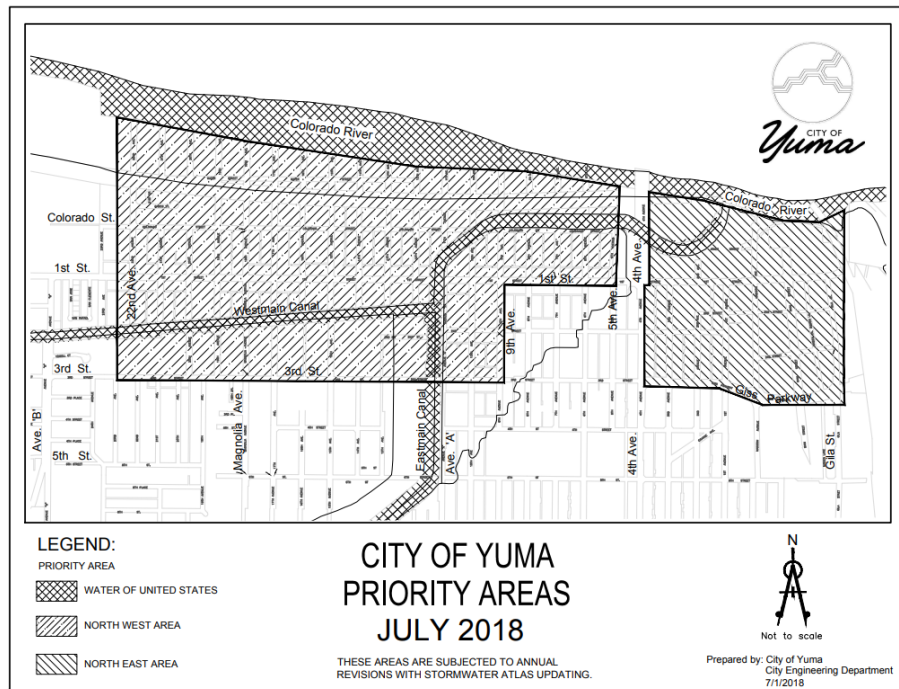
- Some of the language used in YCF may make sense to City staff, but may not be understood by the average person; categories will be reviewed and updated in the coming months, which will help ensure that requests are routed to the correct department (**Mayor Nicholls/Reichelt**)
- City staff could be encouraged to download and register for YCF, which will add around 1,000 more people acting as the eyes and ears of the City (**Mayor Nicholls/Reichelt**)
- The Clean and Beautiful Commission has served as ambassadors for the YCF program, providing information to the community on how to access the program and encouraging its use as a reporting tool and to give kudos to City employees (**Morales/Reichelt**)
- The anonymous reporting feature is appreciated; some people may be uncomfortable reporting an issue with a neighbor, for example, if their name is attached to it (**Smith**)
- Requests are routed to departments based on the categories selected by the requester, and can then be rerouted to a different department if needed; for some departments, such as Public Works, YCF integrates with their internal work order system (**Morris/Reichelt**)
- One additional employee was added to the graffiti crew due to the large volume of graffiti-related requests submitted through YCF (**Morris/Reichelt/Simonton**)
- The calling cards and signs with QR codes help to bring awareness to YCF and make it easy for people to submit a request (**McClendon**)
- When a request is closed out, it would be helpful if the message sent to the requester was specific as to the resolution of the request; for example, it may say that an issue has been resolved, or a part has been ordered and the repair will be completed when the part is received (**Mayor Nicholls/Reichelt**)

II. ANNUAL STORMWATER UPDATE

Anaya presented the Annual Stormwater Update as follows:

- Regulatory Overview
 - Clean Water Act of 1972, Water Quality Act of 1987, and Clean Water Rule of 2015
 - Federal - Environmental Protection Agency (EPA)
 - National Pollutant Discharge Elimination System (NPDES)
 - State - Arizona Department of Environmental Quality (ADEQ)
 - Arizona Pollutant Discharge Elimination System (AZPDES)
 - Applies to surface waters only, no groundwater
 - Yuma has been regulated as a “small municipality” since March 2003
 - Yuma operates under an AZPDES Municipal Separate Storm Sewer System (MS4) permit
 - Current five-year permit began on September 29, 2021
 - Ultimate goal of permit is protection of Waters of the U.S. from polluted stormwater runoff
 - Waters of the U.S. are any surface water – lakes, rivers, streams, canals, oceans, etc. – that has any connection to interstate or foreign commerce
- City Stormwater Regulations
 - Ordinance O2005-15

- Regulates illicit discharges and illegal dumping into drainage system
 - Ordinance O2006-38
 - Regulates stormwater runoff from construction sites of one or more acres in size
 - Regulates City water and sewer line construction projects that disturb ½ acre or more
 - Ordinance O2007-78
 - Regulates post-construction stormwater runoff for sites with connection to the Colorado River
- Compliance by the City
 - Yuma has developed and implemented a Stormwater Management Program (SWMP)
 - Minimum compliance specified by ADEQ
 - SWMP includes six Minimum Control Measures (MCMs)
 - Public education and outreach
 - Public involvement and participation
 - Illicit discharge detection and elimination
 - Construction site runoff control
 - Post-construction site runoff control
 - Good housekeeping for municipal operations/facilities
 - MS4 permit requires annual reporting to ADEQ
- Construction Runoff
 - At construction sites of one acre or more, Yuma requires the owner to implement Stormwater Pollution Prevention Plan (SWPPP):
 - Develop plans preventing stormwater pollution from leaving the site
 - File for a permit with ADEQ
 - Implement stormwater pollution prevention measures onsite
 - Perform and document inspections and enforcement
- Colorado River Impacts
 - ADEQ listed the Colorado River as impaired in 2016
 - Currently regulated for high Selenium levels
 - Impact on MS4 Permit
 - Required implementation of measures to prevent exceedance
 - One Additional Control Measure (ACM) was added to our permit and our SWMP revised accordingly
- ACM Compliance Efforts
 - Steps Yuma took to meet the ACM
 - Delineated a priority area (potential discharge to the Colorado River)
 - Incorporated plan review, site inspection and education for activities within priority area
 - Initiated visual monitoring in both wet and dry weather at stormwater outfalls to the impaired surface water segment
 - Initiated testing of stormwater from outfalls to the impaired segment
- Priority Area
 - 22nd Avenue to Gila Street, and Third Street/Giss Parkway to the Colorado River

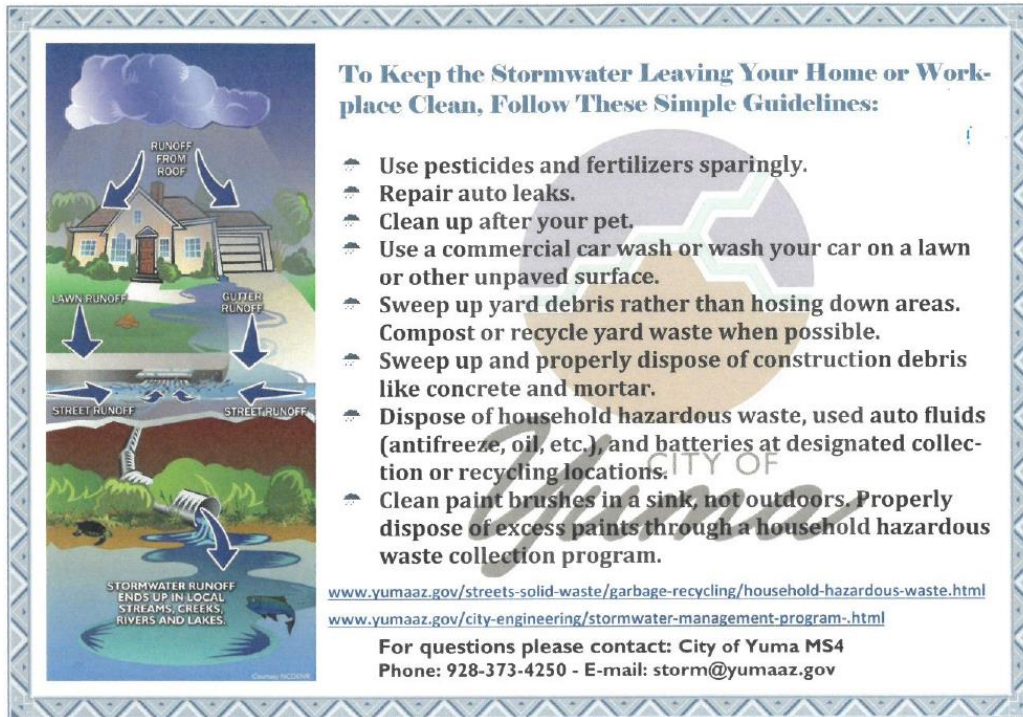


- Annual System Cleaning
 - One element of best practices implemented in the priority area is storm drain system cleaning
 - This team effort includes:
 - Engineering covering inspections, planning and reporting
 - Utilities cleans the catch basins and manholes on a three-year recurring cycle
 - Public Works inspects and cleans the four outfalls twice annually
 - Without these cleanings there is the potential for debris and illicit material to wash into the Colorado River
- Selenium Reduction Efforts
 - In addition, conditions at four priority area system outlets were improved by clearing debris, laying back slopes to reduce erosion, and stabilizing the slopes and outlet surfaces with dumped riprap over filter fabric



- Ongoing Efforts
 - Stormwater documents and ordinances are reviewed annually and revised as needed
 - Training/presentation is conducted for Council, staff, and industry partners
 - Department website was updated to provide a detailed stormwater page

- Additional public awareness/education efforts
 - New educational postcards
 - “Drains to the River” markers on affected inlets
- Public Awareness/Education
 - Printed and distributed approximately 1,000 postcards



- Placed Drain Markers on approximately 300 catch basins within the priority area



- Violation Reporting
 - Anyone can report a stormwater violation or concern in
 - Call (928) 373-4520
 - Email storm@yumaaz.gov
 - Yuma Click & Fix

Discussion

- Selenium limits have not been exceeded in about four years; ADEQ requested removal of the Colorado River's impaired listing approximately six months ago, but a decision has not yet been made by the EPA (**Mayor Nicholls/Anaya**)
- There has been talk that some Clean Water Act rules may be relaxed under the new administration; wastewater treated by the City discharges into the Colorado River downstream of the intake for the

City's water treatment plants (**Mayor Nicholls/Watts/Anaya**)

III. REGULAR CITY COUNCIL MEETING AGENDA OF MARCH 19, 2025

Resolution R2025-025 – Intergovernmental Agreement: Arizona SMART Funding – Yuma Multi-Modal Transportation Center (enter into an Intergovernmental Agreement with the Arizona Department of Transportation accepting \$3,537,057 for 100% of the Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant match) (Eng)

Discussion

- The Engineering Department has created an itemized breakdown of the budget, which will be sent to Mayor and City Council (**Morales/Simonton**)
- It is good to finally see the \$3.5 million secured by late Councilmember Gary Knight being used for the grant match funds (**Morris**)

Motion Consent Agenda Item C.3 – Cooperative Purchase Agreement: Traffic Signal Equipment (purchase and delivery of traffic signal equipment to upgrade seven intersections through the City to communicate with the City's Intelligent Transportation System for an expenditure of \$214,758.10) (CPA-25-289) (Eng)

Discussion

- While initially the new traffic signal equipment will be installed in City's busiest intersections, eventually all City traffic signals will be upgraded so they can communicate with the Intelligent Transportation System (**Watts/Wilson**)

IV. EXECUTIVE SESSION/ADJOURNMENT

Motion (Morales/Morris): To adjourn the meeting to Executive Session. Voice vote: **approved** 7-0. The meeting adjourned at 6:12 p.m.

APPROVED:

Lynda L. Bushong, City Clerk

Douglas J. Nicholls, Mayor

Approved at the City Council Meeting of:

City Clerk: _____