



City of Phoenix

General Information Packet

Thursday, August 5, 2021

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Citizen Request: Cody Bergkamt

This report provides the City Council with information in response to comments made by Mr. Cody Bergkamt at the July 1, 2021 Formal City Council meeting.

Summary

During the aforementioned City Council meeting, Mr. Bergkamt spoke about the potential benefits of allowing the length of lawns on private residential property to exceed the restrictions defined in the Neighborhood Preservation Ordinance (NPO), which is found in Chapter 39 of the Phoenix Municipal Code.

The NPO was created to protect the health and safety of Phoenix residents and their respective communities from multiple forms and ranges of blight, including hazards that could lead to or were associated with deteriorating conditions and property values. To achieve this goal, the NPO established minimum standards for property maintenance for all residents to follow for residential, non-residential, and vacant land, as well as for all types of buildings and structures, to ensure individuals, families, and neighborhoods are protected from undue hardship or danger. In Section 39-7.D., the NPO states, “all exterior property areas should be free of tall grass and weeds to prevent visual blight and insect or rodent infestations;” to achieve this goal grass or weeds should not be higher than six inches tall.

The Neighborhood Services Department (NSD) has the responsibility to implement the Neighborhood Preservation Ordinance in a fair and reasonable manner. NSD implements the NPO through outreach, education, and enforcement activities, and relies on empowered neighbors, community leaders, and business owners across the city to serve as partners who report blight violations. Additionally, NSD coordinates and participates in volunteer activities including graffiti wipe-outs, neighborhood cleanups, and community service projects to correct Notice of Ordinance Violations (NOV) for residents in need to remove and prevent the spread of blight in Phoenix.

Staff contacted Mr. Bergkamt to clarify his request. Mr. Bergkamt stated he received a warning from the City of Phoenix Neighborhood Services Department regarding overgrown vegetation but that the issue has since been resolved.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Neighborhood Services Department.



Early Intervention System Update

This report provides an update on the Phoenix Police Department's Early Intervention System (EIS). Currently, there is a pilot program underway in the South Mountain Precinct with citywide roll out scheduled for September.

Summary

In 2019, the Phoenix Police Department was granted authority to assess, review and improve an EIS. Since that time, the department has reviewed best practices of other agencies around the nation, received approval to hire additional staffing to manage the program, and partnered with Arizona State University (ASU) to develop evidence-based metrics for developing thresholds/alerts and categorization for employees.

Current State of the Early Identification and Intervention Program

The department has recognized and prioritized the need to continually develop and enhance EIS efforts and the City Council has provided the necessary resources.

A Police Administrator oversees the newly-created Compliance and Oversight Bureau, overseeing the Early Identification and Intervention Program (EIIP) and in June 2020, additional positions were approved by City Council for a total of three on-going positions:

- 1 Police Administrator
- 2 Research Analysts

With the development and expansion of the program, in June 2021, the City Council approved four additional positions:

- 2 Administrative Aides
- 1 Research Analyst
- 1 Management Assistant I

Additionally, the department engaged with ASU to conduct research and analytics. As a result of information gathered during this partnership, the department has developed a pilot program currently implemented in the South Mountain Precinct.

In January 2021, the department partnered with the ASU School of Criminology and Criminal Justice to initiate the research and analysis of five years (2016-2020) of Administrative Investigative Records. This partnership with ASU is assessing the efficacy of the current threshold model, and developing a probability model for identifying officers who are more likely to exhibit risk behaviors and thus would benefit from early intervention. In the future, ASU will provide their assessments and feedback on incorporating metrics into the current program.

Early Intervention Business Impact Pilot Program

In support of this effort, the department's 2021-2023 Strategic Plan outlined a goal to explore new EIS possibilities. The department assessed the most beneficial aspects of the EIS enhancements and determined that monthly field assessments were needed. It was concluded that once per month, supervisors will assess each of their employees and conduct an early intervention review of risk behaviors for each employee approaching department thresholds. When risk behaviors are identified, the supervisors will collaborate with the employee and the chain of command to develop a plan to best address the root causes of the behaviors. Employees will be given access to the same information, so they can self-monitor.

Pilot Program Feedback

Training and resources have been developed, and the South Mountain Precinct was chosen as a location for a pilot of the EIS and process roll out. The pilot, to include the EIS access and processes, went into effect on July 1, 2021. Some of the feedback that has already been received from the South Mountain Precinct includes:

- The new system has remedied the previous challenge of accessing information, and provides a comprehensive database that can be utilized to assess any ongoing or acute performance issues.
- The manner in which data is formatted has already allowed supervisors to quickly identify developing patterns of behavior and address them, possibly before they reach a critical stage.

A user survey went out on Aug. 2, 2021, which will be assessed, and the feedback incorporated where applicable. The components of the pilot are scheduled to rollout department-wide on Sept. 1, 2021.

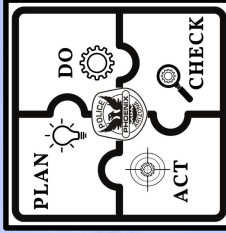
Attachment A describes the future expansion of the program. During the months of August and September, the business impact study will be extended to all precincts, and the EIIP Committee and department-wide training initiatives to support the newly released EIIP policy will be finalized.

Responsible Department

This item is submitted by Assistant City Manager Jeffrey Barton and the Police Department.



Attachment A Early Identification and Intervention Program



April 2021

- Administrator Markham onboarded to lead new Bureau
- Creation of the Compliance and Oversight Bureau (COB)
- Addition of
 - (1) Police Research Supervisor
 - (2) Police Research Analysts

July 2021

- Kick off - July 1, 2021 South Mountain Precinct Early Intervention (EI) 30-day pilot
- Created new monthly process for Supervisors to access EI data and engage in the EI efforts with employees
- Enhanced documentation of interventions

August 2021

- Customer Feedback/Survey and assessment of pilot
- Department-wide training to support new policy enhancements
- Finalize Policy draft (with customer feedback)
- Continue in-person department-wide training efforts

September 2021

- Revised policy in effect
- Expansion of the new monthly EI reviews department-wide
- Enhanced documentation of reviews and interventions
- Intervention efforts now instituted post discipline for policy violations.
- Develop and initiate a committee to ensure consistency and uniformity.

Ongoing Efforts

- Development of EI indicators (system enhancements)
- Continued research and development of intervention resources
- ASU Collaboration regarding:
 - Research-based thresholds
 - Identification of potential indicators
 - Evaluate findings/framework for increased capabilities with the EI system



COMPLIANCE AND OVERSIGHT BUREAU



Equity and Affordability - Status of City Services Bill Delinquencies and Assistance Programs

This report provides information regarding delinquencies for City Services bills (water, sewer, solid waste and miscellaneous taxes and fees) as well as information regarding various Customer Assistance Programs that have been deployed by the City of Phoenix. Delinquency recovery is a component of the Water Services Department's integrated equity and affordability planning. It is one element of a multi-faceted strategy to balance water affordability for residents and the need for stable revenues to assure funding for water quality and system reliability, the foundation of public health and economic vitality.

Summary

The attached infographic, chart and table (**Attachment A**) provides an update on delinquencies for City Services bills (water, sewer, solid waste and miscellaneous taxes and fees) and information regarding various Customer Assistance Programs that have been deployed by the Water Services Department.

Responsible Department

This item is submitted by Deputy City Manager Karen Peters and the Water Services Department.

Attachment A



City of Phoenix

8/2/2021 Weekly Update – Part I: City Services Bill Delinquencies & Customer Assistance Programs by the Numbers

**Total Dollars
in Delinquency**



**\$8,558,003
Across 16,980
Accounts**

**Average Deferred
Payment Arrangement
(DPA) Balance: \$531**



**Average Residential
without DPA Outstanding
Balance: \$194**

**Total Customer
Assistance
Provided**



**\$3,907,004
Disbursed to
9,018 Accounts**

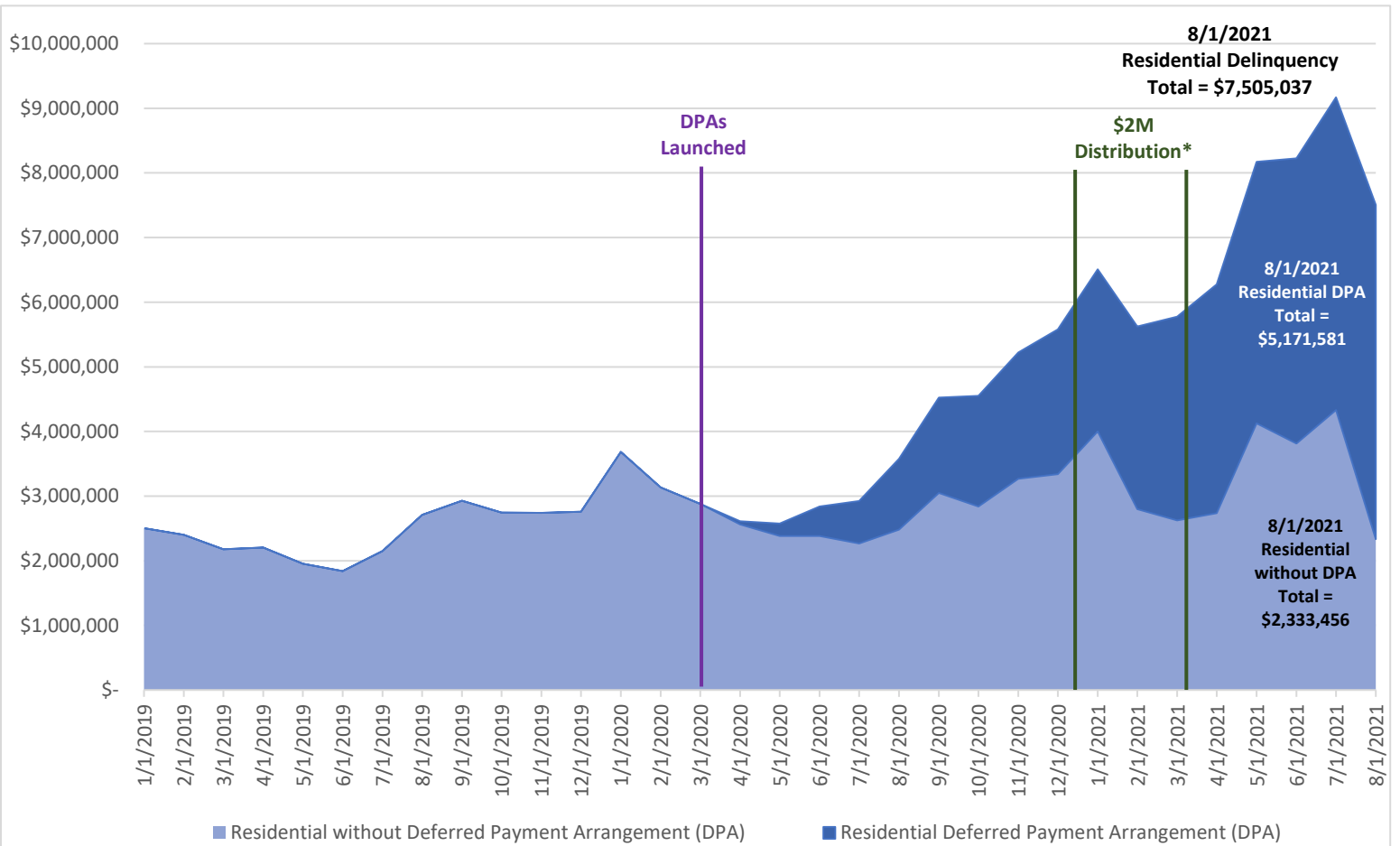
Week Ending	Customer Type	Residential Theft	Residential with DPAs	Residential without DPAs	Commercial	Total
8/2/2021 (Current)	# of Accounts (Weekly % Change)	737 (+2%)	9,742 (+2%)	6,161 (-35%)	340 (-19%)	16,980 (-16%)
	Total Delinquency (Weekly % Change)	\$1,140,426 (0%)	\$5,171,581(+2%)	\$1,193,030 (-59%)	\$1,052,966 (-7%)	\$8,588,0030 (-16%)
8/1/2019	# of Accounts	357	0*	Not Tracked	Not Tracked	-
	Total Delinquency	\$930,791	\$0*	\$1,558,989	\$649,017	\$3,138,797

**Prior to March 2020, DPAs had not been implemented.*

Customer Assistance Program Data	# of Accounts (Weekly % Change)	Funding Distributed (Weekly % Change)
Emergency Rental Assistance	271 (0%)	\$230,782 (0%)
Low Income Household Water Assistance Program	0 (N/A)	\$0 (N/A)
FY 2021-22 (Traditional) Project Assist - \$700,000	207 (+29%)	\$81,584 (+21%)
Other Non-City Funded Assistance	358 (+29%)	\$95,493 (+74%)
FY 2020-21 (Traditional) Project Assist**	2,338	\$700,000
C.A.R.E.S. Act Funded Residential Grants**	1,910	\$573,000
C.A.R.E.S. Act Funded Commercial Grants**	277	\$226,145
Council Funded Project Assist COVID-19 Credits**	3,657	\$2,000,000
Total Customers Assisted	9,018 (+1%)	\$3,907,004 (+1%)

***At this time, no additional funding is anticipated.*

8/2/2021 Weekly Update – Part II: City Services Bill Delinquencies by the Numbers



*\$2M in Council Funded Project Assist COVID-19 Credits began distribution on 12/17/2021 to Residential Customers. Funding was exhausted on 3/2/2021.



Emergency Rental Assistance Program Weekly Update

This report provides information on the current status of the Emergency Rental Assistance Program.

Summary

The attached memo (**Attachment A**) provides current updates of the Emergency Rental Assistance Program.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Human Services Department.

ATTACHMENT A



City of Phoenix

To: Ed Zuercher
City Manager **Date:** August 5, 2021

Through: Gina Montes
Deputy City Manager

From: Marchelle Franklin
Human Services Director

Subject: **WEEKLY EMERGENCY RENTAL ASSISTANCE PROGRAM REPORT**

This memo outlines current updates of the Emergency Rental Assistance (ERA) Program. Program expenditures total \$24,794,256. The average financial assistance per household is currently at \$7,600 and 54% of program funds have been disbursed. There are currently 1,855 online applications waiting to be processed.

The Centers for Disease Control and Prevention (CDC) issued a new 60-day moratorium on residential evictions in areas with high levels of COVID-19 infections. The new moratorium will last until Oct. 3.

The US Treasury recently contacted the City to learn more about the ERA Program in recognition of the amount of funding that has been disbursed and the number of households served. Service levels, expenditures, improved eligibility processes, outreach, and current staff expansion was discussed.

ERA Program Data

This report will now show ERA Program data of the last three weeks. This is the third week in row in which over \$1.9 million has been disbursed in one reporting week. Of the cumulative amount, Wildfire has served 1,462 households and has disbursed \$11.5 million of program funds.

Time Period	Households Served	Residents Served	Ineligible Applications	Total Expenditures
<i>March 8 – July 9</i>	2,492	6,069	473	\$18,792,561
July 12 - July 16	231	576	29	\$1,898,832
July 19 - July 23	243	669	52	\$1,906,211
July 26 – July 30	284	749	72	\$2,196,651
Total	3,250	8,063	626	\$24,794,256

In response to the eviction moratorium temporarily ending over the weekend, the City partnered with a landlord/tenant law firm to identify persons scheduled for a lockout from their home or eviction proceeding and offered ERA Program assistance. Staff worked 48 hours of overtime and contacted 124 residents. Fourteen households were served, totaling \$124,128 in financial services. The City is continuing these efforts weekly. As well, two weeks prior to the previous moratorium expiring, Wildfire built a team of partner agency staff to process a significant number of applications where the household was at risk of eviction. The team focused on calling applicants to determine if they were still seeking assistance and worked diligently to collect the necessary documents to finalize the application. This resulted in 375 households reached and 110 applications finalized.

Below are updates of additional efforts the City is deploying to ensure ERA applicants are served as quickly as possible:

- The online portal will be reopening Friday, August 6, 2021.
- The City is partnering with the Arizona Bar Foundation and Maricopa County Probation Department to provide housing, eviction prevention, and rental assistance navigation training to community volunteers, non-lawyer advocates, and probation officers. Community presentations are planned for this month and September.
- The City plans to implement a census tract income proxy by September to expedite applications.
- The City will hire 50 additional positions to assist with document collection and disbursement funds and will onboard approximately 20 staff by the end of August.



Weekly Community Spread Benchmark Report

This report provides City Council with an update regarding the status of the current community spread benchmark indicators tracked by the City of Phoenix related to COVID-19 as requested at the Dec. 2, 2020 Formal Meeting. This information represents the latest data released by the Maricopa County Department of Health Services on Aug. 5, 2021.

Summary

On March 3, 2021 the Arizona Department of Health Services (ADHS) revised the Community Transmission indicators and Community Risk Levels based on CDC guidance, establishing a new Current Overall Risk level to their reporting charts. ADHS and Maricopa County are now only reporting on two benchmarks to reflect community spread, past reports included three benchmarks.

The attached memo (**Attachment A**) provides an indicator dashboard as well as a comparison between the two benchmark statistics tracked by ADHS, Maricopa County and the City: percent positivity rate of COVID-19 cases each week, and new cases per 100,000 individuals. The positivity rate remains in the high transmission category. The new cases per 100,000 category remains in the high transmission category. Over the past week both the positivity rate and the new cases per 100,000 categories have increased.

Responsible Department

This item is submitted by Assistant City Manager Jeffrey Barton.

Attachment A



City of Phoenix

To: Ed Zuercher
City Manager

Date: August 5, 2021

From: Jeffrey Barton
Assistant City Manager

Subject: WEEKLY COMMUNITY SPREAD BENCHMARK REPORT

This memo communicates the community spread benchmarks within the City of Phoenix.

Indicator	Low Transmission	Moderate Transmission	Substantial Transmission	High Transmission
	Blue	Yellow	Orange	Red
Total new cases per 100,000 persons in the past 7 days	0-9	10-49	50-99	≥100
Percentage of NAATs (PCR) that are positive during the past 7 days	<5.0%	5.0%-7.9%	8.0%-9.9%	≥10.0%

City staff has evaluated key metrics comparing the current weekly benchmarks to that of the previous week, as well as the benchmark status as reported on Sept. 6, 2020. The chart below provides metrics as reported by Arizona Department of Health Services and Maricopa County:

Current Overall Risk Level:		High Transmission
Week of	Positivity Rate	New Cases/ 100,000
6-Sept	4.81%	29.27
11-July	16.11%	152.23
18-July	18.03%	208.21

The positivity rate and the new cases per 100,000 category, tracked by the Arizona Department of Health Services, remain in the high transmission category. Over the past week both the positivity rate and new cases per 100,000 have increased.