



Agenda

Public Safety and Justice Subcommittee

Monday, December 4, 2023

10:00 AM

City Council Chambers

OPTIONS TO ACCESS THIS MEETING

Virtual Request to speak at a meeting:

- **Register online** by visiting the City Council Meetings page on phoenix.gov **at least 2 hours prior to the start of this meeting.** Then, click on this link at the time of the meeting and join the Webex to speak:

<https://phoenixcitycouncil.webex.com/phoenixcitycouncil/onstage/g.php?MTID=e3d19028296bbffc83e48016575249285>

- **Register via telephone** at 602-262-6001 **at least 2 hours prior to the start of this meeting,** noting the item number. Then, use the Call-in phone number and Meeting ID listed below at the time of the meeting to call-in and speak.

In-Person Requests to speak at a meeting:

- Register in person at a kiosk located at the City Council Chambers, 200 W. Jefferson St., Phoenix, Arizona, 85003. Arrive **1 hour prior to the start of this meeting.** Depending on seating availability, residents will attend and speak from the Upper Chambers, Lower Chambers or City Hall location.

- Individuals should arrive early, 1 hour prior to the start of the meeting to submit an in-person request to speak before the item is called. After the item is called, requests to speak for that item will not be accepted.

At the time of the meeting:

- **Watch** the meeting live streamed on phoenix.gov or Phoenix Channel 11 on Cox Cable, or using the Webex link provided above.

- **Call-in** to listen to the meeting. Dial 602-666-0783 and Enter Meeting ID 2557 528 1417# (for English) or 2558 287 5008# (for Spanish). Press # again when prompted for attendee ID.

- **Watch** the meeting in-person from the Upper Chambers, Lower Chambers or City Hall depending on seating availability.

Para nuestros residentes de habla hispana:

- **Para registrarse para hablar en español**, llame al 602-262-6001 **al menos 2 horas antes del inicio de esta reunión** e indique el número del tema. El día de la reunión, llame al 602-666-0783 e ingrese el número de identificación de la reunión 2558 287 5008#. El intérprete le indicará cuando sea su turno de hablar.

- **Para solamente escuchar la reunión en español**, llame a este mismo número el día de la reunión (602-666-0783; ingrese el número de identificación de la reunión 2558 287 5008#). Se proporciona interpretación simultánea para nuestros residentes durante todas las reuniones.

- **Para asistir a la reunión en persona**, vaya a las Cámaras del Concejo Municipal de Phoenix ubicadas en 200 W. Jefferson Street, Phoenix, AZ 85003. Llegue 1 hora antes del comienzo de la reunión. Si desea hablar, regístrese electrónicamente en uno de los quioscos, antes de que comience el tema. Una vez que se comience a discutir el tema, no se aceptarán nuevas solicitudes para hablar. Dependiendo de cuantos asientos haya disponibles, usted podría ser sentado en la parte superior de las cámaras, en el piso de abajo de las cámaras, o en el edificio municipal.

CALL TO ORDER

000 CALL TO THE PUBLIC

MINUTES OF MEETINGS

1 Minutes of the Public Safety and Justice Subcommittee Meeting Page 7

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on Nov. 1, 2023, for review, correction or approval by the Public Safety and Justice Subcommittee.

THIS ITEM IS FOR POSSIBLE ACTION.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the City Manager's Office.

INFORMATION AND DISCUSSION (ITEMS 2-6)

2 ABLE, ICAT and Less Lethal Training Update Page 18

This report provides the Public Safety and Justice Subcommittee an update on the Police Department's Active Bystandership for Law Enforcement (ABLE) training, ICAT (Integrating Communications, Assessment and Tactics) training and the Advanced Less Lethal program.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Police Department.

3 100 West Washington Renovation Update: Future Phoenix Police Headquarters Page 22

This report provides an update to the Public Safety and Justice Subcommittee on the 100 West Washington (100 West) property, which is being renovated to become the future Phoenix Police headquarters facility.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Deputy City Manager John Chan and the City Manager's Office.

4 Parks Safety Update

Page 24

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Deputy City Manager Inger Erickson and the Parks and Recreation Department.

5 Lessons Learned from Other Communities in Addressing Homelessness

Page 27

This report provides the Public Safety and Justice Subcommittee an update related to homelessness and an overview of efforts of other cities, such as San Diego, in addressing homelessness.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Office of Homeless Solutions.

6 Light Rail Safety Update

Page 29

This report provides the Public Safety and Justice Subcommittee an update on Light Rail safety and security.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager Mario Paniagua and the Police and Public Transit departments.

INFORMATION ONLY (ITEMS 7-9)

7 Community Assistance Program Hiring, Recruitment and Service Report Page 35

This item includes a report on Phoenix Fire Department's Community Assistance Program (CAP) hiring and recruitment efforts. The report also details information on CAP's responses to calls for service.

THIS ITEM IS FOR INFORMATION ONLY.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager Ginger Spencer and the Fire Department.

8 Phoenix Police Department Hiring, Recruitment and Attrition Report Page 39

This item includes a report on Phoenix Police Department's hiring and recruitment efforts as well as an overview of the department's recent attrition figures. The report also details information on initiatives of the Police Department related to staffing.

THIS ITEM IS FOR INFORMATION ONLY.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Police Department.

9 Phoenix Fire Department Hiring, Recruitment and Response Time Monthly Report Page 48

This item includes a report on Phoenix Fire Department's hiring and recruitment efforts as well as an overview of the department's response times. The report also details information on the emergency response types of the Fire Department.

THIS ITEM IS FOR INFORMATION ONLY.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Fire Department.

000 CALL TO THE PUBLIC

FUTURE AGENDA ITEMS

ADJOURN

For further information or reasonable accommodations, please call the City Council Meeting Request line at 602-262-6001. 7-1-1 Friendly.

Persons paid to lobby on behalf of persons or organizations other than themselves must register with the City Clerk prior to lobbying or within five business days thereafter, and must register annually to continue lobbying. If you have any questions about registration or whether or not you must register, please contact the City Clerk's Office at 602-534-0490.

Members:

Councilman Ann O'Brien, Chair
Councilwoman Betty Guardado
Councilman Kevin Robinson
Councilman Jim Waring



Minutes of the Public Safety and Justice Subcommittee Meeting

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on Nov. 1, 2023, for review, correction or approval by the Public Safety and Justice Subcommittee.

THIS ITEM IS FOR POSSIBLE ACTION.

The minutes are included for review as **Attachment A**.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the City Manager's Office.

**Phoenix City Council
Public Safety and Justice (PSJ) Subcommittee
Summary Minutes
Wednesday, November 1, 2023**

City Council Chambers
200 W. Jefferson St.
Phoenix, Ariz.

Subcommittee Members Present
Councilwoman Ann O'Brien, Chair
Councilman Kevin Robinson
Councilman Jim Waring

Subcommittee Members Absent
Councilwoman Betty Guardado

CALL TO ORDER

Chairwoman O'Brien called the Public Safety and Justice Subcommittee to order at 10:01 a.m. with Councilman Kevin Robinson and Councilman Jim Waring present.

CALL TO THE PUBLIC

Pablo DeJesus asked a question about off-duty police support for School Resource Officers (SROs) regarding requirements for criminal statistics.

MINUTES OF MEETINGS

1. Minutes of the Public Safety and Justice Subcommittee Meeting

Councilman Waring made a motion to approve the minutes of the Oct. 4, 2023, Public Safety and Justice Subcommittee meeting. Councilman Robinson seconded the motion which passed unanimously, 3-0.

DISCUSSION AND POSSIBLE ACTION (ITEM 2)

2. Judicial Reappointments (E-session Option)

Chairwoman O'Brien introduced Deputy City Manager John Chan and Chief Presiding Judge Don Taylor to present on this item.

Honorable Judge Taylor discussed the possible re-appointments of four of the Municipal Court Judges. He stated the Subcommittee members had the recommendations of the Judicial Selection Advisory Board and the typical data provided when re-appointments are addressed.

Chairwoman O'Brien asked if Subcommittee members would like to go into executive session and with no request, she asked for a motion on the item.

Councilman Robinson moved to recommend the reappointment of Judge Francisca Cota for a four-year term expiring on Dec. 20, 2027, and Councilman Waring seconded the motion.

The motion passed unanimously, 3-0.

Councilman Robinson moved to recommend the reappointment of Judge Cynthia Gonzalez for a four-year term expiring on Dec. 20, 2027, and Councilman Waring seconded the motion.

The motion passed unanimously, 3-0.

Councilman Robinson moved to recommend the reappointment of Judge James Hernandez for a four-year term expiring on Dec. 20, 2027, and Councilman Waring seconded the motion.

The motion passed unanimously, 3-0.

Councilman Robinson moved to recommend the reappointment of Judge Walter Jackson for a four-year term expiring on Dec. 20, 2027, and Councilman Waring seconded the motion.

The motion passed unanimously, 3-0.

INFORMATION AND DISCUSSION (ITEMS 3-5)

3. Fire Department Staffing and Response Time Monthly Report and Ambulance Service Update

Chairwoman O'Brien introduced Fire Chief Mike Duran and Executive Assistant Chief Scott Walker to present on this item.

Chief Duran summarized the presentation and stated the purpose of the monthly update.

Executive Assistant Chief Walker discussed Fire Department recruitment efforts, detailed the testing and hiring process, provided data on hiring trends over the last seven years, and stated interest in becoming a Firefighter remains high. He detailed steps staff is taking to ensure hiring efforts remain successful including analyzing hiring trends, moving to an online testing process, and providing more frequent test times. He provided data on sworn staffing levels and explained how staff creates a two-year forecast to capture attrition and account for vacant positions. He provided staffing level data from the past nine months, compared demographic data from Maricopa County to the staff of the Fire Department, and explained efforts to hire more female Firefighters. He also discussed emergency response times for different vehicles including engines, ladders, and rescues, from each month of 2023.

Councilman Waring asked what vehicles go out on a rescue call.

Executive Assistant Chief Walker clarified an ambulance is referred to as a rescue within the Fire Department.

Councilman Waring stated he thought rescues would have faster response times because it is a smaller and less complicated vehicle.

Executive Assistant Chief Walker explained the Phoenix Fire Department is an all-hazards department, which means the first response to a medical or fire call is a four-person crew on an engine or a ladder truck. He stated those Firefighters arrive on scene and determine if a person needs to be transported, and if they do they notify a rescue vehicle. He explained this longer response time for rescues is due to a capacity issue.

Councilman Waring asked how the Fire Department defines a call for service and if there is separate data on which calls only needed an engine or a ladder, and which calls only needed an ambulance.

Executive Assistant Chief Walker clarified the data presented includes all calls for service and the data is not separated based on the vehicles that responded to the calls.

Councilman Waring asked for future briefings to include data on which vehicles were dispatched to calls for service, as it will help explain the response times. He expressed concern for the 11-minute response time for ambulances. He suggested staging more ambulances in strategic spots to serve calls that do not require an engine or ladder truck due to the high volume of medical calls they receive. He also asked for a district-by-district breakdown for response times.

Executive Assistant Chief Walker answered staff could accommodate this data request. He explained the department is a full-service department, so a fire truck is sent as an initial response on almost every call. He stated ambulances are mainly for transport, but since they have a team of one paramedic and one emergency medical technician (EMT) the patient is often turned over to the ambulance team as soon as they get there.

Councilman Waring asked for one chart showing each district's response times so they are easily comparable and asked if it would be more efficient to buy more trucks to transport people to the hospital faster.

Chief Duran explained the minimum staffing requirements for an all-hazards Fire Department. He stated an ambulance is a two-person unit and only having one person transporting a patient would be against their policy. He explained this is the most ideal model for quality of service.

Councilman Waring clarified his question was regarding why one or two of the trained medical professionals on the engines or ladder trucks do not join the ambulance team to

help transport patients to the hospital. He expressed concern these rules and regulations might be impeding the response times for ambulances.

Chief Duran stated staff abides by the minimum staffing requirements on all vehicles, so they can put the engine or ladder truck back into service immediately once the ambulance arrives.

Councilman Waring stated it seems there are a lot of professionals on these calls that are not actively participating in the care of these patients. He mentioned he is concerned about public opinion regarding the number of staff responding to calls.

Executive Assistant Chief Walker provided information on contributing factors for the longer response times including the growing population and limited specialized resources including ambulances. He provided the current strategies staff is using to lower these response times.

Chairwoman O'Brien asked for clarification on standards for medical calls, and if the expectation is to respond in five minutes or less.

Executive Assistant Chief Walker confirmed five minutes or less is the expectation.

Chairwoman O'Brien asked if the response expectation for a call when a building is on fire is five minutes and 20 seconds.

Executive Assistant Chief Walker explained an engine must arrive within that time period, and the rest of the responders must be there within nine minutes and 20 seconds.

Chairwoman O'Brien stated the current response times are not meeting these standards and asked if changing the response model to address the rescue issues would hinder the ability of the Department to answer other calls.

Executive Assistant Chief Walker stated changing the model could impact response times to other calls. He explained the mesh network model for the Fire Department to ensure a timely response to calls.

Chairwoman O'Brien asked why there has been an increase in rescue calls besides the fact that Phoenix is growing.

Executive Assistant Chief Walker noted there will be slides regarding this question later in the presentation. He described calls for service activity levels and the reasons for why the number of dispatched calls have increased. He explained the new telehealth 911 Diversion Program and the Community Assistance Program (CAP) and how they are able to eliminate some of the responses from engines and ladder trucks. He discussed the patient transport activity levels and the reasons for the significant increase in projected transports for 2023. He stated the patient transport program is a revenue

generating program for the City, as required by the Department of Health Services (DHS), and that revenue is increasing. He also discussed the contributing factors for the number of patient transports and mitigation strategies the Fire Department is pursuing.

Councilman Robinson asked if individuals who need to be transported after an incident are counted individually as transports or if the incident is counted as one transport.

Executive Assistant Chief Walker clarified the transports are counted based on the individual.

Chairwoman O'Brien asked if multiple people are transported if it is still considered one call for service.

Executive Assistant Chief Walker answered yes, even if multiple people were transported and multiple units were dispatched, it would still be considered one call for service.

Chairwoman O'Brien thanked staff for the presentation and mentioned she is looking forward to seeing the additional data Councilman Waring requested.

Councilman Waring asked if most calls for service do not lead to a patient transport.

Executive Assistant Chief Walker answered staff transport approximately 50 percent of patients.

Councilman Waring asked for an example of a call for service where there is an ambulance called to the location, but the patient is not transported.

Executive Assistant Chief Walker explained the first arriving firefighters assess if there is an ambulance required, and the only time an ambulance is automatically dispatched is if the call is related to a cardiac event, stroke, drowning or other serious incident.

Councilman Waring clarified ambulances are not going to calls that do not require a patient transport.

Executive Assistant Chief Walker answered yes.

Councilman Waring clarified staff will provide data regarding how many vehicles of each type were sent out on calls for service.

Executive Assistant Chief Walker confirmed the data could be presented based on vehicle type.

Councilman Waring expressed concern about the amount of money spent on other vehicles when medical calls make up more than 80 percent of the calls for service.

Chairwoman O'Brien mentioned the new State legislation that impacts response times and stated other vehicles also carry paramedics and EMTs. She stated she does think the lack of rescues is an important issue that needs to be addressed.

Councilman Waring explained he has these concerns because this is an essential City service, and it could be important to reevaluate the strategies to make sure the Fire Department is as efficient as possible. He noted how different each district is geographically and how this might affect strategies moving forward.

Councilman Robinson asked for additional information on how often the Fire Department responds at the request of the Police Department. He also asked if the rescue response time is started from the original call, or if it is from the dispatch from the firefighters who dispatch the rescue once they are on scene.

Executive Assistant Chief Walker clarified the response time is measured from when the rescue is dispatched, not from the original call.

Chairwoman O'Brien thanked staff for the information.

4. Outside Combustible Storage Program Update

Chairwoman O'Brien introduced Fire Chief Mike Duran, Deputy Chief Brian Standage, and Assistant Fire Marshal Steve Petrie to present on this item.

Chief Brian Standage defined examples of what outside combustible storage facilities and explained why these fires have a large impact on the community. He outlined the Outside Combustibles Storage (OCS) Program and the priorities and strategies of the program. He stated the program's goal is to prevent serious impacts on the community by managing outside combustible storage fires appropriately. He described the regulations required for outside combustible storage facilities and the additional support provided so firefighters can distinguish these fires before they escalate. He explained how the OCS program has also reduced community risk in situations like this.

Mr. Petrie discussed recent hiring efforts for fire inspectors and data on the number of facilities inspected and fire code violations found. He emphasized this was a collaborative approach between many different organizations and departments, and he provided examples of instances where OCS facilities have been inspected and reduced their risk of fire.

Deputy Chief Standage stated there has been a 50 percent reduction in the number of OCS fire incidents.

Chairwoman O'Brien thanked the presenters for their effort and congratulated them on their success.

5. Community Safety Plans (CSP) Update

Chairwoman O'Brien introduced Special Projects Administrator Nick Valenzuela, Assistant Police Chief Nick Diponzio, Assistant Community Bureau Chief Nathan Watts, Neighborhood Services Director Spencer Self, and Homeless Solutions Director Rachel Milne to present on this item.

Mr. Valenzuela provided the background and goals of the Community Safety Plans (CSPs). He provided updates on the work of Community Committees including defining strategy areas, creating the Bell Road Community Committee, and implementing a perceptions of safety survey. He also provided an overview of the strategies for CSPs including crime detection and response, education and prevention, safety of public spaces, and access to services.

Chief Diponzio discussed the crime detection and response strategy and the creation of two real time operations centers at Cactus Park Precinct and Desert Horizon Precinct. He stated these centers have gunshot detection systems, cameras, and license plate readers, with the goal of helping field operations and criminal investigations. He described success stories where these centers have assisted Police in apprehending suspects.

Mr. Watts discussed the education and prevention strategies and detailed the role of the City Prosecutor's Office within this program. He stated the Prosecutor's Office has used advanced tools to maximize their impact on crime and has coordinated efforts in situations where there are simultaneous enforcements by multiple departments. He provided success stories for these approaches and the direct community education they are providing to the public.

Mr. Self discussed the Gated Alley Program within the CSP areas and provided data on future gated alleys and graffiti cases.

Mr. Valenzuela described the Narcan/Naloxone training the Public Health Office provides, and the new street lighting program through the Streets Transportation Department that targets areas known to feature human trafficking.

Mr. Self discussed the safety of public spaces strategy and provided data on PHX C.A.R.E.S cases, private property and community clean-ups, blight cases, and community engagement efforts.

Ms. Milne described the access to services strategy including coordinated outreach efforts with behavioral health engagement teams to address those experiencing homelessness in the CSP areas, on-going outreach for those being served at the Sunnyslope Family Services Center, and planned community agency roundtable discussions with care providers in the community.

Mr. Valenzuela stated there will be a Human Trafficking Awareness Campaign that will launch this January along 27th Avenue and described the desired outcomes for CSPs and how they will be measured.

Councilman Robinson asked for the definition of a nonconsensual crime.

Mr. Valenzuela provided examples of nonconsensual crimes include assault, trespassing, and theft.

Councilwoman O'Brien asked if that meant all participants are willing in a consensual crime.

Mr. Valenzuela answered yes.

Chairwoman O'Brien thanked staff and community members for their efforts and asked if Cortez Park was originally included in the Community Safety Plans.

Mr. Valenzuela explained it was not in the original plan, but the plan has been extended to that area based on community feedback.

Chairwoman O'Brien stated she will keep everyone aware of constituent comments regarding Cortez Park and issues going on there.

INFORMATION ONLY (ITEMS 6-7)

6. Monthly Police Hiring, Recruitment and Attrition Report

Councilman Waring restated the previous discussion items from the last report on light rail safety regarding the number of security personnel currently filling positions. He mentioned light rail riders have a one in three chance of encountering security personnel on the train. He stated since the light rail cars are inaccessible while the train is moving, security personnel cannot transfer cars until the train comes to a stop.

Light Rail Administrator Markus Coleman answered yes, security personnel cannot move between cars while the train is moving.

Councilman Waring stated he is concerned about the statistic that riders have a one in three chance of encountering security personnel, because even if there are security personnel on the train, they could not transfer cars to assist in an emergency until the train stops. He asked how many light rail platforms are in the City.

Mr. Coleman responded there are 28 platforms within the City.

Councilman Waring suggested looking into placing security personnel or police on platforms instead, to use the personnel more efficiently. He stated having security personnel at the platform could help discourage the people who do not buy tickets for their rides. He commented he does not want anyone to refer to individuals who do not purchase tickets for light rail rides as customers. He mentioned he saw a possible fight between a security personnel and an individual while visiting San Diego and riding public transit, but the security guard was able to deter the incident.

Chairwoman O'Brien asked for Councilman Waring's concerns to be addressed at the December Subcommittee meeting.

Mr. Coleman responded they will be sure to address these concerns at the December meeting. He clarified Allied Security personnel is instructed to transfer between each car between stops.

Councilman Waring stated he still has concerns that security personnel could not assist if an incident occurred in a car they were not in.

Chairwoman O'Brien asked if there is an emergency button on the light rail cars.

Mr. Coleman answered yes there is an emergency button as well as a phone number posted if the rider would like to discreetly report the emergency.

Councilman Waring stated this emergency button would still not allow security personnel to assist immediately in an emergency.

Chairwoman O'Brien asked for more information about how the emergency button program works at the December meeting.

Councilman Waring asked for response times for incidents that occur on light rail.

Assistant Chief Kennedy stated they could provide this information at the meeting in December.

7. Monthly CAP Hiring, Recruitment and Metric Update Report

Information only. No Councilmember requested additional information.

CALL TO THE PUBLIC

None.

FUTURE AGENDA ITEMS

Councilman Waring asked for an update on light rail safety and information on San Diego's strategies for helping individuals experiencing homelessness.

Chairwoman O'Brien stated the light rail safety update is scheduled for the December meeting.

Assistant City Manager Lori Bays stated information on San Diego's strategies is also scheduled for the December meeting.

ADJOURNMENT

Chairwoman O'Brien adjourned the meeting at 11:56 a.m.

Respectfully submitted,

Chloe Baldwin
Management Fellow

DRAFT



ABLE, ICAT and Less Lethal Training Update

This report provides the Public Safety and Justice Subcommittee an update on the Police Department's Active Bystandership for Law Enforcement (ABLE) training, ICAT (Integrating Communications, Assessment and Tactics) training and the Advanced Less Lethal program.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

Background

In an effort to continually improve training and align with national best practices, the Phoenix Police Department has implemented Active Bystandership for Law Enforcement (ABLE) and ICAT (Integrating Communications, Assessment and Tactics) trainings. ABLE prepares officers to successfully intervene to prevent harm and to create a law enforcement culture that supports peer intervention. This training delivers practical, scenario-based training for police agencies in the strategies and tactics of police peer intervention. ICAT is a scenario-based training for times when officers encounter volatile situations with erratic and potentially dangerous subjects who are not armed with a gun. This training involves teaching officers the necessary skills to address cases where officers may have otherwise used lethal force when the subject was either unarmed or armed with a knife, or other weapon, but not a firearm. In some of these cases, the individuals involved could be experiencing a mental or behavioral health crisis.

ABLE Update

The Police Department held a Train the Trainer class in March 2022. Trainers then started teaching ABLE to staff in June 2022. Within 15 months, by Aug. 31, 2023, 1,028 (29 percent) employees had been trained with 11 instructors and a core group of six to seven instructors that taught on a regular basis.

Program Changes

In order to get more employees trained, the Department recruited several more instructors to go through the Train the Trainer program. The Department now has 22 dedicated instructors with three more going through the Train the Trainer course in the

next month. Class scheduling has also been revamped as staff recruited instructors for specific dates, and once there were two instructors available and committed, added the classes to the Advanced Training catalog. Staff also worked to prioritize Field Training Officers, Chiefs and Commanders as well as offering classes at different locations, which has reduced no-shows and increased class capacity.

Current Status and Next Steps

As of Nov. 20, 2023, staff has trained 1,592 (47 percent of the Department), which is a 12 percent increase in just two months. Between now and Dec. 18, 2023, staff will have 11 classes for potentially 325 to 390 employees. The goal of the program is to now train 200-300 employees a month and complete ABLE training for the entire agency by this time next year. Once all employees have attended ABLE training, we will work with ABLE to create a two-hour refresher course, which will be completed annually.

ICAT Update

The ICAT Train the Trainer class was held on Jan. 9, 2022, with 44 participants. An additional 14 potential instructors have been identified to receive instructor training. The training is a one-day (10-hour) class which incorporates classroom and scenario-based training. ICAT is an evidence-based training program and is being evaluated by the National Policing Institute. The training sessions began with the Field Training Officers in April 2023. Since April, the next cluster of training was held for precincts and additional staff, with a total of 473 employees trained. Moving forward, the Department introduced greater efficiencies for the instructors and are moving the classes to day shift for now, with two more classes scheduled before the end of 2023.

Advanced Less Lethal Update

Please see **Attachment A** for 2021-2023 data on deployments and discharges of the less lethal munitions. Deployments are considered when a weapon system arrives on a call for service, and a discharge is when the system is actually used during the course of a call for service.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Police Department.



Advanced Less Lethal Program

Updated as of November 20, 2023

Quick Facts about the Program

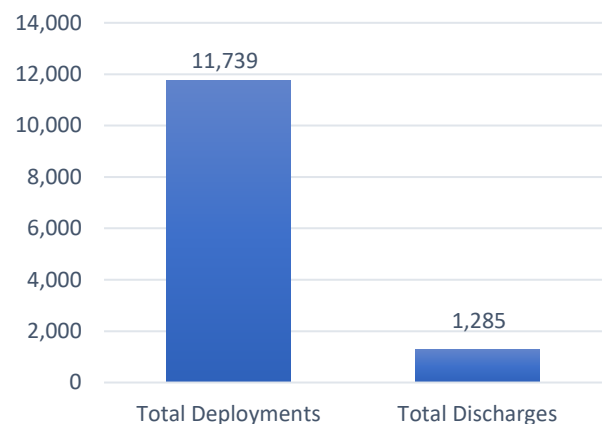
- Total Number of Launchers:
 - 40MM – 147 Launchers
 - Pepperball – 181 Launchers
- Pilot Program ran from 10/1/21 – 12/31/21

Total Deployments and Discharges of Program

- Advanced Less Lethal Tools deployed 11,739 times, with 1,285 total discharges.
 - Total Discharges by Launcher Type:
 - 40MM – 401 Discharges
 - Pepperball – 884 Discharges
 - *767 Area Saturation Techniques

Total Deployments vs Total Discharges

Both Systems



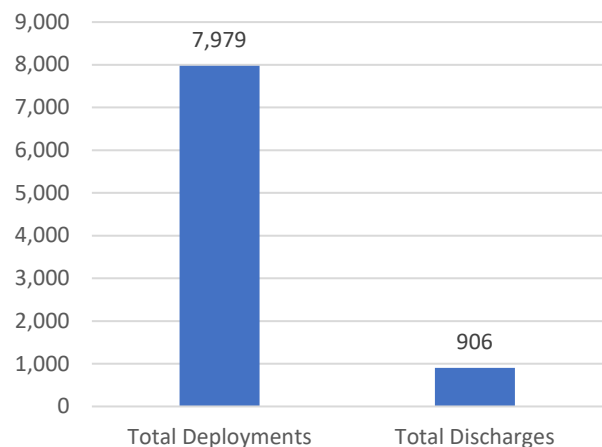
2023 Deployments and Discharges of Program

Jan. 1st – Nov. 20th

- Advanced Less Lethal Tools deployed 7,979 times, with 906 total discharges.
 - Total Discharges by Launcher Type:
 - 40MM – 254 Discharges
 - Pepperball – 652 Discharges
 - *563 Area Saturation Techniques

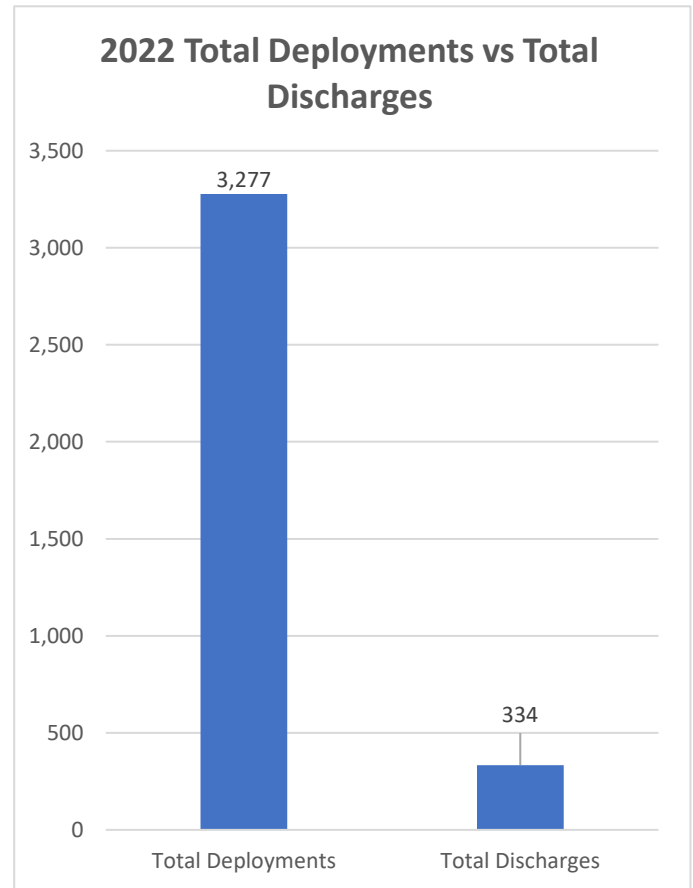
2023 Total Deployments vs Total Discharges

As of Nov. 20, 2023



2022 Deployments and Discharges of Program

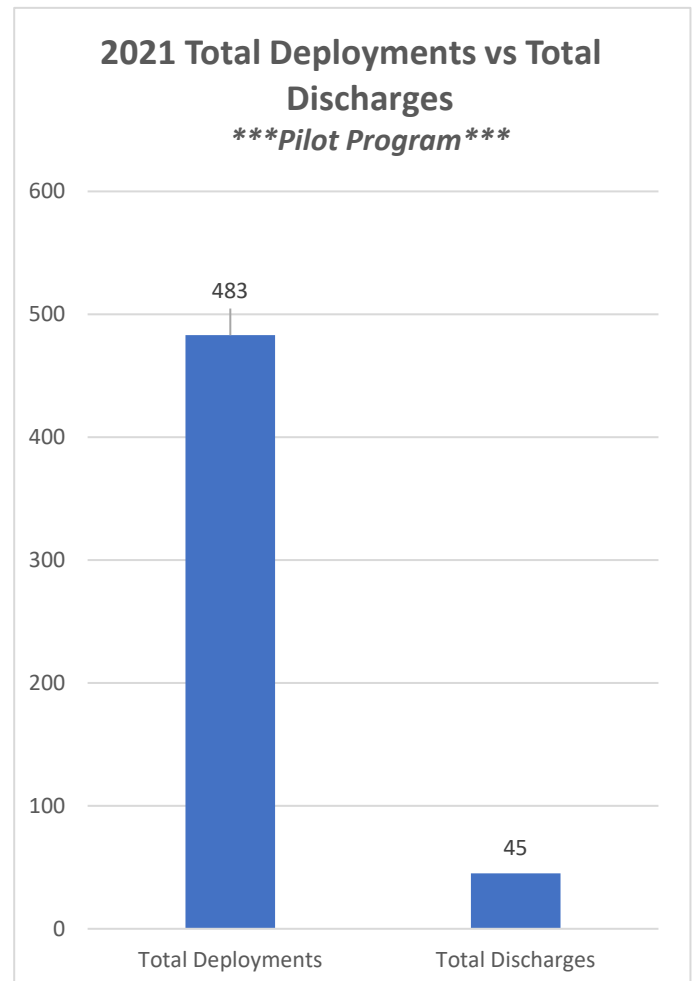
- Advanced Less Lethal Tools deployed 3,277 times, with 334 total discharges.
 - Total Discharges by Launcher Type:
 - 40MM – 134 Discharges
 - Pepperball – 200 Discharges
 - *178 Area Saturation Techniques



2021 Deployments and Discharges of Program

*****Pilot Program*****

- Advanced Less Lethal Tools deployed 483 times, with 45 total discharges.
 - Total Discharges by Launcher Type:
 - 40MM – 13 Discharges
 - Pepperball – 32 Discharges
 - *26 Area Saturation Techniques





100 West Washington Renovation Update: Future Phoenix Police Headquarters

This report provides an update to the Public Safety and Justice Subcommittee on the 100 West Washington (100 West) property, which is being renovated to become the future Phoenix Police headquarters facility.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The current Phoenix Police headquarters facility located at 620 West Washington was constructed in 1975 and, over time, has become functionally obsolete due to the City's significant growth, the age of the facility and the cost of required maintenance and repairs. In October 2021, the City acquired the former Wells Fargo Plaza properties at 100 West Washington as a more cost effective alternative to constructing a new police headquarters facility.

Since acquisition, infrastructure improvements have been underway and programming for all the police bureaus and units moving into 100 West has been accomplished. Design is complete for levels two through 25 and construction on the first phase of tenant improvements has commenced, which was celebrated by a "wallbreaking" ceremony on Nov. 2, 2023.

The 100 West project team has engaged extensively with the Police staff from throughout the department to ensure the new workspace is functional, secure, and includes amenities important to staff. This includes, but is not limited to, customizable lighting and equipment, state-of-the-art furniture as well as wellness and quiet rooms. The first phase of construction includes a new 911 call center on the top three floors of the tower and will be substantially complete by the summer of 2024. The rest of the facility's renovations are scheduled for substantial completion by the summer of 2025. Functional space will be provided in addition to amenities important to attract and retain staff, such as a gym, indoor / outdoor café, canine therapy and nursing rooms.

Sustainability and efficiency have been cornerstones of the 100 West renovation to become the future police headquarters project. For example, a water treatment system for the building cooling towers has been installed, following a model successfully

implemented at Phoenix Sky Harbor International Airport. This system will result in significant water savings annually and will reduce the use of harmful chemicals.

Additionally, the City's acquisition of the 100 West property included millions of dollars worth of existing office furniture. The vast majority of this is being reutilized as part of the renovation project, which avoids putting this furniture in landfills and significantly reduces the need for the City to procure newly manufactured items. Some equipment not required at 100 West have been repurposed at community centers, libraries and other City facilities.

Lastly, the relocation of the Public Records and Services Unit to 100 West will result in approximately \$600,000 per year in lease savings. The new location of 100 West also has the added benefit of being more accessible via transit with its proximity to multiple light rail stations and bus stops. The location will create a connected campus of City buildings, including City Hall and the Municipal Court, as well.

Responsible Department

This item is submitted by Deputy City Manager John Chan and the City Manager's Office.



Parks Safety Update

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The mission of the Parks and Recreation Department is to build healthy communities through parks, programs and partnerships, and to make the City a better place to live, visit and play. With one of the largest park systems in the nation, Phoenix provides residents and visitors with more than 41,000 acres of desert parks and mountain preserves containing more than 200 miles of trails, 186 parks, and much more. The Parks and Recreation Department provides open space and opportunities for recreation. However, many parks continue to face challenges. To address and reduce negative behaviors and security concerns in parks, the Parks and Recreation Department implemented overnight security services at select park locations and an overnight park ranger program in 2023.

Security Services Program

The Parks and Recreation Department began implementation of the overnight security services in February 2023 at 12 park locations in an effort to further address negative behaviors and security concerns in the parks. The following 12 parks were selected using criteria such as the number of Park Ranger visits, the number of Code of Conduct violations and trespass notices issued throughout the City:

- Cesar Chavez Park
- Cholla Trail
- Cielito Park
- Cortez Park
- El Oso Park
- Los Olivos Park
- Maryvale Park
- Paradise Valley Park
- Perry Park
- Pierce Park
- Sunnyslope Park
- Washington Park

Security personnel work in pairs and are assigned to rove between four park locations in three distinct geographic zones. Patrols take place between 8 p.m. and 10 a.m. daily. Once security personnel arrive onsite at a park, they drive around the perimeter of the park and conduct foot patrols inside park boundaries. Their scope of work includes, but is not limited to, the following:

- Educate the public on park rules and address Code of Conduct violations.
- Open, close and inspect restroom facilities and/or park gates when applicable.
- Inspect park amenities and relay information to City staff about any park safety concerns.
- Ensure the park is clear of users upon park closure.
- Relay information to PHX CARES through park's staff to provide outreach services.
- Submit daily reports summarizing patrol activity.
- Contact City of Phoenix Park Rangers for assistance when appropriate.
- Call Phoenix Police for emergency purposes or crimes occurring within the park.

Between July, 1 and Nov. 14, 2023, security personnel conducted 3,850 site visits to the 12 selected park locations. During those visits, security personnel made contact with over 8,000 people in the parks. Common activity reported pertained to loitering after-hours, using park amenities outside their intended purpose, vehicles in the park after-hours and other criminal activity, such as drug use, in the park. Security personnel also reported vandalism in the park, such as graffiti, and damaged park amenities. In most circumstances, people are responsive to security personnel. Of the 8,000 people security personnel interacted with, Police assistance was requested a total of 52 times and assistance from Park Rangers was requested nine times.

Park Ranger Program

The Parks and Recreation Department is fortunate to have a team of Park Rangers dedicated to patrolling the 186 flatland urban parks throughout the City. To further enhance park safety, the Parks and Recreation Department hired 15 additional Park Ranger and supervisory positions to create an overnight Park Ranger team. Third-shift Park Rangers patrol between 8:30 p.m. to 7 a.m. The overnight Park Rangers were hired by July 2023 and participated in eight-weeks of ranger training. Overnight patrols officially began Sept. 11, 2023.

Park Rangers assist daily in the proactive education of park rules and enforcement of the Code of Conduct Policy. Common code of conduct and City Code violations Park Rangers address include loitering in the park after hours, illegal vending, shopping carts on park property, dogs off-leash, smoking, use of park amenities outside their intended purpose, littering, and criminal activity. Criminal citations for violation of City

Code ordinances or trespass notices through Parks and Recreation Department's Code of Conduct are issued by Park Rangers, when necessary. While Park Rangers can issue citations and trespass notices, there are some challenges that may prevent them from doing so. Individuals must be willing to remain on-site and engage with Park Rangers as they cannot detain individuals. Individuals must also be willing to provide identification. Park Rangers also contact Phoenix Police for assistance with addressing criminal activity in parks.

Additionally, Park Rangers and security personnel have developed a system to communicate on a daily basis by sharing valuable information on park activity. Combined outreach and enforcement of park rules are coordinated as needed to address ongoing negative activity in select parks.

The Park Rangers are also an integral part of the PHX Community Action Response Engagement Services (C.A.R.E.S.) initiative, which focuses on efforts to reduce the impact of homelessness in the City and addresses resident concerns related to unsheltered individuals in neighborhoods. Rangers work with Police and Community Bridges, Inc. staff on coordinated outreach opportunities utilizing a strategic approach that identifies priority patrols via input from Parks and Recreation Department staff throughout the City and Phoenix Police Department services calls. Park Ranger patrols afford the opportunity to increase direct contact with individuals requiring services and the ability to immediately provide information directly to the PHX C.A.R.E.S. program and other City departments, including Office of Homeless Solutions, Human Services, Neighborhood Services, Police and Street Transportation.

The Parks and Recreation Department remains dedicated to enhancing the safety and enjoyment of our parks. Overnight security services and Park Ranger patrols have proven to be helpful in providing valuable insight into what occurs in parks overnight to help address negative activity. The department plans to explore the feasibility of creating a more flexible method to deploy security personnel to help deter negative activity in parks with the greatest need.

Responsible Department

This item is submitted by Deputy City Manager Inger Erickson and the Parks and Recreation Department.



Lessons Learned from Other Communities in Addressing Homelessness

This report provides the Public Safety and Justice Subcommittee an update related to homelessness and an overview of efforts of other cities, such as San Diego, in addressing homelessness.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The City of Phoenix's Office of Homeless Solutions (OHS) is committed to ending homelessness through a comprehensive, regional approach to shelter and heat relief, outreach, supportive care, behavioral health services, homelessness prevention, and supportive housing. In the past year, the City of Phoenix has visited and researched a number of cities outside of Arizona to share ideas, learn best practices, and identify strategies for addressing homelessness in communities. This update will discuss highlights from San Diego, Austin, San Antonio, and Portland.

San Diego, California

San Diego, like many other cities across the United States, is struggling with addressing homelessness. San Diego is comparable in size to Phoenix, both in total population and in the number of individuals experiencing homelessness, according to the 2023 Point in Time Count. Two ways that San Diego is addressing homelessness include the Unsafe Camping Ordinance and the Safe Sleeping Program.

San Diego's City Council approved an Unsafe Camping Ordinance in June 2023 and began enforcing it on July 31, 2023, with a progressive model, including officers offering shelter. The Ordinance allowed for enforcement in the following locations, regardless of shelter availability:

- Within two blocks of K - 12 schools;
- Within two blocks of a shelter;
- Along trolley tracks and transportation hubs;
- In City parks where public health or safety risk is determined; and
- In any open space, waterway, or banks of a waterway

Similar to Phoenix's approach, San Diego utilizes an engagement process, which includes outreach for weeks by non-law enforcement outreach teams leading up to the start of enforcement. San Diego also uses signage identifying locations with priority areas addressed first.

San Diego's Safe Sleeping Program was launched in June 2023. The program offers a safe, legal camping space as an alternative to traditional congregate shelters through the use of a City-owned lot. The site, which has 24/7 security, has a 133-tent capacity, 266-person capacity and allows for pets, partners and personal belongings. Individuals staying on site are free to enter and exit at any time and are offered services such as showers, restrooms, meals, and housing navigation. There are established rules and guidelines for the site, such as no on-site substance or alcohol use, and registered sex offenders are not allowed.

Additional Communities Visited or Researched

In September 2023, a delegation from the City of Austin visited Phoenix to learn from City staff how the City was able to increase shelter capacity so quickly. Austin delegates spent three days with City staff learning about various collaborations and touring shelters and housing sites.

In October 2023, City staff visited several sites in both Austin and San Antonio including multiple shelter sites, tiny home villages, permanent supportive housing sites, and harm reduction centers.

Several City staff, together with representatives from Maricopa Association of Governments, Maricopa County and the City of Avondale, spent two days in Portland, Oregon last spring to learn about their recent efforts to address unsheltered homelessness. The City of Portland passed a local tax in 2021 that will fund housing and shelter operations for ten years. The Arizona delegation learned about the many government agencies, private business groups and non-profit service providers that are working collaboratively to address the growing number of encampments in and around the city.

Responsible Department

This item is submitted by Deputy City Manager Gina Montes and the Office of Homeless Solutions.



Light Rail Safety Update

This report provides the Public Safety and Justice Subcommittee an update on Light Rail safety and security.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The City of Phoenix and Valley Metro are committed to delivering safe, reliable, high-quality transit experiences for customers. The priority is keeping customers safe by maintaining continuous presence of security across the 28-mile light rail system and collaborating with the City's partners, contractors, and community resources.

Enhanced Light Rail Security Operations Plan

To address community concerns regarding the level of safety on light rail vehicles and facilities under the management of Valley Metro, the Phoenix Police Department Transit Unit and Allied Universal Security created an Enhanced Security Plan to support the Valley Metro staff responsible for ensuring the safety of the light rail system. During each iteration of the Enhanced Light Rail Security Operations Plan, squad-size elements of the Transit Unit comprised of one sergeant, four to six detectives, and five to six police assistants were placed on selected light rail platforms to be immediately available to identify individuals who were determined to be trespassing or engaging in theft of services by the Valley Metro fare inspectors who were on the platform and assigned to inspect each arriving light rail vehicle to ensure compliance.

The ongoing maintenance phase of the Enhanced Light Rail Security Operations Plan consists of deployment of Transit Unit personnel on light rail platforms two to three times per week. The new enforcement data through Nov. 17, 2023, includes the following:

- Total Arrests: 223*
- Warrants: 173
- Trespassing Arrests: 28
- Subjects Trespassed: 474
- Drug-Related Arrests: 41

- Firearms Seized: 1

*Some arrestees were charged with more than one category above.

Public Transit Title VI Requirements

The City of Phoenix serves as the Designated Recipient for federal transit funds for the greater Phoenix area as well as other funding recipients in the region (“subrecipients”). In this role, Phoenix annually submits to the Federal Transit Administration (FTA) certifications and assurances in which the City certifies that it, and its subrecipients, as *a regional system*, will comply with all federal statutes relating to nondiscrimination, including Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, national origin, or low income status. Such Title VI requirements are applied as a condition of any award of federal funding from the FTA.

Since light rail stations constructed in the region (including those installed within Phoenix’s city limits) were funded with federal funds, the stations are subject to Title VI requirements as agreed to and certified by the City and Valley Metro. Per the FTA’s Title VI guidance, “no person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.”

The FTA defines transit amenities as “items of comfort, convenience, and safety that are available to the general riding public.” Relative to amenities such as light rail stations, the City and Valley Metro must ensure that such amenities are equitably distributed across the system so that transit users have equal access, including light rail station infrastructure and any related appurtenances, which could include any lighting, air conditioning, fare gates, turnstiles, or accessible features.

FTA guidance further clarifies that “transit providers shall evaluate their transit amenities policy to ensure amenities are being distributed throughout the transit system in an equitable manner.” An evaluation (equity analysis) of enclosures would be necessary to determine whether transit-dependent minority and low-income populations will bear a disparate/disproportionate burden for such amenities, including consideration of the degree of adverse effects on those populations. However, this evaluation would be incomplete if conducted for light rail stations only within Phoenix’s city limits because such a jurisdictional line would not “ensure equitable distribution of

transit amenities across the system.”

Public Transit and Law Department’s determination is that the FTA is likely to find that minority and low-income populations across the region would not receive the same comfort, convenience, and safety from more basic transit-station amenities provided elsewhere in the region, resulting in disparities for those populations.

Fare Collection System Modernization

The current regional fare system was implemented in 2007. The system is currently being replaced by a more modern, open architecture system provided by Vix Technologies. The project is being managed jointly by the City of Phoenix and Valley Metro, each of which is handling different aspects needed for system implementation across the region. The new system will be open and flexible to easily allow changes to incorporate innovative technologies. As is being done in other transit agencies across the county, the new system will provide greater control of fare media and usage through account-based technology and increased flexibility and options for riders.

With the new fare collection system, paper media for passes will be replaced by smartcards and mobile fare. Customers will have transit fare accounts, either through a mobile app or by using a long-life reloadable smart card (to be called the Copper Card). The new system also allows the region to introduce Smart Fare (fare capping) as a more equitable means to providing transit service for those most frequent riders who can reach daily/weekly/monthly maximum fares charged. With Smart Fare, riders load value to their accounts and fares are then deducted for each boarding up to a daily, weekly, and monthly maximum. The value can be loaded incrementally as needed by the rider, eliminating the need to pay for a multi-day pass up front. Cash fares will continue to be available through the purchase of a single ride on board buses via the farebox and through fare vending machines. The system provides mobile ticketing and will soon provide access to stored value smartcards and a web-based management tool for riders to manage their accounts. The region launched mobile fare in February 2023 in advance of Super Bowl activities, with additional mobile fare features to be introduced with the smartcards in May 2024.

As part of the transition to the new system, new ticket vending machines (TVM) will be installed at all light rail stations. However, these TVMs are not able to be installed and activated until all the necessary backend system changes are completed. Those system changes will not be final until late spring 2024. As a result, the current project timeline anticipates at least one new ticket vending machine (TVM) installed at every platform along the main alignment by May 1, 2024. The installation of a second TVM at

each station is planned by June 1, 2024. Additionally, handheld fare inspection devices, which allow for the inspection and validation of fares on light rail, are expected to be in place for the May 1, 2024, launch of smart fare and new TVMs. The delivery and installation of project equipment is also driven by equipment manufacturing schedules, which have experienced delays due to the global pandemic and subsequent computer chip shortages and ongoing supply chain issues.

Valley Metro Update

Valley Metro provided information on security personnel, facilities, fare inspection and ticket vending on **Attachment A**.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager Mario Paniagua and the Police and Public Transit departments.

Re: December 2023 Update to the City of Phoenix Public Safety and Justice City Council Subcommittee

Background:

Valley Metro Rail operates across 28 miles, three urban communities, serving 35,000+ weekday trips, an increase of 17% from this time last year. While ridership is increasing, security incidents were lower in October than the average in FY23, with 2.2 incidents per 100,000 boardings in October 2023 vs. 2.8 across July 1, 2022 – June 30, 2023. Valley Metro continues to work collaboratively with law enforcement agencies in Mesa, Tempe, and Phoenix to provide uniformed police presence on the regional light rail system in combination with advancing the other rail security program tiers, as noted below:



In 2023, Valley Metro participated in an American Public Transportation Association (APTA) safety and security peer review of the regional transit system. Working with the Valley Metro Board of Directors, we are in the process of implementing their recommendations. The multi-step action plan underway now is of primary importance to agency leadership.

The Valley Metro Rail security program was designed in collaboration with Mesa, Tempe and Phoenix. The program continues to evolve to address the needs of the communities we serve including social and environmental challenges that impact public spaces nationwide, including public transit.

Valley Metro and our member cities remain committed to delivering safe, high-quality transit experiences to our thousands of daily riders, with a majority of riders feeling safe and secure on the system. Transit security is also a strong emphasis in our draft, five-year agency Strategic Plan being advanced to our Board of Directors for adoption in early 2024.

Subcommittee Update:

Valley Metro has had the opportunity to share public information on the regional light rail security program with the City of Phoenix Public Safety and Justice City Council Subcommittee on September 6, 2023 and November 1, 2023. Staff provided an overview of the rail security program, current challenges, possible future actions and responded to additional requests for information. Below are a few updates since the November 1 meeting memo, including progress on areas of our transit security action plan:

- **Security Personnel:**
 - Continue hiring, training and on-boarding of new team members.
 - Increased field supervision and roving patrols per revised deployment strategy; monitoring effectiveness across Q4 2023.
 - Continue coordination with local law enforcement on uniformed police presence across system, including in Phoenix.
 - Addressing workforce shortage challenges with Allied Universal's regional executive leadership, including a 60-day action plan.
 - Revised deployment strategy for more real-time, systemwide response.
- **Facilities:**
 - Re-opened the 19th Ave/Dunlap plaza on October 30, 2023 following security and environmental design improvements, including the creation of a striped and signed fare zone.
- **Fare Inspection & Ticket Vending:**
 - Working with current fare system vendor to improve performance of ticket vending machines (TVMs) and handheld verifiers (HHVs).
 - Continue to conduct inspection through an alternate inspection and verification process,
 - Working closely with City of Phoenix, the contract owner of the future fare collection system, to expedite future technology solutions and associated hardware, including new TVMs and inspection devices.

Next Steps:

Security concerns and their potential policy and budget implications are regional in scope. The Valley Metro Rail Board of Directors will convene in executive session in December 2023 to discuss potentially sensitive security matters.



Community Assistance Program Hiring, Recruitment and Service Report

This item includes a report on Phoenix Fire Department's Community Assistance Program (CAP) hiring and recruitment efforts. The report also details information on CAP's responses to calls for service.

THIS ITEM IS FOR INFORMATION ONLY.

In June 2021, the City Council approved \$15 million in the Fiscal Year 2021-22 Budget to expand the Community Assistance Program (CAP). CAP is a proven model to assist residents experiencing a traumatic event, behavioral health crisis, or other social welfare concerns. CAP consists of Crisis Response Units (CRUs), Behavioral Health Units (BHUs), and Behavioral Health dispatchers. CRUs continue to co-respond with police and fire on traumatic incidents to provide on-scene crisis stabilization. BHUs may respond as a singular unit to assist individuals experiencing a behavioral health or substance use concern or as a co-response unit. CAP is the foundation of our efforts to address those community needs that don't expressly align with the mission of traditional emergency and public safety services. To meet these diverse needs, CAP staff continue collaborating with community partners and connecting individuals with appropriate resources.

The CAP Data Report is included for review as **Attachment A** and includes additional updates on recent dispatch data trends, recruitment, and fleet updates.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager Ginger Spencer and the Fire Department.



COMMUNITY ASSISTANCE PROGRAM DATA REPORT

BEHAVIORAL HEALTH UNIT REPORT: 10.1.23 - 10.31.23

Total Behavioral Health Unit (BHU) Community
Members Contacted: 203

Top 3 services delivered:

- Stabilized In Place: 66 (33% of total contacts)
- Services Provided to Additional Customers: 39 (19% of total contacts)
- Stabilized With Transport: 37 (18% of total contacts)

Total Number Of Adults Contacted: 183 (90%)

Total Number Of Children Contacted: 20 (10%)

Top BHU Primary Problem (Self Reported):

- Housing Insecurity: 35
- Mental Health: 34
- Substance Abuse: 16

CRISIS RESPONSE UNIT REPORT: 10.1.23 - 10.31.23

Total Crisis Response Unit (CRU) Community Members
Contacted: 581

Top 3 services delivered:

- Services Provided to Additional Customers: 203 (35% of total contacts)
- Completed Non-Transport: 193 (33% of total contacts)
- Completed With Transport: 37 (6% of total contacts)

Total Number Of Adults Contacted: 469 (81%)

Total Number Of Children Contacted: 112 (19%)

Top CRU Crisis Response Reasons:

- Death: 83
- Social Service: 33
- Working Fires, Hazardous Materials, or Flood: 26

Top Primary Crime Reason:

- Assault: 14
- Homicide/Death Investigation: 10
- Domestic/Family Violence: 7

RECRUITMENT:

CAP has currently 77 filled positions. Given the success of the last hiring event, CAP completed one hiring event for Caseworker IIs in November with a second hiring event for Caseworker IIIs in December 2023.

- Caseworker II positions
 - Target to fill 31 full-time positions
 - Recruitment underway with 14 candidates who received soft offers
 - Planned hiring to be completed in January 2024
- Caseworker III positions
 - Target to fill 11 full-time positions
 - Recruitment received 66 applicant resumes under review
 - Planned first round interviews in December 2023

FLEET UPDATE:

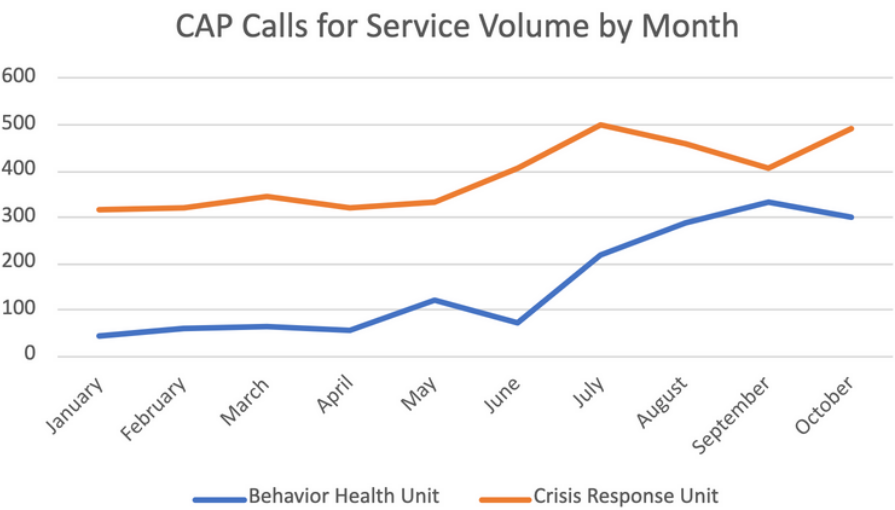
There are 23 total CAP vehicles ordered.

Total vehicles in service: 10

- Behavioral Health Units - 4 units
- Crisis Response Units - 6 units

Recent update: Remaining 13 CAP vehicles have been received by the City and are being prepared for service.

CAP CALLS FOR SERVICE BY MONTH:

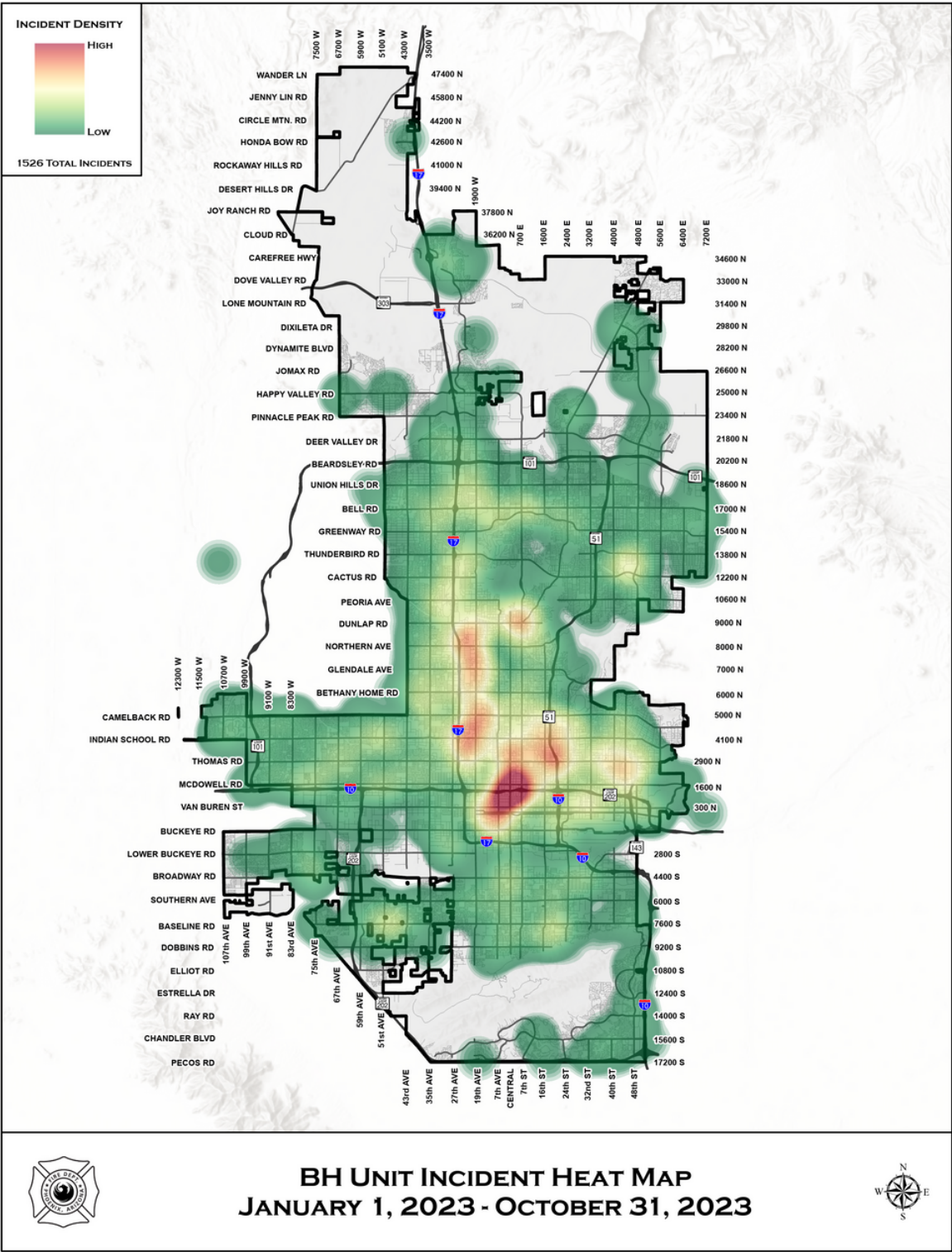


CAP services may be rendered to multiple community members or declined per call for service. Thus, the number of community members contacted may differ from the call for service volume.

Starting in June, CAP units were added, we expanded hours of service, and expanded BHU’s to provide citywide services.

BEHAVIORAL UNIT INCIDENT HEAT MAP:

The heat map below illustrates the Behavioral Health Unit incident volume by geographic location from January 1 to October 31, 2023. In November 2023, the Mayor and City Council approved two additional CAP locations for Downtown Phoenix, Inc. (DPI) at Central Avenue and Washington Street and Grand Canyon University (GCU) at 27th Avenue Corridor to help support the areas of greatest need. The staff are working to secure the contracts this month.





Phoenix Police Department Hiring, Recruitment and Attrition Report

This item includes a report on Phoenix Police Department's hiring and recruitment efforts as well as an overview of the department's recent attrition figures. The report also details information on initiatives of the Police Department related to staffing.

THIS ITEM IS FOR INFORMATION ONLY.

The report is included for review as **Attachment A**.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Police Department.



PHOENIX POLICE DEPARTMENT HIRING, RECRUITMENT AND ATTRITION REPORT

POLICE RECRUIT APPLICATIONS

As temperatures decline throughout the nation, the Valley of the Sun is expected to maintain its warmth comparatively. Recruitment for Police Recruit positions has been consistent. The current average of monthly applications is 210. Meanwhile, the number of Lateral Officer applications is averaging at 10 per month.

210 PER MONTH



POLICE RECRUIT

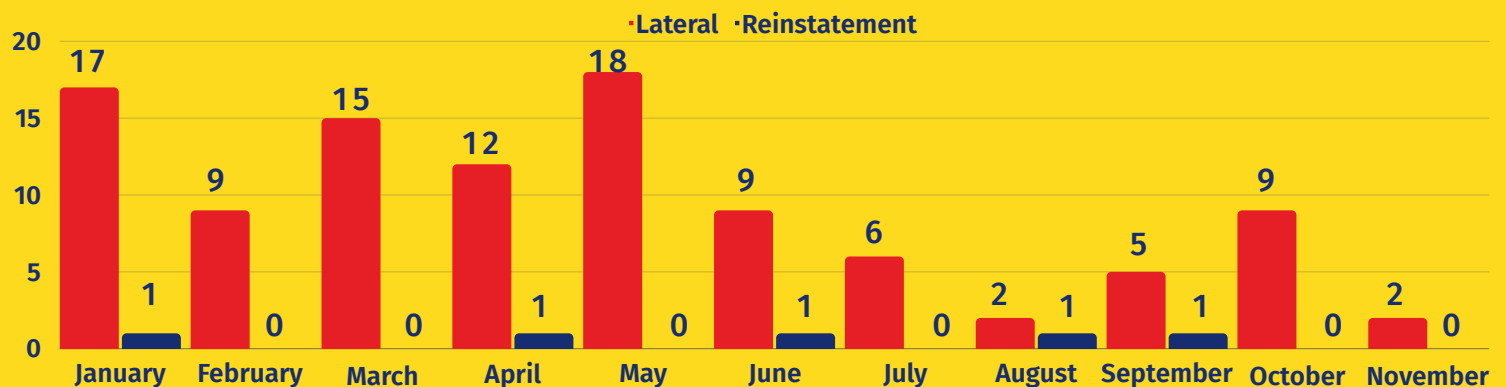
10 PER MONTH



LATERAL/
REINSTATEMENTS

171 POLICE RECRUITS & LATERALS WERE HIRED IN 2022

180 POLICE RECRUITS IS THE PROJECTION FOR 2023



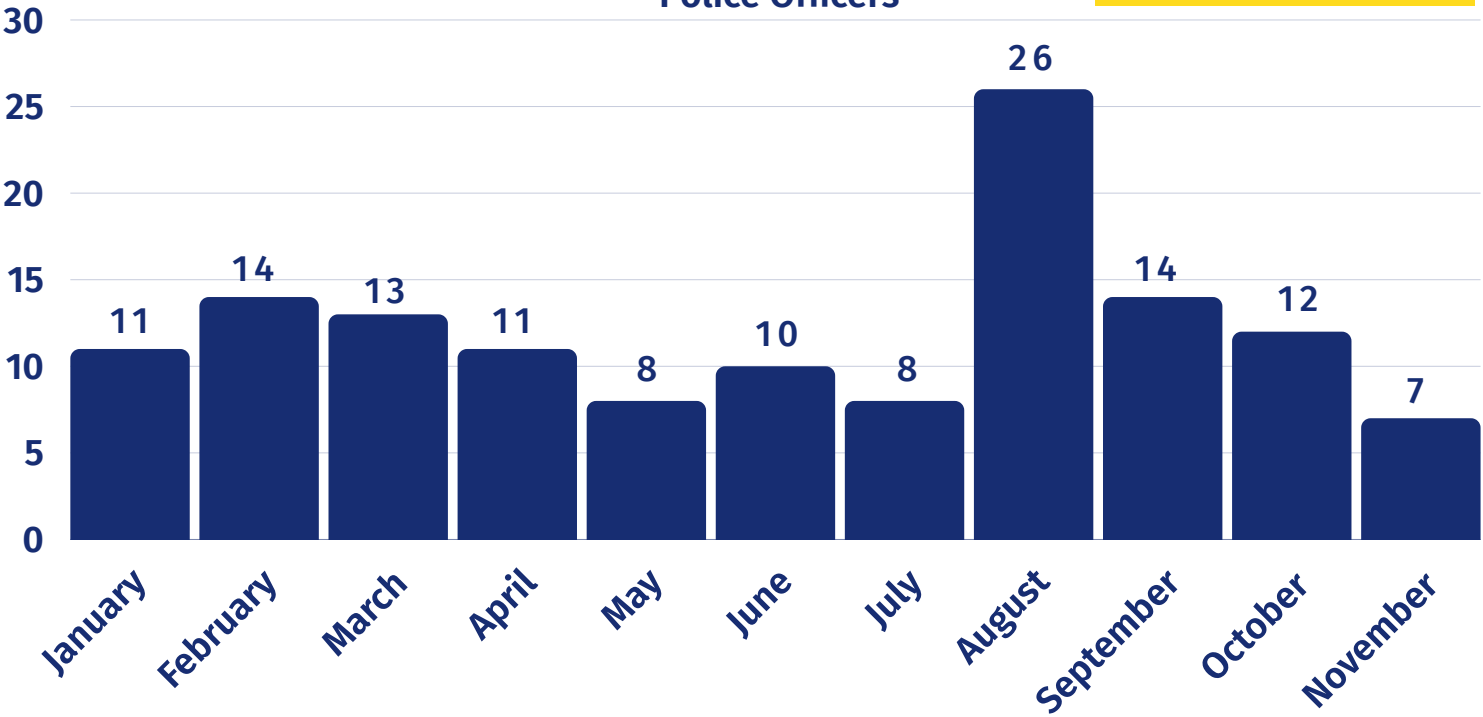


PHOENIX POLICE DEPARTMENT HIRING, RECRUITMENT AND ATTRITION REPORT

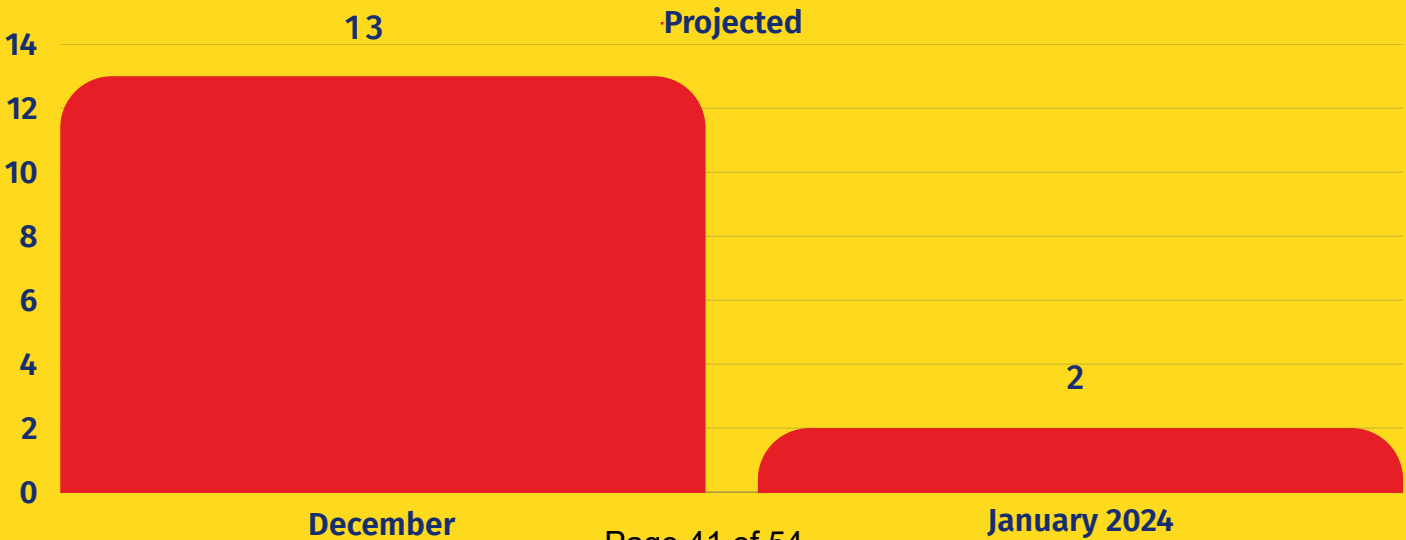
SWORN ATTRITION THROUGH NOVEMBER
OF 2023

TOTAL YEAR
TO DATE: 134

•Police Officers



SWORN ATTRITION PROJECTED DECEMBER THROUGH
JANUARY OF 2024



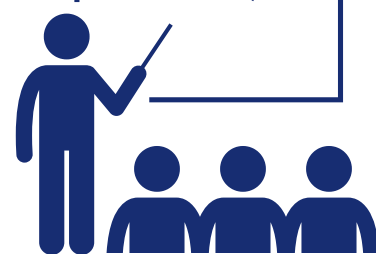


POLICE OFFICER PHYSICAL APTITUDE TEST (POPAT)

The Phoenix Regional Police Academy schedules two Police Officer Physical Aptitude Tests (POPAT) every month. The upcoming November 18th test has 80 registered applicants. However, due to inclement weather forecasted, the event is being postponed to a later date.

RATE OF APPLICANTS TO HIRE

13%



RECRUIT TRACKING

Academy classes, which are now starting every eight weeks, are the most frequent in Arizona. This change from six to eight weeks came as a result of a revised AZPOST curriculum. Currently, we have an applicant success rate of approximately 13%, from background profile submissions to recruits entering the Academy. This rate compares favorably with similar cities across the country, as per our peer share discussions.

Implementation of eSOPH hiring platform and other operational improvements contribute to the hiring rate. eSOPH allows for paperless background process and enhanced screening capabilities. Hiring requirements for the City of Phoenix and Arizona POST are forward facing, providing greater transparency for applicants and the community.

PHOENIX REGIONAL POLICE ACADEMY CLASS RECRUIT NUMBERS



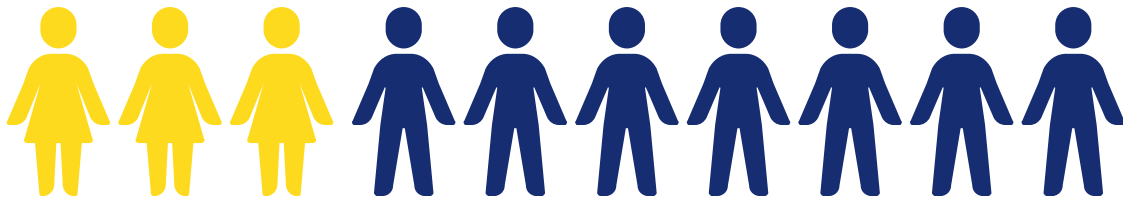


TRENDS TOWARDS ESTABLISHED GOALS

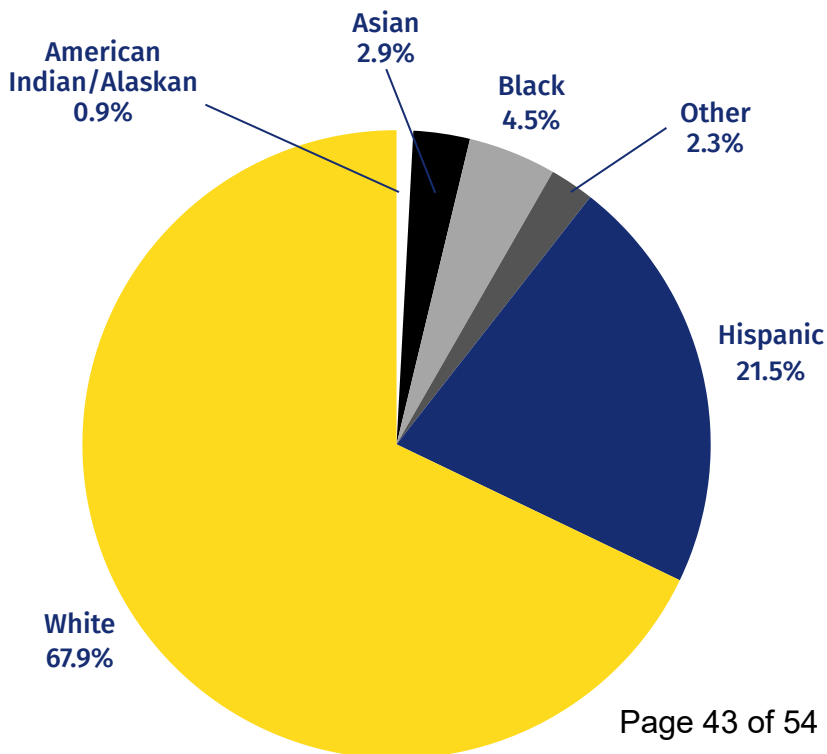
30X30 INITIATIVE

The 30x30 Recruitment Working Group's objective is to highlight the exceptional women serving in the Phoenix Police Department. This initiative aims to provide a platform for female officers to share their personal experiences and achievements throughout their careers. Furthermore, it seeks to encourage and support the recruitment and representation of more women within the department.

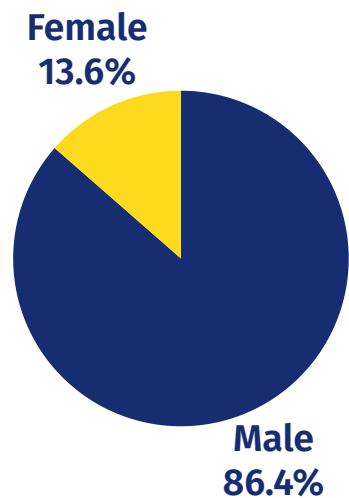
Officer Marianne Ramirez has been selected as the first female officer to be featured as part of this campaign. Her story will be posted on the JoinPHXPD social media sites and YouTube.



CURRENT SWORN DEMOGRAPHICS

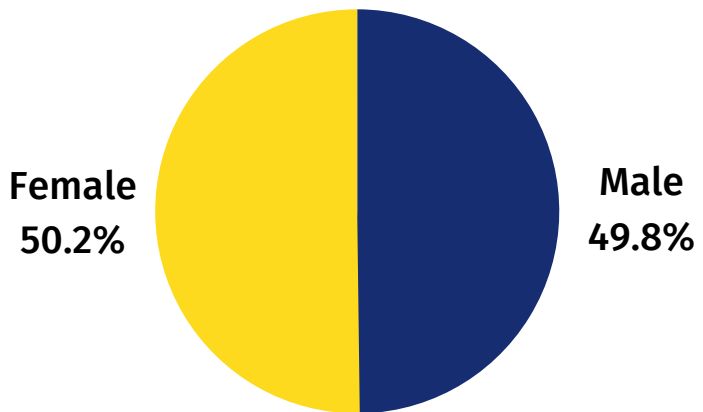


2,566 SWORN OFFICERS
AS OF NOV 16, 2023

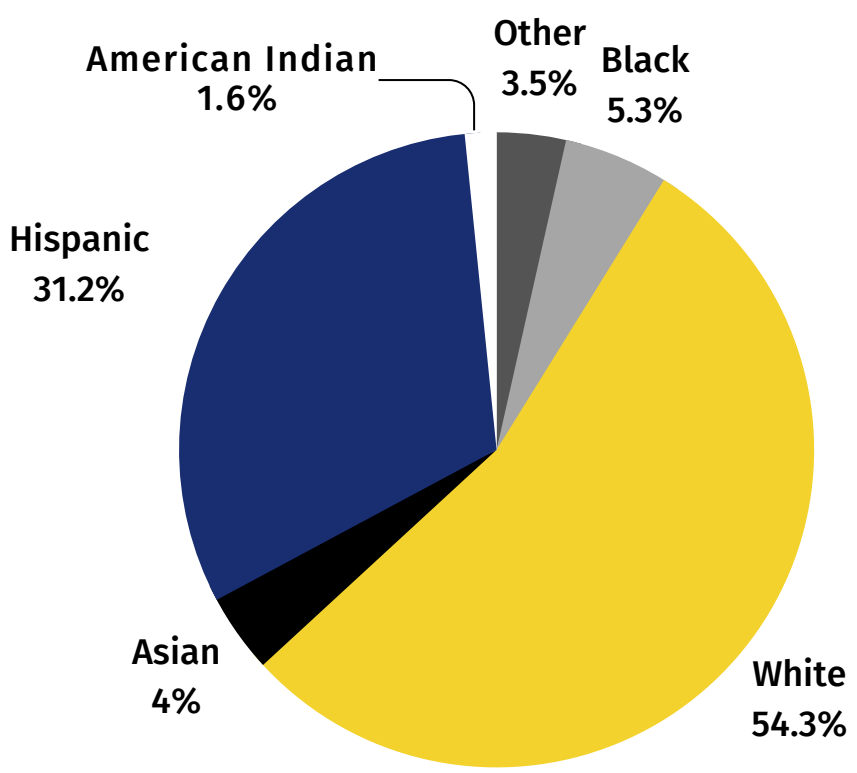




MARICOPA ASSOCIATION OF GOVERNMENT'S REPORT FROM THE AMERICAN COMMUNITIES SURVEY 2021



RACE BY PERCENTAGE



PHX PD

RECRUITING TEAM

Recruiting had a busy November. We were honored to be a part of the Veterans Day Parade both walking and handing out stickers as well as being able to feature our recruiting vehicles in the parade itself.



We were on multiple college campuses to include ASU, GCU, Phoenix College, Estrella Community College, and Gateway Community College. At GCU we had multiple tables at career fairs joining efforts with Communications, Detention, the Lab, and HR to bring every aspect of PHXPD to the students.

Recruiting was excited to be a part of the pregame excitement for the world series to help support the Arizona D-backs. Our recruiting vehicles were positioned out front of the entrance and our recruiters were in the crowd handing out stickers and talking with fans. Our vehicles continue to be placed around the downtown area in high traffic, highly visible areas.

Numerous social media posts were created during the series that focused on hiring for Phoenix Police. In addition, a collaborative reel featuring PHX Fire and the D-backs was produced to show support for the D-backs.



4,791

**NUMBER OF PEOPLE RECRUITERS
CONTACTED IN-PERSON, PHONE & EMAIL
THROUGH NOVEMBER 2023**

PHX PD

RECRUITING UNIT



SUCCESS WITH EFFORT & TRAINING

The SWET (Success With Effort and Training) program gives applicants the opportunity to exercise with our Recruiting Unit and other physical fitness instructors in preparation for the Arizona POST-mandated Police Officer Physical Aptitude Test (POPAT). Sessions are offered twice per week and are free of charge to anyone in the application process.



1,411

**PARTICIPANTS THROUGH
NOVEMBER 2023**

Several program recruits have recently graduated from the academy, and we anticipate many others will follow suit. Our attendance records remain consistently high, and we are pleased to report that female attendance for the last several weeks has been at or above 50%.

Veterans and Active Duty Military



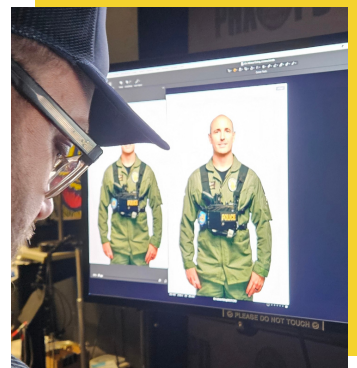
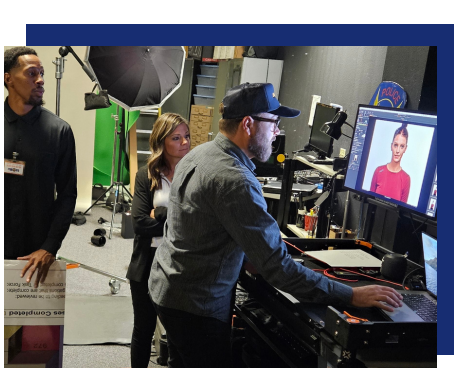
City of Phoenix Partnership with D.o.D. SkillBridge Program

The City of Phoenix is a Trusted Employer with the U.S. Department of Defense's (DoD) SkillBridge program. SkillBridge helps transitioning military members bridge the gap between the end of service and the beginning of their civilian careers. DoD will pay all salary and benefits for up to 180 days for an applicant to participate in a SkillBridge program, a significant cost savings to the City. Employment Services directly partners with the Arizona Coalition for Military Families to help focus on Arizona-based service members as part of this program.

PHX PD

MARKETING TEAM

Marketing conducted an all-day photo shoot capturing many of PHX PD's most sought-after and interesting details to include prominently on the redesigned JOINPHXPD.com website. The photo shoot was planned and managed by ESB Marketing and co-facilitated by ON Advertising's photography team.



Details including SAU, Air Unit, K9 and more were photographed in a unique way that will help highlight the stories behind our Sworn and Professional team members.



Marketing collaborated with US Marines Recruitment for a video about former Marines interested in law enforcement careers. Sergeant Brian Bower spoke about both the SkillBridge program and his personal experience transitioning from the military to PHX PD. Our Marines Recruiting POC also interviewed a former-Marine PHX PD Officer about his experience.

The video, after completed, will be broadcast internally on military platforms.

CURRENT PROJECTS:



JOINPHXPD will be the title sponsor for the women's basketball team's Celebrating First Responders night on November 29th.

The game is expected to be sold out. JOINPHXPD will also be interviewed pre-game by the Lopes' TV reporter Kate Longworth.



Updating current patrol fleet to display the following QR code for JOINPHXPD.com and recruiting social media handle @JoinPHXPD



Phoenix Fire Department Hiring, Recruitment and Response Time Monthly Report

This item includes a report on Phoenix Fire Department's hiring and recruitment efforts as well as an overview of the department's response times. The report also details information on the emergency response types of the Fire Department.

THIS ITEM IS FOR INFORMATION ONLY.

The report is included for review as **Attachment A**.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Fire Department.

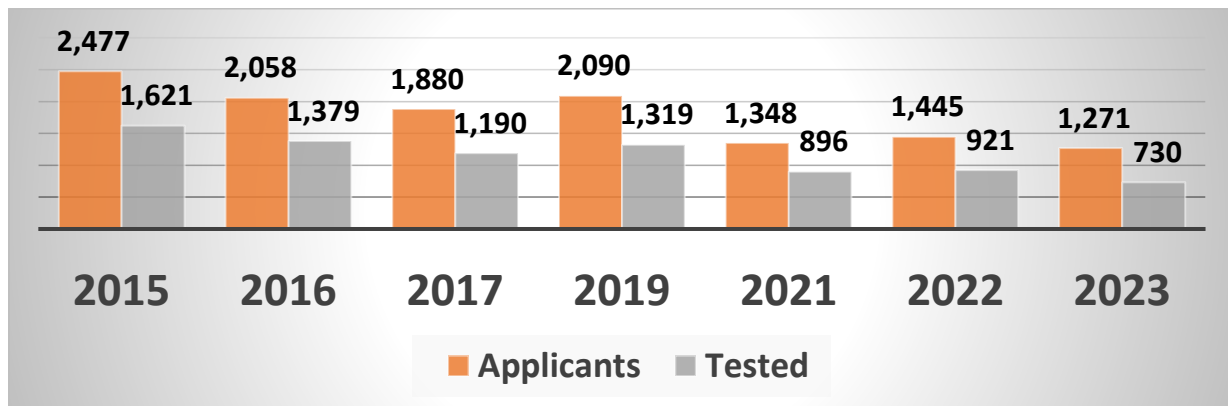


Phoenix Fire Department Staffing, Hiring and Activity Report

December 2023

Firefighter Applicants

With all public and private sectors, workforce challenges to attract and retain quality candidates are more important than at any other time. This new reality is consistent across the Fire Service. Firefighter recruitment requires proactive efforts to ensure that a highly trained, dedicated, and committed workforce exists to meet the growing needs of our community. (Testing frequency is based on the number of applicants and the number of full-time positions being recruited to ensure a robust candidate pool is available).



Note: Report Data Through October 31.

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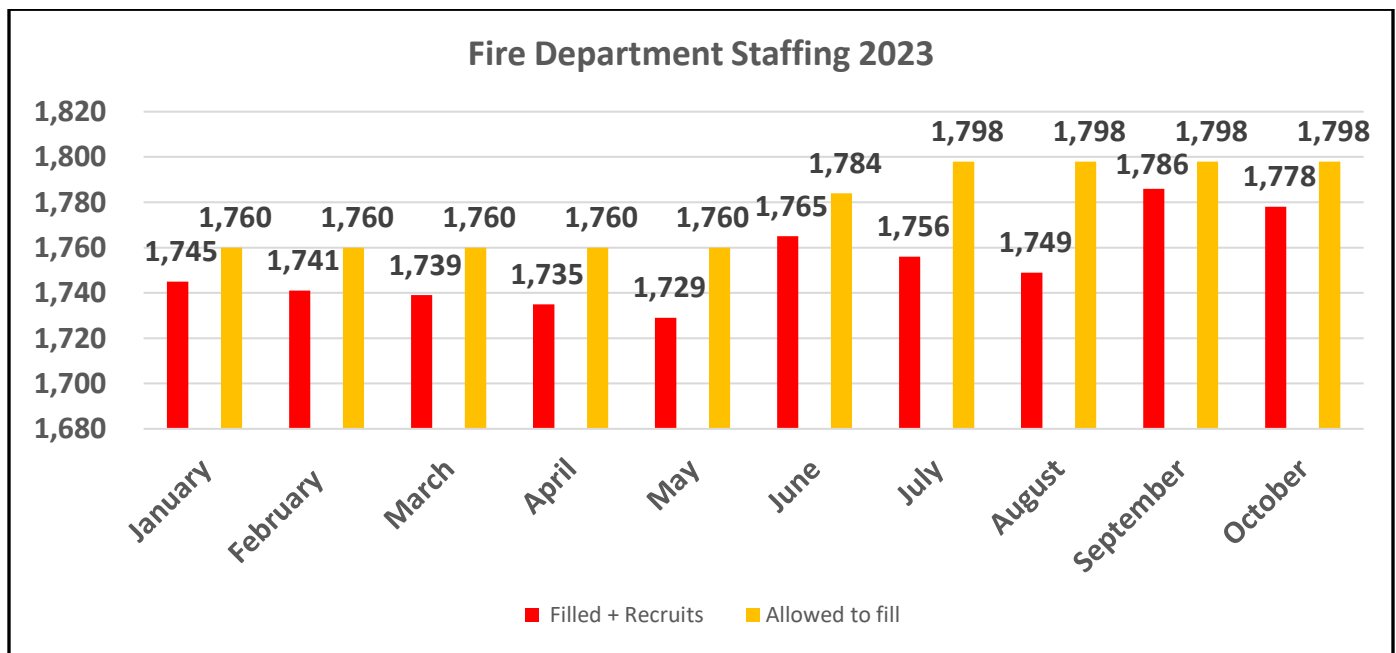
Firefighter Recruit Training

The Fire Department's Training Section is considered one of the best programs for its commitment to ensuring that every Firefighter who graduates the Fire Academy is well-trained and prepared.



Sworn Staffing Level

The Fire Department works throughout the year to hire and train new firefighter recruits. We aim to ensure that all vacant sworn positions are filled quickly. With the fire academy lasting 14-weeks, we must plan for attrition and coordinate recruitment, hiring, and training to minimize vacancies. Note: In October, the decreased fill count was due to retirements.



Note: Report Data Through October 31.

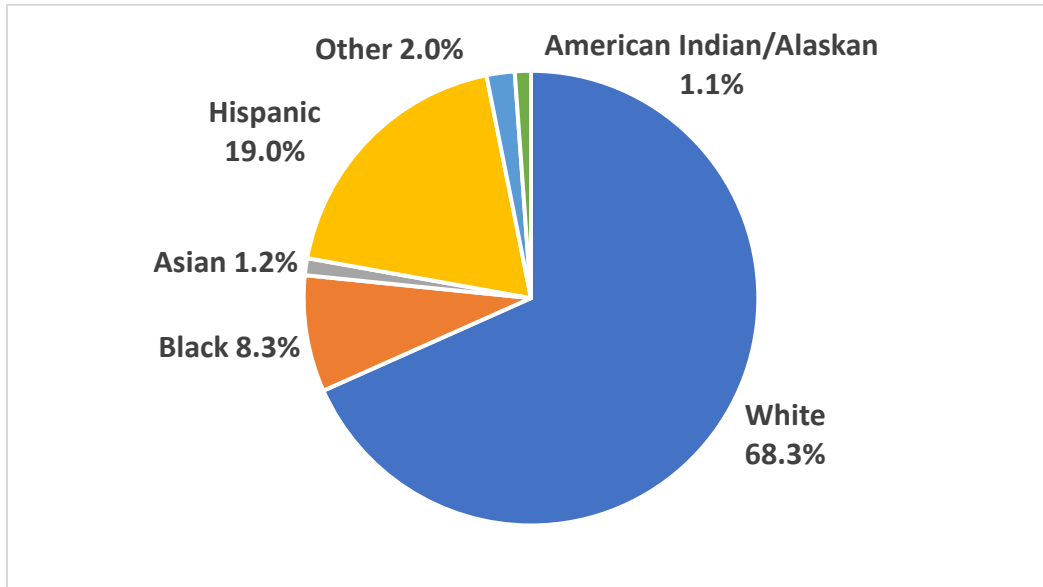
Page 2 of 6



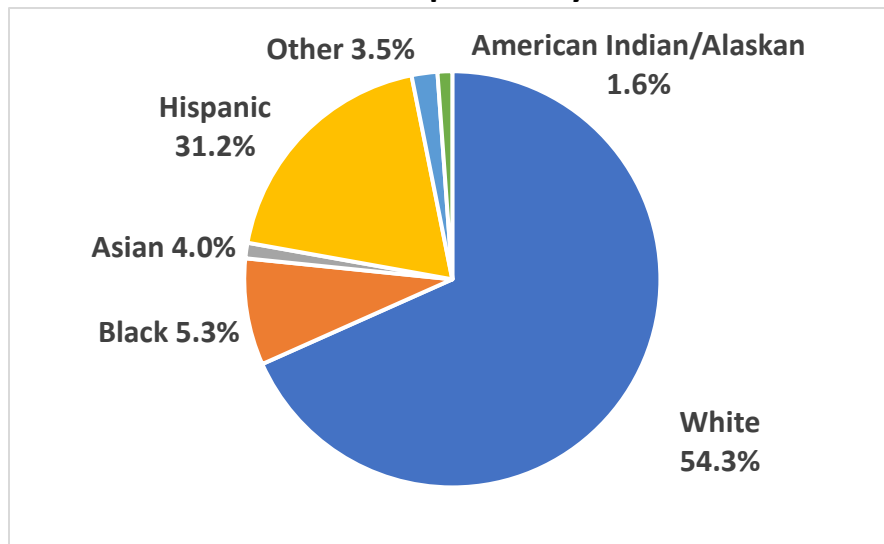
Fire Department Sworn Staff Ethnicity Demographic

The Fire Department is committed to values of diversity and inclusion and understands the value this brings to our department and our community. We are focused on the goal of ensuring our department reflects our community. The department connects with the different communities within the City of Phoenix and beyond through a collaborative approach, such as with the multiple affinity groups. Affinity groups provide invaluable mentoring and support to new and current fire service members.

Phoenix Fire Department



Maricopa County



Emergency Response Times

Seconds count when responding to emergencies within the City of Phoenix. The members of the Phoenix Fire Department must arrive quickly when an emergency occurs. Response times are measured and monitored daily to ensure the system's health is known and drive resource deployment. The National Fire Protection Association (NFPA) publishes response time standards for the fire service. The chart below includes the NFPA response times and the Phoenix Fire response time by the unit responding by City Council District.

PFD Response Times										
NFPA Standards for Response Time: FIRE (Engines) - 05:20 FIRE (Ladders/LTs, Rescues) - 09:20 EMS (Engines, Ladders/LTs) - 05:00 EMS (Rescues) - 10:00		Council Dist								
		1	2	3	4	5	6	7	8	Grand Total
2021	Engines	07:24	08:15	07:20	06:29	06:35	07:28	07:27	06:58	07:11
	Ladders	07:18	07:47	07:21	06:23	06:26	07:39	07:10	07:09	07:09
	Rescues (ambulance)	11:09	12:26	10:17	09:38	09:52	11:10	11:32	10:22	10:48
	Total	09:25	10:30	08:38	07:52	08:02	09:27	09:21	08:35	08:56
2022	Engines	07:26	08:14	07:31	06:33	06:42	07:35	07:42	07:00	07:18
	Ladders	07:07	07:40	07:29	06:45	06:14	07:44	07:19	07:18	07:15
	Rescues (ambulance)	11:20	12:12	10:19	09:37	09:56	11:34	11:41	10:46	10:55
	Total	09:33	10:26	08:47	08:08	08:11	09:38	09:46	08:54	09:07
2023	Engines	07:32	08:25	07:27	06:34	06:42	07:30	07:54	07:05	07:20
	Ladders	07:15	08:00	07:39	06:31	06:20	07:34	06:54	07:18	07:16
	Rescues (ambulance)	11:19	12:12	10:23	09:41	09:50	11:38	11:46	10:46	10:58
	Total	09:42	10:27	08:53	08:11	08:13	09:50	09:59	09:03	09:15
Incidents responded by PHX unit agency. Incidents reported in PHX Council Districts. 90th percentile response times. Filtered by unit types A,E,L,LT 01/01/2021 - 10/31/2023										

Note: Report Data Through October 31.

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Call Volume Activity

Overall, emergency responses and unit activity levels are key metrics the fire service utilizes to understand how the system is performing and what capacity levels exist. Before 2023, activity levels have been on an upward trend for the past decade. While a two to three percent increase year over year has been the consistent trend, the year-over-year increase in 2021 and 2022 was significantly higher. After careful review and adjustment to dispatch protocols, the fire department has reduced the overall 2023 activity level by an average of eight percent compared to 2022.

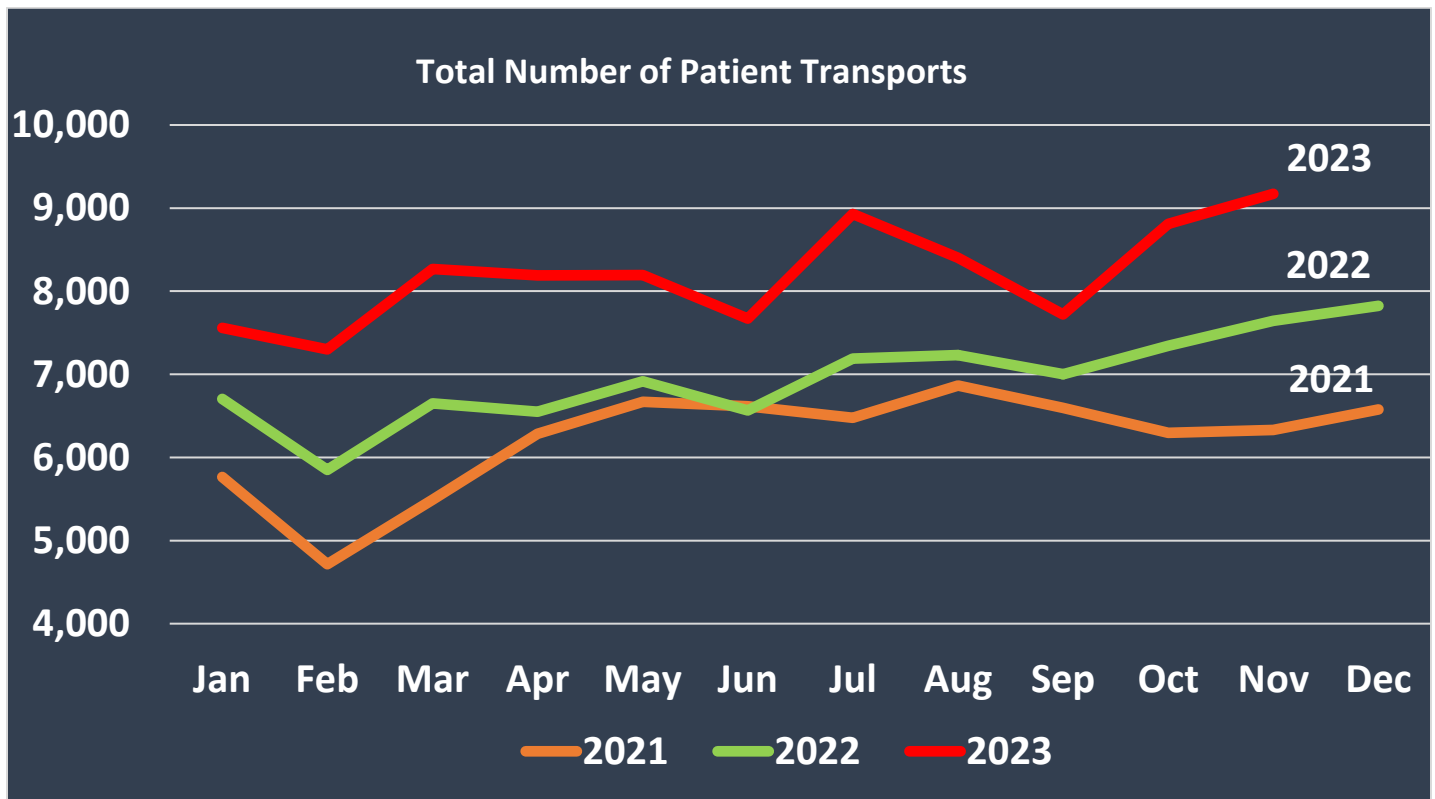
PFD Unit Call Volume

		Council Dist								Grand Total
		1	2	3	4	5	6	7	8	
2021	Engines	17,254	16,229	26,940	32,046	28,255	18,243	31,078	37,688	207,733
	Ladders	5,826	2,792	4,361	7,961	3,712	4,417	5,093	6,046	40,208
	Rescues (ambulance)	12,695	9,542	13,536	15,822	14,019	10,650	16,358	19,388	112,010
	Total	35,775	28,563	44,837	55,829	45,986	33,310	52,529	63,122	359,951
2022	Engines	17,740	16,512	28,023	31,726	28,256	18,896	31,364	41,178	213,695
	Ladders	6,102	3,163	4,750	8,146	4,018	4,581	5,164	6,624	42,548
	Rescues (ambulance)	13,579	10,343	14,644	16,713	15,296	11,747	17,824	22,294	122,440
	Total	37,421	30,018	47,417	56,585	47,570	35,224	54,352	70,096	378,683
2023	Engines	13,561	12,197	21,186	24,099	21,693	14,357	23,444	32,422	162,959
	Ladders	3,960	2,830	3,074	5,670	3,196	3,630	3,677	5,533	31,570
	Rescues (ambulance)	12,648	9,005	13,243	15,423	14,057	10,527	16,624	21,130	112,657
	Total	30,169	24,032	37,503	45,192	38,946	28,514	43,745	59,085	307,186



Emergency Patient Transportation Activity

The Phoenix Fire Department operates our own emergency patient transportation system. This system has been in place for almost four decades. This system ensures that the residents of Phoenix receive the highest level of care from the point of calling 9-1-1 to the hospital arrival. While the number of transports remained consistent for many years, the department has experienced an average increase of 20 percent more transports each shift.



Note: Report Data Through October 31.

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