

City of Phoenix

*Meeting Location:
City Council Chambers
200 W. Jefferson St.
Phoenix, Arizona 85003*



City of Phoenix

Agenda

Wednesday, June 4, 2025

10:00 AM

City Council Chambers

Public Safety and Justice Subcommittee

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

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=ec3957cf307c5fdcc0257214a9999a212>

- 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 2552 152 9564# (for English) or 2559 404 6917# (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 2559 404 6917#. 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 2559 404 6917#). 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.

Miembros del público pueden asistir a esta reunión en persona. El acceso físico al lugar de la reunión estará disponible comenzando una hora antes de la reunión.

CALL TO ORDER

000 CALL TO THE PUBLIC

MINUTES OF MEETINGS

- 1 **Minutes of the Public Safety and Justice Subcommittee Meeting**

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Attachments

[Attachment A Final Draft May 2025 PSJ Minutes.pdf](#)

DISCUSSION AND POSSIBLE ACTION (ITEM 2)

- 2 **General Police Towing Services Procurement Update**

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Attachments

[Attachment A to LF25-1114 - Towing Rates Effective January 1 2025.pdf](#)

INFORMATION AND DISCUSSION (ITEMS 3-7)

- 3 **Parks Safety Update**

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- 4 **Trails and Heat Safety Program**

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Attachments

[01.23.2025 Fire Department Attachments A-D.pdf](#)

- 5 **Electric Bicycles (E-Bike), Electric Scooter (E-Scooter) and Motor-Driven Cycle (E-Cycle) Safety**

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- 6 **Phoenix Police Department MOU with Department of Public Safety for Critical Incidents**

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- 7 **Phoenix Police Department Recruitment, Hiring and Attrition Update**

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INFORMATION ONLY (ITEMS 8-9)

- 8 **Community Assistance Program (CAP) Expansion Implementation Report**

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Attachments

[Attachment A - Community Assistance Expansion and Implementation Report - June 2025.pdf](#)

9 Fire Department Staffing and Response Times Update

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Attachments

[Attachment A - Fire Department Hiring and Staffing Report 060425.pdf](#)

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 Kevin Robinson, Chair
Vice Mayor Ann O'Brien
Councilwoman Betty Guardado
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 May 7, 2025, 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.

Attachment A

Phoenix City Council Public Safety and Justice (PSJ) Subcommittee Summary Minutes Wednesday, May 7, 2025

City Council Chambers
200 W. Jefferson Street
Phoenix, AZ

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

Subcommittee Members Absent
Councilwoman Betty Guardado

CALL TO ORDER

Chairman Robinson called the Public Safety and Justice Subcommittee (PSJ) to order at 10:32 a.m. with Councilman Waring present. Vice Mayor O'Brien attended virtually.

CALL TO THE PUBLIC

Orla Bobo advocated for additional funding towards the Phoenix Fire Department and Police Department.

MINUTES OF MEETINGS

1. Minutes of the Public Safety and Justice Subcommittee Meeting

Councilman Waring made a motion to approve the minutes of the April 2, 2025, Public Safety and Justice Subcommittee meeting. Vice Mayor O'Brien seconded the motion which passed unanimously, 3-0.

INFORMATION AND DISCUSSION

2. Reappointment of Phoenix Municipal Court Judge and Chief Presiding Judge

Councilman Waring made a motion to recommend reappointment of Phoenix Municipal Court Judge Alex Navidad for a four-year term. Vice Mayor O'Brien seconded the motion which passed unanimously, 3-0.

Councilman Waring made a motion to recommend reappointment of Phoenix Municipal Court Chief Presiding Judge B. Don Taylor III for an annual term. Vice Mayor O'Brien seconded the motion which passed unanimously, 3-0.

3. Approval of the Neighborhood Block Watch Oversight Committee's Recommendations for the 2025 Grant Program Awards

Assistant Police Chief Jeff Benza, Neighborhood Services Director Spencer Self, and Assistant Human Services Director Nichole Ayoola presented on this item.

Assistant Chief Benza provided an overview of the Block Watch Program, noting Phoenix voters approved the Neighborhood Protection Ordinance in October 1993. During that time, the Neighborhood Block Watch Grant Program (NBWGP) Oversight Committee was established to solicit, evaluate, and recommend grant proposals for funding to the Mayor and City Council. In April 1994, the City Council adopted the format and guidelines for this process. The membership of the Oversight Committee can consist of at least 10 members but no more than 20 and currently holds the following composition: two Phoenix residents recommended by each member of the City Council, the President of the Phoenix Block Watch Advisory Board or their designee, and the Police Chief or their designee. Chief Benza stated the goal of the Block Watch Grants is to enhance safety and quality of life through the empowerment of community groups, as well as provide resources to create new and innovative programs and activities to prevent and reduce crime.

Moreover, Chief Benza stated program eligibility requires the applicant be a neighborhood block watch group or neighborhood organization. Additionally, homeowner associations, educational or faith-based organizations, and City Departments may apply as a co-applicant group. Further, Chief Benza stated the 2025 Grant Application Process was open from November 1, 2024 to December 5, 2024. The scoring criteria consists of crime prevention/quality of life factors (50 percent), budget evaluation (20 percent), community involvement (20 percent), and project viability/feasibility/ability to complete the project (10 percent). The minimum score required to be considered for funding should total at least 5.25 out of 10. There was a total of 177 applications received and 171 were recommended for funding. He noted the Oversight Committee voted to request an increase in funding for the NBWGP from \$2,000,000 to \$2,154,711 annually.

Councilman Waring asked if training or advice is provided for those who applications did not meet the scoring criteria.

Chief Benza confirmed a grant coordinator assists those groups require additional guidance.

Mr. Self provided an update on the Gated Alley Program, noting that the City Council allocated \$3 million in Block Watch Funds to support the program over a two-year period. As of May 7, 2025, a total of 166 alley segments have either been gated or are currently in progress, with an additional 48 new requests submitted. He anticipates that the full \$3 million will be allocated by August 2025. Mr. Self highlighted the program's significant impact, including an increase in monthly gated alley requests from 15 to 25, a 15 percent reduction in overall calls for service, and an 11.4 percent decrease in violent calls. Notably, the 1,000th gate was installed in March.

Mr. Self requested \$2.25 million of the NBWGF annually contingent on fund availability which would allow approximately 200 alley segments to be gated each year. He added

this would help meet growing demand, enhance public safety, and reduce calls for service.

Ms. Ayoola presented on the proposed Youth Prevention Pilot Program. According to the 2023 American Community Survey, youth aged 5 to 19 make up 24.1 percent of the City of Phoenix's population, totaling 391,964 individuals. She added according to the Phoenix Police Department Crime Reduction Plan issued in 2024, there was a total of 985 arrests in 2023 which included aggravated assault, weapons, robbery. The offenses impacted the neighborhoods of Maryvale, South Phoenix Alhambra, and Central City. Ms. Ayoola provided various reasons for why prevention is important. These include reducing crime which in turn make neighborhoods safer, saves law enforcement, reduces incarceration and rehabilitation costs, empowers at risk youth with education and mentorship, strengthens family and community bonds, and ensures the health and prosperity of communities.

Ms. Ayoola shared the proposed prevention program areas include violence prevention, substance abuse prevention, after-school enrichment, mental health services, dropout prevention, family support, and youth empowerment. Additionally, the program areas can lead to the execution of the program area impact goals: decrease juvenile offenses, gang activity, and violent crime, prevent substance abuse related criminal activity, diversion through engagement, address untreated mental health issues, reduce chronic absenteeism, and keep youth out of the criminal justice system. Lastly, if the funding is approved, the next steps will include assessing local needs and identifying the most effective programs for implementation in Summer 2025. This will be followed by a solicitation for evidence-based program designs in Fall 2025, contracting with community-based organizations in January 2026, and evaluating program outcomes in January 2027.

Chief Benza outlined the staff recommendations which includes fully funding 158 applications and partially funding 13. The recommendations also propose increasing the annual budget for the Neighborhood Block Watch Grant Program from \$2,000,000 to \$2,154,711; allocating \$2.25 million annually for the Gated Alley Program, contingent upon fund availability; and setting aside \$500,000 in Block Watch funds for the Youth Prevention Program Pilot.

Apolonia Morales asked for guidance in submitting an application for the NBWGP.

Councilman Waring made a motion to approve the Neighborhood Block Watch Oversight Committee Recommendations for the 2025 Grant Program Awards. Vice Mayor O'Brien seconded the motion which passed unanimously, 3-0.

4. AZ Justice Project

Arizona Justice Project Executive Director Lindsay Herf and Strategic Litigation Counsel Hope Delap presented on this item.

Ms. Herf explained the role of the Arizona Justice Project is a nonprofit organization dedicated to exonerating the innocent and correcting cases of manifesting justice. She stated the presentation is intended to provide eyewitness identification best practices and recommendations and aims to ensure that the collection and preservation of eyewitness evidence is as accurate and reliable as possible, while also minimizing the risk of misidentification. The recommendations are based on research conducted by experts in the field.

Ms. Delap began by clarifying the distinction between a "culprit," who is the actual perpetrator of the crime, and a "suspect," who is the individual under police investigation and may or may not be the culprit. She then outlined the first six recommended best practices.

The first recommendation calls for a pre-identification procedure interview. Officers should conduct cognitive interviews using open-ended questions and should interview the witness as soon as possible after the crime occurs. This allows for timely documentation of the suspect's description and the surrounding environment. At the end of the interview, witnesses should be provided with clear direction on the next steps.

The second recommendation requires that evidence-based suspicion be established before including an individual in a lineup. There must be articulable, documented grounds suggesting that the individual matches a specific description given by the eyewitness, rather than a general one.

The third recommendation advises that only one suspect be included in each lineup. The suspect's position should vary with each lineup or photo array to avoid any unintentional patterns.

The fourth recommendation concerns the use of lineup fillers. It calls for five non-suspect individuals to be included in each lineup to prevent the actual suspect from standing out. New fillers should be used if the same eyewitness views another lineup including the same suspect.

The fifth recommendation is to implement a double-blind procedure, meaning neither the eyewitness nor the lineup administrator knows who the suspect is. If this is not feasible, an alternative "blinded" method should be used to ensure the administrator cannot see which lineup member is being viewed, thus avoiding any influence on the witness's choice.

The sixth recommendation states the importance of avoiding pre-lineup instructions that could bias the witness. The lineup administrator should not imply that the culprit is present or suggest that someone in the lineup has been arrested. Instead, they should inform the witness that the suspect may or may not be in the lineup, that it's acceptable to respond with "I don't know," that their confidence level will be asked, that clearing

innocent individuals is just as important, and that the investigation will continue regardless of the identification outcome.

Ms. Herf continued with the remaining recommendations.

The seventh recommendation is to immediately obtain and record a confidence statement from the eyewitness after an identification decision is made.

The eighth recommendation warns against showing the same suspect to a witness more than once as this can contaminate the witness's memory and increase the risk of misidentification.

The ninth recommendation advises that witnesses be separated during the process and be instructed not to discuss the case with one another. The suspect's position should also vary across different lineups.

The tenth recommendation calls for video recording the entire identification procedure to preserve a clear and complete record of the process and statements made by the witness.

The eleventh recommendation is to avoid "show-up" procedures which is a file or one-on-one identifications involving the presentation of a single suspect to a witness without any fillers. If such procedures must be used, safeguards should be in place to minimize risk.

The twelfth recommendation proposes sequential lineups, where individuals are shown one at a time, and simultaneous lineups be used. While the Arizona Justice Project and other experts do not take a definitive stance on which method is best, both are recognized as valid depending on context.

Chairman Robinson asked whether any police departments have fully implemented all twelve recommendations.

Ms. Herf stated that based on the Arizona Justice Project's research and public records requests, no agency in the state has yet adopted the full set of recommendations. However, several have implemented some of them.

Chairman Robinson asked if any specific recommendations stand out as particularly critical.

Ms. Herf highlighted the importance of Recommendation 5, emphasizing that double-blind procedures are essential to preventing unintentional influence. She also stressed the value of Recommendation 8, which aims to prevent the overuse of the same suspect and the risk of wrongful convictions.

Ms. Delap added that she considers Recommendation 2 especially significant, noting that failure to require evidence-based suspicion is now recognized as a major risk factor for wrongful convictions. Previously, a major risk was cross-racial misidentification.

Chairman Robinson asked the presenters to define cross-racial misidentification.

Professor Laura Smalarz, Associate Professor of Forensic Psychology at Arizona State University, explained that this occurs when an eyewitness and the suspect are of different races. Research shows that people are generally less accurate when identifying individuals of other races compared to their own.

Professor Smalarz also stated the recommendations are interdependent and most effective when implemented together, as they complement each other to form a comprehensive framework.

Chairman Robinson expressed his commitment to ensuring that the Phoenix Police Department becomes a model of best practices in law enforcement. He requested that staff develop a timeline to assess the department's current alignment with the recommendations.

Chairman Robinson asked what kind of training will be provided to support the implementation of the recommendations.

Ms. Herf responded that she envisions statewide training programs, followed by collaboration with individual agencies to implement the best practices effectively.

INFORMATION ONLY

5. Phoenix Police Department Recruitment, Hiring and Attrition Update

Information only. No councilmember requested additional information.

Teresa Hill expressed appreciation for the support that has gone into addressing hiring and recruitment efforts. She advocated for additional funding towards public safety.

6. Community Assistance Program (CAP) Expansion Implementation Report

Information only. No councilmember requested additional information.

7. Phoenix Fire Department Staffing and Response Time Update

Information only. No councilmember requested additional information.

CALL TO THE PUBLIC

None.

FUTURE AGENDA ITEMS

None.

ADJOURNMENT

Chairman Robinson adjourned the meeting at 11:22 a.m.

Respectfully submitted,

Destiny Dominguez
Management Fellow

DRAFT



General Police Towing Services Procurement Update

This report requests the Public Safety and Justice Subcommittee approval of staff recommendation on the upcoming procurement for General Police Towing Services contracts.

THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.

Summary

The Phoenix Police Department (PPD) requires general towing services to help with citizens involved in accidents, tow abandoned vehicles, vehicles left in the roadways, and illegally parked vehicles; and conduct other law enforcement impounds. Towing services are required within 30 minutes from the time PPD calls the provider. PPD also requires auctioning services when vehicles have been lawfully impounded and determined to be abandoned by the Arizona Department of Transportation Motor Vehicle Division.

PPD requires towing services 24 hours per day, seven days per week throughout all seven police precincts. All work performed under the City's general towing contracts are pursuant to a specific request from PPD. For purposes of towing services, the police precincts are divided into the following four zones (with applicable precincts in parentheses):

- Zone A (Black Mountain and Cactus Park)
- Zone B (Desert Horizon and Mountain View)
- Zone C (Maryvale-Estrella)
- Zone D (South Mountain and Central City)

The Vehicle Impound Unit within PPD was established in 2006. PPD collects a \$150 administrative fee for each vehicle towed under A.R.S. Section 28-3511. These funds are deposited into a special account, under A.R.S. Section 28-3513, for the City's towing program. A second source of funds is collected through a profit share of the revenues resulting from auction sales of abandoned vehicles. For Fiscal Year 2023-24, \$488,100 was collected from the administrative fees and \$1,200,000 was collected from auction fees, for a total of over \$1,600,000. PPD's Vehicle Impound Unit is not supported by the City's General Fund but solely through these funds. The Vehicle

Impound Unit has 16 positions to monitor and audit the City's General Police Towing Services contracts. Their job duties include ensuring scope of work compliance, conducting financial and data audits, reconciling daily impound accounts, assisting customers and performing impound lot inspections.

Current Contract

There are currently four separate contracts for General Police Towing Services (RFP 13-006), which are set to expire on December 31, 2026. Each contract corresponds to one of the four zones identified above. Presently, one vendor holds the contracts for two zones and two other vendors hold the contracts for one zone each. Current fees for towing violations, effective January 1, 2025, are attached via **Attachment A**.

Staff Recommendation on Procurement

Staff recommends for the Finance Department, Central Procurement Division, to issue a new solicitation in the form of a Request for Proposal (RFP). This RFP will be issued in ample time to have new contracts in place before the expiration of the current contracts on December 31, 2026. The terms for these contracts will begin on or about January 1, 2027, and continue through December 31, 2031, with five one-year options to extend.

Responsible Department

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

RFP 13-006 General Police Towing Services Contract Rates

Effective: January 1, 2025

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PRODUCT NUMBER CONTRACT NUMBER	Zone A Black Mountain Precinct (2) Cactus Park Precinct (9)	Zone B Desert Horizon Precinct (6) Mountain View Precinct (7)	Zone C Estrella Mountain Precinct (3) Maryvale Precinct (8)	Zone D South Mountain Precinct (4) Central City Precinct (5)
	DV Towing P-09769-16 4701009736	All City Towing P-09782-16 4701000180	Western Towing P-09770-16 4701000519	All City Towing P-09768-16 4701000177
Level 1 Less than 10,000 lbs	\$65.46	\$65.46	\$65.46	\$65.46
Level 2 Less than 10,000 lbs with Spec Cir*	\$109.11	\$85.83	\$109.11	\$109.11
Level 3 10,000 – 25,999 lbs	\$72.74	\$289.49	\$109.11	\$289.49
Level 4 10,000 – 25,999 lbs with Spec Cir*	\$163.66	\$289.49	\$145.48	\$289.49
Level 5 26,000 lbs or more	\$530.98	\$530.98	\$530.98	\$530.98
Level 6 26,000 lbs or more with Spec Cir*	\$530.98	\$530.98	\$530.98	\$530.98
Level 7 Mobile Home	\$0.00	\$763.75	\$763.75	\$763.75
Level 8 Abandoned Vehicle	\$72.01	\$72.74	\$72.74	\$72.74
Storage Rate 28-872 Day Tows	\$56.00	\$56.00	\$56.00	\$56.00
Storage Rate PCC 23-55 Tows	\$15.00	\$15.00	\$15.00	\$15.00
Storage Rate 28-3511 Tows	\$25.00	\$25.00	\$25.00	\$25.00
Use of Rotator Truck for Canal Recovery	\$100.00	\$100.00	\$100.00	\$100.00
After Hours Gate Charge (between 1831 and 0759 hours)	\$75.00 (per occurrence)	\$75.00 (per occurrence)	\$75.00 (per occurrence)	\$75.00 (per occurrence)
Hourly Standby	\$0.00	\$75.00 (per hour)	\$37.50 (per hour)	\$75.00 (per hour)
Hourly Supervisor	\$0.00	\$75.00 (per hour)	\$0.00	\$75.00 (per hour)
Refrigeration Unit	\$0.00 (per hour)	\$181.84 (per hour)	\$0.00 (per hour)	\$181.84 (per hour)
Outside City Mileage	\$10.00 (per mile)	\$10.00 (per mile)	\$10.00 (per mile)	\$10.00 (per mile)
Dry Run	\$0.00	\$25.00	\$0.00	\$25.00

* Special Circumstances: Removing vehicle or property from a pool, lake, canal, river, building, fence, wall, or similar location; property is at an off-road location that cannot be reached by travel on a paved surface, including the situation where the property to be towed and the paved road surface are separated by a permanent wall, fence or similar physical barrier; vehicle is located on its side or on its top or roof; property is located in a condition or at a location substantially similar to the foregoing. For every tow with special circumstances, contractor must take a photograph of the scene that depict the



Parks Safety Update

This report provides the Public Safety and Justice subcommittee with information on efforts to maintain safe and accessible parks throughout the Phoenix parks system.

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 make Phoenix a better place to live, visit and play. With one of the largest parks systems in the nation, the City provides residents and visitors with more than 41,000 acres of desert parks and mountain preserves with more than 200 miles of trails; 188 parks; and much more. Parks provide open space and opportunities for recreation. The department continues to use a variety of methods to address and reduce negative behaviors and security concerns in parks.

The Parks and Recreation Department last provided a parks safety update to the Public Safety and Justice Subcommittee on March 6, 2024. This report provides information on continuous efforts and initiatives to help provide safe and accessible parks to the public including information on the Code of Conduct, and an update on Park Rangers, trespass authority, security services, collaboration with city departments and other ongoing efforts to enhance park safety.

Park Rangers and Code of Conduct

The objectives of the Park Ranger Program include maintaining safe and welcoming parks for all park users. The work Park Rangers perform is divided into two related yet distinct assignments: Park Rangers assigned to work in mountain parks and preserves, and Park Rangers assigned to urban parks. There are 104 full-time Park Rangers and seven part-time Park Ranger positions throughout the parks system.

Park Rangers assist daily in the proactive education and enforcement of the Code of Conduct. The goal of the Parks and Recreation Code of Conduct, approved by the Parks and Recreation Board in 2021, is to promote behavior that allows everyone to enjoy clean, safe, accessible, and inviting parks, facilities, and programs by providing

clear expectations of acceptable behavior in flatland parks, desert and mountain parks and preserves, and other park facilities (collectively referred to as parks). The Code of Conduct, which includes trespass authority, was written in partnership with the community and several City departments, including the Law Department, the Prosecutor's Office, and the Police Department.

With the support of the Phoenix City Council, the Urban Park Ranger team has grown from only 12 Park Rangers in 2019, to a team of 44 today. Urban Park Rangers are dedicated to patrolling the 188 flatland urban parks located throughout the City. A team of third-shift Park Rangers were hired in July 2023 and began patrolling parks on September 11, 2023. With this addition, Park Rangers now patrol parks twenty-four hours per day, seven days per week. To further enhance park safety downtown, the Department partnered with Arizona State University (ASU) and Downtown Phoenix Inc., to hire two Park Rangers who are assigned to Civic Space Park.

Park Rangers have authority to issue criminal citations for violations of the Phoenix City Code and trespass notices for violations of the Code of Conduct. Unlawful conduct that violates the Arizona Revised Statutes (ARS) or the Phoenix City Code (PCC) is prohibited in the Code of Conduct, therefore Park Rangers can trespass someone who violates ARS or PCC. Possession of drugs or drug paraphernalia is the most common example of an ARS violation that would result in a Park Ranger issuing a trespass notice. Other common violations addressed by Park Rangers 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, and littering.

Park Rangers record the details of all warning and trespasses into a SharePoint database. The information includes the name, if known, a photograph, and physical description of the violator. This information is available to Phoenix Police Officers through their Police Point site.

Urban Park Rangers, on average:

- Make 72 park visits each day
- Visit 178 different parks each month
- Make 35 enforcement contacts each night during park closure hours

Several factors can influence the number of parks visited on a typical day including the complexity of issues at a park on a given night, the number of Park Rangers on duty, vacancies, and traffic conditions between park visits. Park Rangers routinely collaborate with other City departments including the Office of Homeless Solutions and the Phoenix Police Department. These coordinated efforts have led to improvements

within park locations experiencing negative activities.

The Department routinely reviews and updates internal operating procedures. This allows for further refinement of Code of Conduct enforcement through trespass authority. The Code of Conduct continues to serve as an effective tool to help keep our parks safe, clean and accessible.

24/7 Code of Conduct Answering Service

In September 2024, the Parks and Recreation Department implemented a one-year pilot program offering a 24/7 Code of Conduct Answering Service, where a third-party operator receives calls from residents regarding park activity 24 hours per day, seven days per week. Information is entered into a database and Park Rangers use this information to address issues at the parks. Through April 30, 2025, the service relayed a total of 836 calls. The pilot will enable staff to evaluate the effectiveness of the service and offers an opportunity to make necessary adjustments prior to a longer-term contract based on insights gained during the trial period.

Police Department Trespass Authority on Park Property

The Police Department has authority to trespass on park property and has charged individuals with criminal trespassing. The Parks and Recreation Department shares its trespass list with the Police Department, which communicates information about individuals who have been trespassed from City parks by Park Rangers. This information is accessible to all Police Officers. Currently, when a Police Officer receives a call for service at a park, they check the trespass database to see if an individual has a warning or has been trespassed from the premises. The database contains information on if the person is trespassed from all parks, or just certain parks, and for how long. Police Officers can then make an arrest for violations of a trespass previously issued by Park Rangers.

To continue communication and safety efforts, Police Officers will notify Park Rangers when an arrest occurs on Park property. At that time, the Ranger can request that a trespass charge is added to the other violations, and/or that person would be added to the trespass list for future reference.

Security Services

In an effort to further address negative behaviors in parks, at the direction of the Phoenix City Council, the Parks and Recreation Department implemented overnight roving security services from 8 p.m. to 10 a.m. in February 2023 at 12 parks. Parks were selected based on the number of Park Ranger visits, the number of Code of Conduct violations and trespass notices issued throughout the City, along with City Council priorities. The current security personnel wear body cameras and include date

and time stamped photos of contacts with park users in all their reports and utilize cloud-based software for data reporting via mobile apps.

The current list of parks patrolled by security personnel includes:

- Cave Creek - Sweetwater Park
- Cesar Chavez Park
- Cholla Trail
- Cielito Park
- Cortez Park
- Los Olivos Park
- Perry Park
- Pierce Park
- Maryvale Park
- Paradise Valley Park
- Solano Park
- Washington Park

Between May 2024 and April 30, 2025, security personnel made contact with over 16,800 people at the 12 park locations. Security personnel most commonly educate individuals on the code of conduct, ask individuals to leave the park after park hours, report excessive trash and unattended belongings, vandalism, and maintenance concerns to park staff. Generally, security personnel are able to address issues without assistance, however when necessary they seek assistance from Urban Park Rangers, Phoenix Police and Phoenix Fire. Between May 2024 and April 2025, security personnel contacted Phoenix Police 139 times, Phoenix Fire 27 times and Park Rangers 151 times. The security personnel provide daily reports on observed activities in each park visited. Implementation of security services in addition to the work of Park Rangers has proven to be beneficial in helping to enhance park safety.

The Parks and Recreation Department has also installed and rotated the use of temporary mobile security cameras at select parks experiencing ongoing challenges with negative activity. The implementation of these cameras serves as an additional measure to enhance park safety. Each solar-powered mobile unit features four tilt-zoom cameras with 360-degree coverage and backup power capabilities. The cameras offer 24-hour recording with a 15-day storage capacity, after-hours live monitoring by SentraCam's Network Operations Center, a 24/7 customer support line, remote access via smartphone or desktop, and daily audit reports detailing detected activity. Since implementation, the Department has assisted the Phoenix Police Department with footage retrieval on two occasions.

Office of Homeless Solutions

The Office of Homeless Solutions (OHS) Liaisons partner with Parks and Recreation Department staff, primarily Park Rangers and maintenance crews, to address homeless activity in City parks. OHS Liaisons outreach and engage with individuals experiencing homelessness, conduct personal property assessments, store personal property as needed, identify bio-hazardous material and secure the location for Parks and Recreation Department staff to safely dispose of encampment materials, trash and/or blight. OHS Liaisons document engagements in PHX C.A.R.E.S and HUD's Homeless Management Information System (HMIS). While visiting parks on a daily basis, OHS Liaisons are monitoring activity levels within the parks and identifying high volume locations.

Ongoing Efforts to Enhance Park Safety

The Department remains committed to providing safe parks to the public and will continue to utilize a variety of methods to enhance park safety. In addition to the implementation of overnight Urban Park Rangers and security services, Parks and Recreation staff continue to focus on enhancing park activation efforts through mobile recreation programs, special events, and partnerships with outside organizations. Additionally, in November 2023, over \$300,000 in American Rescue Plan Act (ARPA) funding was awarded to 47 neighborhood organizations for park activation events. During 2024 and early 2025, these neighborhood organizations activated 39 parks with over 200 meaningful programs and events as part of the ARPA Neighborhood Park Activation Grant Program. Examples include a series of free, family-friendly events featuring entertainment, food and community resources hosted by the Deer Valley Neighborhood Block Watch at Deer Valley Park, a carnival-style fair hosted by the Estrella Super Moms at El Oso Park and a community celebrated hosted by the 44th Community Alliance at Pierce Park.

In October 2024, Phoenix City Council amended Chapter 23 of the Phoenix City Code making it unlawful for any person to camp in a park or preserve, or other public ground that is owned, possessed, or controlled by the city. It shall be unlawful for any person to camp on or within 500 feet of any parcel where a school, childcare facility, shelter or City park is located. As a result, the Parks and Recreation Department is in the process of updating and installing camping ordinance signage that reflects this update.

As part of the Parks Master Plan which is currently underway, 29 parks will be assessed for crime prevention strategies through Crime Prevention Through Environmental Design (CPTED) evaluations. CPTED focuses on strategies and recommendations to improve park environments to prevent crime and increase safety in parks. Examples of strategies range from activating parks, modifying landscape areas, improved lighting, and designed marked pathways.

The Parks and Recreation Department in collaboration with the Law Department is working to address other activities taking place in Parks that can create challenges around safety and accessibility. Activities include public feeding, distribution of goods, and providing medical services on park property. The City can control access and activities on property and the goal is to develop regulatory framework to control and protect the public's health, safety, and welfare.

The Parks and Recreation Department remains steadfast in its commitment to enhance park safety. By prioritizing proactive measures, fostering community engagement, and adopting innovative strategies, staff continually strive to ensure that the City of Phoenix parks system remains welcoming, safe, and provides enjoyable spaces for all.

Responsible Department

This item is submitted by Deputy City Manager John Chan and the Parks and Recreation Department.



Trails and Heat Safety Program

This joint report by the Parks and Recreation Department and the Phoenix Fire Department provides information about the Parks and Recreation Board approved Phoenix Trails and Heat Safety Program.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

Background

The Parks and Recreation Department (Department) builds healthy communities through parks, programs and partnerships; and makes the City a better place to live, visit and play. The Department is home to more than 41,000 acres of desert parks and mountain preserves, and more than 200 miles of trails, and is dedicated to preserving, protecting, restoring and sustaining cultural and natural resources while providing quality, safety, and accessible educational and recreational opportunities. The Department leads with education on safe and responsible use of Phoenix trails, including the “Take A Hike. Do it Right.” campaign.

Living in a desert climate, heat has continued to present challenges. For more than a decade, the City has experienced record-breaking heat and the impact of heat on trail users and first responders can be severe. Strenuous physical activities in high temperatures during long and even short durations can cause heat stroke, heart attack and/or arrhythmia, and neurological, circulatory, and respiratory issues. For first responders, mountain rescues are complex incidents that necessitate the response and commitment of multiple companies for an extended period of time. The risk is further elevated as they are required to transport over 145 pounds of equipment (dispersed amongst the members) up the mountain to treat and transport the patient. The use of Firebird 10 (hoist ship) is a resource within the Technical Rescue Program that is used to safely extract a patient from the mountain. Although, it is not always available to use due to current weather conditions, maintenance/repair, and the topography and location of the patient.

The Parks and Recreation Board (Board), per the City Charter Chapter XXIII and City Code Chapter 2, is the proper authority to take action to close or restrict trail access.

Due to concerns for the safety of the public and first responders related to trail use and mountain rescues during extreme temperatures, in 2021 the Board took action to initiate the Trails Heat Safety Program. Each year since 2021, the Parks and Recreation and the Phoenix Fire departments have provided a program update to the Board, and the Board has modified the program several times over those years.

The current Trails Heat Safety Program restricts trail access on National Weather Service Extreme Heat Warning Days from 8 a.m. to 5 p.m. at Camelback Mountain, the Piestewa Peak Summit Trail and associated trails at the Phoenix Mountains Preserve, and the Hau'pal Loop Trail, Holbert Trail, Mormon Trail and access to the National Trail from the Pima Canyon Trailhead at South Mountain Park/Preserve. The South Mountain trails are the most recent addition to the Trails Heat Safety Program, and restrict access to 6.71 miles of the available 128 miles of trails on Extreme Heat Warning days.

Trail restrictions are implemented by providing program information and restrictions to the public via press releases, posting signage on site, online and on social media, and as part of the "Take a Hike. Do it Right." campaign communication to local hotels and resorts. To restrict trails, parking lot gates are closed where gates exist, and signage is posted noting the trail restriction hours. Park Rangers are also visible at busier trailheads to help inform trail users.

Discussion

The primary objective of implementing trail restrictions is to minimize the risk of heat-related illness and injury for the public and first responders. To evaluate the effectiveness of restrictions already in place and determine if there are any other high-risk areas to consider implementing trail restrictions, mountain rescue data from 2021 through 2024 was reviewed, with a specific focus on the months of May through September. The analysis included the four major mountain ranges in the City: Camelback Mountain, Piestewa Peak, North Mountain/Shaw Butte, and South Mountain Park.

Data in the risk reduction analysis included, for the years 2021-2024, mountain rescues by month and hour with particular attention to trends during the summer months (May through September). Patient chart information was also reviewed for the same time frame for common injury/illness complaints as well as patient demographic information.

Key takeaways included three out of four years reviewed saw a decrease in mountain rescues on those mountains that had restrictions in place. Overall Camelback Mountain saw a 37 percent reduction in mountain rescues and Piestewa Peak saw a

43 percent reduction. The other two mountains unaffected by restrictions remained relatively unchanged (± 2 calls per year) (**Attachment A**).

Combined Mountain Rescue numbers by year for Camelback Mountain and Piestewa Peak:

- 2021: 58 rescues
- 2022: 45 rescues
- 2023: 30 rescues
- 2024: 35 rescues

Rescue call times earlier in the day, just after sunrise, are likely due to hikers attempting to avoid peak heat; however, injury or the inability to complete outdoor activity prior to the start of the trail closure appear to lead to a slight increase in rescues numbers (**Attachment B**).

Temperature data demonstrates the correlation between rising temperatures and decreasing trail use (**Attachment C**), however according to trail counters, thousands of people continue to visit the parks even on days exceeding 110°F. There were 16 instances where the Phoenix Fire Department conducted multiple rescues during a single shift (May through September), 11 of which occurred on days with projected highs above 100°F (**Attachment D**). This mirrors the conditions that led to the implementation of the trail closure policy in 2021.

Patient chart data indicated illness was prevalent over injury (76 percent of patients May - September suffered from heat related illness symptoms). Demographic information revealed that 71 percent of patients (437 charts) documented Arizona was their primary state of residence, and of those 437 charts, 429 of those patients resided in the valley. Additionally, an injury resulting in immobility during the summer can quickly lead to heat related illness for those patients that cannot self-extract and require assistance from emergency responders to get off the mountain.

Other Information

The Parks and Recreation Department, in partnership with the Phoenix Fire Department, will initiate an update to the "Take a Hike. Do it Right." marketing campaign to enhance outreach and education efforts. This may include updated maps; new graphics design and outreach materials; increased outreach efforts; and installation of new signs system wide.

Parks and Recreation will also continue to engage the more than 300 active Park Stewards to promote and enhance education and outreach on hiking safety and

continue to partner with the Office of Heat Response and Mitigation to deploy volunteers to distribute water at select trailheads on weekends during the hottest months of the year as a part of the City's Heat Response Plan.

Finally, staff will continue exploring new technology options to provide real time trail closure data and other enhancements to the trail user experience.

Location

4925 E. McDonald Dr.; 5994 E. Piastewa Peak Dr.; 10919 S. Central Ave.
Council Districts: 6, 8

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and Deputy City Manager John Chan and the Parks and Recreation and Phoenix Fire departments.

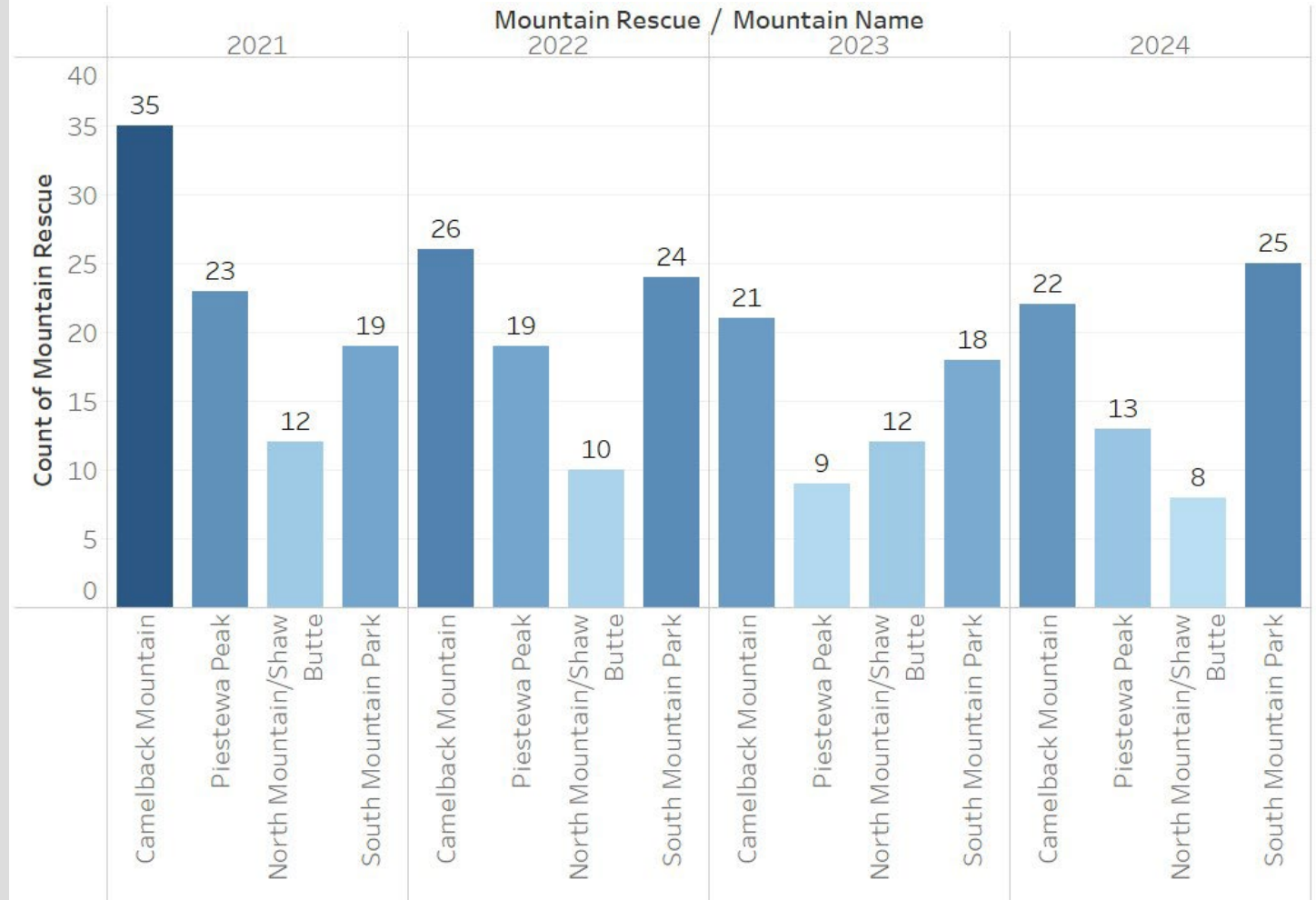
ATTACHMENT A

Mountain Calls by Year

May 1 - September 30



Phoenix Mountain Calls



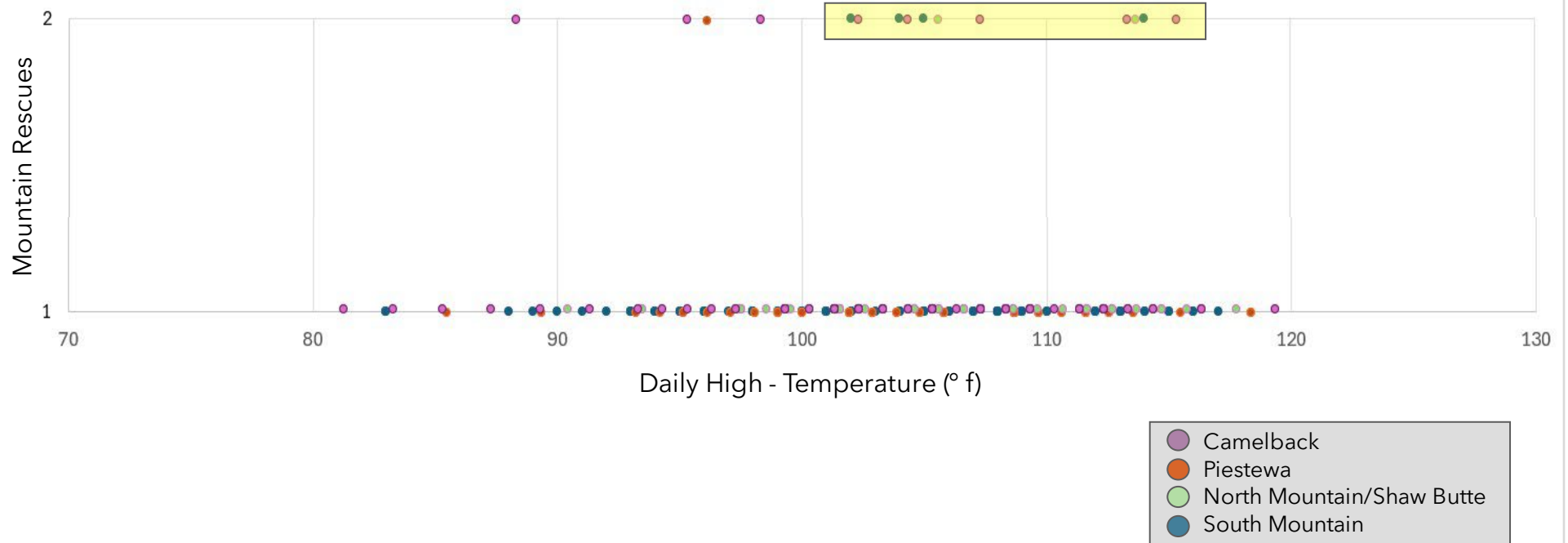
Mountain Calls by Hour 2021-2024/May-Sept

Mountain Name	Mountain Rescue																						
Camelback Mountain																							104
				1	3	6	3	7	18	17	7	17	6	7	5	1	1	1	2	2			
Piestewa Peak																							64
	1	1	2	6	5	8	7	4	8	6	1	4	2			1	2	3	2		1		
North Mountain/Shaw Butte																							42
		1		4	4	4	6	3	3	1	1	2	1	2	1	1	3	4	1		1		
South Mountain Park																							86
	1	1	2	6	5	13	4	8	6	10	8	2	5	2	1		3	5	3	1			
	0	1	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	23		Grand Total
Hours included in trail closure days																							



Phoenix Mountain Calls

Mountain Rescues vs Temperature



Phoenix Mountain Calls

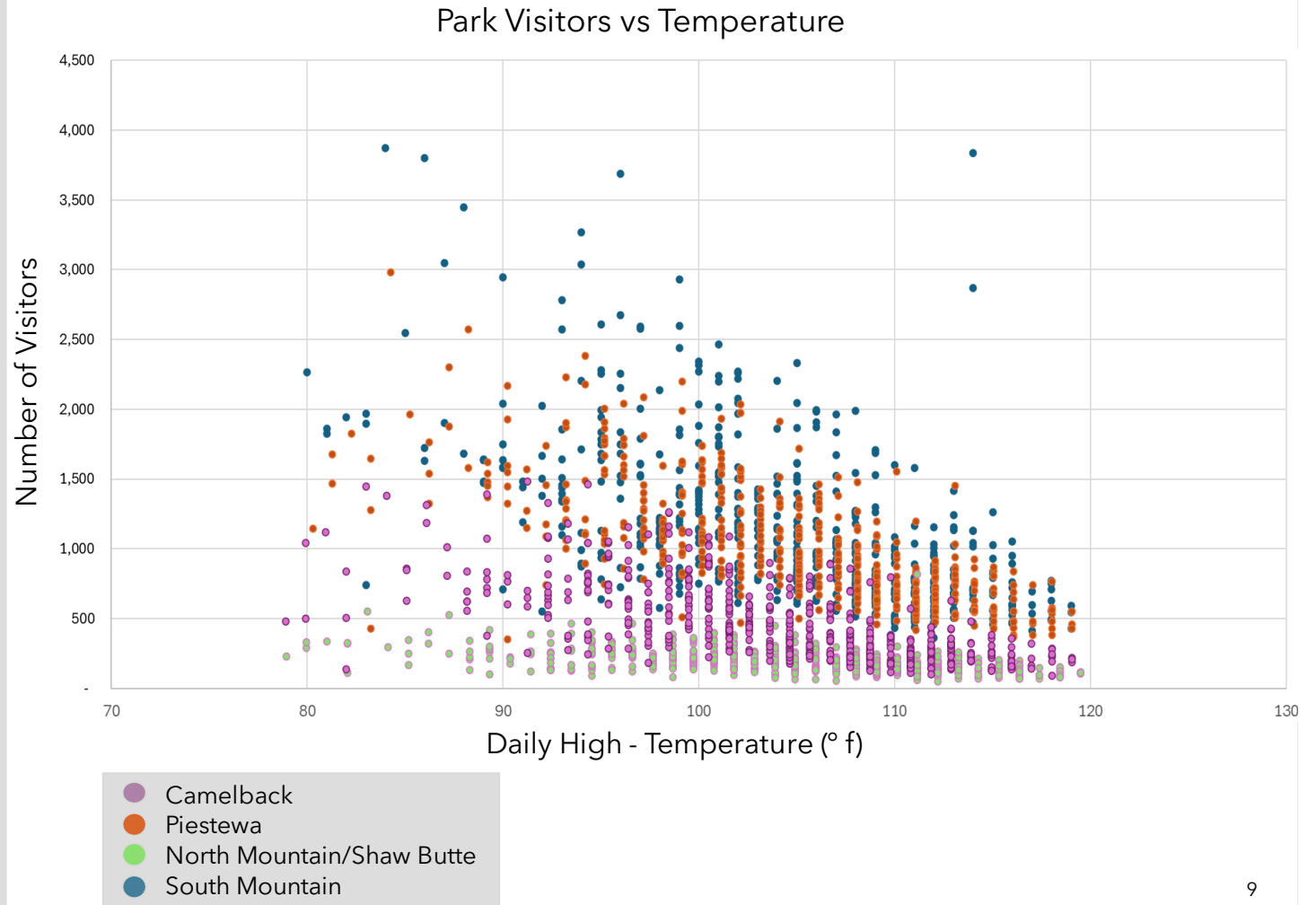
Park Visitors

COP Parks and Rec visitor counts for:

- Camelback
- Piestewa Peak
- N. Mountain/Shaw Butte
- S. Mountain



Phoenix Mountain Park Visitors





Electric Bicycles (E-Bike), Electric Scooter (E-Scooter) and Motor-Driven Cycle (E-Cycle) Safety

This report provides the Public Safety and Justice Subcommittee with an update on the Police Department's Electric Bicycles (E-Bike) and Electric Scooter (E-Scooter) Safety plan.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The City of Phoenix and Phoenix Police Department are committed to ensuring safe, responsible and integrated use of electric bicycles, electric scooters, and motor-driven cycles in Phoenix, prioritizing safety and promoting sustainable transportation. The Department is focused on the education and enforcement of the electric platforms as well as the rules and regulations that govern each platform. In addition, this proposes an integrated plan focused on education, outreach, and balanced enforcement to mitigate risks and promote responsible use.

Electric Bicycle (E-Bike)

Definition: A bicycle or tricycle that is equipped with fully operable pedals and an electric motor of less than 750 watts and that meets the requirements of one of the following classes three classes.

- Class 1 Electric Bicycle: A bicycle or tricycle that is equipped with an electric motor that provides assistance only when the rider is pedaling and that ceases to provide assistance when the bicycle or tricycle reaches the speed of 20 miles per hour.
- Class 2 Electric Bicycle: A bicycle or tricycle that is equipped with an electric motor that may be used exclusively to propel the bicycle or tricycle and that is not capable of providing assistance when the bicycle or tricycle reaches the speed of 20 miles per hour.
- Class 3 Electric Bicycle: A bicycle or tricycle that is equipped with an electric motor that provides assistance only when the rider is pedaling and that ceases to provide assistance when the bicycle or tricycle reaches the speed of 28 miles per hour.

Rules and Regulations:

- License, registration and insurance are not required. Per A.R.S Title 28, it is not a “vehicle” so DUI does not apply.
- Laws governing these are found under: A.R.S. 28-101.24 ~ A.R.S. 28-819.
- Phoenix City Code 36-504: Electric bicycles are prohibited on sidewalks.
- Phoenix City Code 36-510: Electric bicycle age - 16 years old minimum age requirement.

Electric Standup Scooter (E-Scooter)

Definition: A device which weighs less than 75 pounds, is powered by human power, an electric motor, or both and that has two or three wheels, handlebars, and a maximum speed of 20 mph.

Rules and Regulations:

- Treated the same as an electric bicycle (license, registration and insurance are not required) and must be equipped with a white light and red reflector if operating at night.
- Laws governing these are found under: A.R.S. 28-101 ~ A.R.S. 28-819.
- Phoenix City Code 36-304: Electric scooters prohibited on sidewalks.
- Phoenix City Code 36-308: Electric scooter age - 16 years old minimum age requirement.

Motor-Driven Cycle (E-Cycle)

Definition: These are considered motorcycles per Title 28 (28-101.47). Motor Driven Cycles have Fixed posts and not functioning pedals. They do not include electric bicycles, miniature scooters or standup scooters.

Rules and Regulations:

- If driven on private property, there are no license requirements, however; DUI, accidents and reckless driving laws apply.
- On the roadway, all traffic laws apply: license, registration, insurance, etc.
- ARS 28-904 Driving on sidewalk: A person shall not drive a vehicle on a sidewalk.
- ARS 28-3103 Driver License Endorsements: Motorcycle License requirement.
- 28-964.A Motorcycles; equipment: Eye protection required and helmets are required if rider is under 18 years old.

Education and Outreach

The Phoenix Police Department understands that all parents and riders may not understand these rules and regulations, and therefore will lead with an education and outreach prior to enforcement. The following shows the Department's plan for these

efforts:

- 30 to 45-day educational campaign.
- Public Affairs Bureau social media campaign.
- Community and School focused educational campaigns.
- Appropriate signage in key areas.
- Informational pamphlets and QR Codes for quick access to rules, regulations and guidelines.

Responsible Department

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



Phoenix Police Department MOU with Department of Public Safety for Critical Incidents

This item provides the Public Safety and Justice Subcommittee with an overview of the new Memorandum of Understanding (MOU) between the Phoenix Police Department (PPD) and the Arizona Department of Public Safety (DPS) related to investigations of critical incidents.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

During interactions with members of the public, most police and citizen interactions take place without incident. However, some interactions result in physical altercations, officer-involved shootings, or other types of critical incidents. During these situations, a clear and informed framework for addressing use of force issues is important for both public safety and the general public to enhance the communities' awareness and trust.

In support of these efforts, effective June 30, 2025, ARS 41-1762 (HB2650) will require that all police departments in Arizona use an independent agency to investigate critical force incidents within the respective departments. As a result, PPD has entered into an agreement with DPS Major Incident Division (MID) to assume all investigations into officer involved shootings, in-custody deaths, and any incidents deemed worthy by the Police Chief.

Key Points of MOU

- MID teams will be notified by PPD of any critical incident. MID will assume the investigations with the assistance of a PPD Homicide Supervisor liaison, which will aide in obtaining any needed information. Most of the current practices by PPD will remain in place.
- During their investigation DPS will reach out to the City of Phoenix Human Services Family Advocacy Center to have a Family Liaison assigned to the family.
- Public Affairs Bureau will assume the initial calls from the media, and will transition to DPS once officer interviews are complete. PPD has the discretion to release information for any emerging urgent purpose.
- DPS will honor PPD's Critical Incident Briefing (CIB) video protocols and give any

information needed to complete the video within the 14-day time frame.

- Public records requests for information created by PPD will be fulfilled by PPD; however, any reports, photos, or evidence regarding the investigations created by DPS will be referred to DPS.
- Professional Standards Bureau investigations will remain the same.
- Any disagreements over the investigation will be handled at the Assistant Chief or Chief level from both respective agencies.
- DPS will inform PPD of Maricopa County Attorney's Office findings letter when received.

Contract Term

The MOU shall become effective on the last date of execution by the Parties and may be terminated upon 30 days notice by mutual agreement of the Parties.

Responsible Department

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



Phoenix Police Department Recruitment, Hiring and Attrition Update

This item provides the Public Safety and Justice Subcommittee with a report on the Phoenix Police Department's hiring and recruitment efforts.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

In late 2024, the Police Department began several process improvements in the processing of applicants for the position of police recruit. Towards the end of 2024, and through the first quarter of 2025, the Department saw a dramatic increase in both applications and officers hired. In addition to improving the hiring process, the Department has developed improvements in its recruitment focuses on its ongoing efforts to hire diverse candidates that represent the community it serves.

2024 vs. 2025 Applications

As of April 2025, the Department has received 1,486 applications for the position of Police Recruit and 101 applications for Lateral/Reinstatement. This is in comparison to 828 applications for Police Recruit and 57 applications for Lateral/Reinstatement for the same time period in 2024. This is an 80 percent increase in applications received in 2025 compared to this time in 2024.

Recruit, Lateral and Reinstatement Hiring

As of April 2025, the Department has hired 75 Police Recruits and 12 Laterals and Reinstatements for a total of 87 new hires. This is in comparison to 49 Police Recruits and one Lateral Officer hired for a total of 50 new hires at the same time this year in 2024. This is a 74 percent increase in individuals hired in 2025 compared to this time in 2024.

Academy Recruit Class Totals

The recruiting and hiring efforts thus far in 2025 have resulted in Class 1 of 2025 with 30 recruits and Class 2 of 2025 with 41 recruits for a total of 71 recruits in 2025. This is in comparison to 14 recruits in Class 1 of 2024 and 18 recruits in Class 2 of 2024 for a total of 32 recruits. The Employment Services Unit is also in the process of finalizing Class 3 of 2025 which will include 47 recruits compared to 18 recruits in Class 2 of

2024. This is a 136 percent increase in Recruit Class size in 2025 compared to this time in 2024.

Community-Oriented Recruitment

The Phoenix Police and Phoenix Fire departments held its first Public Safety Career Experience on April 19, 2025. The Career Experience included numerous demonstrations from both departments and was open to all ages. Interested individuals were encouraged to bring their families so that everyone could learn about the many different jobs and responsibilities both departments perform. Recruiters from the Police Department were also on site with computers for participants to apply.

Approximately 500 people participated in the event and 29 individuals applied to be Police Recruits and another 16 applied to be 911 Dispatchers. This event was another example of shifting the Department's recruitment strategy from traditional advertising and job fairs to community-oriented events that encourage the community to interact with the Department.

Future Improvements

The Department is bringing online a new communications platform, All Star Recruit CRM, that will allow recruiters to communicate with applicants through instant messaging through texts. The program will allow recruiters and background investigators to quickly communicate and have one-on-one interactions with each candidate. This will further improve communication between applicants and the recruiters and reduce the application processing times. In addition, the Employment Services Unit will continue to analyze the steps an applicant goes through during the hiring process to ensure the Department is operating with equity and efficiency.

Responsible Department

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



Report

Agenda Date: 6/4/2025, Item No. 8

Community Assistance Program (CAP) Expansion Implementation Report

This item includes a report on the 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

Summary

The CAP Data Report is included in **Attachment A** for updates on hiring, recruitment, and recent dispatch data trends.

Responsible Department

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



COMMUNITY ASSISTANCE PROGRAM

EXPANSION AND IMPLEMENTATION REPORT JUNE 2025

SUMMARY:

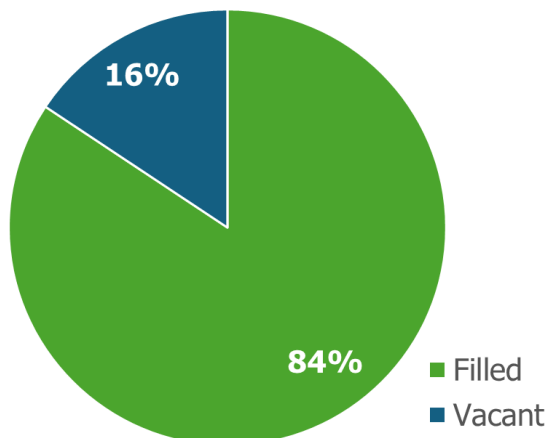
The Community Assistance Program (CAP) is comprised of Behavioral Health and Crisis Response Units. Calls for service reflect information generated from the electronic patient care record system. A call represents an incident in which a CAP team was dispatched. **In April 2025, the CAP responded to 1,155 total calls for service.** During the month of April, Phoenix Police Communications transferred 300 calls for service to the CAP Behavioral Health Dispatchers.

The Behavioral Health Units experienced a **134% increase** and the Crisis Response Units experienced a **5% increase** in call volume in the first four months of 2025 compared to the first four months of 2024. In April 2025, there were twelve CAP units in service.

RECRUITMENT & STAFFING:

In April 2025, there were six Behavioral Health Units providing city wide coverage 4 days a week for 24 hours daily and 3 days a week 23.5 hours daily. Coverage for BHU dispatch is 24 hours daily. In addition, there were 6 Crisis Response Units providing City wide coverage 5 days a week, 24 hours a day and 2 days a week for 22 hours a day. Hiring efforts continue to take place in 2025.

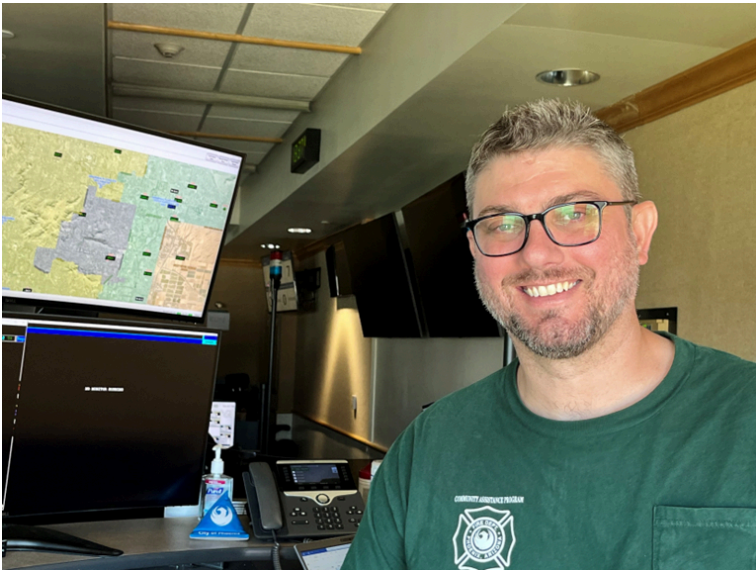
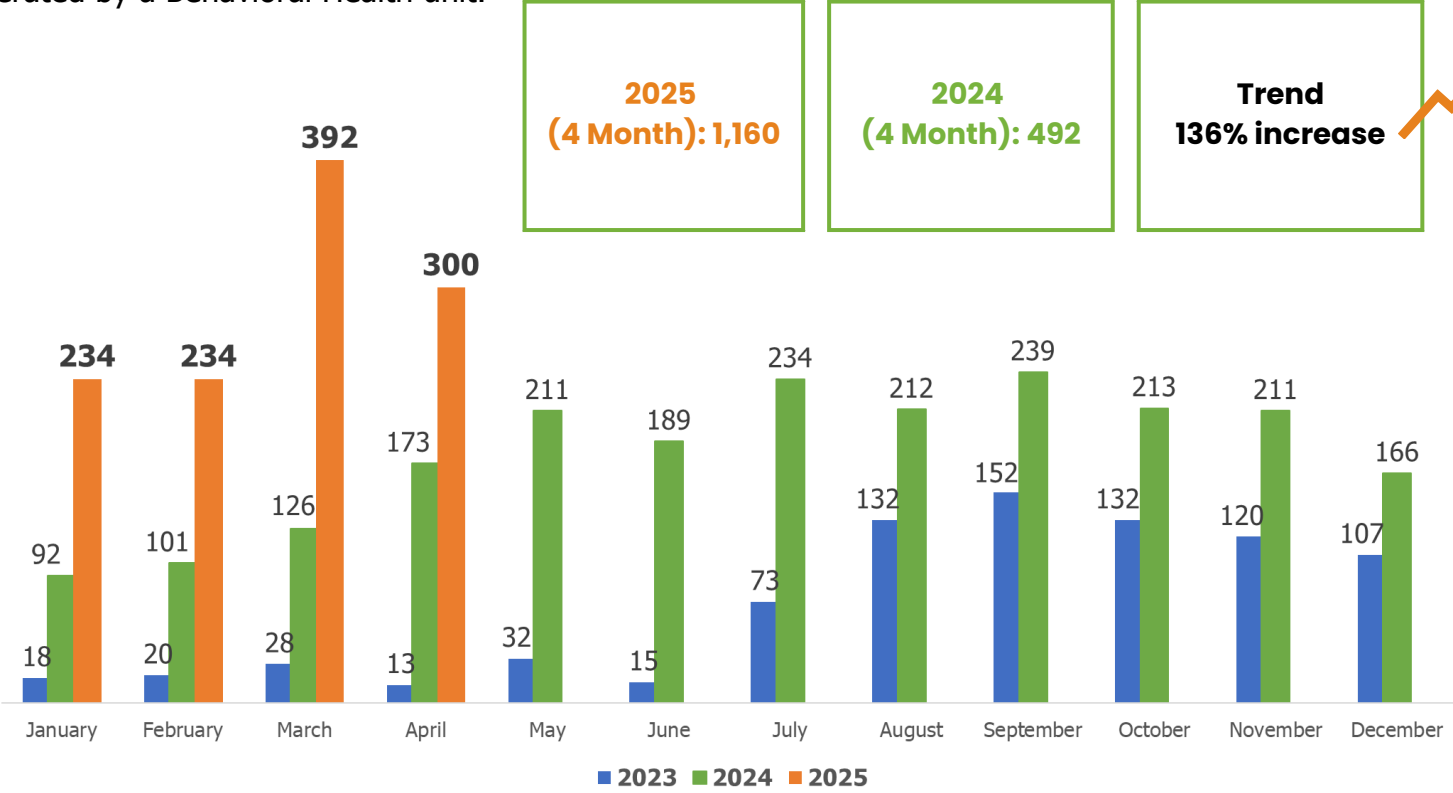
Current Staffing



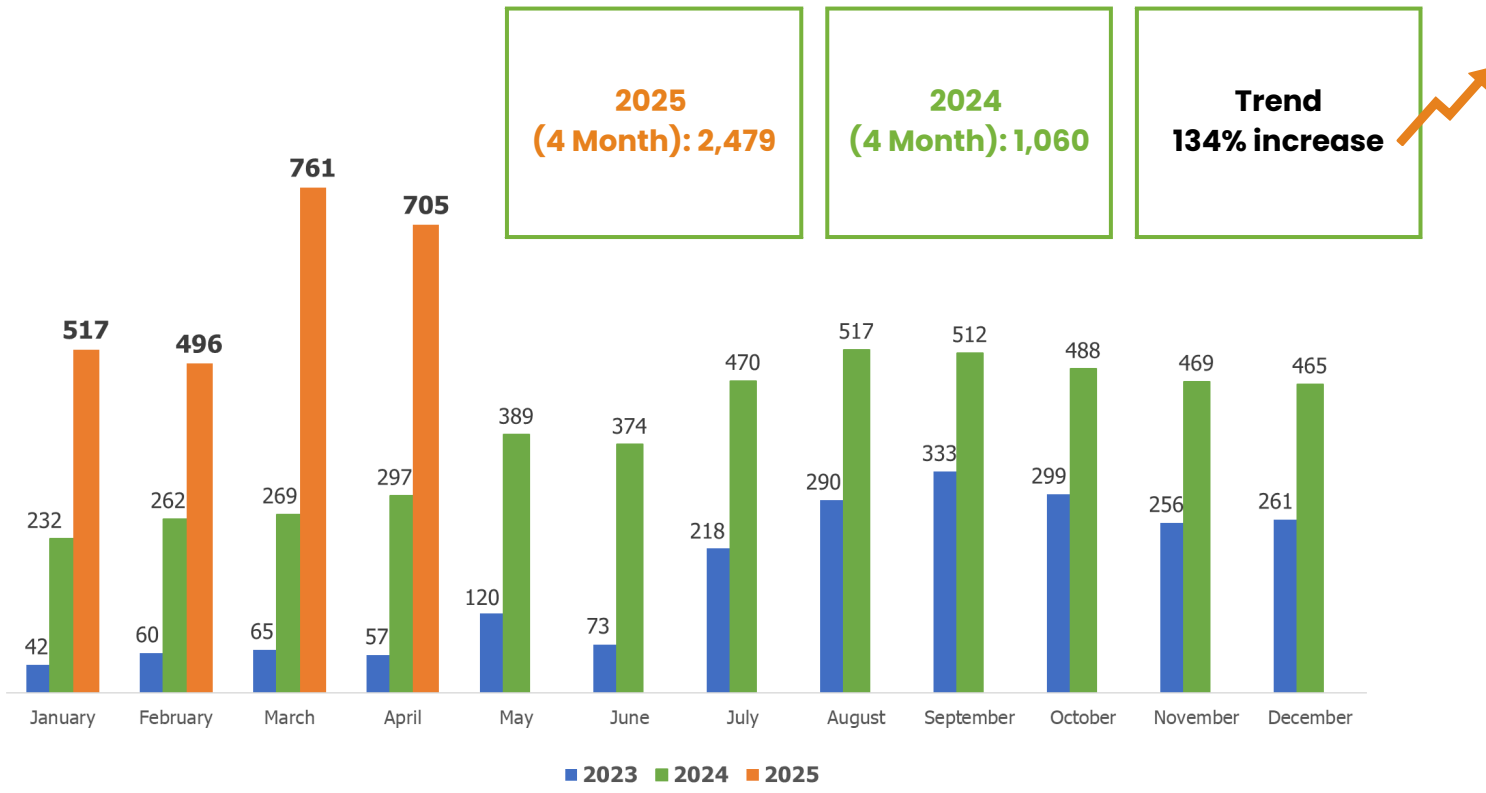
25-04 CAP Class

CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:

Comparing the first four months of 2024 to 2025, the calls transferred from Police Communications to CAP Behavioral Health Dispatchers **increased by 136%**. This increase is attributed to ongoing collaboration with Police Communications, which includes two CAP supervisors working in Police Communications 24 hours a week to provide to support identifying appropriate calls for transfer. In addition, in March 2025 all police communications personnel and police officers were assigned an e-learning module on how to use and access behavioral health teams. In April 2025, 43% of the calls for the Behavioral Health units were generated from a transferred call from Police Communications. The remaining 57% of the Behavioral Health units' calls for service were generated from fire and police personnel requesting a Behavioral Health unit or the call was generated by a Behavioral Health unit.



BEHAVIORAL HEALTH CALLS FOR SERVICE:



Individuals assisted and services provided below are generated from an electronic care records system. CAP services may be rendered to multiple community members or customers may decline service. Thus, the number of individuals assisted may differ from the calls for service volume. The Behavioral Health Units are designed to be respond singularly to calls in lieu of police and fire apparatus. Of the **705 calls for service** in the month of April, the Behavioral Health Units made contact with a customer(s) on 369 calls (52%). The remaining calls were either cancelled prior to arrival or the units were not able to locate the customer upon arrival on-scene.



Top Two Call Types
(369 calls in total)

- Check Wellbeing: 201 (54%)
- Mental Health: 96 (26%)



Transports: 96



Average Response Time: 23 minutes



Adults Served: 364
Children Served: 38

*number of individuals assisted may differ from the calls for service volume.



Single Unit BH Response
• 525 responses; **75%**



Responding with Fire
• 88 responses; **12%**



Responding with Police
• 74 responses; **10%**

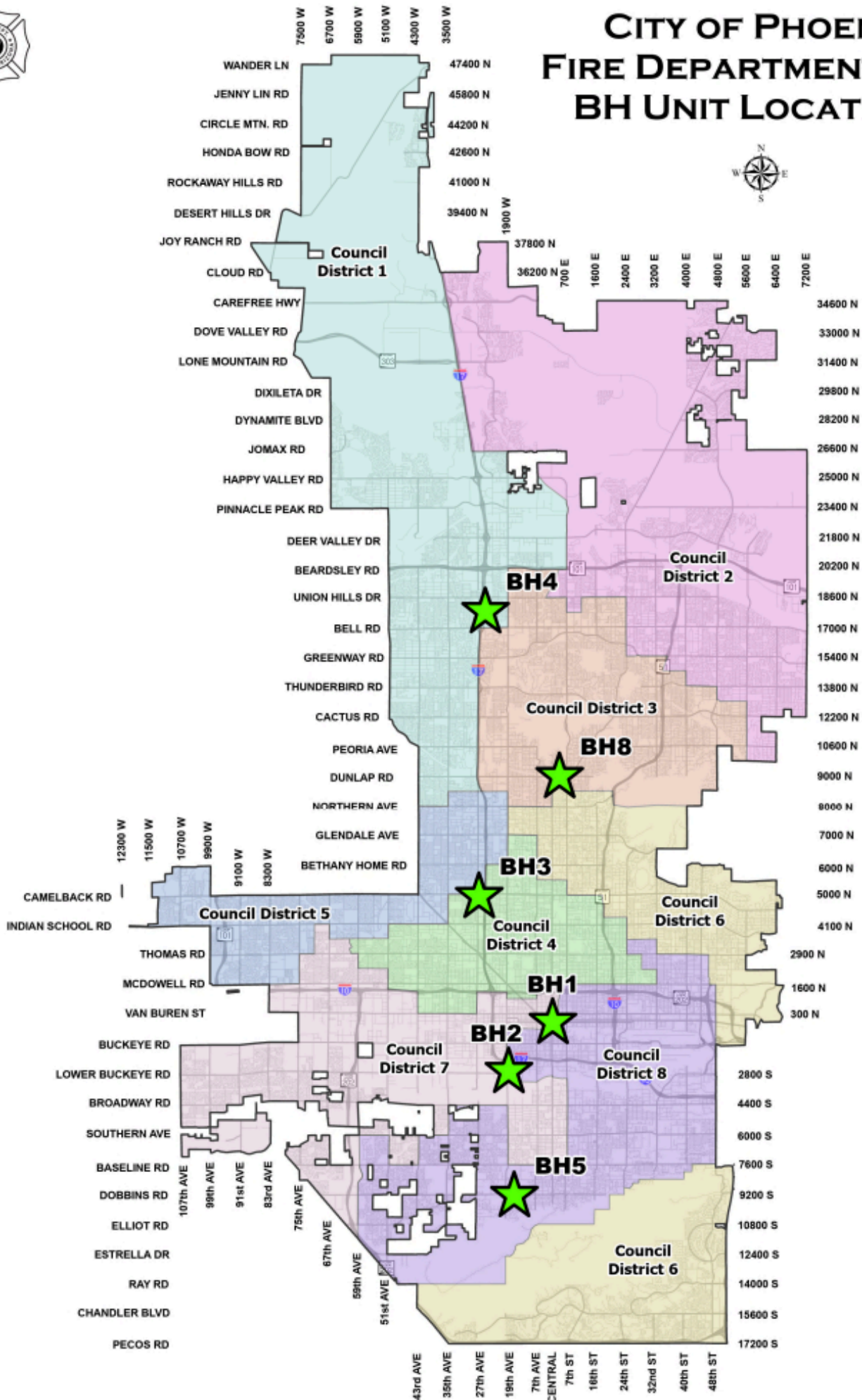


Responding with Police & Fire
• 18 responses; **3%**





CITY OF PHOENIX FIRE DEPARTMENT CAP BH UNIT LOCATIONS



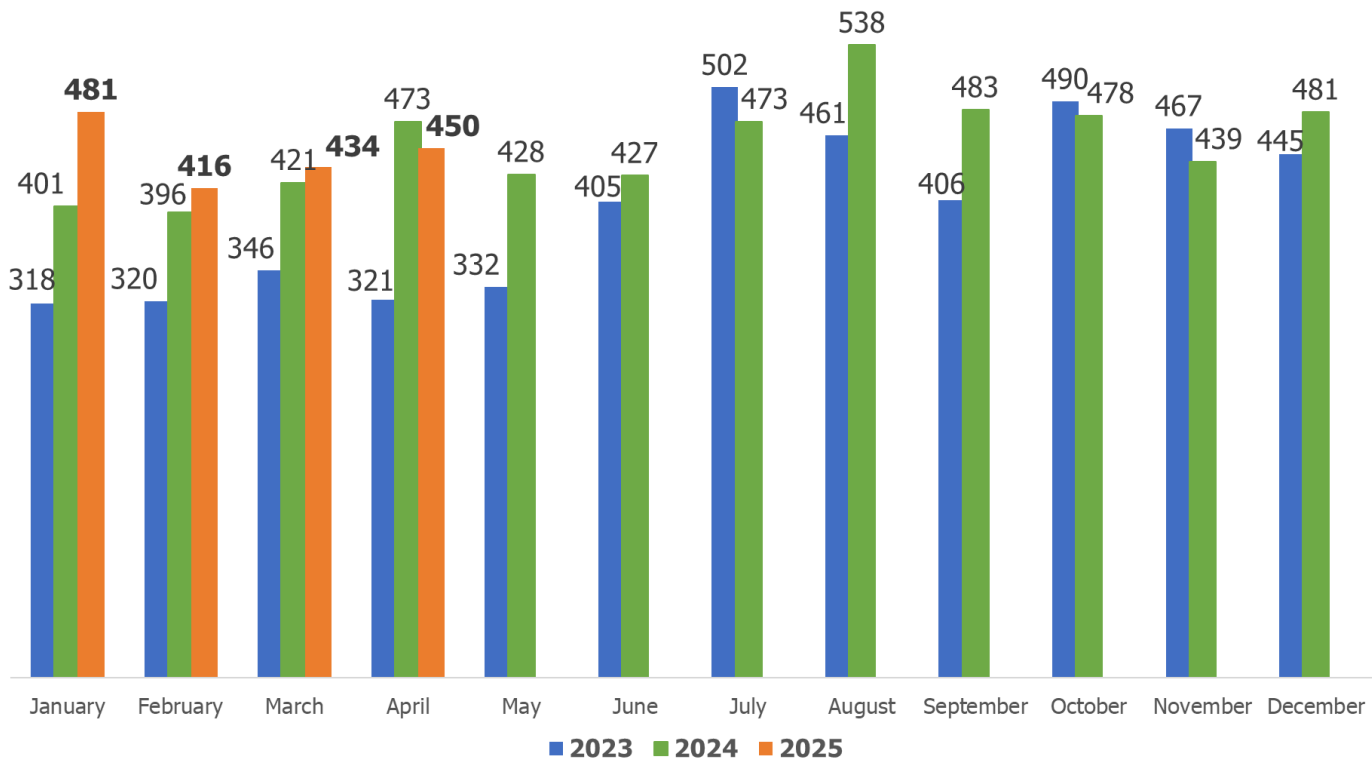
CRISIS RESPONSE CALLS FOR SERVICE:



2025
(4 Month): 1,781

2024
(4 Month): 1,691

Trend
5% increase



Individuals assisted and services provided below are generated from an electronic care records system. CAP services may be rendered to multiple community members or customers may decline service. Thus, the number of individuals assisted may differ from the calls for service volume. The Crisis Response Units are designed to be co-response units with Police and/or Fire apparatus. Of the **450 calls for service** in the month of April, the Crisis Response Units made contact with a customer(s) on 236 calls (52%). The remaining calls were either cancelled prior or upon arrival.



- Top Two Call Types**
(236 calls in total)
- Death: 112 (47%)
 - Occupant Services: 34 (14%)



Transports: 28



Average Response Time: 23 minutes



Adults Served: 503
Children Served: 149



Single Unit CR Response
• 44 responses; **10%**



Responding with Fire
• 117 responses; **26%**



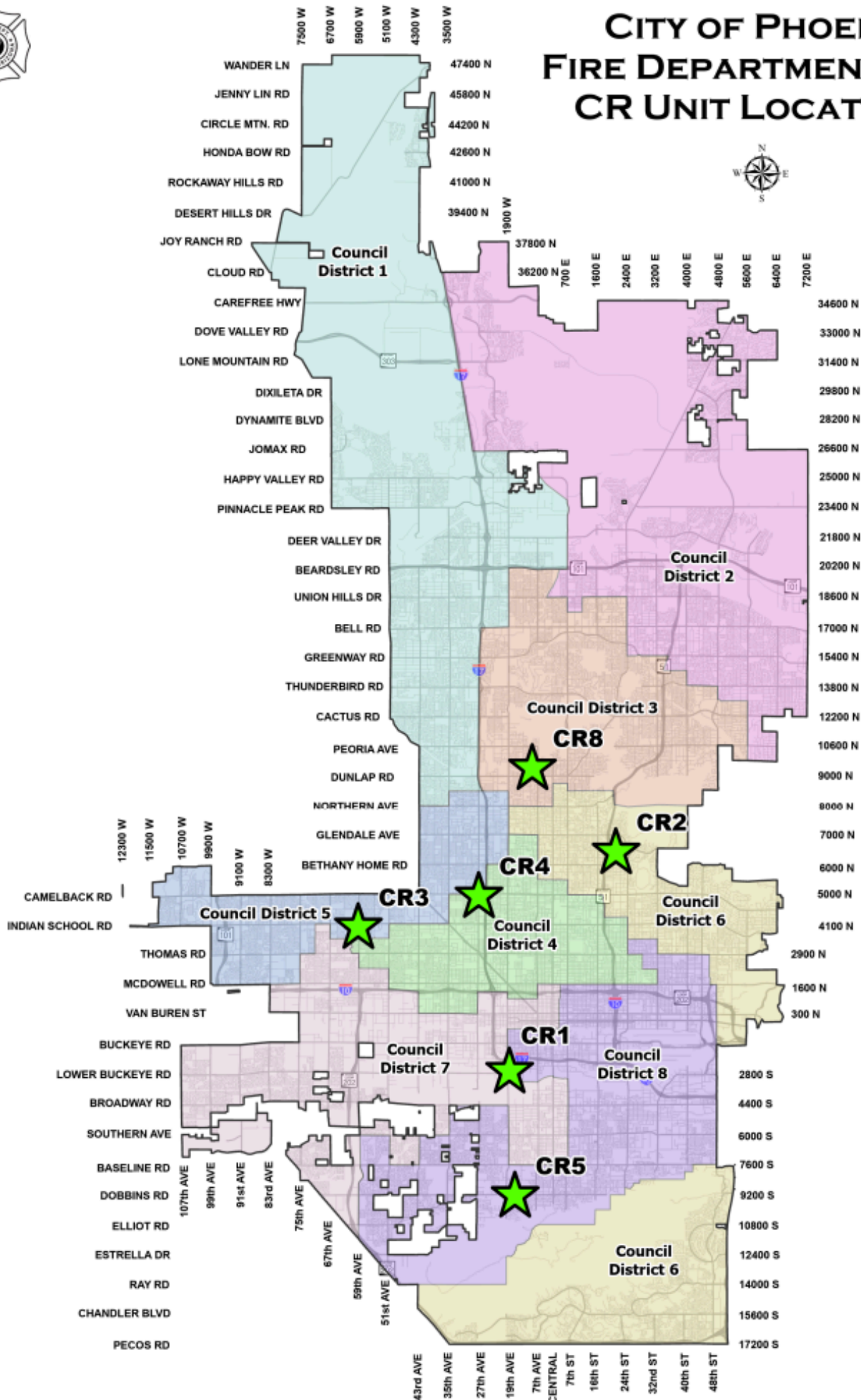
Responding with Police
• 72 responses; **16%**



Responding with Police & Fire
• 217 responses; **48%**



CITY OF PHOENIX FIRE DEPARTMENT CAP CR UNIT LOCATIONS





Fire Department Staffing and Response Times Update

This item includes a report on the Phoenix Fire Department's hiring and recruitment efforts, an overview of the department's response times, and detailed information on the department's emergency response types.

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.



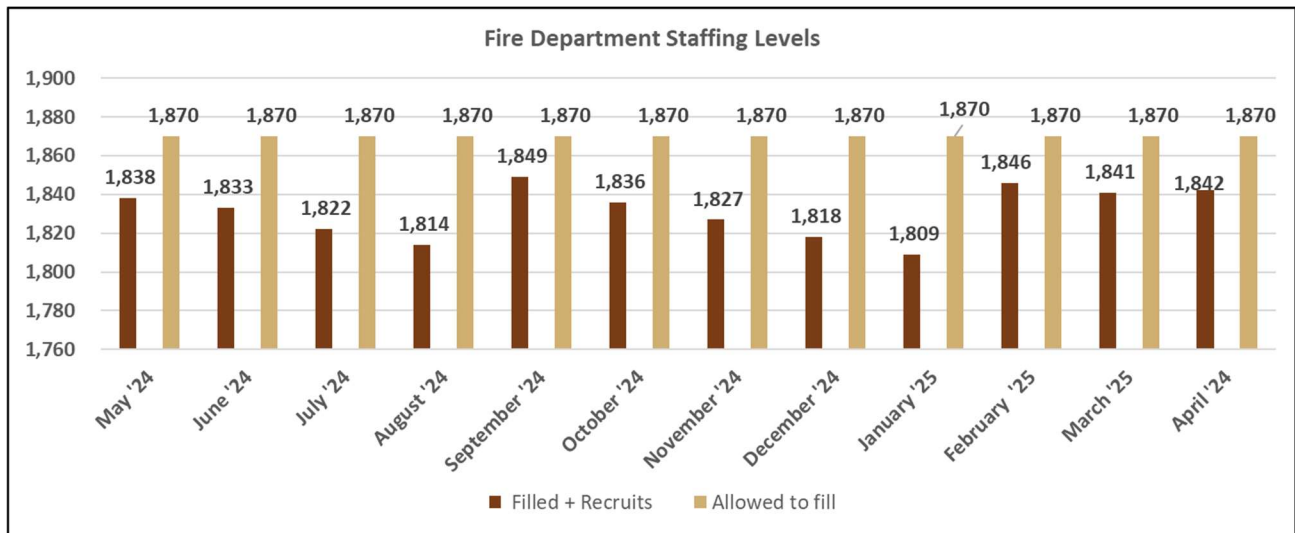
Phoenix Fire Department Staffing, Hiring, and Activity Report

June 2025

Fire Department Staffing

The Fire Department administers hiring by forecasting attrition rates and managing recruitment efforts, hiring cycles, and training cycles to minimize vacancies. Thanks to the continued prioritization and support of the Mayor and Council, the number of authorized sworn positions has continued to increase. The current number of authorized sworn positions is 1870.

The increase of authorized sworn positions has included significant efforts such as timely hiring and training of sworn firefighters to correspond with new fire stations, apparatus, and equipment procurement. In addition, supplemental authorized sworn positions have been approved to enhance emergency transportation services (i.e., ambulances) throughout the City of Phoenix to address increased activity levels.



Note: Report Data Through April 30, 2025.



Firefighter Recruitment and Hiring

The Fire Department recruits, hires, and trains new firefighters year-round to meet staffing needs. The Training Section ensures that each graduating firefighter is fully prepared to serve the residents of Phoenix. Testing frequency is determined by the number of applicants and available full-time positions, maintaining a strong candidate pool. Recently, the department hosted the Recruit Entrance Written Exam, with approximately 765 candidates participating. The table below compares testing and recruits trained over the past five years.

Year	Applicants Invited	Applicants Tested	Applicants Passing Test	Recruits Trained
2025	1267	765	516	N/A
2024	1105	600	408	154
2023	1271	729	467	135
2022	1445	921	634	68
2021	1348	896	594	95

Firefighter Recruit Training

Recruit Class 25-1 officially began training at the Phoenix Fire Department Academy in February 2025. This class includes 45 new Phoenix recruits who will undergo rigorous training to prepare for their roles as first responders. The start of Recruit Class 25-1 indicates positive progress in bolstering the department's operational capacity, ensuring the continuation of high-quality emergency services for Phoenix residents. The chart below outlines the anticipated graduation dates for upcoming recruit academies. Enrollment in each session is maximized whenever possible, with space also reserved for students from regional partners. Final graduation numbers may vary as the process advances.

Recruit Class	Anticipated # Recruits	Academy Start	Graduation Date
25-1	45	Feb. 2025	May 2025
25-2	47	June 2025	Sept. 2025
25-3	22	Oct. 2025	Jan. 2026

Note: Report Data Through April 30, 2025.



Community Engagement

The Fire Department actively engages with the community through social media and public events, ensuring consistent communication and outreach. The chart below provides key metrics on recent social media interactions, engagement levels, and community events attended by the department.

	Posts	Interactions	Reach
Instagram Main PFD	28	22.2k	375.4k
Instagram Recruiting	10	8.1k	12.4k
Facebook	25	15k	185.7k
X (Twitter)	11	246	23.6k
Nextdoor	0	0	0

PFD Social Media Outreach

Community engagement extends beyond digital outreach to include social and community events, which are vital in strengthening connections with residents. The Fire Department actively hosts and participates in various events throughout the year to recruit, foster relationships, promote safety, and enhance public awareness.

Past Events

May 4	Cinco DeMayo Phoenix Festival - Bike Rodeo and event table
May 7	Recruit Information Session – Fire Training Academy
May 7	Distracted Driving Program – Deer Valley Community Center
May 8	Distracted Driving Program – Carl Hayden High School
May 10	Drowning Prevention Coalition
May 17	Maryvale Summer Fun - Maryvale Community Center
May 22	Stop the Bleed Training - Family Advocacy Center
May 27	Diamondbacks First Responder Night.

Upcoming Events

June 2	602 Day @ City Hall D7
June 2	602 Day Bike Rodeo at Encanto Park
June 3	602 Day Employee Celebration at Encanto Park
June 25	Survive the Drive at Caesar Chavez Community Center
June 28	Diamondbacks Game - Interactive Fire Table - PD vs Fire Softball Game

Note: Report Data Through April 30, 2025.



Response Times & Call Volumes

Response times are measured, monitored, and managed daily to maximize coverage and resource deployment. The National Fire Protection Association (NFPA) established response time standards for fire and emergency medical service delivery, and the Arizona Department of Health Services (AZDHS) established the response time standard for emergency transportation services.

The chart below shows response times by Council District for critical emergency medical service (EMS) incidents, first arriving engine to a fire incident, first arriving ladder to a fire incident, ambulance response times for critical EMS, total incident call volume for each Council District, citywide totals, and the associated standard.

	First Arriving ALS Unit (can be any type) to Critical EMS Incident	First Arriving Engine (Water) to a Fire Incident	First Arriving Ladder to a Fire Incident	Ambulance Critical EMS	Total Incident Call Volume 2025
NFPA Standard	5:00	5:20	9:20	10:00	
District 1	7:31	5:51	8:48	9:24	8,645
District 2	8:27	6:42	9:17	10:37	6,255
District 3	7:34	5:46	10:18	9:10	9,700
District 4	6:32	4:54	7:52	8:25	12,888
District 5	6:54	4:51	8:19	8:55	8,799
District 6	7:33	5:51	9:39	9:51	8,220
District 7	7:26	6:08	12:42	9:55	11,118
District 8	7:08	5:37	14:27	9:10	14,535
Citywide	7:20	5:48	10:09	9:24	80,160

Based on 90th percentile response times, not averages from January 1, 2025 – April 30, 2025.

2025 Citywide Trend	First Arriving ALS Unit (can be any type) to Critical EMS Incident	First Arriving Engine (Water) to a Fire Incident	First Arriving Ladder to a Fire Incident	Ambulance Critical EMS	Total Incident Call Volume 2025
January	7:24	5:54	10:02	9:29	21,178
February	7:22	5:57	9:56	9:30	40,041
March	7:22	5:51	9:59	9:28	60,469
April	7:20	5:48	10:09	9:24	80,160

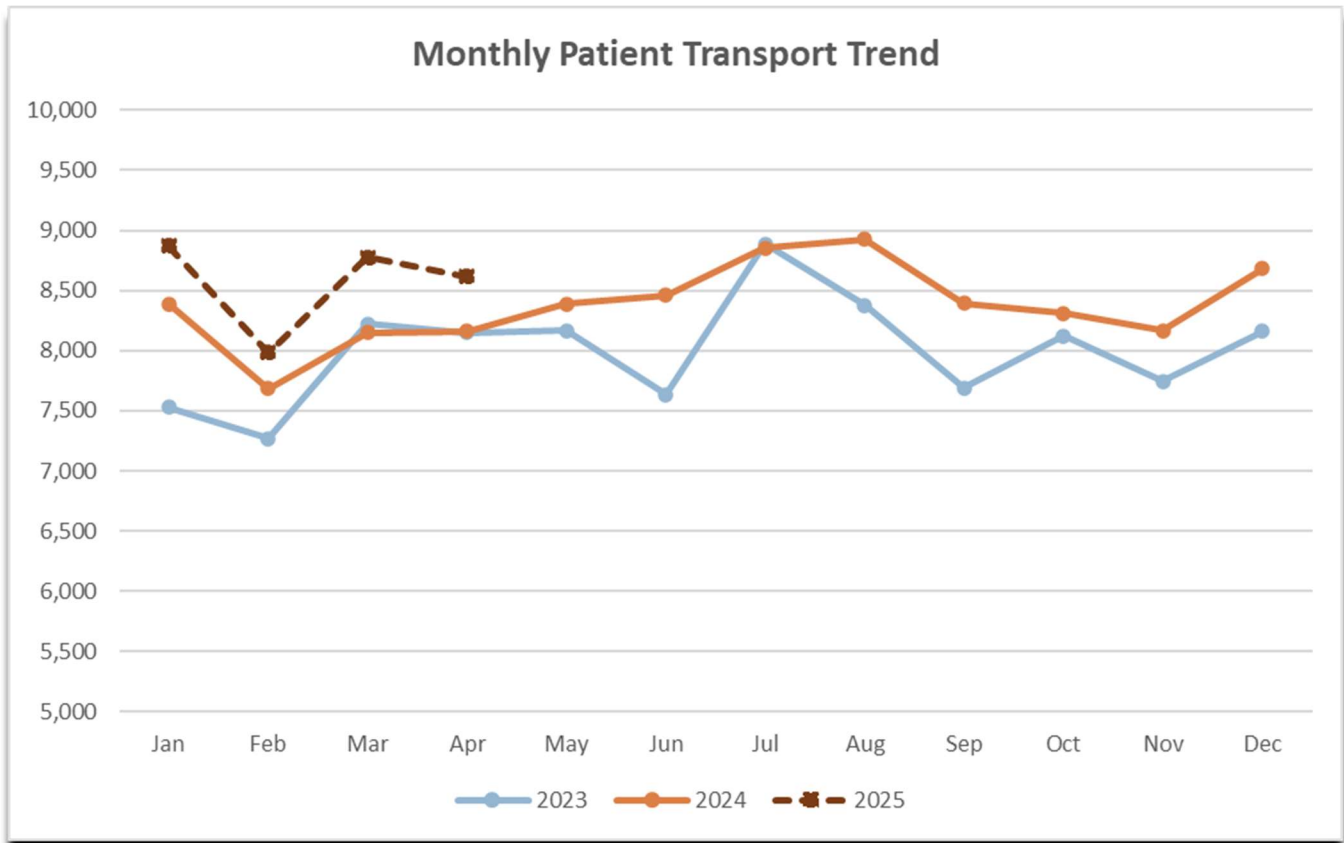
Note: Report Data Through April 30, 2025.



Emergency Patient Transportation Activity

The Fire Department has operated its emergency transportation service for nearly four decades. Analyzing the monthly average activity levels over the past three years reveals a consistent upward trend in service demand.

Total transports in April 2025 were 8,614, a 5.5 percent increase from the 8,163 transports recorded in April 2024.



Note: Report Data Through April 30, 2025.

