



# Agenda

## Public Safety and Justice Subcommittee

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Wednesday, September 6, 2023

10:00 AM

City Council Chambers

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### 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=ecb4d208ade91158fe642a9229bab8078>

- **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 2559 796 7129# (for English) or 2559 687 7586# (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 687 7586#. 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 687 7586#). 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 8**

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on June 14, 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 2-4)**

**2 Light Rail Security Update Page 17**

This report provides the an update to the Public Safety and Justice Subcommittee on Light Rail Security.

**THIS ITEM IS FOR INFORMATION AND DISCUSSION.**

**Responsible Department**

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

**INFORMATION AND DISCUSSION (ITEMS 2-4)**

**3 Community Assistance Program (CAP) and Telehealth Program Update Page 21**

This report provides the Public Safety and Justice Subcommittee with an update on the Community Assistance Program expansion implementation.

**THIS ITEM IS FOR INFORMATION AND DISCUSSION.**

**Responsible Department**

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

**4 School Safety Overview Page 26**

This report provides an update to the Public Safety and Justice Subcommittee on the Police Department's school safety initiatives and staffing. This report serves as a summary of the work completed by Police staff, in conjunction with the applicable school districts, to place School Resource Officers (SROs) into schools and explore creative solutions for future progress.

**THIS ITEM IS FOR INFORMATION AND DISCUSSION**

**Responsible Department**

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

**INFORMATION ONLY (ITEM 5)**

**5 Phoenix Police Department Hiring, Recruitment and Attrition Report Page 29**

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.

**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 June 14, 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, June 14, 2023**

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

Subcommittee Members Present  
Councilwoman Ann O'Brien, Chair  
Councilman Jim Waring  
Vice Mayor Yassamin Ansari

Subcommittee Members Absent  
Councilmember Kevin Robinson

**CALL TO ORDER**

Chairwoman O'Brien called the Public Safety and Justice Subcommittee to order at 9:32 a.m. with Councilman Jim Waring and Vice Mayor Yassamin Ansari present.

**CALL TO THE PUBLIC**

Rivko Knox spoke in support of collaboration between government and the community for crime reduction.

**MINUTES OF MEETINGS**

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

Vice Mayor Ansari made a motion to approve the minutes of the May 10, 2023, Public Safety and Justice Subcommittee meeting. Councilman Waring seconded the motion which passed unanimously, 3-0.

**DISCUSSION AND POSSIBLE ACTION (ITEM 2-4)**

**2. Body Worn Cameras - RFP 18-056 – Amendment**

Chairwoman O'Brien introduced Police Assistant Director Jesse Cooper to present on the item.

Mr. Cooper stated the current Axon contract expires February 2024. He stated new features in the contract amendment would include unlimited capture and third-party storage in cloud services to efficiently share digital evidence. He stated the proposed contract was a five-year term totaling \$39 million, including two refreshes of cameras and docks.

Vice Mayor Ansari made a motion to approve the item. Chairwoman O'Brien seconded the motion which passed unanimously, 3-0.

Chairwoman O'Brien opened the floor to public comment.

Refilwe Gqajela spoke in opposition to the mishandling of justice by the Police.

### **3. Phoenix Community Court**

Chairwoman O'Brien introduced Deputy City Manager Gina Montes, Chief Presiding Judge Don Taylor, Assistant City Prosecutor Esteban Gomez, Public Defender David Ward, and Homeless Solutions Deputy Director Scott Hall to present on the item.

Ms. Montes provided an overview of the proposed Community Court that will assist justice involved unsheltered individuals.

Judge Taylor explained the three therapeutic specialty courts that involve the Phoenix Municipal Court including the Behavioral Health Court, the Veteran's Court and the City's participation in the regional homelessness court. He said a new court would help assist another specific population of individuals.

Mr. Gomez stated unsheltered members may have additional barriers while facing charges in the traditional criminal justice system. He stated staff recommends a more deliberate and robust approach.

Mr. Ward explained how the Community Court would be able to compassionately assist individuals with long-term solutions to break the cycle of homelessness and addiction.

Mr. Hall discussed the importance of connecting people to the appropriate resources. He explained the steps of participation in the Community Court from assessment to graduation and listed the performance measures.

Ms. Montes stated staff recommended 11 City positions, 10 contracted navigators, and necessary equipment or administrative items for a total annual cost of \$2.3 million and one-time cost of \$45,000 to be approved at the Formal City Council meeting on June 28, for the court to launch in January 2024.

Councilman Waring asked if an individual who defecates in a public space would have their case heard in this new court.

Judge Taylor replied the gatekeeper for those eligible for the Community Court would be the Prosecutor's Office. He stated appropriate cases would have a quality-of-life issue prevalent.

Chairwoman O'Brien asked what types of instances an individual would be ineligible for the Community Court.



Mr. Gomez replied criminal history, restitutions, injuries, damage, aggravation, and threat to community safety would be factored into the eligibility of the individual for Community Court.

Assistant City Manager Lori Bays added domestic violence and assault charges would most likely disqualify an individual for Community Court as the vast majority of cases would include non-violent misdemeanor charges, such as trespassing.

Councilman Waring brought up a report he had received regarding a staff member being recently threatened with a knife in the area around the campus.

Ms. Montes responded with details of how the incident transpired and explained no one was harmed as a result of the situation.

Councilman Waring asked if the intent was to provide services to individuals instead of serving prison time for the crime committed.

Mr. Ward explained which types of cases would generally remain in felony court. He also shared information on the structure of services provided in the Veteran's Court, and how the intention of the new court would be to help homeless individuals through a rigorous, results-oriented process, which adds additional accountability measures.

Councilman Waring expressed hope for the Community Court to help address the challenges involving people experiencing homelessness but was concerned for the worsening conditions throughout the City.

Vice Mayor Ansari stated her experience living downtown caused her to think about necessary services beyond the incarceration system. She asked for an explanation on the benefits of Community Court.

Mr. Hall stated the new court would fill the gap to add accountability through requirements for the individual to receive services as an alternative to cycling through the justice system.

Vice Mayor Ansari asked for elaboration on the cycle of poverty related to the court system.

Mr. Hall responded with the statement that when an individual has nothing, they are not afraid of losing anything. He spoke about the importance of support and a pathway to employment or other goals that holds an individual accountable.

Vice Mayor Ansari highlighted the opportunity to enter Community Court after booking and customized service plans with wrap-around services as ideal components of the

Community Court plan. She stated this was a great program to address a national problem.

Chairwoman O'Brien asked how many days a week the court would be available.

Judge Taylor replied two days a week.

Chairwoman O'Brien asked if a specialty court needed Arizona Supreme Court approval.

Judge Taylor answered there was no approval needed, though there were standards adopted by the Arizona Supreme Court to abide by for behavioral health courts.

Chairwoman O'Brien recollected when she witnessed one of the City's current specialty courts assist a mother to improve her life circumstances. She said the individuals graduating from specialty court programs had earned it. She expressed frustration that the prison system did not provide assistance. Chairwoman O'Brien thanked staff for their efforts.

Chairwoman O'Brien opened the floor to public comment.

Jeff Spellman spoke in support of Community Court for homeless individuals due to the success of a similar court in Mesa.

Vice Mayor Ansari made a motion to approve the item. Chairwoman O'Brien seconded the motion which passed unanimously, 3-0

#### **4. Animal Ordinance Update**

Chairwoman O'Brien introduced Assistant City Manager Lori Bays and Information Technology Services Supervisor Brett Meyers to present on the item.

Ms. Bays overviewed the proposed changes to the definitions of animal verses livestock, adequate shelter, and unlawful restraint that were unreasonable for animal treatment and in extreme weather conditions. She explained the animal cruelty hearing process occurs within 48 hours of when an animal was seized.

Mr. Meyers discussed the new myPHX311 feature for residents to provide concerns on potential animal cruelty cases. He stated the technology would autogenerate letters sent to the owner with the ordinances and education information.

Ms. Bays said educational campaigns for the treatment of animals were created by the Arizona Human Society and Police staff. She recommended the subcommittee approve the amendments to the City's Animal Ordinance for action at the Formal City Council.

Chairwoman O'Brien opened the floor to public comment.

Christy Margherio spoke in support of a change of definition to tethering and requested organizations responsible for receiving animal abuse neglect complaints be required to enter data into the myPHX311 form.

Don Bentley spoke in support of expanding the definition of tethering and provided Glendale as an example of a tethering ban.

MJ Simpson spoke about the reasons tethering was animal cruelty and stated the definition change was an improvement.

Vice Mayor Ansari thanked staff and advocacy groups. She stated animals deserve better. She asked for clarification about tethering during extreme weather conditions.

Ms. Bays responded the language of the ordinance maintains the disallowance of tethering during extreme weather conditions and gives additional parameters for tethering during normal conditions.

Vice Mayor Ansari asked for the definition of adequate shelter to be restated.

Ms. Bays replied the shelter can be artificial or natural, but must be accessible throughout the year, a stable structure, in clean condition, a sufficient size for the animal to move naturally, and protect the animal from weather conditions.

Vice Mayor Ansari asked if staff could connect with the advocacy group on their request for additions to the myPHX311 form.

Mr. Meyers answered yes that was possible.

Vice Mayor Ansari expressed the importance of the educational component so that the actions would not place undue burden on low-income communities She also expressed her desire to work toward an outright ban on tethering in the future.

Vice Mayor Ansari made a motion to approve the item. Chairwoman O'Brien seconded the motion which passed unanimously, 3-0.

## **INFORMATION AND DISCUSSION (ITEMS 5-7)**

### **5. Park Ranger and Security Services Update**

Chairwoman O'Brien introduced Parks and Recreation Director Cynthia Aguilar and Parks and Recreation Deputy Director Jarod Rogers to present on the item.

Mr. Rogers discussed mountain preserves and urban parks assignments of park rangers to help improve guest satisfaction, safety, park usability, and assist with emergency situations. He stated there were 69 park rangers with eight vacancies to cover the three mountain preserve areas. Mr. Rogers said there were 28 park rangers with five vacancies to cover the 186 urban parks, as well as pedestrian paths and

tunnels. He applauded Human Resources staff for processing candidates and shared the anticipated hiring timeline for third-shift operations beginning September 11.

Ms. Aguilar discussed the park locations and scope of work for the security services pilot program. She stated the initial outcomes with park rangers were increased education on the Code of Conduct, decreased vandalism or trash, and successful engagement in 793 encounters. She said that while third-shift park rangers would begin patrol the week of Sept. 11, security services would continue through Nov. 30 to provide an overlap. Ms. Aguilar stated Finance staff was preparing a new solicitation for security services used for special events will be effective on Dec. 1, with the current vendor or a new vendor.

Councilman Waring asked if five overdoses occurred in parks to date.

Ms. Aguilar answered that was correct.

Councilman Waring stated park security was effective and expressed support to expand it to all parks to save more lives.

Chairwoman O'Brien thanked staff for the transition and third-shift openings filled. She stated park security would continue to make parks safe for community use.

## **6. Train Derailment Emergency Response**

This item was continued to a future meeting.

## **7. UAS (Drones) Update**

Chairwoman O'Brien introduced Executive Assistant Fire Chief Scott Walker, Police Commander Brian Riggan, and Parks and Recreation Deputy Director Jarod Rogers to present on the item.

Chief Walker explained the 40-hour robust training program for licensed pilots. He stated there were more than 728 flights in the last year, with over 100 incidents responded to with a drone to benefit operations. Chief Walker provided multiple scenarios where drones gave critical perspectives to firefighters. He stated the financial savings from Unmanned Aircraft Systems (UAS) was approximately \$2,375.24 per hour.

Chairwoman O'Brien expressed appreciation knowing the engine companies and brush trucks remained in service to assist on other calls in the City.

Chief Walker confirmed the apparatuses remained in service instead of being staged where they were potentially not needed.

Chairwoman O'Brien emphasized the impact on response times.

Chief Walker replied the UAS impacted use of resources and partnerships. He stated the Fire UAS program received national attention and staff conducted outreach at webinars and festivals. He said future efforts were to use a deployment vehicle, use of a tether drone, streaming technology to units arriving on scene, expand the fleet, and continue public safety partnerships.

Police Commander Riggan provided investigation examples for use of the drones that reduce time and increase convictions. He shared tactical drone footage that increased safety of officers and bystanders. Commander Riggan showed Hance Park as an example of the mapping feature of drones for advanced planning for public events to provide accurate landmarks to officers. He stated fiscal impact varies by type of scene for the 236 tactical missions, 144 investigative, 26 event and 11 other flights over the last six months. He said future steps would be to train 15 to 20 more pilots and add drones to meet the demand and increase map related skills.

Mr. Rogers emphasized the proposed uses of UAS in the mountain preserves for rescue assistance, trail inspection, cultural resource or invasive species management, and debris identification. He stated Park staff hosted some of the drone training events for search and rescue and capture video for visitor promotion. He demonstrated the capabilities of drones for mapping dimensions before crews go maintain sites, monitor invasive species outbreaks, and quickly model points in time to compare park conditions year after year. He stated with an Executive Committee review and approval in June the operations for UAS in the department would begin later this year.

Councilman Waring asked about obtaining permission to send drones over State Trust Lands to locate homeless encampments, which often start fires.

Chief Walker replied Fire already had the agreements with land agencies to address emergencies on those properties.

Councilman Waring asked if Police had to obtain permission to fly a drone if there was a report of an encampment on State Lands, but no fire.

Commander Riggan replied drones can go wherever officers legally are allowed to be.

Councilman Waring asked if the drones can be used to identify the location of a homeless encampment noted in a complaint.

Commander Riggan replied drone usage is controlled by Federal Aviation Administration (FAA) regulations, so if assistance was requested within the City then it would be examined as a case-by-case basis.

Councilman Waring requested staff research the various activities that a drone can investigate over State Land and provide an update to the subcommittee. He also asked if homeless encampments lead to fires.

Chief Walker replied yes human activity in encampments oftentimes has caused a fire in brush areas. He discussed how Fire works with other departments and organizations to assist individuals and move them to a better location.

Councilman Waring stated proactive efforts to reduce trash and fires in desert areas would save taxpayer dollars. He expressed his preference for staff to reevaluate the policy with governmental agencies and use of drones in parks and State Lands to help reduce tragedies.

Chairwoman O'Brien requested Fire and Police staff provide an update via email and present in-person in the fall on the relationship with Arizona State Trust Land. She thanked staff for the update.

#### **INFORMATION ONLY (ITEMS 8-9)**

**8. Phoenix Police Department Hiring, Recruitment and Attrition Monthly Report**  
Information only. No Councilmember requested additional information.

**9. Community Assistance Program Hiring and Recruitment Report**  
Information only. No Councilmember requested additional information.

#### **CALL TO THE PUBLIC**

None.

#### **FUTURE AGENDA ITEMS**

Chairwoman O'Brien requested Police and Fire provide an update about operating within Arizona State Trust Land limits. She confirmed the item about security on the light rail was on the September agenda.

#### **ADJOURNMENT**

Chairwoman O'Brien adjourned the meeting at 11:40 a.m.

Respectfully submitted,

Nina Fader  
Management Fellow



## Light Rail Security Update

This report provides the an update to the Public Safety and Justice Subcommittee on Light Rail 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 city partners, contractors, and community resources.

Valley Metro, through its security contractor, Allied Universal, conducts fare inspections via a team of field security team members. These field security team members are tasked with customer experience and engagement, responding to security incidents, coordinating with local law enforcement, reinforcing the Code of Conduct via education and civil code enforcement, and serving as a visible presence on the light rail system during daily operations and special events.

#### Allied Universal Contracted Staffing Overview

Currently, Allied Universal has 114 positions allocated to performing the above mentioned responsibilities and tasks.

- 110 Full-time Field Security Officers
- Four Part-time Field Security Officers

Additionally, Phoenix Police's Transit Unit has developed public safety plans to address the quality of life concerns directly involving public transportation.

#### Transit Unit Staffing and Programs Overview

Currently, the Phoenix Police Transit Unit has 55 positions which are a combination of sworn and civilian. The unit includes the following:

- One Commander
- One Lieutenant
- Five Sergeants

- One Administrative Assistant
- 10 Detectives
- Four Explosive Detection Canine Officers
- 28 Police Assistants
- Five Municipal Security Guards

The Transit Unit has an Extra Duty Public Safety Program, which staffs supplement public safety resources to specifically address Light Rail safety. From January 2023 to July 2023, the Transit Unit staffed 51 shifts that patrolled the area along the Light Rail corridor for 1,044 hours that resulted in 69 arrests. When fully staffed, the Extra Duty Public Safety Team consists of one Police Supervisor, four Police Officers, and two Police Assistants. Due to volunteer staffing, 177 of the available 362 positions were filled for a rate of 48 percent.

The Transit Unit has been an integral component of the 19th Avenue Community Safety Action Plan and implemented a 19th Avenue Corridor Community Response plan to focus the Unit's efforts. From January 2023 to July 2023, the Transit Unit has made 220 arrests from Camelback to Dunlap at transit facilities between Light Rail vehicles, Light Rail platforms, adjacent bus stops and Park and Rides.

The Transit Unit's Explosive Detection Canine (EDC) Team patrols the Light Rail trains and platforms to increase visibility and deter crime. The EDC Team is composed of one Police Supervisor, three Explosive Detection Canine Handlers and three canines. From January 2023 to July 2023, the EDC Team supported 61 special events in the Downtown District for various events to include but not limited to professional sports and national concert tours, which accounted for 1,695 staff hours. This does not include time spent working the National Football League's Super Bowl activities and activations. The EDC Teams during their discretionary available time patrolled the Light Rail alignment and Light Rail platforms for an additional 254 hours.

The Public Transit Department Building Security Team is comprised of four Municipal Security Guards and four Police Assistants. In addition to their building security duties, the employees conduct foot patrols in and around the Downtown Public Transit Hub. From January 2023 to July 2023, the security team has inspected the Light Rail platforms in the Downtown District 1,613 times. During the course of a foot patrol, a Police Assistant saved the life of a person who had overdosed while at the Light Rail Platform on 1st Avenue and Van Buren.

#### Super Bowl Enhanced Security Program

From Jan. 30, 2023 to Feb. 12, 2023, the Transit Unit implemented their Super Bowl



Safety Plan which focused on addressing criminal activity impacting high-volume transit centers that included, but was not limited to, Light Rail vehicles, Light Rail platforms, bus shelters, buses, and Park and Rides. The Unit deployed a hot spot task force during peak ingress and egress periods for special events to address incidents, which could impact the flow of public transportation and to increase visibility to the public. They also provided crowd management assistance in the downtown district to maximize traffic flow with positive results.

The following is a summary of the criminal activity addressed during the operational period:

- Arrests: 97 (65 on-view narcotics arrests)
- Drug Seizures: 795 Fentanyl pills, 38 grams of Methamphetamine and 7 grams of cocaine
- Firearms Recovered: 5

The EDC team facilitated 211 individual bomb sweeps of 41 sites from Feb. 3, 2023 through Feb. 13, 2023, to support Super Bowl operations such as at State Farm Stadium, Footprint Center, the Hance Park Super Bowl Experience and the Convention Center Super Bowl Experience.

#### Future Enhanced Light Rail Security Operations

In addition to the Transit Unit's on-going Light Rail public safety support, in coordination with Valley Metro Security, the Transit Unit will be rolling out an Enhanced Light Rail Security Operation beginning Sept. 4, 2023. The objective of the Enhanced Light Rail Security Operation is to work alongside Valley Metro's security team and strategically provide additional layers of security that increase the effectiveness of safety efforts on the Light Rail system. The scope of this operation is to provide a high-visibility presence along with Valley Metro's contract security to address criminal activity. The emphasis of the Enhanced Light Rail Security Operation is to improve the ridership culture through a tiered approach focused on education, civil enforcement and then law enforcement interdiction.

The time and location of where Enhanced Light Rail Security Operations will take place will be data-driven and coordinated between Phoenix Police and Valley Metro. The Enhanced Light Rail Security Operational plan is designed to be sustainable using available police resources with an emphasis on maintaining positive community relations. To support the operation, two officers from the Patrol Division will be assigned to the Transit Unit on a six-week temporary assignment. These two officers will be supplemented by a two-officer prisoner transport vehicle, two police assistants and a supervisor.

*Phase 1 (Week 1, lasting 4 days)*

Two Police Officers supported by two Police Assistants will post at a dual-service light rail platform assisted by four Allied Universal Security (AUS) guards. A dual light rail platform services east and westbound Light Rail Vehicles (LRVs). AUS guards will board the stopped LRV and conduct civil enforcement to ensure fare compliance and adherence to the code of conduct. Patrons who are in violation will be escorted off the train and educated about their code of conduct violations. To help educate light rail users in the initial phase, AUS guards may address fare compliance issues by directing a patron who has violated the fare policy to purchase valid fare at the time of the offense. Police will not participate in fare recovery. If a patron fails to comply with a trespass directive to exit the train, AUS guards will request Police support. Police will detain the subject for the criminal trespass violation. The outcome of the contact will be resolved on a case-by-case basis.

*Phase 2 (Weeks 2-3, lasting 8 days)*

Two Police Officers supported by two Police Assistants will post at a dual-service light rail platform assisted by four AUS guards. AUS guards will board the stopped LRV and conduct civil enforcement to ensure fare compliance and adherence to the code of conduct. Patrons will be escorted off the train who are in violation and cited by AUS guards for code of conduct violations. AUS guards will request Police support when a patron fails to comply with a trespass directive to exit the train. Police will detain the subject for the criminal trespass violation. The outcome of the contact will be resolved on a case by case basis. If an arrest is made, a two-person transport team will be engaged.

**Assessment:**

Following Phase 2, the City and Valley Metro will conduct an after-action review to evaluate the effectiveness of the operation. Concurrently, the Transit Unit will continue to provide increased light rail patrols.

*Phase 3 (As Operational Needs Permit)*

This Phase is focused on the maintenance of the Enhanced Light Rail Security Operation. Going forward, when operational needs permit and resources are available, the Transit Unit will conduct weekly Phase 2 practices of the security plan.

**Responsible Department**

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



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## Community Assistance Program (CAP) and Telehealth Program Update

This report provides the Public Safety and Justice Subcommittee with an update on the Community Assistance Program expansion implementation.

### **THIS ITEM IS FOR INFORMATION AND DISCUSSION.**

#### **Summary**

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 goal is for the CAP to increase the number of CRUs to ten and create nine Behavioral Health Units BHUs. A team comprised of staff from several City departments has been working to implement the numerous aspects of CAP expansion.

In March 2023, CAP and Human Resources staff partnered to complete five hiring events resulting in 48 new caseworkers. The new caseworkers were onboarded over the summer. The onboarding period comprised a six-week training investment followed by continual education. The increased staffing allowed the BHUs to increase from one unit to four units in service, with increased citywide coverage and response. Staffing also increased for the CRUs from five units to six units, resulting in increased citywide coverage and response. Over the summer of 2023, CAP added four new Behavioral Health Dispatchers, bringing the total to six dispatchers to be more available to connect callers with needed services. Additional Peer Support Specialists have been hired to meet staffing needs on the BHU teams. CAP and the contracted agencies are

continuing to conduct interviews.

The City and Arizona State University School of Social Work entered into a contract in February 2023, to allow for CAP interns. In August, CAP conducted interviews and selected five Arizona State University School of Social Work interns, one bachelor-level and four master-level interns. The interns will begin onboarding in September and must complete 480 hours of service to meet their internship requirement between August 2023 and May 2024.

The City received the 23 vehicles ordered for CAP expansion in partnership with the Public Works Department. Additional materials have been ordered and will be delivered and installed before these units can be put into service. CAP continues operating units through the Public Works contract with Hertz Rentals to lease vehicles as needed until the purchased vehicles are put into service.

With the increase in new staffing and resources, the CAP expansion team has made progress on securing an additional Fire Department site for the placement of CAP units. Currently, CAP operates out of eight strategically placed facilities throughout the city. CAP staff continue to evaluate City-owned properties and community partnerships with stakeholders as opportunities for locating the CRU and BHU teams throughout the community. The various locations continue to operate with multiple schedules to meet community needs.

During the summer of 2023, CAP staff, with support from the Fire Department, implemented electronic patient care records (ePCR) and the use of iPads in the field. The new system allows CAP staff to provide services more efficiently to customers and track data and trends on service calls. As CAP continues to expand services to meet community needs, CAP is working with the City's contracted vendor, MD Ally, to offer telehealth services. With the recent implementation of ePCR, there is an opportunity to connect customers more seamlessly to telehealth services upon completion of staff training. CAP is preparing a training and communication plan for this next service expansion.

Since the first phase of the telehealth program launch in December 2022 with MD Ally, 296 patients have been served through August 30. The training of Alarm Room Headquarters dispatchers is complete. Monthly meetings continue to be held with Fire EMS, Fire Regional Dispatch, CAP and MD Ally representatives.

Additionally, the City is currently establishing a Community Mental Health Wellness & Safety Task Force. The Task Force will be a community-led group charged with examining the mental health wellness and safety needs of Phoenix residents,

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educating residents on existing programs and resources, reviewing the effectiveness of City mental health-related programs and services, and keeping an open dialogue between City leadership, staff, and communities. Applications are open until Sept. 15, 2023, for a three-year term.

Lastly, **Attachment A** provides the current status and performance metrics of the CAP program as of Aug. 1, 2023. Staff will continue its efforts to actively recruit, hire, and expand the City's Community Assistance Program and related services.

**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: 4.12.23 - 8.1.23

Total Behavioral Health Unit (BHU) Incidents: 395

Primary Services Provided

- 1. Stabilized in place (73)
- 2. Stabilized with transport (28)
- 3. Transferred to High Level of Care (27)

Total Number Of Adults Contacted: 202 (94%)

Total Number Of Children Contacted: 14 (13%)

Top BHU Primary Problem:

- 1. Housing Insecurity (40)
- 2. Mental Health (39)
- 3. Substance Abuse (25)

## CRISIS RESPONSE UNIT REPORT: 10.10.22 - 8.1.23

Total Crisis Response Unit (CRU) Incidents: 4,175

Completed Non-Transport (1,300)

Completed With Transport (230)

Total Number Of Adults Contacted: 3,505 (78%)

Total Number Of Children Contacted: 962 (22%)



Top CRU Crisis Response Reasons:

- 1. Death (544)
- 2. Working Fires, Hazardous Materials, or Flood (223)
- 3. Social Service (172)

Top Primary Crime Reason:

- 1. Homicide/Death Investigation (102)
- 2. Assault (69)
- 3. Domestic/Family Violence (65)

# CR And BHU Call



## INCREASED STAFFING:

The Community Assistance Program (CAP) completed hiring events in March 2023. These events led to the hiring of 48 new employees.

- 32 Full-time and 7 Part-time Caseworker II (Responders)
- 3 Caseworker I (underfill Responder positions)
- 13 Full-time and 1 Part-time Caseworker III (Supervisors)

## INCREASED RESPONDING UNITS:

Because of this hiring, CAP increased from 5 to 6 Crisis Response units and from 1 to 4 Behavioral Health units. Every unit is not staffed 24 hours a day. However, the total staffing is providing more hours of coverage for both CR and BH unit responses. CR and BH units are responding to calls throughout Phoenix, without restrictions.

## INCREASED BEHAVIORAL HEALTH DISPATCH:

CAP increased from 2 BH dispatchers to a total of 6 BH dispatchers. There is still a need for more BH dispatchers to provide 24/7 coverage. Currently, CAP has 24-hour coverage Sunday through Wednesday. Thursday through Saturday we have gaps of coverage between 5 AM and 10 AM and from 8 PM to 5 AM.



## School Safety Overview

This report provides an update to the Public Safety and Justice Subcommittee on the Police Department's school safety initiatives and staffing. This report serves as a summary of the work completed by Police staff, in conjunction with the applicable school districts, to place School Resource Officers (SROs) into schools and explore creative solutions for future progress.

### **THIS ITEM IS FOR INFORMATION AND DISCUSSION**

#### **Summary**

During the July 3, 2023, City Council Formal meeting, the City Council requested staff to identify opportunities to add additional SROs and evaluate creative approaches to ensuring school safety.

#### School Resource Officers

At the request of school districts, the Police Department enters into Intergovernmental Agreements with various school districts to assist with the cost of SROs deployed in schools. Funding for these SROs is primarily provided through partnerships with the Arizona Department of Education (ADE) and individual school districts. Through this partnership, school district funds reimburse the City for 75 percent of the SRO's salary, while the remaining 25 percent is paid by the City.

The 2022-2023 school year included agreements for SRO services at 71 schools for a total deployment of 64 SROs. For the 2023-2024 school year, the City Council also authorized agreements for SRO services at 71 schools for a total deployment of 64 SROs. However, there were not additional SROs readily available to fill the 46 additional requests that were received from other school districts at that time. As a result, during the July 3, 2023, City Council Formal meeting, the City Council authorized the ability to enter into conditional agreements with the school districts that made a formal request for SROs. These agreements will allow the City and the additional school districts to move forward in the future if additional SROs are identified. The Police Department is actively undergoing a process to identify a small number of additional SROs for the 2023-2024 school year.



### School Safety Officers

In addition to the SRO program, ADE provides grant funding for School Safety Officers (SSOs) to enhance police response and presence in schools that do not have a dedicated SRO. The SSO model is achieved through off-duty work completed by police officers who provide the same services that a SRO would provide. On Aug. 23 and Aug. 24, 2023, investigative details held a training for SSOs. This training expanded the ability to provide SSOs to schools that do not have SRO coverage. The training covered topics including mandatory reporting, bias crimes and school threat investigations.

### Reserve Officers

Reserve Police Officers with the Phoenix Police Department are full authority, sworn police officers certified by Arizona Peace Officer Standards and Training Board (AZPOST). Reserve officers adhere to the same rigorous hiring and training standards as career police officers. In many cases, after serving long careers, some retiring officers and investigators decide to transition to reserve officer status. Reserve officers are highly committed and dedicated to the community they serve. The Reserve Bureau is working to assign officers with interest in serving in a SRO capacity.

### Additional Staffing Options

Staff is exploring additional options to support schools that have requested SROs. These alternative options include the possibility of hiring retired officers to exclusively work in the SRO role in a sworn capacity, the creation of a part-time officer position, and evaluating the creation of civilian positions to serve in a similar role to a SRO. However, each of these options require further research and consideration. The ability to hire retirees or to create part-time positions have implications related to retirement benefits and contributions, which require additional evaluation.

### School Safety Initiatives

In addition to staffing, the Police Department is working to implement other initiatives to ensure school safety throughout the community. Police staff is finalizing the production of a public service announcement that will provide guidance to parents and guardians on how to respond during an emergency situation. Additionally, Police and Communications staff are strengthening coordination efforts that will allow SSOs working in a school to be identified as such instead of a regular off-duty assignment. Lastly, Police staff are working with schools to maintain updated Threat Vulnerability Assessments (TVAs) to ensure proper emergency preparation and mitigation steps are enacted in advance of an incident.

### Next Steps

Police staff will continue exploring these and other options to support school safety

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and will report back to the subcommittee. Staff will continue to work with school safety partners to identify creative solutions to staffing shortages and evaluate more innovative approaches. In the coming weeks, City staff plan to engage with school districts in a collective discussion on the topic of school safety.

**Responsible Department**

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



## **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

233 PER MONTH

Even through record heat in the Phoenix area, applications for Police Recruit remains steady. The current average is 233 new applicants per month. Lateral Officer applications are averaging 13 per month.



13 PER MONTH

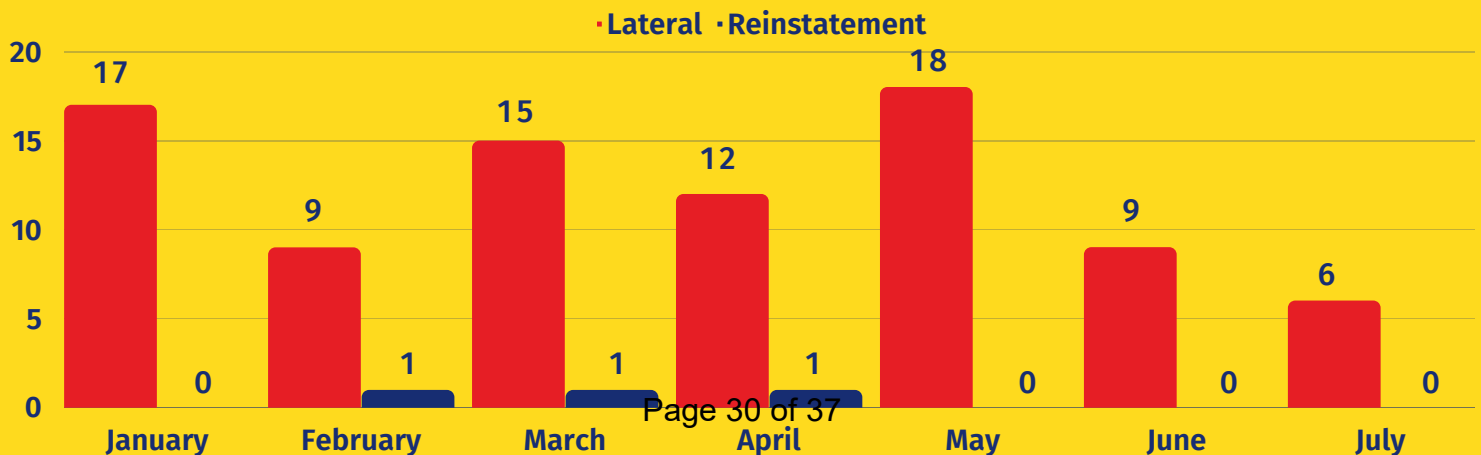
POLICE RECRUIT



LATERAL/  
REINSTATEMENTS

171 POLICE RECRUITS WERE HIRED IN 2022

208 POLICE RECRUITS ARE PROJECTED TO BE HIRED IN 2023





# PHOENIX POLICE DEPARTMENT HIRING, RECRUITMENT AND ATTRITION REPORT

SWORN ATTRITION THROUGH  
AUGUST OF 2023

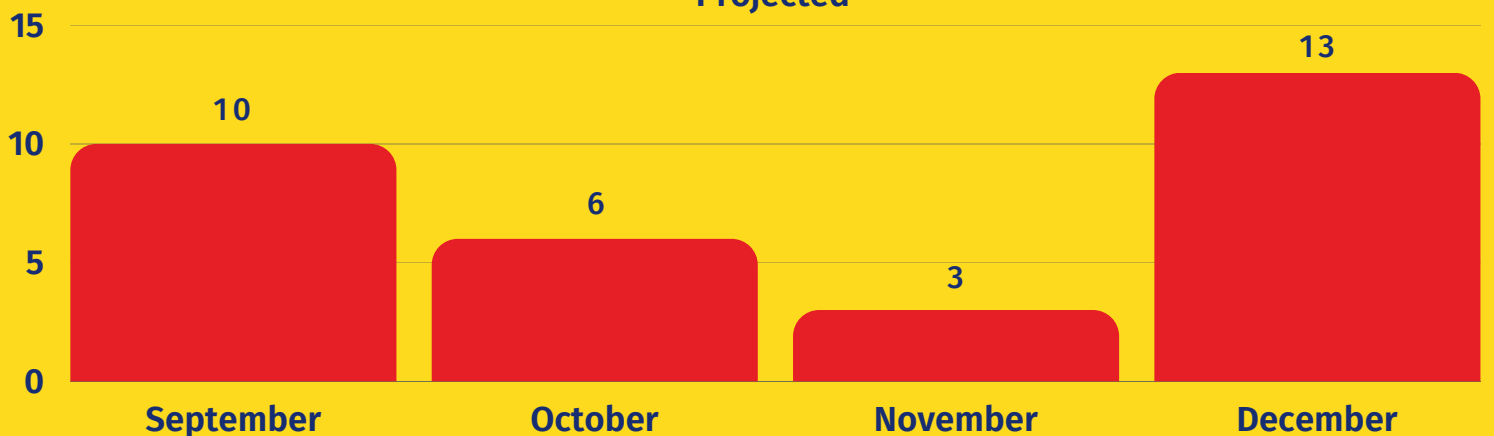
**TOTAL YEAR  
TO DATE: 101**

• Police Officers



SWORN ATTRITION PROJECTED SEPTEMBER THROUGH  
DECEMBER OF 2023

• Projected



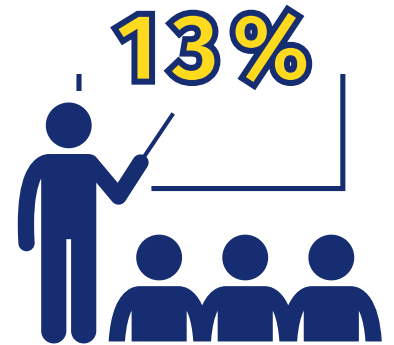


**AVERAGE ATTENDANCE**  
**62**  
**PARTICIPANTS**

## POLICE OFFICER PHYSICAL APTITUDE TEST (POPAT)

Employment Services and Academy staff conduct the Police Officer Physical Aptitude Test (POPAT) bi-monthly. The test is run at the Phoenix Regional Police Academy (PRPA). The POPAT test on June 24, 2023 saw 69 applicants participate, which was the highest attendance of the year. Fox 10 and AZ Family did live media coverage and Interim Chief Sullivan spoke with each group of participants, encouraging them along in the process.

**RATE OF APPLICANTS TO HIRE**

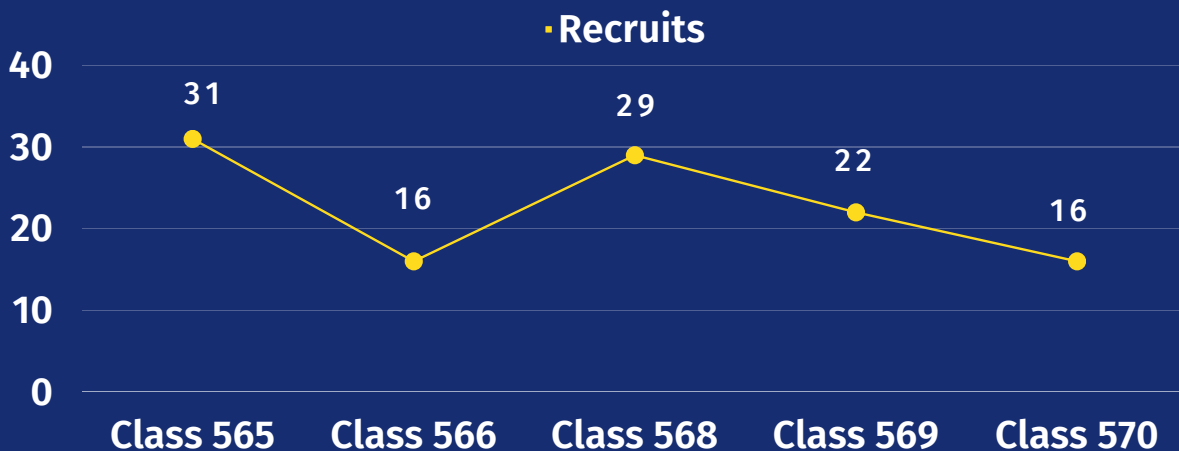


## RECRUIT TRACKING

An Academy class starts every six weeks, the highest frequency rate in Arizona. Our current rate of applicants who complete and submit their background profile, to recruits hired and entering the Academy is approximately 13%. This appears higher than similar cities across the country from 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

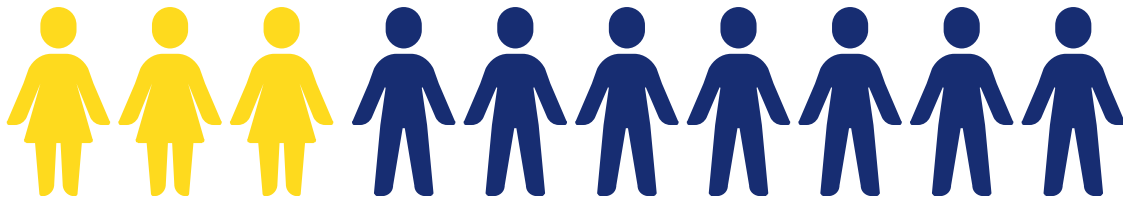




# TRENDS TOWARDS ESTABLISHED GOALS

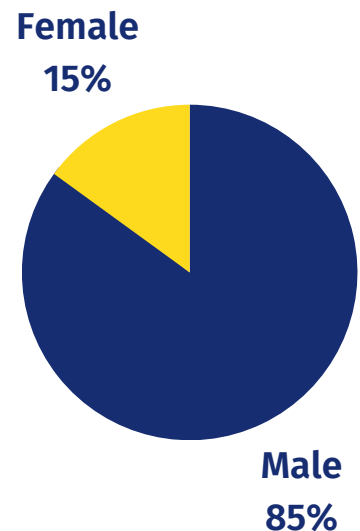
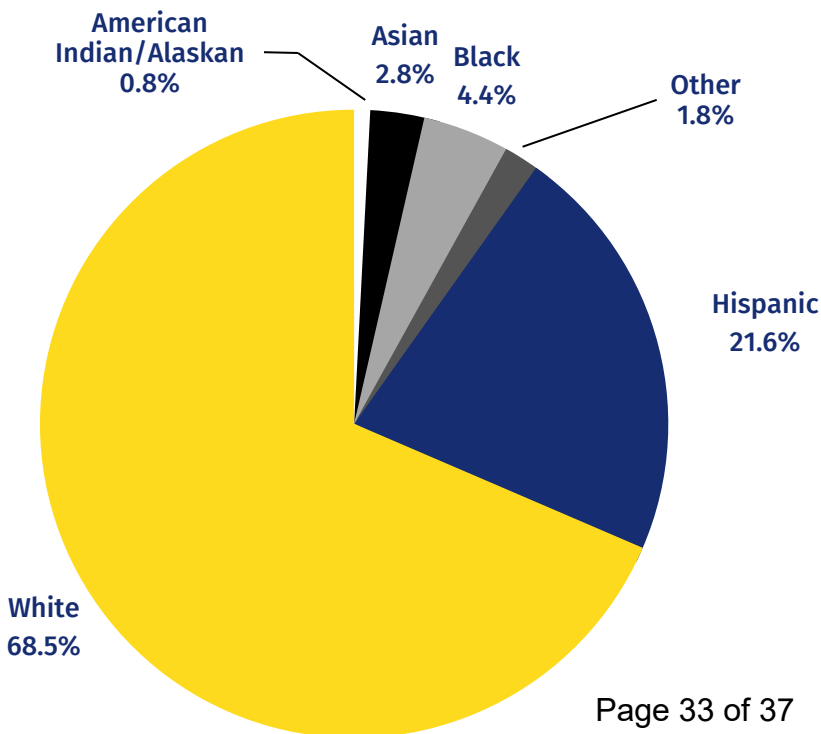
## 30X30 INITIATIVE

The 30x30 Initiative’s goal is to increase the representation of women in police recruit classes to 30 percent by 2030 and to support the success of qualified women officers throughout their careers. Working groups composed of female officers from a variety of demographics, years of service ranges, ranks, and current assignments will be critical to push the initiative forward. These groups are in their initial formation stages and will include recruiting, promotion and training.



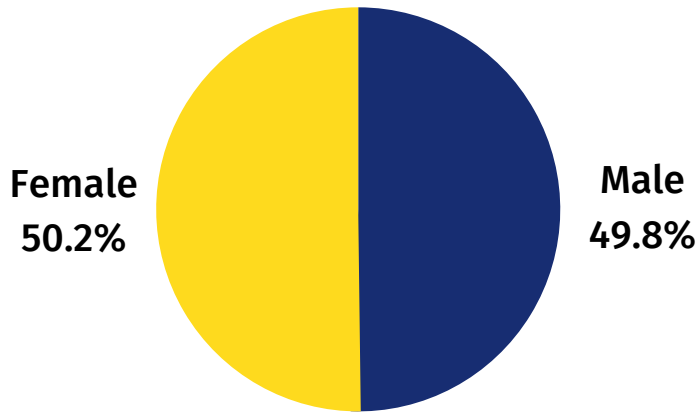
## CURRENT SWORN DEMOGRAPHICS

**2,550** SWORN OFFICERS  
AS OF AUGUST 23, 2023

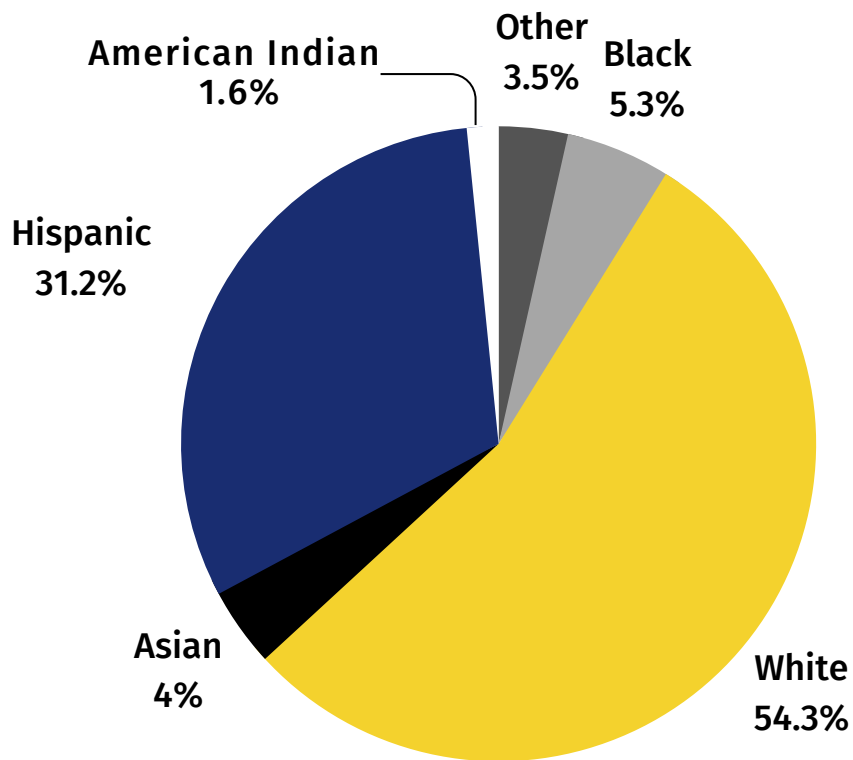




# MARICOPA ASSOCIATION OF GOVERNMENT'S REPORT FROM THE AMERICAN COMMUNITIES SURVEY 2021



## RACE BY PERCENTAGE







# RECRUITING UNIT

The Recruiting Unit is focused on strategically attending events that support our key hiring goals and initiatives as well as reaching the demographics that are consistent with the Phoenix community.

## SPORTS TEAMS FITNESS EVENTS



## COLLEGES AND UNIVERSITIES



## MILITARY EVENTS



CAMP PENDLETON  
PUBLIC SAFETY  
HIRING EVENT



MARINE BASE  
YUMA, AZ



# 1,135

## NUMBER OF PEOPLE RECRUITERS DIRECTLY CONTACTED THROUGH

### JULY 2023

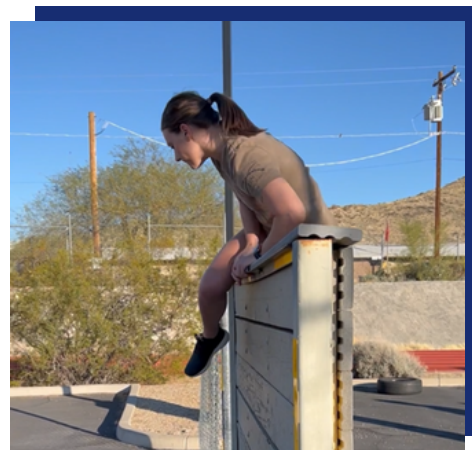
# PHX PD

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.



# 1,000

**PARTICIPANTS THROUGH  
JULY 2023**

# 60%

**FEMALE PARTICIPATION RATE**

## 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.



# MARKETING TEAM

The City contracted with ON Advertising to boost marketing efforts for sworn police officer recruitment, focusing on local or regional audiences. Established goals include the 30x30 Initiative, alignment with the City’s demographic breakdown, and the OneTen Initiative to connect Black talent to well-paying job opportunities, among others.



On July 13, 2023, ON Advertising hosted police and the recruiting marketing team for a kick-off meeting to establish goals and priorities. Future marketing campaigns will focus on local and regional audiences utilizing digital media and the updated website. Future discussions will focus on viability of applicants to fill out initial information on the website to allow for rapid follow-up from the Recruiting and Hiring Units. Partnering with ON Advertising will help ensure our hiring is reflective of the Phoenix metropolitan community that we serve.

## FIRST PRIORITY:

Update and Improve [JoinPHXPD.com](https://JoinPHXPD.com) Recruiting website by October 2, 2023

## CURRENT PROJECTS:

One-year, multimedia sponsorship with Grand Canyon University Athletics, the College of Humanities and Social Sciences, and the College of Business.

This sponsorship allows for direct communication with current students and alumni.



Updating current patrol fleet to display QR code for [Joinphxpd.com](https://Joinphxpd.com) and recruiting social media handle @JoinPHXPD

