

# City of Phoenix

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



**City of Phoenix**

## **Agenda**

**Wednesday, April 2, 2025**

**10:00 AM**

**City Council Chambers**

### **Public Safety and Justice Subcommittee**

*Councilman Kevin Robinson, Chair  
Councilwoman Betty Guardado  
Vice Mayor Ann O'Brien  
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=ec0b3873b12accadbdc95a2a8a0a>

- 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 2553 590 3740# (for English) or 2552 524 6236# (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 2552 524 6236#. 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 2552 524 6236#). 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**

Page 5

*Attachments*

[PSJ Minutes 3-5-25 Final Draft.pdf](#)

## **INFORMATION AND DISCUSSION (ITEMS 2-5)**

### **2 UAS (Drone) Program Update**

Page 14

- |   |   |         |
|---|---|---------|
| 3 | <b>Family Advocacy Center Update - Citywide</b>                               | Page 16 |
| 4 | <b>Arizona Task Force One</b>   | Page 18 |
| 5 | <b>Community Assistance Program (CAP) Expansion<br/>Implementation Report</b> | Page 20 |

**INFORMATION ONLY (ITEMS 6-7)**

- |   |  |         |
|---|--|---------|
| 6 | <b>Phoenix Police Department Hiring, Recruitment and<br/>Attrition Report - Citywide</b> | Page 22 |
|---|--|---------|

*Attachments*

[Attachment A - PD Hiring, Recruitment, Attrition Report April 2025.pdf](#)

- |   |   |         |
|---|---|---------|
| 7 | <b>Fire Department Staffing and Response Times Update</b> | Page 38 |
|---|---|---------|

*Attachments*

[040225 Attachment A - PSJ Fire Department Hiring-Staffing Report.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  
Councilwoman Betty Guardado  
Vice Mayor Ann O'Brien  
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 March 5, 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, March 5, 2025**

City Council Chambers  
200 W. Jefferson Street  
Phoenix, AZ

Subcommittee Members Present  
Councilman Kevin Robinson, Chair  
Councilwoman Betty Guardado  
Vice Mayor Ann O'Brien

Subcommittee Members Absent  
Councilman Jim Waring

#### **CALL TO ORDER**

Chairman Robinson called the Public Safety and Justice Subcommittee (PSJ) to order at 10:00 a.m. with Vice Mayor O'Brien and Councilwoman Guardado present. Councilwoman Guardado attended by phone.

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

Christina Tyler commented on an interaction her friend experienced with Phoenix Police.

Orla Bobo commented on the need to improve Phoenix Fire response times and provide additional funding to the department.

Matt Evans commented on the need to improve Police and Fire response times. He advocated for the reallocation of funding from other programs towards public safety.

#### **MINUTES OF MEETINGS**

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

Vice Mayor O'Brien made a motion to approve the minutes of the February 5, 2025, Public Safety and Justice Subcommittee meeting. Councilwoman Guardado seconded the motion which passed unanimously, 3-0.

#### **INFORMATION AND DISCUSSION**

##### **2. Protest Planning and Response**

Executive Assistant Police Chief Dennis Orender, Executive Assistant Police Chief Derek Elmore, Police Assistant Chief Nick DiPonzio, Police Commander Dave Seitter, and Assistant Fire Chief Justin Alexander presented on this item.

Chief Orender provided an update on the First Amendment Facilitation and Management policy. He stated it is set to go live in April 2025 and includes several recommended remedial measures from the Department of Justice. The Policy includes guidance on first amendment protected activity and responsibilities during planned and unplanned events.

Chief Elmore provided detail on the Public Safety Response Team (PSRT). He noted there are 61 full-time members assigned to the Downtown Operations Unit (DOU) which is the core of the PSRT, as well as 530 collateral duty members dispersed across various precincts.

Commander Seitter detailed the PSRT training. He noted the civil disturbance tools used includes verbal communication and commands which can be given in person or by amplified device, distraction devices which are used to create a loud noise that may distract individuals committing crimes, and as a last resort, less lethal munitions which can be used for area denial, dispersal, or direct impact. He noted that when less lethal munitions are used, Fire staff will be present to address any medical concerns.

Chief Alexander provided detail on the collaboration between Police and Fire. He stated that during mass demonstrations, the National Incident Management System is used which allows public safety staff to coordinate and communicate effectively. Specifically, Fire staff are responsible for threat liaison officers and medical response personnel to address onsite response needs. He also spoke about dedicated tactical radio operators, who also assist in placing virtual boundaries into computer aided dispatch systems to ensure calls for service within or around the demonstration area are addressed with proper coordination and communication.

Commander Seitter stated Police can respond to two different events, planned and unplanned. He noted that planned events includes those that provide 24 to 48 hour advanced notice, community response squad contacts organizers, Community Response Squad (CRS) works with Homeland and DOU, and appropriate resources have been identified. Commander Seitter said unplanned events include those events that do not provide advanced notice, intelligence and planning occurs simultaneously, and response decisions are made with limited information.

Moreover, Commander Seitter provided detail on the three-tiered response options. Tier 1 requires the CRS to respond, and Homeland and DOU are notified of the incident. A Tier 2 response requires uniformed officers support the CRS and PSRT and staff may be on standby. Finally, a Tier 3 response requires PSRT to stage nearby and Homeland initiate the Tactical Operations Center.

Chief DiPonzio noted when the Tactical Operations Center is activated during a Tier 3 response, it is a partnership between the Police and Fire departments, managed by the Homeland Defense Bureau. The staffing required totals 286 individuals. In 2024, out of the 313 events, there were 10 Tier 3 events, and 28 coordinated arrests. From January

30, 2025, through February 8, 2025, there were 19 demonstrations requiring 7 PSRT deployments, 1 gas deployment, 7 shows of force, 0 uses of force, and 1 arrest.

Vice Mayor O'Brien asked if Police tracks the number of protesters during the events.

Chief DiPonzio responded the information is not tracked but an estimate could be provided.

Vice Mayor O'Brien asked about the legality of protesting when traffic is obstructed.

Commander Seitter indicated it is not legal to obstruct traffic, noting it requires the organizers to request a permit for street closures. However, he noted Police considers the circumstances and weighs them against First Amendment rights. If the only violation is obstructing traffic, Police will escalate the event to a Tier 2 designation to allow patrol officers to assist with traffic control.

Councilwoman Guardado asked how the Phoenix Police Department Homeland Defense Bureau was named.

Chairman Robinson stated the Bureau has held the name for over 20 years. During the period following the events of September 11, 2001, homeland defense was a key priority for the Police Department.

Councilwoman Guardado expressed a preference for more planned events rather than unplanned ones. She noted the Bureau's current name might give the impression that the City is coordinating with U.S. Homeland Security Investigations, which is not the case. She suggested this perception could hinder coordination, resulting in more unplanned events. Councilwoman Guardado asked if the name could be revised to better reflect that it is a City of Phoenix Bureau.

Assistant City Manager Lori Bays indicated discussions could occur to explore ways to better communicate the Bureau's purpose to the community, whether through a name change or another approach.

Councilwoman Guardado asked how Police is addressing street racing, noting it is occurring alongside others who are exercising their First Amendment rights.

Chief DiPonzio indicated there is a Street Racing Taskforce based out of the Maryvale Estrella Mountain Precinct which addresses that activity. The enforcement is addressed away from where the protests are occurring.

Councilwoman Guardado expressed frustration over the individuals engaging in this behavior as she does not consider them a part of the protest. She asked if these individuals are being apprehended.

Chief DiPonzio confirmed yes, depending on the activity observed by Police.

Councilwoman Guardado asked about the possibility of further communicating with protesters to help them distinguish between actions protected under the First Amendment and those that are not.

Assistant City Manager Bays stated public education campaigns have been previously shared with the community and added updated social media campaigns could be developed.

Chairman Robinson requested clarification on the 530 collateral duty members assigned to precincts under PSRT, including the extent of their training.

Chief Elmore explained that collateral duties encompass roles in neighborhood response teams, community action officers, or gang squads, with participation in the PSRT as needed for events. The training includes the Federal Emergency Management Agency (FEMA) 24-hour Mobile Field Force course, Downtown Operations Unit 10-hour class, 4-hour annual recertification, 20-hour grenadier school, and 40-hour extrication school.

Chairman Robinson asked if the FEMA 24-hour Mobile Field Force course is provided to PSRT officers annually.

Commander Seitter explained all members of the DOU first take the FEMA 24-hour Mobile Field Force course, followed by the Phoenix Downtown Operations Unit 10-hour class. He stated Police is in the process of transitioning all collateral and duty members to this training.

Chairman Robinson asked if the grenadier and extrication school is provided annually.

Commander Seitter confirmed the schools are provided annually, training provided quarterly, and recertification occurs annually.

Chairman Robinson asked how the response to an unplanned event would look like.

Commander Seitter explained contingency plans are incorporated into the training. He noted most collateral officers are patrol officers and that an effort is being made to enroll more officers in the FEMA 24-hour Mobile Field Force course to ensure each precinct can operate independently. Since the DOU is not available 24/7, each precinct must have at least 40 collateral duty mobile field force officers. The precinct handles the initial response, with the lieutenant and commander in charge of managing the incident. If the situation becomes unmanageable, the DOU will be notified to take over responsibility.

Chairman Robinson emphasized the importance of ongoing training to ensure consistent deployment throughout the Department.

Vice Mayor O'Brien emphasized the importance of first amendment training throughout the department so officers are prepared to handle these types of events.

Chairman Robinson asked who makes the decision to deploy projectiles, such as gas.

Chief Elmore stated that the process follows the chain of command, all the way to the Chief of Police. This applies only to planned events, whereas for unplanned events, the type of projectile that may be required is not known nor carried by the responding units.

### **3. Taser 10 Training Update**

Police Commander Sara Garza presented on this item.

Commander Garza outlined the features of the Taser 10, highlighting its extended range for improved communication with the subject, as well as its audible deterrent, which includes a warning sound and flashing lights.

Commander Garza outlined the training program for the Taser 10. She explained it begins with a 10-hour classroom session covering the new Department policy, de-escalation tactics, decision-making models, and the tool's nomenclature. She noted the classroom session is followed by a virtual reality component designed to assess proficiency under stress, decision-making, communication, and de-escalation skills. After completing the VR scenarios, trainees debrief with their partners who observed the exercise. The program then moves to practical exercises, where trainees use the device at various distances, before transitioning to scenario-based training that evaluates when and where to deploy the Taser 10. Commander Garza stated that currently, 200 individuals have completed the training, with multiple classes of 30 students held each week.

Vice Mayor O'Brien asked if there is annual training after the required training.

Commander Garza stated while there is no annual training requirement, virtual reality headsets are available for each precinct to use, allowing for more frequent training opportunities.

Vice Mayor O'Brien asked when the goal is to implement Taser 10 across the Department.

Commander Garza stated the goal is to have Taser 10 implemented on all patrol officers by the end of Summer 2025, and across the entire Department by Summer 2026.

Chairman Robinson shared he had the opportunity to use Taser 10 at a conference he attended. He stated it is going to be a lifesaver due to its enhanced features.

### **4. Phoenix Fire Department Staffing and Response Time Update**

Fire Executive Assistant Chief Tim Kreis and Deputy Chief Reda Riddle-Bigler presented on this item.

Chief Riddle-Bigler shared an update on recruitment and staffing. As of January 2025, 1,809 sworn positions are currently filled, with an additional 45 in the recruit class, bringing the total to 1,854 sworn firefighters, out of the 1,870 authorized sworn positions. Chief Riddle-Bigler also showed 6-month data for separations listed as retirement and non-retirement. Further, she provided an update on firefighter recruit testing from 2016-2025 which includes the total applicants for the firefighter written exam, total recruits tested, and those that passed the test. She recognized there has been an increase in all categories. An analysis of the candidate pool indicated that recruitment efforts align with applicant trends.

Chief Kreis showed a chart that detailed the total incidents reported by Council District from January 1, 2025, through January 31, 2025. The different metrics and their associated standards include critical Emergency Medical Services (EMS) incidents, 5:00 set by the National Fire Protection Association (NFPA); first arriving engine to a fire, 5:20 set by the NFPA; first arriving ladder to a fire, 9:20 set by the NFPA; and ambulance response times for critical EMS, 10:00 set by Arizona Department of Health Services (AZDHS).

Further, Chief Kreis provided an overview on rescue conversions which the PSJ Subcommittee approved to convert ten part-time rescues to six full-time rescues with an intent to increase ambulance coverage across the City. He noted 48 new sworn positions and 4 administrative support positions for ambulance billing were created to assist with operations. Specifically, he focused on Rescue 45 and 49, noting response times have decreased since the conversions. All conversions are anticipated to be complete by the end of Fiscal Year 2025.

Moreover, Chief Kreis indicated the PSJ Subcommittee directed staff to study the social determinants of health, specifically why some Council Districts generate more calls than others. He spoke about how some of the social determinants of health can include education access and quality, health care access and quality, economic stability, neighborhood and built environment, and social and community context. The Phoenix Fire Department, along with the City of Phoenix Office of Public Health, Maricopa County Department of Public Health, AZDHS, and Arizona State University are continuing to work on the study.

Chief Kreis provided visual examples of the impact of major incidents and associated response times.

Vice Mayor O'Brien asked if there has already been more applicants and recruits tested in 2025 than the totals in previous years.

Chief Riddle-Bigler confirmed this is the case.

Vice Mayor O'Brien asked how much longer the Fire Academy would be extended if an Emergency Medical Technician (EMT) course were added to the curriculum.

Chief Riddle-Bigler stated this is being researched in comparison to the curricula of other departments. She noted the duration would likely be extended by approximately 4 to 6 weeks.

Vice Mayor O'Brien asked for clarification on the resources that would be allocated to Fire through the increase in the Transaction Privilege Tax (TPT).

Chief Kries stated the resources could include the construction and staffing of Fire Station 71 and Station 93, Ladder 10, along with four medical response vehicles, several ambulances, and other supporting resources. These additions would contribute to reduced response times and activity levels. However, these plans had not been finalized.

Vice Mayor O'Brien asked how the location of additional resources is determined.

Chief Kreis noted that several factors influence resource determinations, including fire station activity levels, population density, and future developments.

Vice Mayor O'Brien asked if the Fire Stations identified in the General Obligation Bond will move forward if the City cannot afford the personnel to staff it.

Assistant City Manager Bays stated the operating costs of the proposed Fire Stations are built in the projections.

Chairman Robinson shared an experience with a resident whose son is currently in the recruitment process and credited one of the veteran affinity groups for their support. He expressed gratitude for the ongoing recruitment efforts.

### **INFORMATION ONLY**

#### **5. Community Assistance Program (CAP) Expansion Implementation Report**

Information only. No councilmember requested additional information.

#### **6. Phoenix Police Department Hiring, Recruitment and Attrition Update**

Information only. No councilmember requested additional information.

### **CALL TO THE PUBLIC**

Oladele Ibiyemi-Aluko commented on the presence of unsheltered individuals around her business, stating that it poses a safety concern. She requested the City consider allowing her to construct a fence around her business.

Adenike Ibiyemi-Aluko expressed similar concerns as Oladele Ibiyemi-Aluko, noting the presence of unsheltered individuals around their business is causing a disturbance.



**FUTURE AGENDA ITEMS**

None.

**ADJOURNMENT**

Chairman Robinson adjourned the meeting at 11:35 a.m.

Respectfully submitted,

Destiny Dominguez  
Management Fellow

DRAFT



## UAS (Drone) Program Update

This item updates the Public Safety and Justice Subcommittee on the Fire, Police, Parks, and Communications departments Unmanned Aerial Systems (UAS) programs and how UAS is being utilized by each department.

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

#### **Summary**

##### Program History / Inception

In 2021, the City Manager's Office established a working group to evaluate the implementation of UAS programs across various departments. Departments seeking to establish a UAS program were required to obtain initial approval from the Technical Security & Privacy Committee, followed by final approval from the UAS Executive Committee. This governance structure ensures that each program is thoroughly vetted and aligns with the overarching City of Phoenix UAS Policy. In 2022, the Fire and Police departments became the first to launch UAS programs, paving the way for broader adoption. The Parks and Recreation Department and the Communications Office followed suit, introducing their UAS programs in 2024. The most recent Department to receive approval for a program is Public Works. Public Works staff are still in the initial stages of their program and have not started utilizing drones as of March 2025.

##### Personnel / Training

Each department has a unique deployment model and identified personnel to support UAS operations. To ensure safe and effective use, each department maintains its own training program and operational requirements tailored to its specific mission needs. These training programs ensure that personnel are properly certified, proficient in UAS operations, and compliant with all regulatory and city-specific guidelines.

##### Use Cases

The City of Phoenix departments utilizing UAS have a variety of use cases tailored to their specific operational needs. UAS technology serves as a critical force multiplier across all programs. UAS enhance efficiency, improve situational awareness, and increase safety by providing rapid aerial assessments, and minimizing risks to

personnel. Whether supporting emergency operations, infrastructure inspections, or public safety initiatives, UAS continues to be an invaluable tool in optimizing city resources and enhancing service delivery.

#### Success Stories / Benefits

The City of Phoenix's UAS programs have delivered significant benefits across multiple departments, enhancing operational efficiency, safety, and decision-making. Each department has successfully integrated UAS technology to improve service delivery and optimize resources. With a wide range of use cases, UAS has consistently proven to be a valuable tool in supporting departmental missions and enhancing services to our residents.

#### Future

The future of UAS within City of Phoenix departments is focused on continued innovation and expanded integration to enhance efficiency, safety, and service delivery. As technology evolves, departments will explore new ways to leverage UAS for real-time situational awareness, automated operations, and data-driven decision-making. By continuously advancing UAS capabilities, the City of Phoenix remains committed to utilizing this technology to better serve the community while maintaining responsible governance and operational excellence.

#### **Responsible Department**

This item is submitted by Assistant City Manager Lori Bays, and the Fire, Police, and Parks and Recreation Departments, and the Communications Office.



## Family Advocacy Center Update - Citywide

This report provides the Public Safety and Justice Subcommittee with information about the Family Advocacy Center (FAC) and the work accomplished at the FAC in calendar year 2024.

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

#### **Summary**

The Family Advocacy Center is operated by the City of Phoenix Human Services Department (HSD) Victim Services Division. It is a comprehensive site which provides direct services to the victims of domestic violence, sexual assault and abuse, child abuse and neglect, survivors of human trafficking, and persons impacted by a fatal police incident. The site facilitates victim services work through public/private partnerships with other City departments, state and county agencies, nonprofit organizations, and local hospitals.

Family Advocacy clients aged 17 and under (and their families) receive services through a contract with Childhelp USA, in collaboration with the Phoenix Police Department Family Investigations Bureau's Crimes Against Children Unit.

Clients 18 years old and above receive services from the City's Victim Services Division staff in collaboration with the Domestic Violence Unit and Sexual Assault Unit of the Family Investigations Bureau.

#### Services Provided

Clients generally receive more than one type of service. Services include:

- Crisis intervention.
- Safety planning.
- Forensic medical examinations.
- Assistance with obtaining protective court orders.
- Obtaining shelter.
- Transportation assistance.
- Address confidentiality.

- Termination of leases.

HSD Victim Services Division also assist family members impacted by a fatal police incidents by assisting with services such as:

- Facilitating the release of non-evidential property.
- Contact with a medical examiner.
- Facilitating case updates.

#### 2024 Key Statistics

- HSD Victim Services Division served 2,888 people and provided 15,771 services.
- Childhelp USA served 4,289 children (70 percent of cases the abuser was a family member; 71 percent of cases were for sexual abuse)

#### Funding Sources

The general fund accounts for approximately two-thirds of the Victim Services Division Budget and approximately one-third of the budget comes from grants. The grant funding restricts the work of some Victim Advocates to situations where there is a statutory victim or secondary victim of one of the crime types noted.

The presentation will include service details, partnerships, and key statistics of the Family Advocacy Center.

#### **Responsible Department**

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



## Arizona Task Force One

This item will provide an overview and update on the Arizona Task Force One (AZ-TF1) Urban Search and Rescue (US&R) Team, discuss past deployments, and discuss the critical role AZ-TF1 plays in supporting national and local emergency response during major emergencies and disasters.

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

#### **Summary**

Arizona Task Force One (AZ-TF1) is a specialized Urban Search and Rescue (US&R) team established under the Federal Emergency Management Agency (FEMA) to respond to natural and man-made disasters across the United States. AZ-TF1 is part of a national network of 28 FEMA US&R Task Forces strategically located throughout the country that are trained and equipped to perform search, rescue, and recovery operations in disaster environments such as collapsed structures, confined spaces, and hazardous conditions.

AZ-TF1 was most recently deployed nationally in September 2024 as a Type III Urban Search and Rescue team, consisting of 45 personnel. The team first responded to Hurricane Helene in Asheville, North Carolina, and was then reassigned to St. Petersburg, Florida, for Hurricane Milton. Prior to these national deployments, AZ-TF1 was deployed regionally in July to assist with emergency response efforts during the flooding in Ruidoso, New Mexico.

AZ-TF1 is a critical resource for responding to complex emergencies that go beyond the capabilities of standard fire and emergency services. In 2024, the team and its specialized equipment were deployed locally to assist with a structural collapse in Phoenix, demonstrating its value in real-world incidents. While AZ-TF1 is a national asset, it also provides additional support to the Phoenix Fire Department and surrounding communities. Continued funding is essential to maintaining this resource and ensuring strong preparedness and resilience at the local, regional, and national levels.

#### **Responsible Department**

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



## **Community Assistance Program (CAP) Expansion Implementation Report**

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

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

#### **Summary**

In June 2021, the City Council approved \$15 million in the Fiscal Year 2021-22 City 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 is the foundation of our efforts to address the gap between traditional emergency and public safety services and the needs of the community. To meet the diverse needs of those we serve, the CAP team continues collaborating with community partners and connecting individuals with appropriate resources.

The CAP expansion has made considerable progress to achieve long-term program success. The plan is to increase the number of Crisis Response Units (CRUs) to ten and Behavioral Health Units (BHUs) to nine. A multidisciplinary team of City departments have been working to support this vision. To date, there are six CRUs (60 percent to target) and six BHUs (67 percent to target) in operation. The newest BHU, BH1, went into operation on February 17, 2025. CRU coverage is 24-hour coverage for five days weekly and 22-hour coverage for 2 days weekly. BHU coverage is 23.5-hour coverage daily.

Recruitment for Crisis Intervention Specialists is ongoing. The most current recruitment process concluded in February 2025. Multiple candidates have been offered positions pending final background check clearance. Thus far in CY 2025, the CAP has completed two onboarding sessions for new CAP staff including Crisis Intervention Supervisors, Crisis Intervention Specialists and Peer Support Specialists.

Hiring for Behavioral Health Dispatchers / Supervisors has concluded, and CAP achieved the goal of 24-hour daily coverage in the Fire Department Regional Dispatch Center on March 31, 2025. CAP continues to collaborate with Police Communications



to provide training for the Police Department.

In February 2025, there were 234 calls transferred from Police Communications to CAP Behavioral Health Dispatchers. This is a 142 percent increase for the first two months of CY 2025 compared to the first two months of CY 2024. In February 2025, 47 percent of the calls for the BHUs were generated from a transferred call from Police Communications. The remaining 53 percent of the BHUs' calls for service were either a co-response with police/fire or the call was generated by a BHU.

In February 2025, there were 496 calls for service for the BHUs. This is a 105 percent increase for the first two months of CY 2025 compared to the first two months of CY 2024. Of the 496 calls for service, the BHUs made contact with a customer(s) on 255 calls (51 percent). The remaining calls were either cancelled prior to arrival or the units were not able to locate the customer upon arrival on-scene. The average response time for the BHUs was 24 minutes. Single-unit CAP behavioral health response in February was 76% of total calls for service.

In February 2025, there were 416 calls for service for the CRUs. This is a 13 percent increase for the first two months of CY 2025 compared to the first two months of CY 2024. Of the 416 calls for service, the CRUs contacted a customer(s) on 216 calls (52 percent). The remaining calls were either cancelled prior or upon arrival. The average response time for the CRUs was 23 minutes. Single-unit CAP crisis response in February was 8% of total calls for service.

On March 20, 2025, the CAP was honored by receiving the Unsung Heroes Award from the National Alliance on Mental Illness (NAMI) Valley of the Sun. This award highlights community efforts that make a difference in mental health.

The CAP will continue to focus on filling remaining vacant positions to bring more units into service, investing in the development and training of staff, and streamlining processes to improve community outreach and services.

### **Responsible Department**

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



## **Phoenix Police Department Hiring, Recruitment and Attrition Report - Citywide**

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.



# RECRUITMENT, HIRING AND ATTRITION REPORT

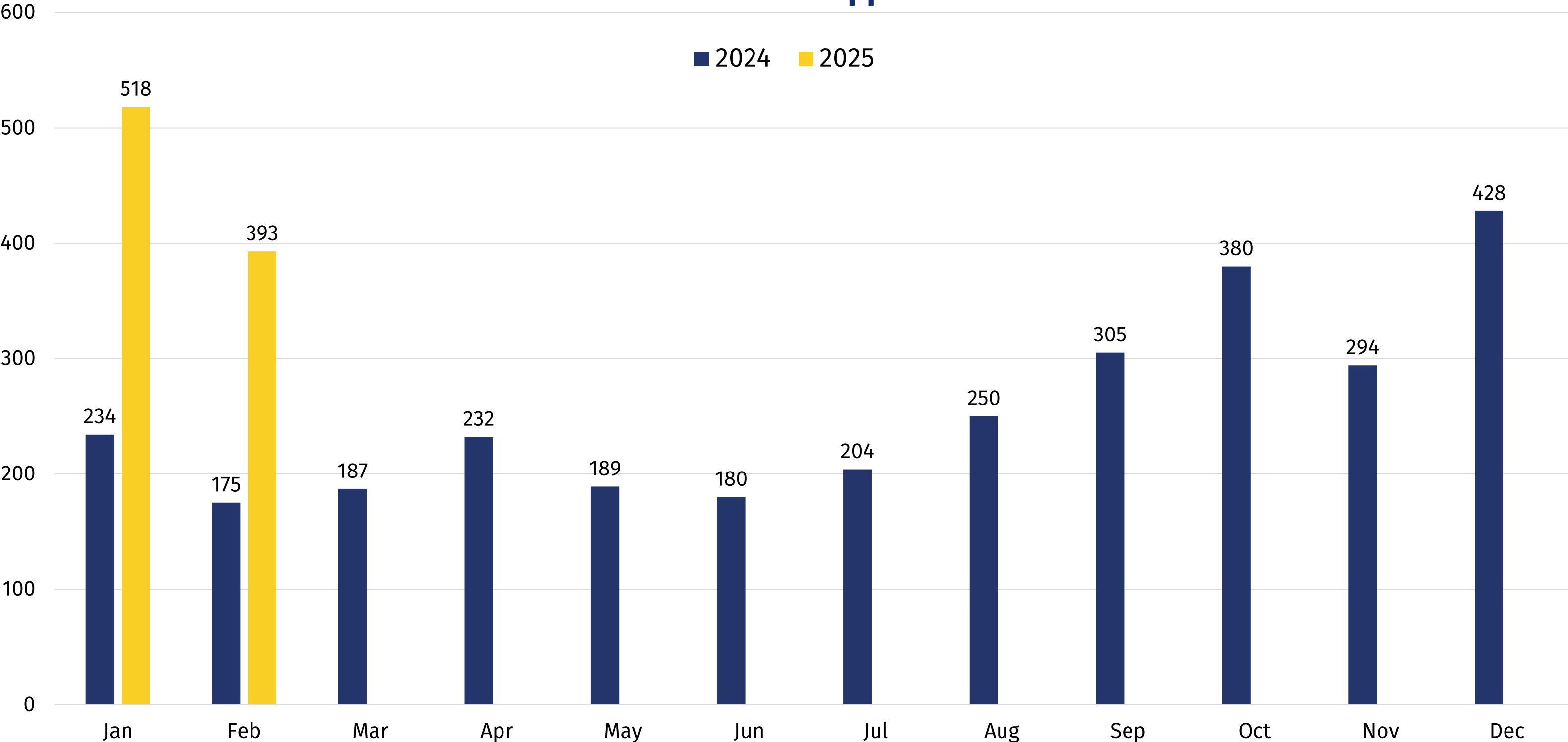
**March 2025**

# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



Total Recruit Applicants

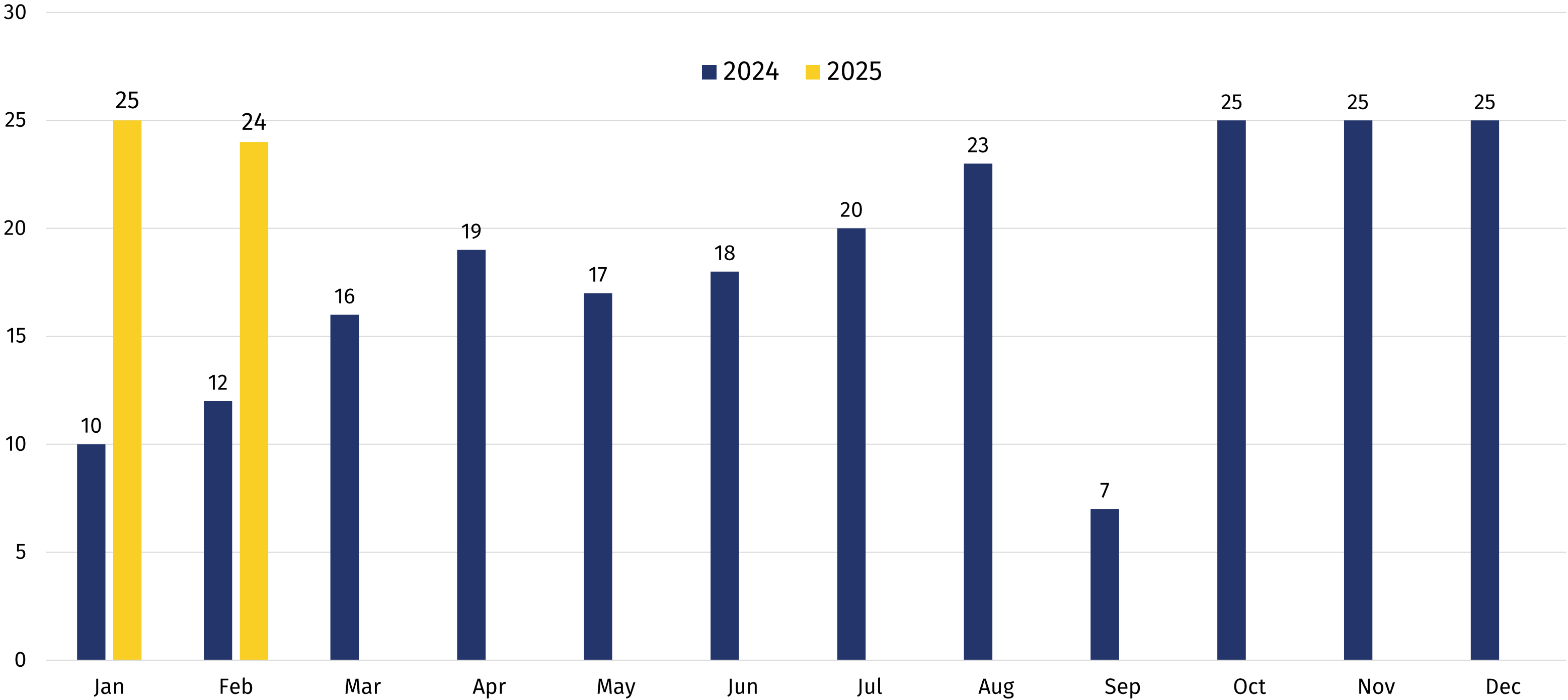


# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



Total Lateral/Reinstatement Applicants

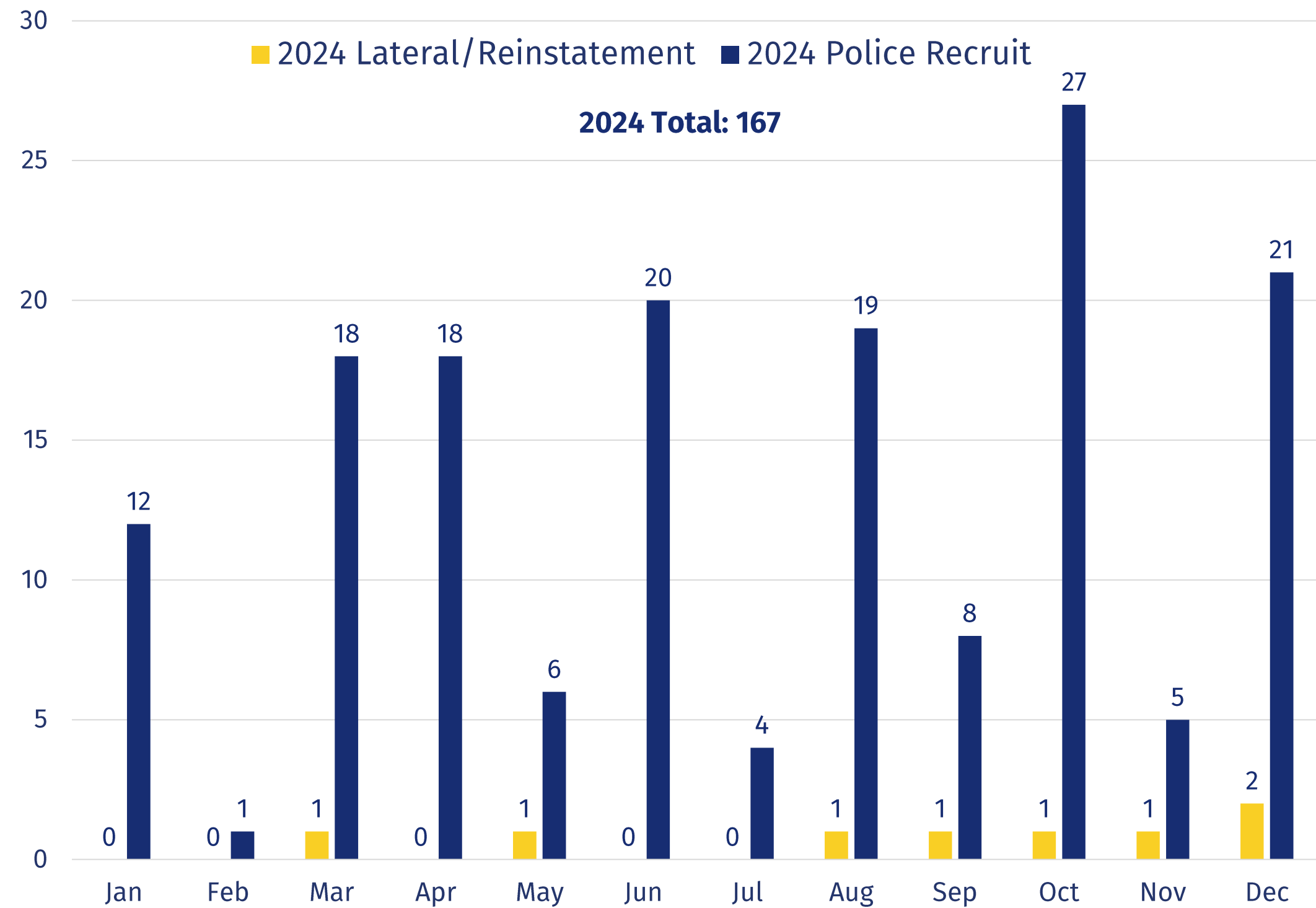


# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



Total Sworn Hires for 2024



Total Sworn Hires Year-to-Date as of February 28, 2025

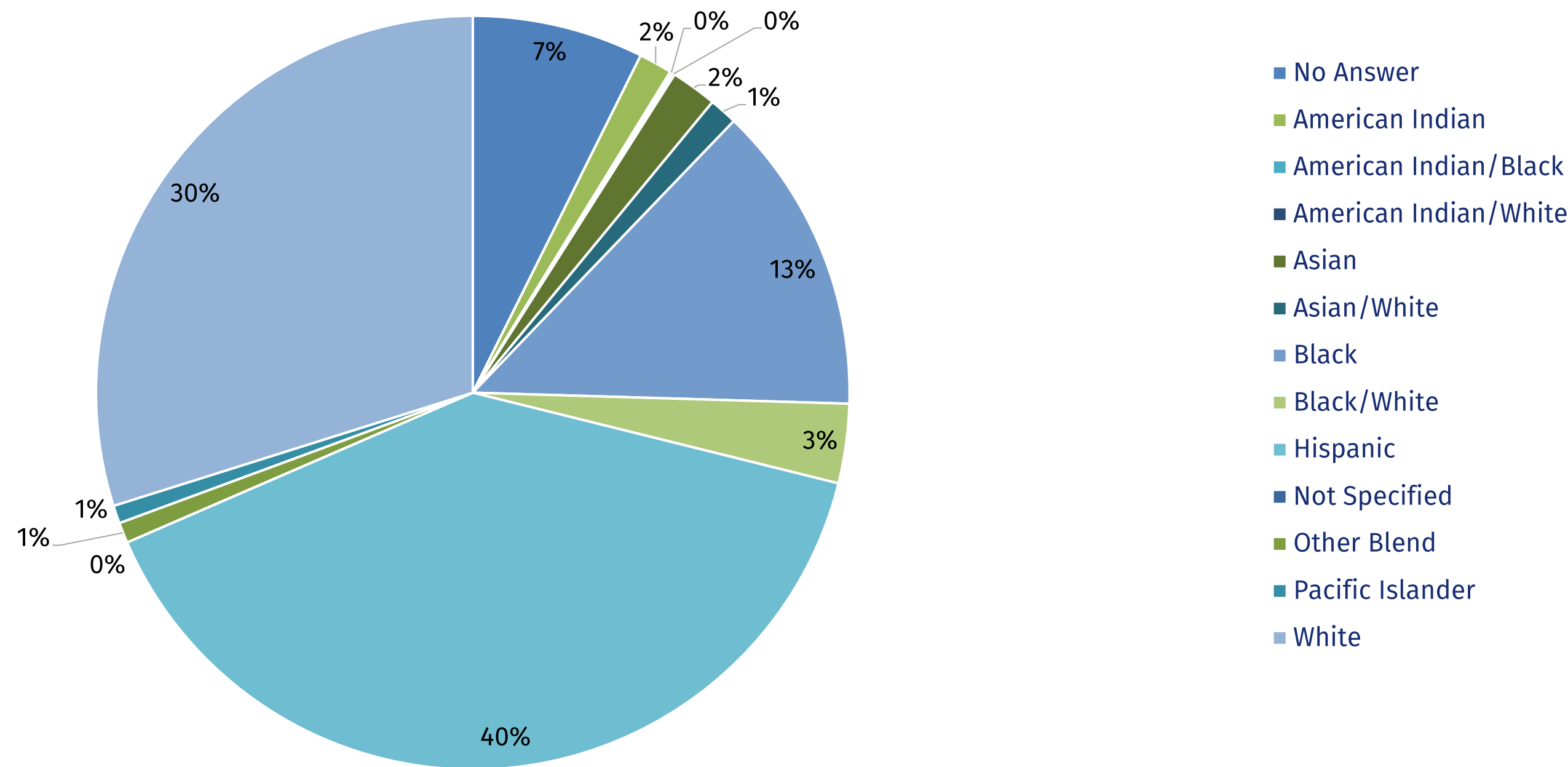
- 26 Recruits
- 2 Lateral/Reinstatements

2025 Total: 28





Total Recruit Applicants by Race Year-to-Date as of February 28, 2025



	No Answer	American Indian	American Indian/ Black	American Indian/ White	Asian	Asian/ White	Black	Black/ White	Hispanic	Not Specified	Other Blend	Pacific Islander	White
2025	67	13	1	1	18	11	121	31	361	0	8	7	272

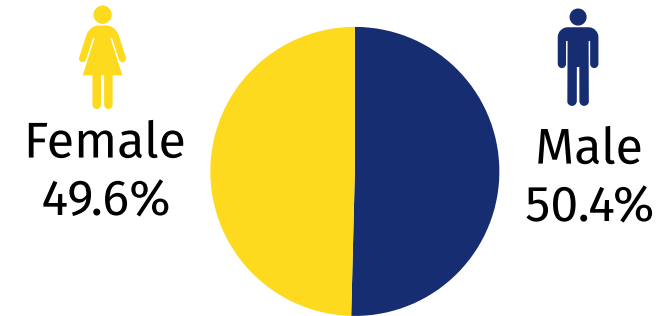
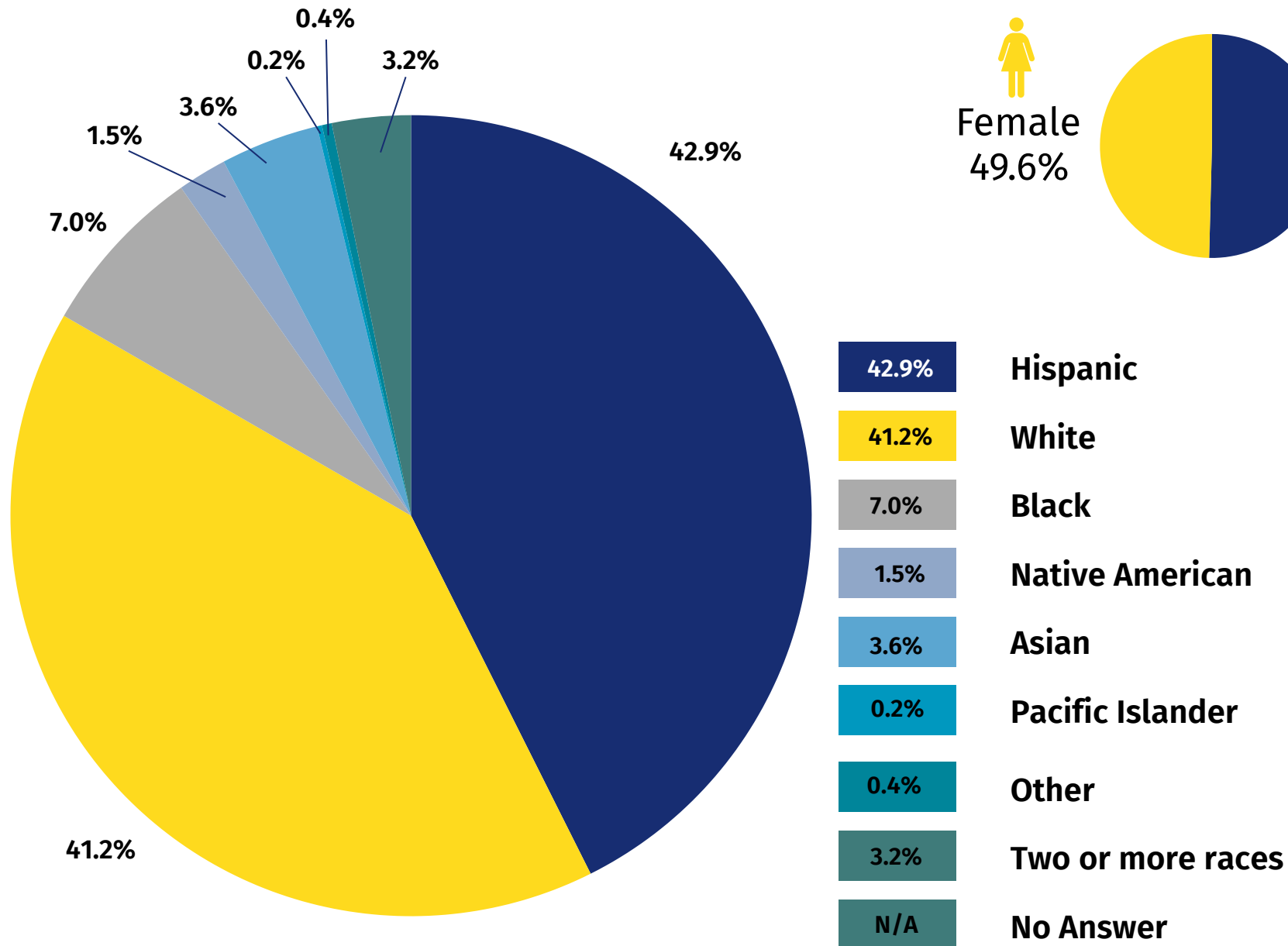
# Phoenix Police Department

## Recruitment, Hiring and Attrition Report

### Maricopa County Demographics



PAGE 6



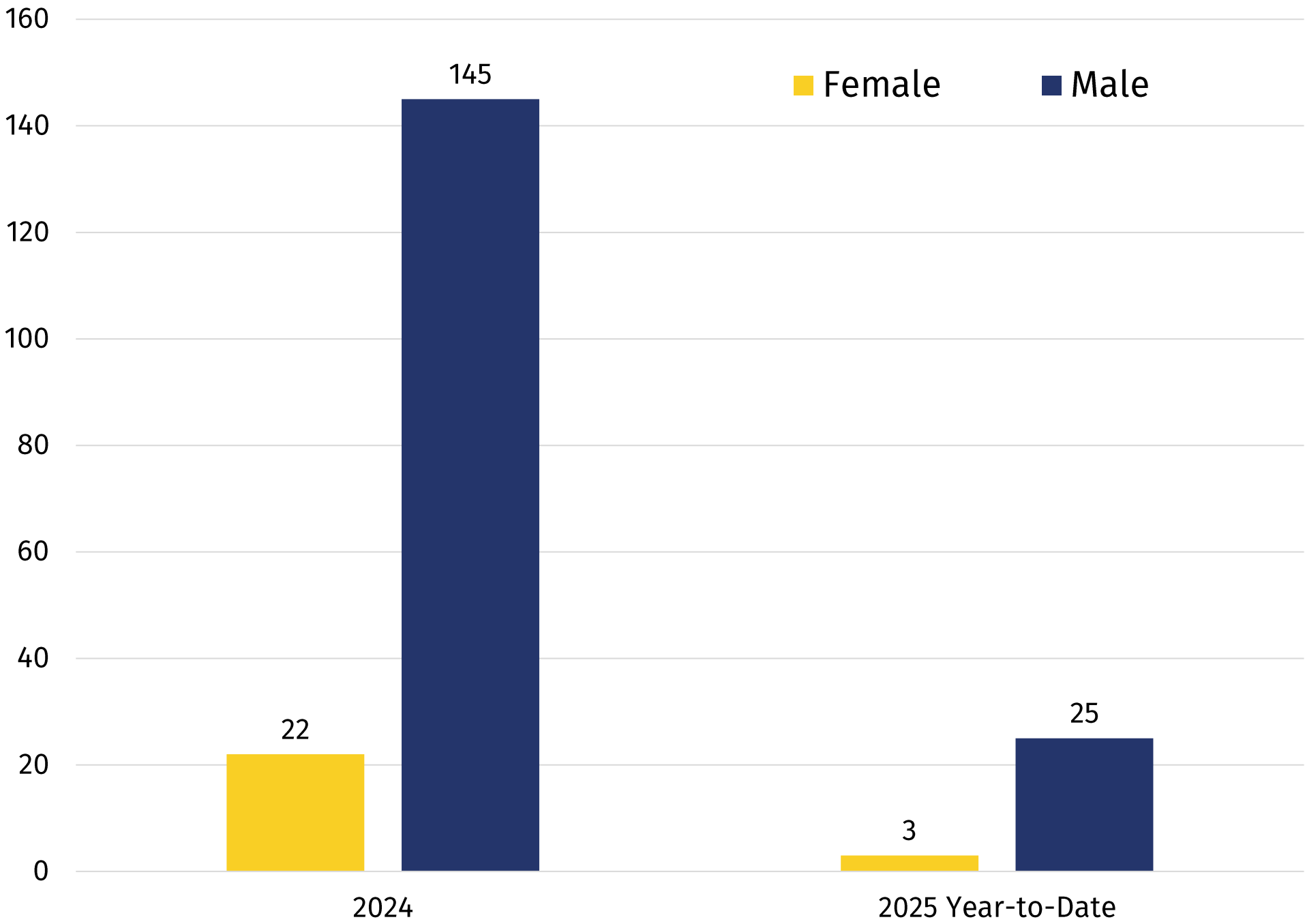


# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



Total Sworn Hires by Gender

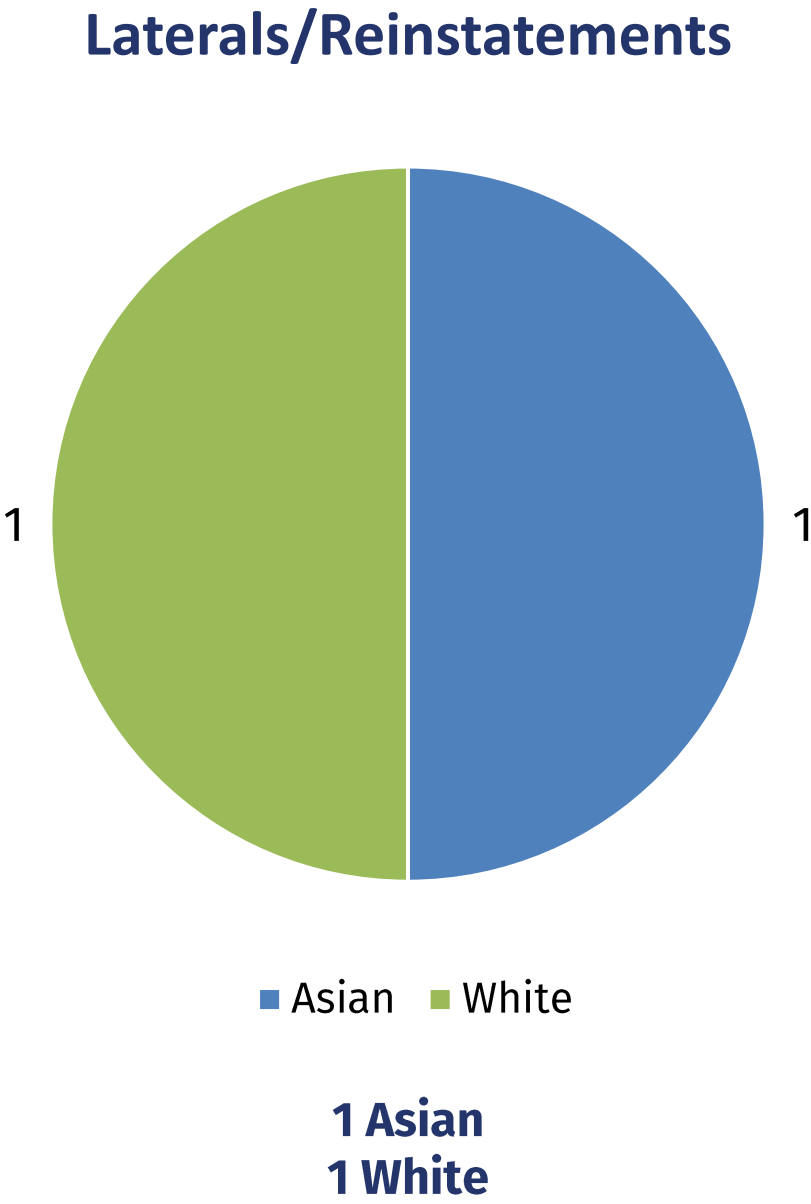
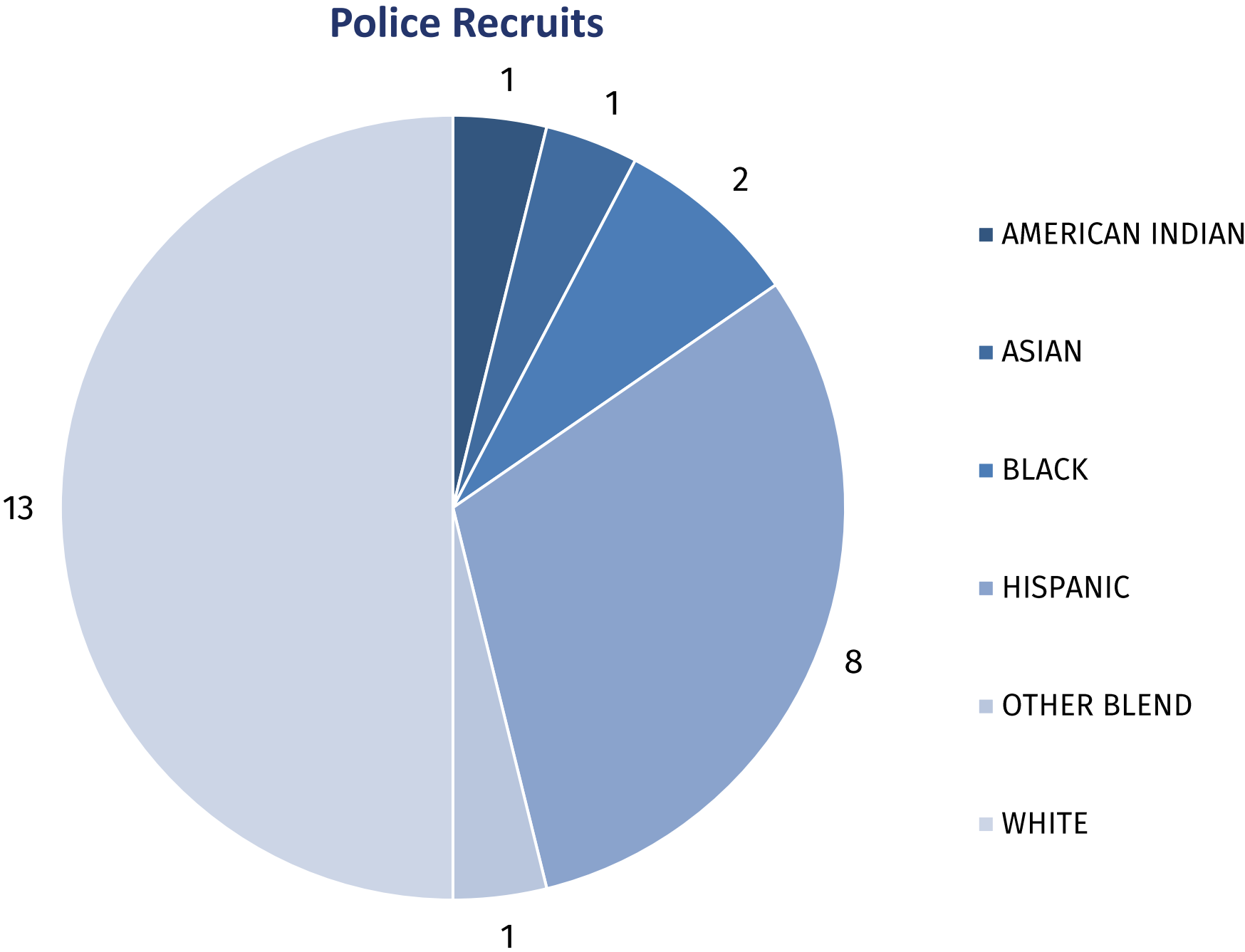


Total Sworn Hires by Gender Year-to-Date as of February 28, 2025

- 3 Females
- 25 Males



### Police Recruits & Lateral/Reinstatements Hired by Race Year-to-Date as of February 28, 2025



# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



### Total Sworn and Recruit Employees by Rank and Gender as of February 28, 2025

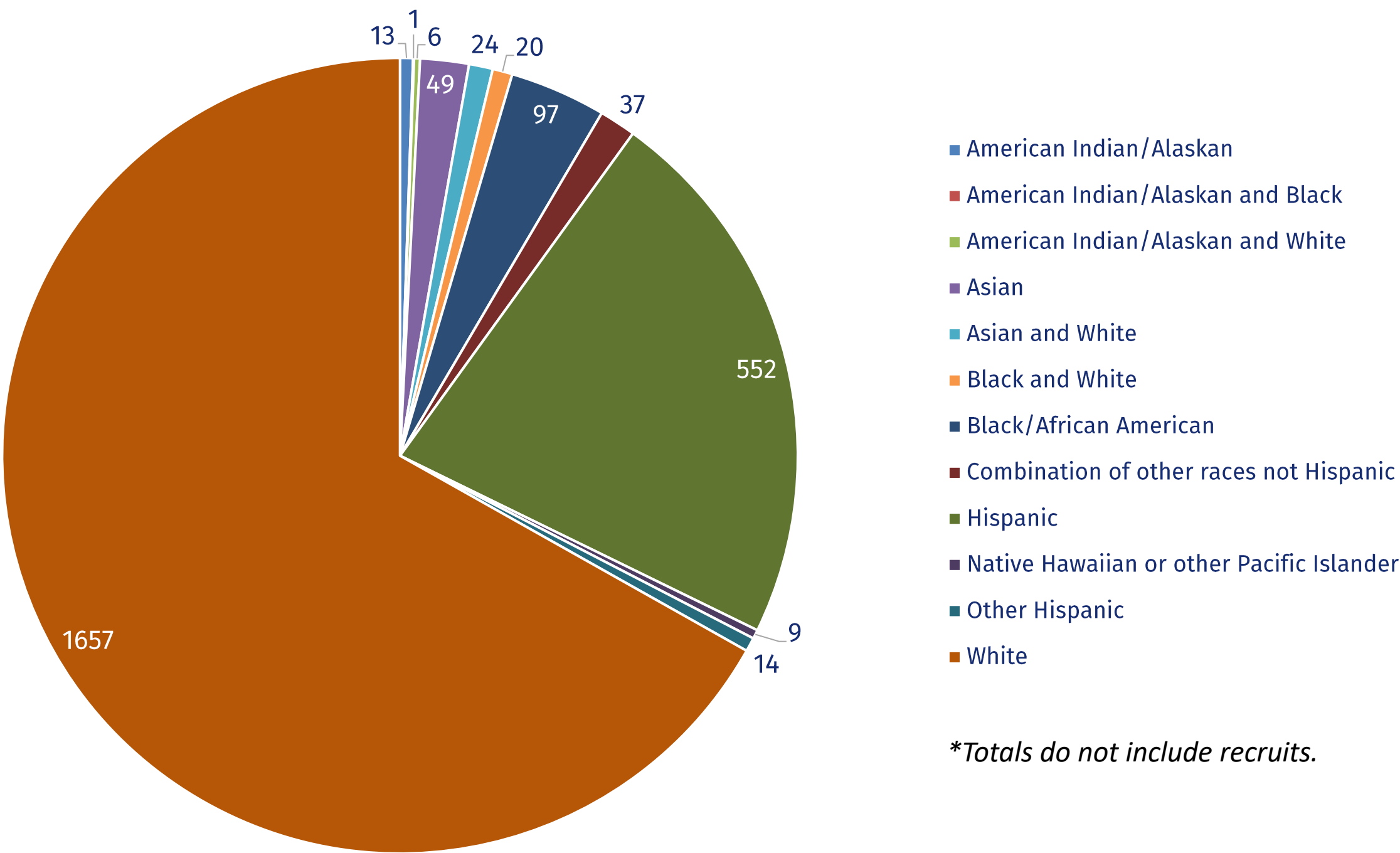
Police Chief	Total	Percentage	Sergeant	Total	Percentage
Male	1	0.04%	Female	25	0.97%
<b>Total Police Chief</b>	<b>1</b>	<b>0.04%</b>	Male	340	13.16%
Chief	Total	Percentage	<b>Total Sergeant</b>	<b>365</b>	<b>14.13%</b>
Male	6	0.23%	Officer	Total	Percentage
<b>Total Chief</b>	<b>6</b>	<b>0.23%</b>	Female	289	11.19%
Commander	Total	Percentage	Male	1709	66.16%
Female	6	0.23%	<b>Total Officer</b>	<b>1998</b>	<b>77.35%</b>
Male	18	0.70%	Recruit	Total	Percentage
<b>Total Commander</b>	<b>24</b>	<b>0.93%</b>	Blank	1	0.04%
Lieutenant	Total	Percentage	Female	17	0.66%
Female	7	0.27%	Male	86	3.33%
Male	78	3.02%	<b>Total Recruit</b>	<b>104</b>	<b>4.03%</b>
<b>Total Lieutenant</b>	<b>85</b>	<b>3.29%</b>	<b>Total:</b>	<b>2583</b>	<b>100.00%</b>

# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



Total Current Sworn by Race as of February 28, 2025



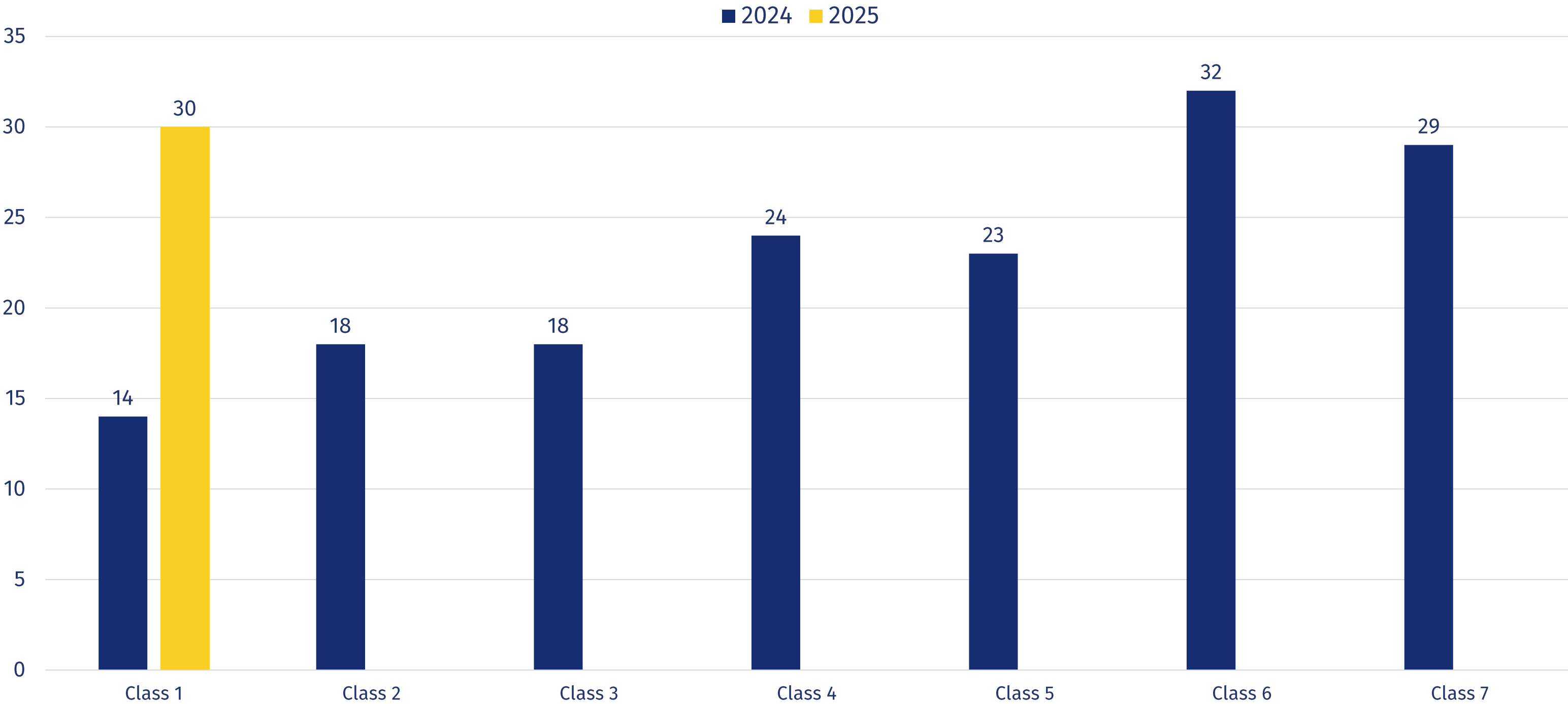
*\*Totals do not include recruits.*

Race	Total	Percentage
American Indian/Alaskan	13	.52%
American Indian/Alaskan and Black	1	.04%
American Indian/Alaskan and White	6	.24%
Asian	49	1.98%
Asian and White	24	.97%
Black and White	20	.81%
Black/African American	97	3.91%
Combination of other races not Hispanic	37	1.49%
Hispanic	552	22.25%
Native Hawaiian or other Pacific Islander	9	.36%
Other Hispanic	14	.56%
White	1657	66.84%





Phoenix Police Academy Recruit Class Totals for 2024 and Year-to-Date as of February 28, 2025

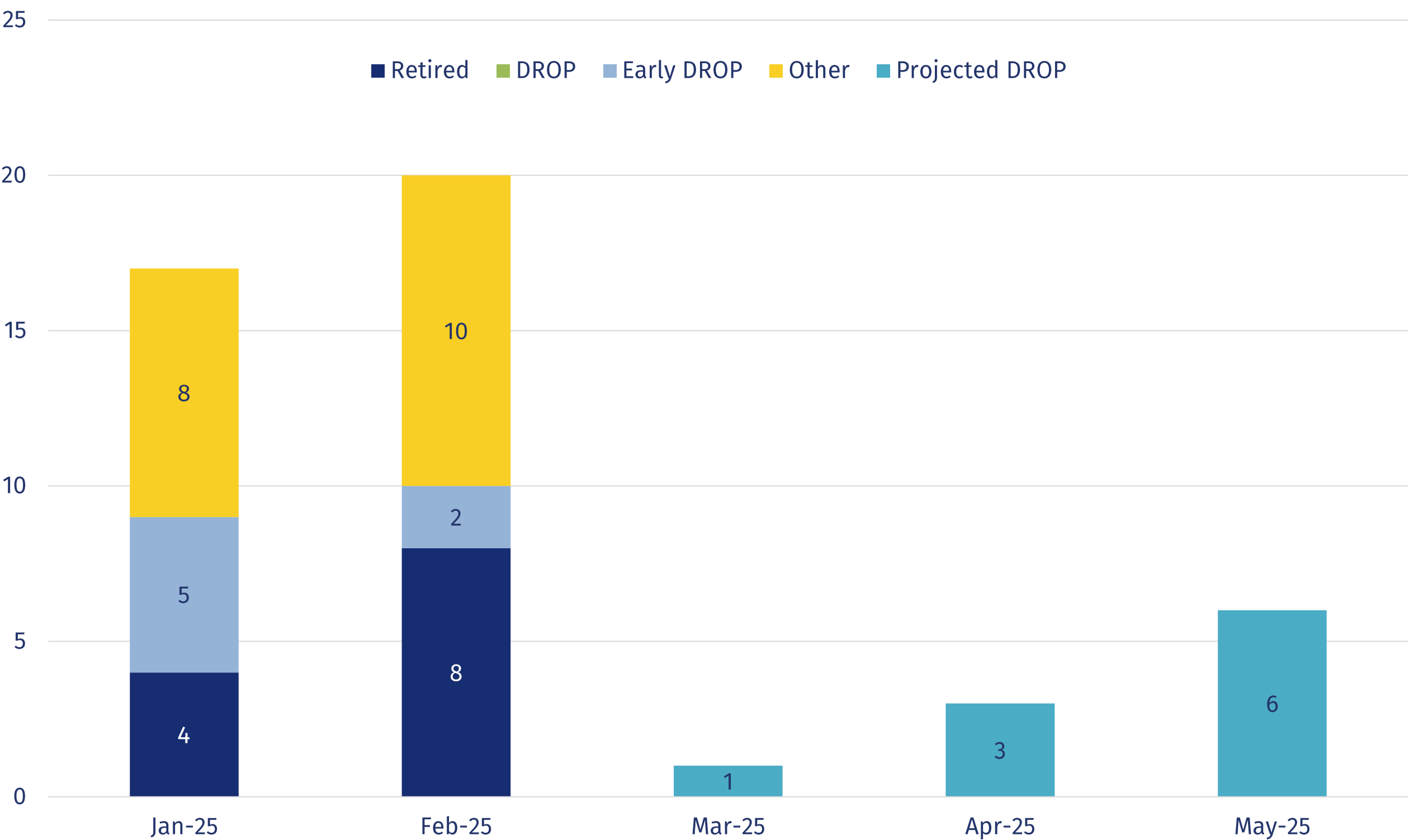


# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



Current and Projected Attrition as of February 28, 2025



SEPARATIONS BY YEARS OF SERVICE YEAR-TO-DATE	
10	< 1
6	1 to 5
2	6 to 10
0	11 to 15
5	16 to 20
9	21 to 25
5	26+



### SWET Totals Year-to-Date as of February 28, 2025



**213**  
Total SWET participants

- 95 Females
- 118 Males



**4**  
Total SWET graduates from the academy



**25**  
SWET participants currently in the academy



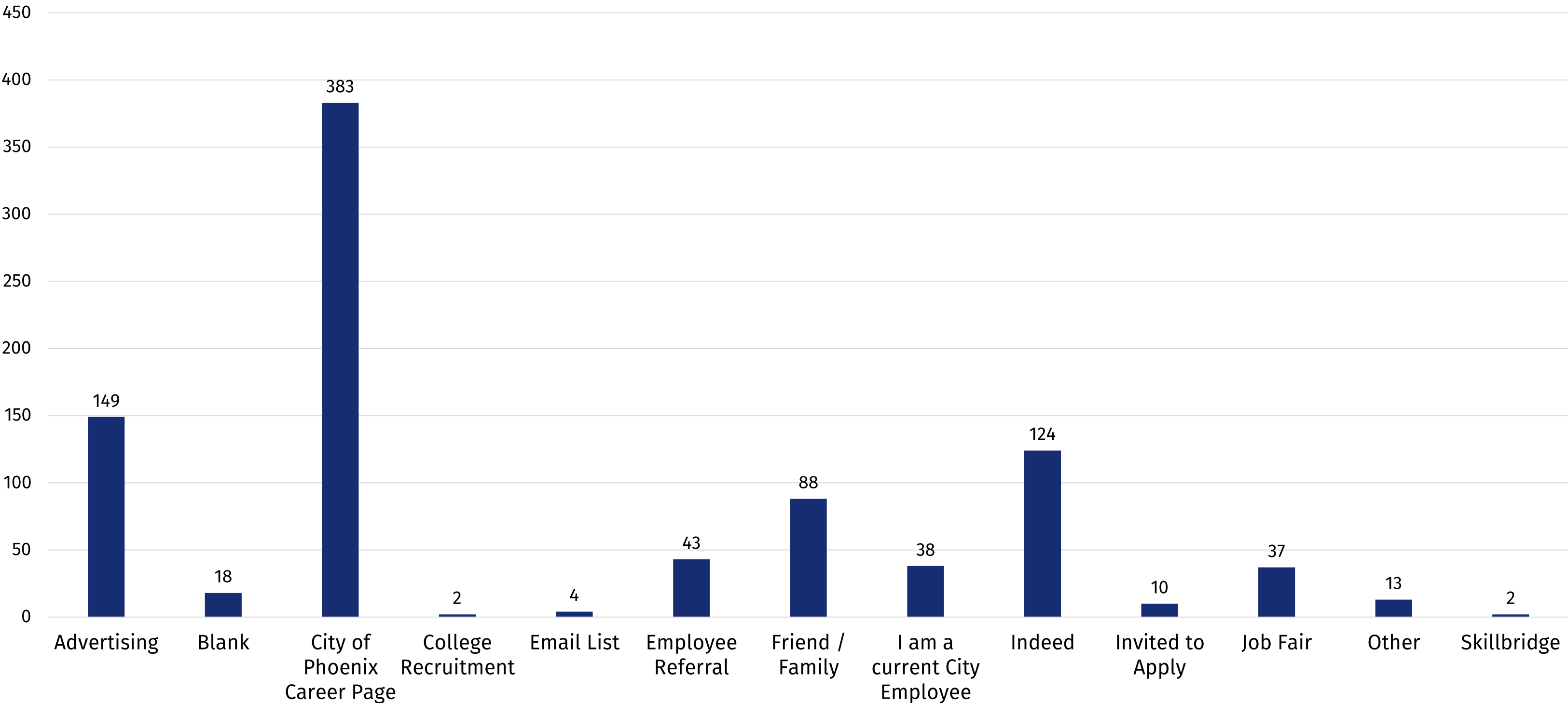


# Phoenix Police Department

## Recruitment, Hiring and Attrition Report



2025 Recruit Applicants by Source



*\*Based on data where applicants provided a source. Some applicants chose not to provide a source.*

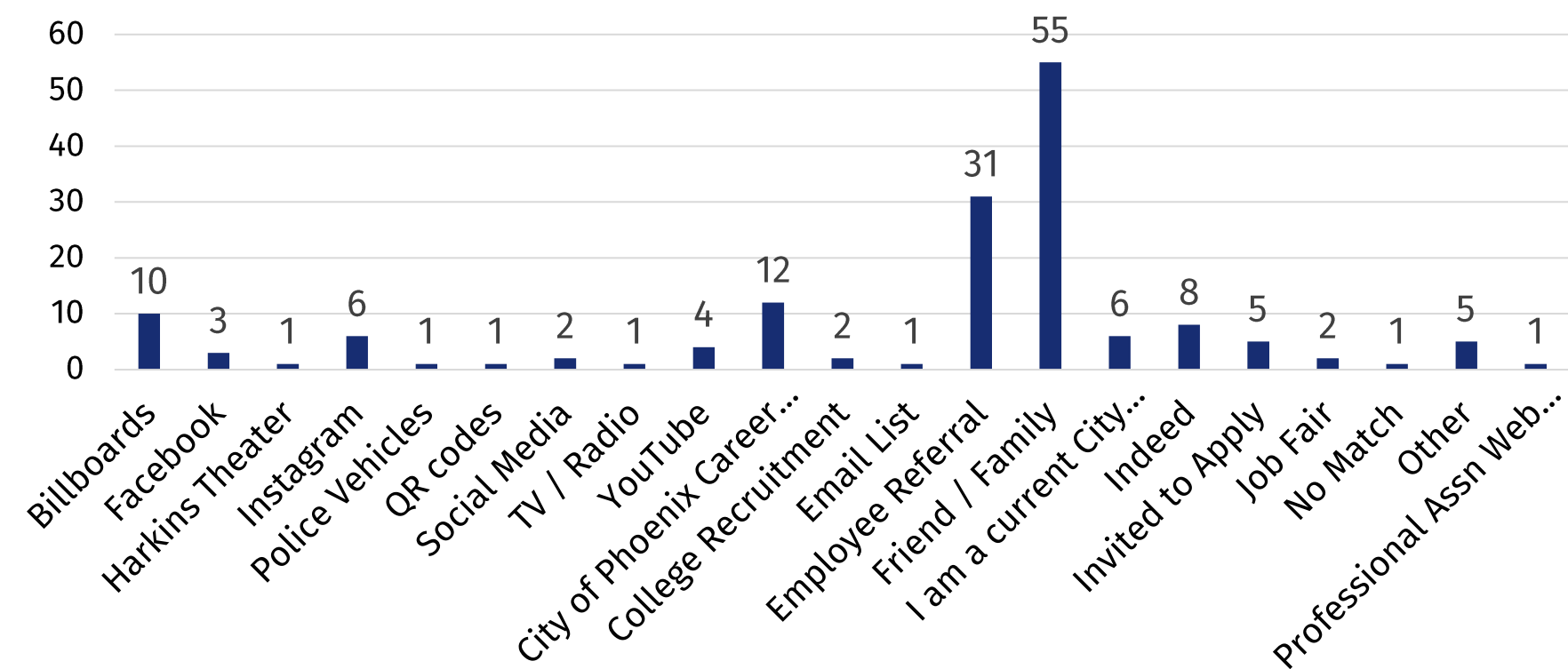


# Phoenix Police Department

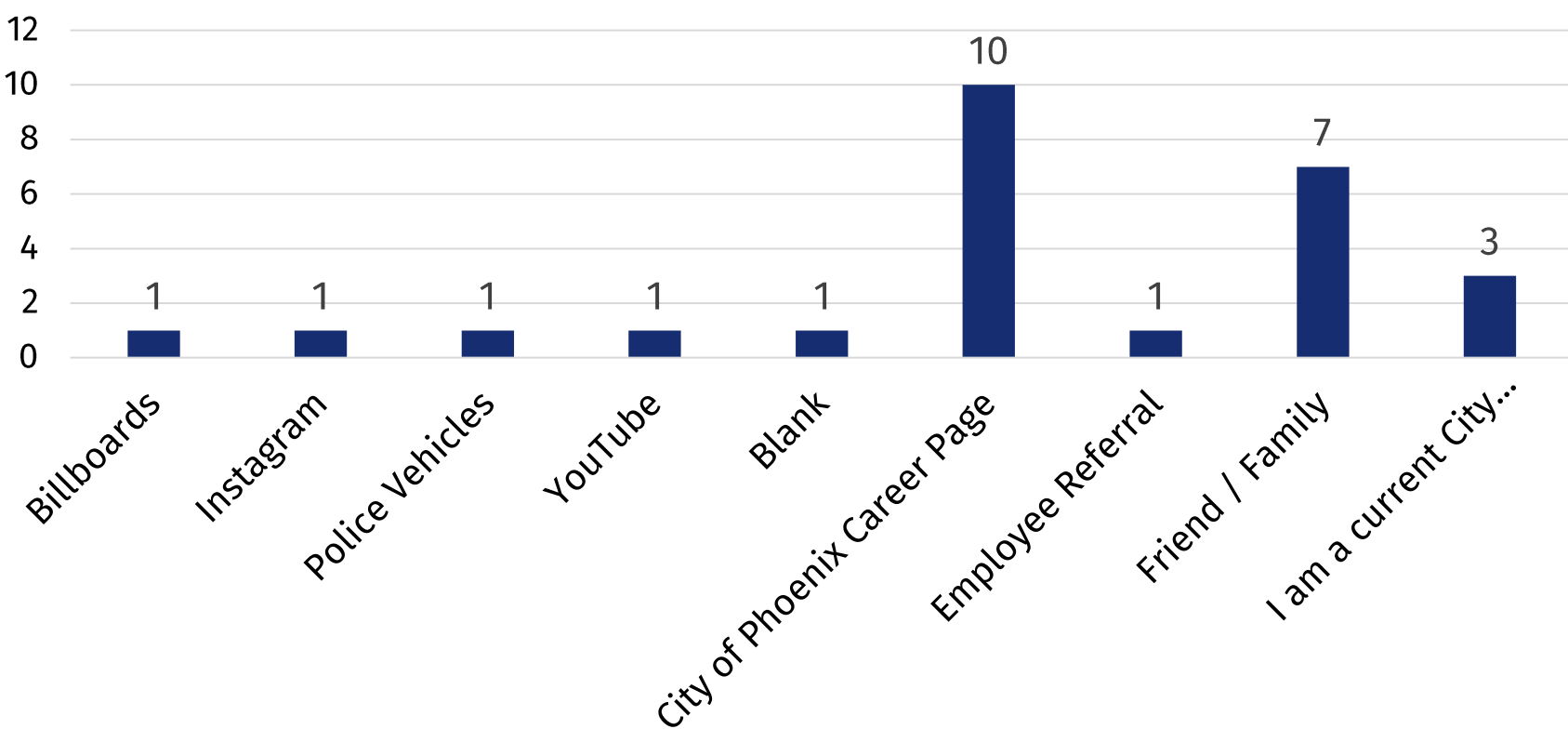
## Recruitment, Hiring and Attrition Report



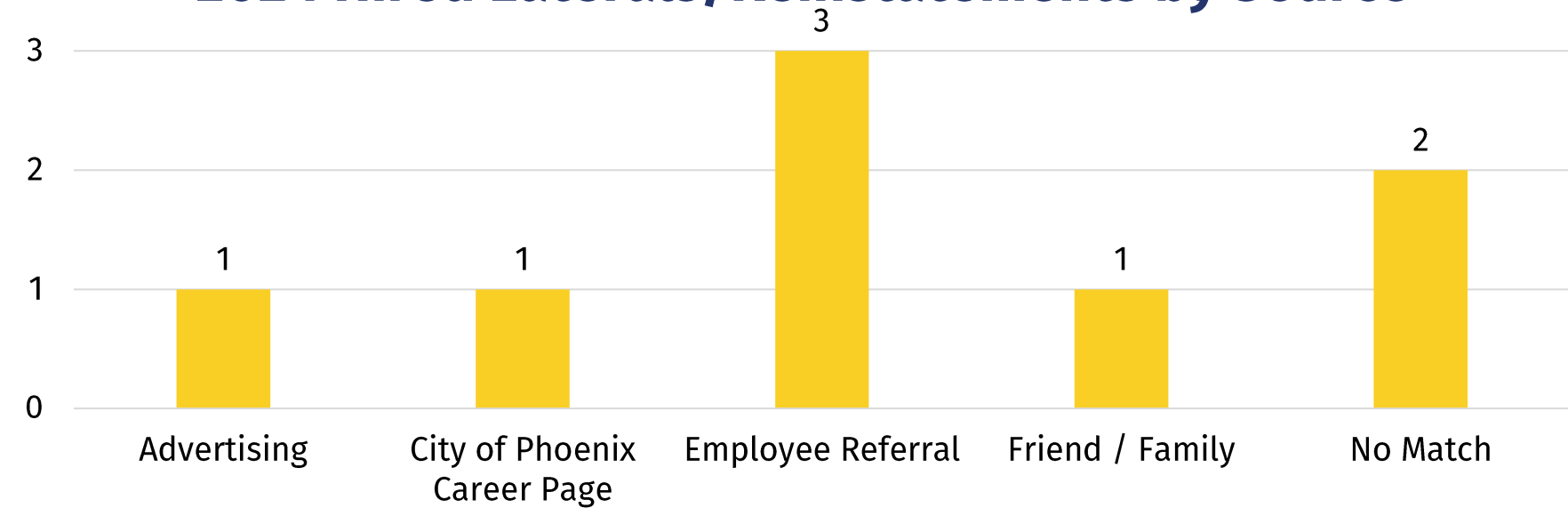
2024 Hired Recruits by Source



2025 Hired Recruits by Source as of February 28, 2025



2024 Hired Laterals/Reinstatements by Source



2025 Hired Laterals/Reinstatements by Source as of February 28, 2025

- 2 – checked the box “I am a current City employee”

*\*Based on data where applicants provided a source. Some applicants chose not to provide a source.*



## **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.



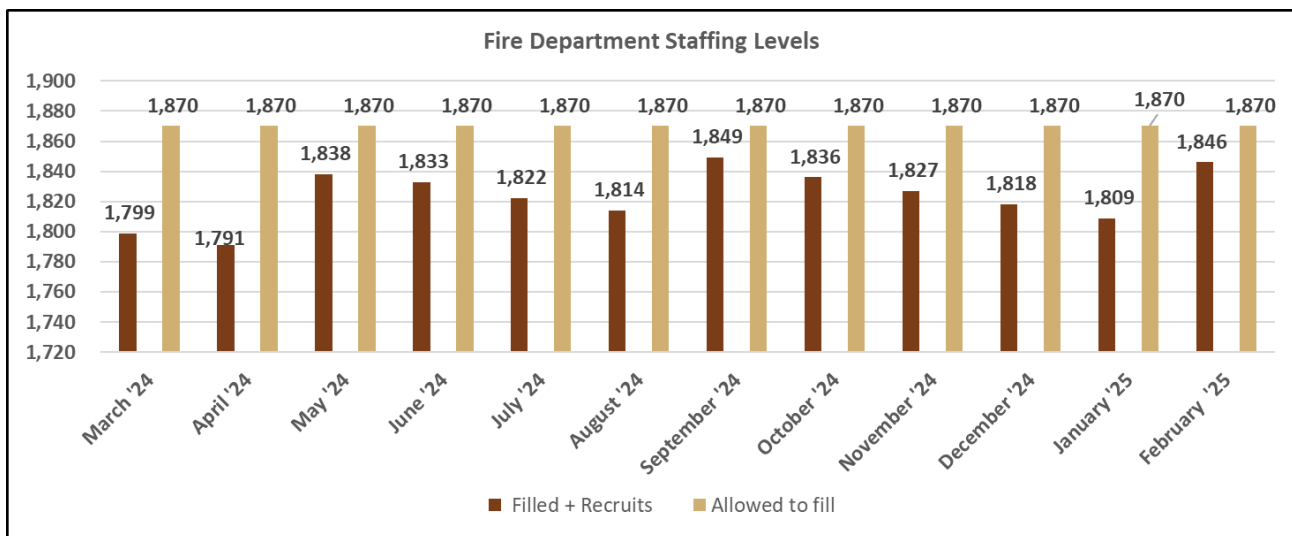
# Phoenix Fire Department Staffing, Hiring and Activity Report

## April 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 February 28, 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 on January 20. 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.



*Note: Report Data Through February 28, 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 / Likes	Reach / Impressions	Video Views	Shares / Retweets
Instagram Main PFD	23	44k	580k	520.3k	4.5k
Instagram Recruiting	6	10.4k	145.2k	107.1k	1.7k
Facebook	25	19.2k	441.5k	42.5k	1k
X (Twitter)	20	1k	58.8k	n/a	139
Nextdoor	5	85	76.6k	n/a	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. Below are the upcoming events for April.

### Past Events

Feb. 5 Recruit Information Session  
Feb. 8 High School Fire Science Muster Event  
Feb. 12 Maryville Liberal Arts Career Fair  
Feb. 19 ASU Liberal Arts Career Fair

### Upcoming Events

April 2 Recruit Information Session  
April 4 Paradise Valley High School Career Fair  
April 18 Sunny Slope High School Career Fair  
April 19 Phoenix Police and Fire Experience  
April 28 Police v. Fire Softball game; post Diamondbacks 1pm game.  
Recruitment will have a table on the main Concourse during the game.

*Note: Report Data Through February 28, 2025.*



## Response Times & Call Volumes

Seconds count when responding to emergencies. 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
<b>NFPA Standard</b>	<b>5:00</b>	<b>5:20</b>	<b>9:20</b>	<b>10:00</b>	
District 1	7:38	6:14	8:34	9:33	4,364
District 2	8:33	6:37	9:37	11:07	3,183
District 3	7:39	6:15	10:15	9:13	4,923
District 4	6:33	4:49	7:52	8:26	6,229
District 5	6:54	4:54	7:52	8:49	4,417
District 6	7:31	5:41	9:25	9:54	4,137
District 7	7:26	6:07	12:42	10:03	5,546
District 8	7:10	5:33	14:33	9:11	7,242
Citywide	7:22	5:57	9:56	9:30	40,041

Based on 90th percentile response times.

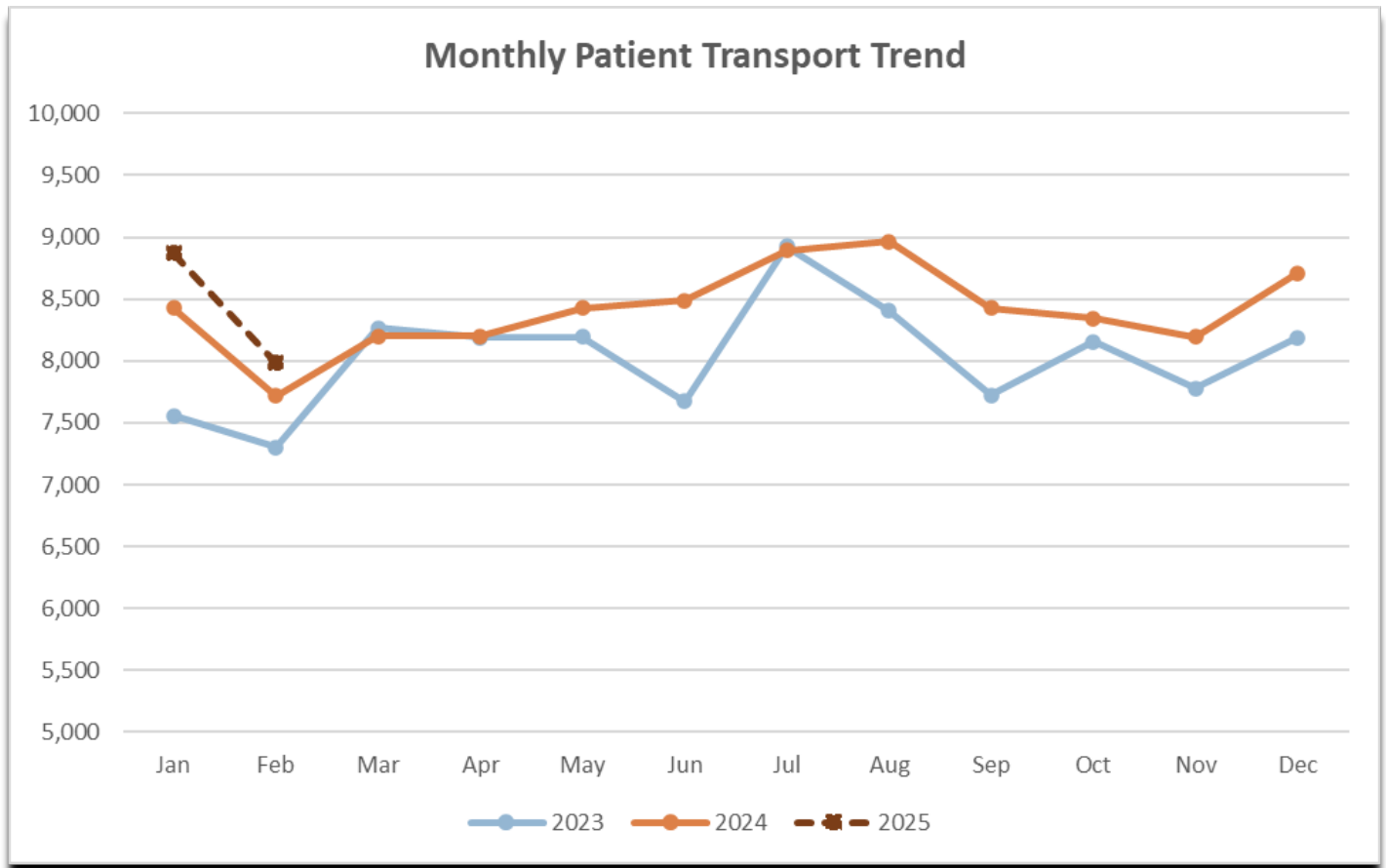
Note: Report Data Through February 28, 2025.



## 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.

In February 2025, total transports increased to 7,982, reflecting a 3.4 percent rise compared to the 7,719 transports recorded in February 2024.



*Note: Report Data Through February 28, 2025.*

