



Agenda

Public Safety and Justice Subcommittee

Wednesday, March 6, 2024

10:00 AM

City Council Chambers

OPTIONS TO ACCESS THIS MEETING

Virtual Request to speak at a meeting:

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

<https://phoenixcitycouncil.webex.com/phoenixcitycouncil/onstage/g.php?MTID=e8d9729088a1567cd60d4f1ca0c5aef66>

- **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 2554 669 1310# (for English) or 2555 733 9899# (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 2555 733 9899#. 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 2555 733 9899#). 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 cuántos 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 7

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on Feb. 7, 2024, 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 2-5)

2 Parks Safety Update Page 15

This report provides an update on safety in City of Phoenix parks and includes information on trespass authority.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

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

3 **2024 NCAA Men's Final Four Update** Page 20

This report provides the Public Safety and Justice Subcommittee with an update on NCAA Final Four events and security.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager John Chan, the Office of Homeland Security and Emergency Management, the Phoenix Convention Center, and the Police and Fire departments.

4 **Phoenix Police Department Hiring, Recruitment and Attrition Report** Page 22

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 AND DISCUSSION.

Responsible Department

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

5 **Opioid Response Planning: Environmental Scan Results** Page 29

This report provides an update to the Public Safety and Justice Subcommittee on the results of the Opioid Response Planning Environmental Scan as part of the City of Phoenix opioid and substance use response planning.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Office of Public Health.

INFORMATION ONLY (ITEMS 6-7)

6 Fire Staffing and Response Time Update

Page 34

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

THIS ITEM IS FOR INFORMATION ONLY.

Responsible Department

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

7 Community Assistance Program Hiring, Recruitment, and Metric Update Report

Page 41

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

THIS ITEM IS FOR INFORMATION ONLY.

Responsible Department

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

000 CALL TO THE PUBLIC

FUTURE AGENDA ITEMS

ADJOURN

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

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

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 Feb. 7, 2024, 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, February 7, 2024**

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

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

Subcommittee Members Absent

CALL TO ORDER

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

CALL TO THE PUBLIC

Anne Ender expressed concern regarding Fire Department response times.

MINUTES OF MEETINGS

1. Minutes of the Public Safety and Justice Subcommittee Meeting

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

DISCUSSION AND POSSIBLE ACTION (ITEM 2)

2. Fire Staffing, Ambulance Model, and Response Time Update

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

Assistant Chief Walker provided an update on sworn staffing, hiring goals, hiring strategies, and training processes. He described recruitment efforts, the impact of affinity groups, future improvements to the testing process, and trends in sworn staffing levels.

Councilwoman Guardado asked about the difference between the number of applicants in 2015 and the number of applicants in 2023. She noted the City's population has increased, so the decrease in applicants is concerning.

Assistant Chief Walker stated the department is aware of this change in the number of applicants, and noted the pool of candidates continues to remain high. He described some of the steps the department is taking to improve the number of applicants.

Councilwoman Guardado asked if there is anything councilmembers can assist with to ensure the hiring pool increases.

Assistant Chief Walker stated the department is looking at all strategies, and he will send information to Council offices so they can assist in this process.

Councilwoman Guardado asked about the hiring challenges for the Fire department.

Assistant Chief Walker stated compensation has not been a hiring challenge, but the changing demographics of the workforce has. He stated competing with other careers can be difficult when work-life balance is a priority for candidates.

Councilwoman Guardado thanked staff for the information.

Councilman Waring expressed concern with the decrease in applicants, and recommended staff reach out to the Police Department and ask about their recent hiring efforts.

Assistant Chief Walker stated staff is monitoring this situation closely and noted the importance of attracting quality candidates. He stated investing in the community and preparing people for the job through mentorship is an important strategy to attract quality candidates.

Councilman Waring stated the downward trend in number of applicants has been consistent for many years was worrisome.

Assistant Chief Walker provided statistics on sworn staffing levels by month throughout 2023.

Councilman Waring stated the staffing level statistics were encouraging. He asked why all available positions were not filled during certain months of the year.

Assistant Chief Walker noted these gaps were due to attrition and the authorization to add new positions, as it takes time to train recruits to fill the vacant positions.

Councilman Waring asked despite inevitable retirements, if the Fire Department should expect to be fully staffed in the near future.

Assistant Chief Walker stated there is a pool of qualified applicants to be hired from, so positions are not vacant due to a lack of candidates. He stated any vacancies are due to the Fire Department adding positions.

Councilman Waring noted staff seems to be comfortable with the number of quality applicants.

Assistant Chief Walker stated while staff wants to continue to encourage a robust pool of candidates, they are satisfied with the number of quality applicants received.

Councilman Waring asked for data on how many applicants would be considered qualified candidates, how many of those candidates are eventually hired, and how many candidates accept a position with another city.

Assistant City Manager Lori Bays stated the Fire Department's vacancy rate is one and a half percent, as compared to 15 percent throughout the City.

Chairwoman O'Brien asked for data regarding how many applicants tested and moved to the qualified candidate list. She asked about the frequency of testing.

Assistant Chief Walker stated testing every six months would allow more candidates to apply and ensure qualified candidates are hired sooner. He provided statistics on staff demographics when compared to Maricopa County demographics. He discussed emergency response times and noted the times do not meet response time standards set by the National Fire Protection Association (NFPA) and the Arizona Department of Health Services (AZDHS), but staff is working diligently to address this issue.

Councilwoman Guardado expressed concern regarding the response times in District 5 and asked how many more firefighters and fire stations would be needed to meet the set standards.

Assistant Chief Walker stated staff would provide that information, and mentioned there is a 20-year forecast for response times based on future resources.

Chairwoman O'Brien asked for a future agenda item regarding the forecast and long-term staffing model.

Councilman Waring expressed concern with the length of response times in District 2.

Assistant Chief Walker stated the large geographic area in District 2 causes longer response times. He stated there are stations planned for District 2 within the future forecast, and leadership actively monitors data from the district to change strategy if needed. He stated staff must strike a balance between response times and call volume, and these statistics are being constantly monitored.

Councilman Waring stated the quality of services includes response times, so District 2 is receiving the poorest quality of service from the Fire Department, when compared to other districts.

Assistant Chief Walker stated response times are often a priority when forecasting for future needs of residents. He provided data on unit responses for each calendar year. He stated there was a 16 percent increase in transport activity levels in 2023 partially due to House Bill 2431. He stated the current ambulance model is unsustainable due to the increased demand for transports, and noted this number of transports is likely going to continue to increase.

Chairwoman O'Brien asked for an explanation of House Bill 2431.

Assistant Chief Walker explained this bill requires a higher level of scrutiny for emergency service providers to transport members of the public to the hospital. He discussed the program challenges under the current ambulance model and noted the current model has a high dependency on overtime. He stated the system as it exists today is not able to meet the growing needs in the City.

Chairwoman O'Brien asked if staff planned to change the model to ensure less reliance on overtime.

Assistant Chief Walker described the current ambulance model and stated the ambulance program is revenue generating. He described a new proposed ambulance model that would convert 10 part-time ambulance units staffed with overtime to six full-time units to reduce reliance on overtime.

Chairwoman O'Brien asked if the six part-time units left would be 12 hour shifts with 12 part-time positions needed every day.

Assistant Chief Walker stated yes, the system would still rely on those additional part-time units.

Chairwoman O'Brien asked what it would take for all part-time units to become full-time.

Assistant Chief Walker stated staff would look at the funding to provide that information. He stated even under the new model, there would still be a need for part-time units to address peak hours of demand.

Chairwoman O'Brien asked if the new full-time units would be assigned to specific stations.

Assistant Chief Ochoa stated the ambulance units would be assigned based on a matrix of information including response times, call volume, and growth of the City. He mentioned units are moved around based on this information.

Chairwoman O'Brien asked how often this information is assessed.

Assistant Chief Ochoa stated due to the significant changes in response times, this information is evaluated every six months.

Chairwoman O'Brien asked if this same matrix of information would determine if part-time and full-time units would need to be moved.

Assistant Chief Ochoa stated the position of part-time and full-time units is based on the data staff analyzes on a regular basis.

Chairwoman O'Brien asked how long this new model would take to implement.

Assistant Chief Walker stated it would take approximately a year to fully implement.

Councilwoman Guardado asked if new model went through the labor management process.

Assistant Chief Walker stated this new model was not created through the Relationships by Objective (RBO) process, but it was created in collaboration with the United Phoenix Firefighters Association (UPFFA) Local 493.

Councilwoman Guardado asked if this strategy was approved by the Labor Management Committee.

Assistant Chief Walker stated yes, leadership supported this new model.

Chairwoman O'Brien asked about how often part-time units are out of service due to absences.

Assistant Chief Walker stated eight percent of part-time ambulance shifts are affected by absences. He stated if the units were full-time, positions would be filled through forced-hiring. He provided an overview of the benefits of this model change. He stated staff's recommendation would be for the Public Safety and Justice Committee to recommend the approval of 34 new sworn full-time positions, to utilize 14 existing frozen sworn full-time positions, and four new non-sworn administrative full-time positions.

Chairwoman O'Brien asked if this recommendation would be cost-neutral.

Assistant Chief Walker stated the Fire Department has budget capacity to absorb the costs of these positions.

Councilwoman Guardado stated support for this restructuring model and the associated benefits.

Chairwoman O'Brien thanked staff for their data-driven approach and responsible solutions.

Councilman Robinson made a motion to approve the item. Councilman Waring seconded the motion, which passed unanimously, 4-0.

INFORMATION AND DISCUSSION (ITEM 3)

3. Domestic Violence Prevention, Family Advocacy Center and Victim Services Update

Chairwoman O'Brien introduced Interim Human Services Director Nichole Ayoola, Deputy Human Services Director Kevin Mattingly, and Assistant Police Chief Ed Castro to present on item.

Mr. Mattingly discussed the services based at the Family Advocacy Center (FAC) and an overview of the FAC partners. He discussed the Victim Services Division (VSD) and their mission, focus, goals, and victim advocacy. He shared a success story regarding a woman using her safety plan. He described the role of a family liaison and the grants that fund the FAC. He described the plans to provide technology improvements and new services so the FAC can loan or gift them to victims as needed.

Assistant Chief DeCastro described the Police Department's SPIDR Project and the renovations at the FAC and the Family Investigations Bureau.

Mr. Mattingly discussed domestic violence prevention efforts from staff including events throughout 2023.

Assistant Chief DeCastro discussed the detective workload regarding domestic violence calls and domestic violence prevention efforts.

Mr. Mattingly discussed teen dating violence prevention and the previous efforts staff have made. He discussed the contract the City has through Teen Lifeline and the services offered,

Assistant Chief DeCastro discussed School Resource Officer (SRO) education and collaboration.

Chairwoman O'Brien thanked the Phoenix Police Foundation, the Winged Hope Center, and Angels on Patrol for their assistance in these efforts.

INFORMATION AND DISCUSSION (ITEMS 4-5)

4. Monthly Police Hiring, Recruitment, and Attrition Report

Information only. No Councilmember requested additional information.

5. CAP Hiring, Recruitment and Metric Report

Information only.

Councilman Robinson asked how many calls have been diverted from the Police Department to the Community Assistance Program (CAP).

Assistant Chief Ochoa stated 842 calls in 2023 were diverted to Behavioral Health Units.

CALL TO THE PUBLIC

None.

FUTURE AGENDA ITEMS

Chairwoman O'Brien requested an update on the 20-year forecast long term staffing model for the Fire Department.

Councilman Waring asked for a breakdown of the reasons for calls for service and why some districts have twice as many calls as District 2.

ADJOURNMENT

Chairwoman O'Brien adjourned the meeting at 11:44 a.m.

Respectfully submitted,

Chloe Baldwin
Management Fellow



Parks Safety Update

This report provides an update on safety in City of Phoenix parks and includes information on trespass authority.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The mission of the Parks and Recreation Department is to build healthy communities through parks, programs and partnerships, and make Phoenix a better place to live, visit and play. With one of the largest parks systems in the nation, the City provides residents and visitors with more than 41,000 acres of desert parks and mountain preserves with more than 200 miles of trails; 186 parks; and much more. Parks provide open space and opportunities for recreation. However, many parks continue to face challenges.

On Dec. 4, 2023, the Parks and Recreation staff presented information to the Public Safety and Justice Subcommittee (Subcommittee) about on-going efforts to help provide safe and accessible parks to the public. During the meeting, members requested follow-up information specifically related to trespass authority on park property, Park Rangers and Security Services.

Trespass Authority on Park Property

At the PSJ Subcommittee's direction, Parks and Recreation staff have worked with Police and Law staff to confirm police officers can trespass individuals on park property without the permission of a park employee. The Police Department has already been trespassing individuals in parks outside of park hours. To assist police officers with trespassing individuals during park hours, Parks and Police staff have established a temporary method to share the Parks and Recreation Department's trespass list with the Police Department and communicate information about individuals who have been trespassed from City parks. This information will be made accessible to police officers. Simultaneously, staff from both Departments are working with the City's Information Technology Services (ITS) staff on a longer-term solution to provide this information to police officers more seamlessly.

Park Rangers

Park Rangers assist daily in the proactive education of park rules and enforcement of the Code of Conduct Policy. Criminal citations for violations of City Code ordinances or trespass notices through the Parks and Recreation Department's Code of Conduct are issued, when necessary. Common code of conduct violations Park Rangers address includes loitering in the park after hours, illegal vending, shopping carts on park property, dogs off-leash, smoking, use of park amenities outside their intended purpose, litter and criminal activity that requires assistance from Police.

The Parks and Recreation Department is fortunate to have a team of 42 Urban Park Rangers dedicated to patrolling the 186 flatland urban parks throughout the City. To further enhance park safety, the Department hired 15 additional Park Ranger and supervisory positions to create an overnight Park Ranger team. Third-shift Park Rangers patrol parks between 8:30 p.m. to 7 a.m. The overnight Park Rangers were hired July of 2023 and officially began overnight patrols following their training on Sept. 11, 2023.

When combining patrols for all three Urban Park Ranger shifts, Urban Park Rangers visit an average of 185 parks each month and visit an average of 51 parks daily. While the work of all Park Rangers is valuable, third-shift Park Rangers have made a significant impact in the parks. Along with enforcing park closure hours and other Code of Conduct violations, over 2,500 overnight educational contacts have been made by the third-shift Park Rangers to address code of conduct violations in parks.

Consequently, maintenance staff have observed a decrease in vandalism and an enhancement in the cleanliness of select parks during the morning hours. Several factors can influence the number of parks visited in a typical day including the complexity of issues at a park on a given night, number of Park Rangers on duty, vacancies, and traffic conditions between park visits. The third-shift Urban Park Ranger team faces more significant staffing challenges due to a higher-than-normal turnover rate, further impacting the number of Park Rangers on duty overnight.

Park Rangers also routinely collaborate with various City entities, including the Office of Homeless Solutions (OHS), Police Department (PD) and other City departments. These coordinated efforts have led to improvements within park locations experiencing negative activities.

Additionally, the Parks and Recreation staff are pursuing the implementation of a third-party operator to receive calls from residents regarding park activity 24 hours per day, seven days per week. Information will be relayed to Park Rangers on duty and Park Rangers will prioritize calls and be able to respond. This service is projected to launch in Spring 2024. The one-year pilot enables staff to evaluate the effectiveness of the

service and offers an opportunity to adjust for a long term contract based on insights gained during the trial period.

Security Services

In an effort to further address negative behaviors in parks, Parks and Recreation staff began implementation of overnight Security Services in February 2023 at the following 12 park locations:

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

Between February 2023 and February 2024, security personnel have made contact with over 16,250 people at the 12 park locations. Security personnel most commonly educate individuals on the code of conduct, address individuals in the park after hours, report excessive trash, vandalism and maintenance concerns to park staff and seek assistance from Park Rangers, police and fire for assistance as needed. Since the implementation of Security Services, Finance staff conducted a solicitation process for citywide Security Services, which allows City departments to choose from four different security providers. At the request of the Subcommittee members, staff identified key differences between the four providers. An analysis of the four providers was conducted comparing factors such as body-worn camera systems, security personnel training, data reporting capabilities, and overall cost.

Body Worn Cameras

In January 2024, the City of Phoenix Finance Department's Procurement Division staff sent all four providers a questionnaire to determine the ability of each provider to provide body worn camera services and if so, what if any additional costs would be for equipment and data storage. Based on answers provided, all four providers have experience utilizing body worn cameras and do have the ability to provide that service. Surveillance Security, Inc., Allied Universal, and Superior Protection Services would provide body worn cameras with an expense for equipment and data storage in

addition to contracted rates. Windom Security Strategies Today, LLC would provide body worn cameras with no additional costs for equipment or data storage.

Additionally, providers were queried about their protocols for reviewing and preserving camera footage. Windom Security Strategies Today, LLC mandates recording all public interactions, with random reviews for accountability. They review footage for all incidents and store it on evidence.com for a minimum of two years. Allied Universal and Superior Protection Services solely review footage for incidents. Allied Universal adapts their retention policy as per the City's needs, while Superior Protection Services downloads body-worn camera data daily. Surveillance Security, Inc. did not provide further details.

Security Personnel Training

As required by ARS section 32-2613 and ARS section 32-2632, security personnel must undergo training, with eight hours required for unarmed guards. All personnel from the four providers meet or surpass these requirements. Based on responses from the security providers, training for security personnel varies among all four with Windom Security Strategies Today, LLC noting the highest number of mandated minimum hours of training.

Data Reporting Abilities

All four security providers utilize cloud-based software for data reporting via mobile apps. Surveillance Security, Inc., Windom Security Strategies Today, LLC, and Superior Protection Services employ TrackTik software. Allied Universal utilizes their proprietary HELIAUS application, customizable to the City's needs. Each provider noted they are able to provide real-time reporting through dashboards.

Cost

Contracted rates and structures differ between providers and generally encompass hourly wages for security personnel and vehicle charges. Based on rates included in the recently executed citywide security services contract, Superior Protection Services would be the most costly option and Windom Security Strategies Today, LLC would be the least and most cost effective option.

Ongoing Efforts to Enhance Park Safety

The Department remains steadfast in its commitment to provide clean, safe and accessible parks to the public and will continue to utilize a variety of methods to enhance park safety. In addition to the implementation of overnight Park Rangers and Security Services, Parks and Recreation staff continue to focus on enhancing park activation efforts through mobile recreation programs, special events and partnerships with outside organizations. Additionally, in November 2023, the Parks and Recreation

Board awarded over \$300,000 in funding to 47 organizations who will activate 37 parks with meaningful programs and events as part of the ARPA Neighborhood Park Activation Grant Program.

Parks and Recreation staff also recently installed temporary security cameras at Cortez and Perry Parks to help deter ongoing negative activities in those parks. The implementation of temporary Security Cameras represents an additional measure in enhancing park safety. These mobile solar-powered devices feature four cameras with 360-degree coverage and backup power capabilities. The services encompass 24 hour recording with a 15-day storage capacity, after-hours live monitoring from SentraCam's Network Operations Center, a 24/7 customer support line, remote access to the cameras via smartphone or desktop and daily audit report emails detailing detected movements.

As part of the Parks Master Plan, Parks and Recreation staff will be assessing 29 parks for crime prevention strategies through Crime Prevention Through Environmental Design (CPTED) evaluations. CPTED focuses on strategies and recommendations to improve park environments to prevent crime and increase safety in our parks. Examples of strategies range from activating parks, enhancing landscapes, improved lighting, and designed marked pathways and maintenance.

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

Responsible Department

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



2024 NCAA Men's Final Four Update

This report provides the Public Safety and Justice Subcommittee with an update on NCAA Final Four events and security.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

City of Phoenix department representatives, the National Collegiate Athletic Association (NCAA), the Local Organizing Committee (LOC), and other stakeholders have been meeting and planning for months in preparation for hosting the 2024 NCAA Men's Final Four events in the City of Phoenix. The Greater Phoenix region last hosted this event in 2017.

The Phoenix Convention Center will host the Final Four Fan Fest, while Margaret T. Hance Park was selected to host the outdoor March Madness Music Festival. Other venues in the City's downtown core that will be used to support the Final Four include Heritage Square and downtown hotels.

Public safety staff from the Fire and Police departments as well as the Office of Emergency Management and the Homeland Defense Bureau have been working with other partners, the LOC, and Downtown Phoenix, Inc. to develop a comprehensive safety and security plan. These planning efforts include the development and participation in several tabletop exercises designed to test and strengthen event security plans. An NCAA organized exercise took place on Feb. 21, 2024, and another exercise including City staff took place on Feb. 28, 2024. The purpose of these exercises is to reinforce the following objectives:

- Provide for the safety and security of the community.
- Provide a safe and secure environment to host all events.
- Provide a framework for collaboration and information sharing among stakeholders throughout the region.

Currently, there are no known threats for the Final Four and related events. Enhanced measures have been implemented in cyber security and critical infrastructure protection. Community outreach and awareness efforts are currently underway

throughout the City and across the region.

In partnership with the regional public safety group, the City of Phoenix's All-Hazard Incident Management Team has developed a robust and comprehensive safety and security plan. This model is enhanced by the combined partnerships at the local, county, state, and federal levels and will ensure a safe, secure, and successful Final Four.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager John Chan, the Office of Homeland Security and Emergency Management, the Phoenix Convention Center, and the Police and Fire departments.



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 AND DISCUSSION.

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

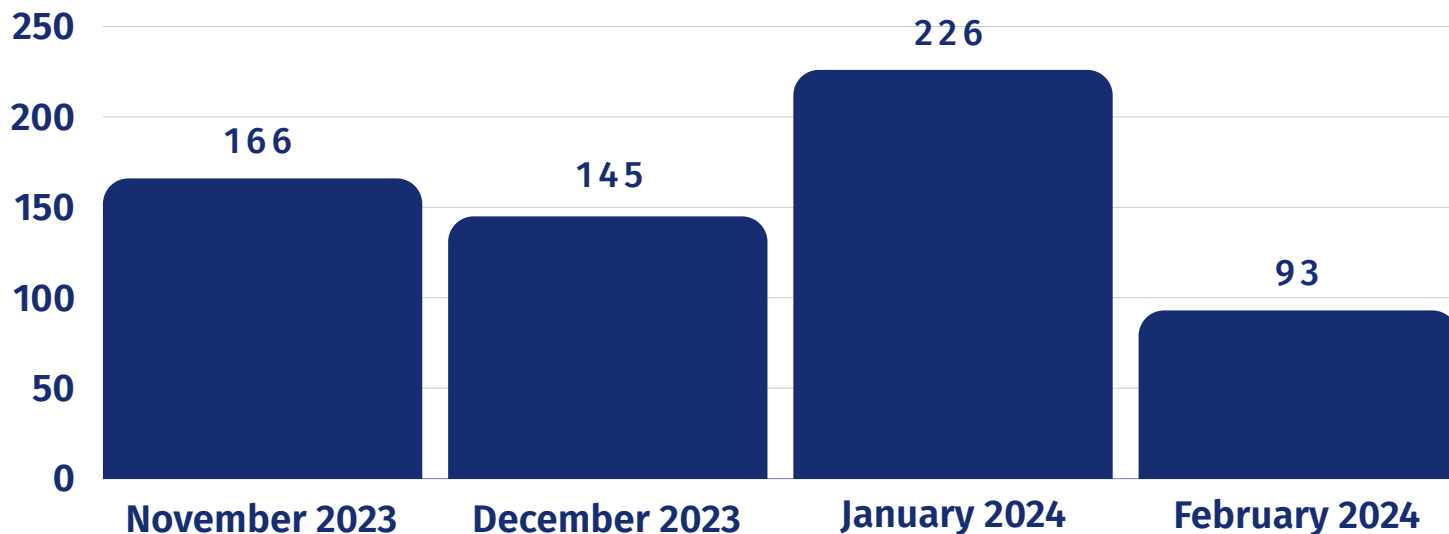
Recruitment, Hiring and Attrition Report



FEBRUARY 2024

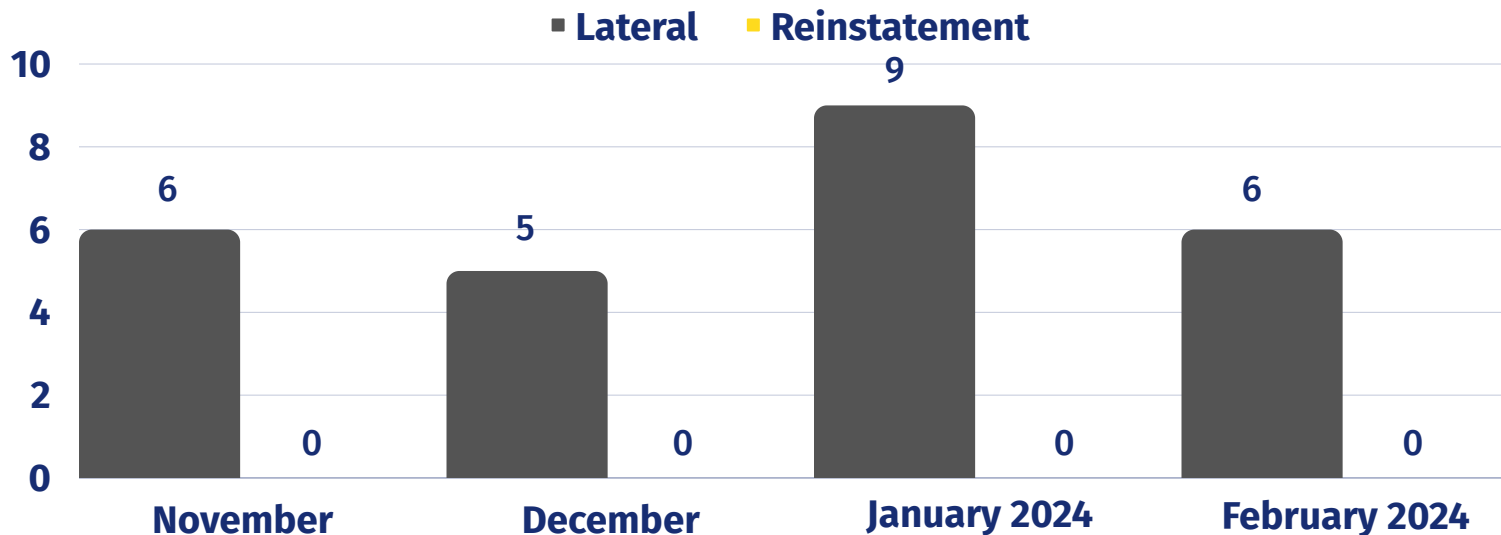
Police Recruit Applications Received

as of 02/20/24



Lateral and Reinstatement Applications Received

as of 02/20/24



Phoenix Police Department

Sworn Attrition and Projected Attrition

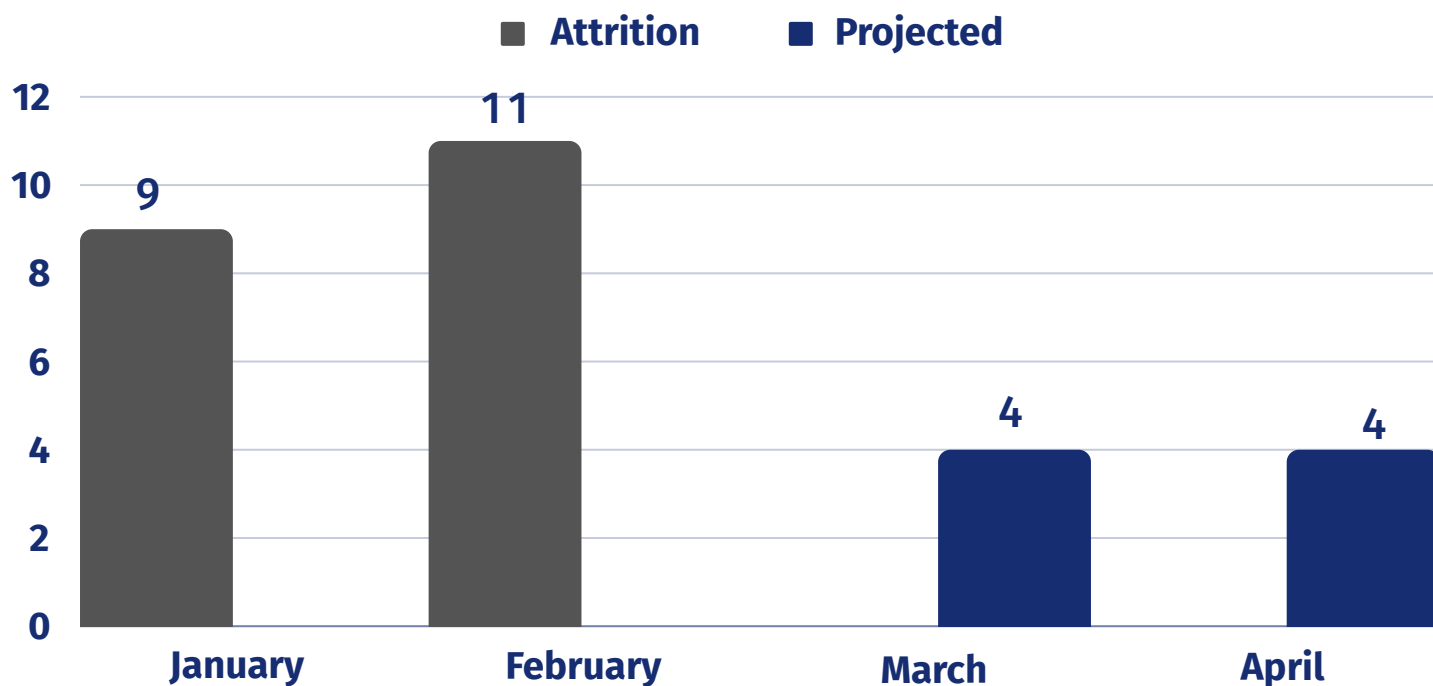


FEBRUARY 2024

PAGE 2

Current Sworn Attrition and Projected Attrition for 2024

Total Year to Date: 20



Phoenix Police Department

Recruit Class Tracking



FEBRUARY 2024

PAGE 3

PHOENIX REGIONAL POLICE ACADEMY CLASS RECRUIT NUMBERS

as of 02/12/24

Class	Week	Current # of Recruits	# of Female Recruits
571	24	16	2
572	14	27	6
573	6	13	2
574	Begins 03/04/24	18	1
Total:		74	11



Phoenix Police Department

Current Sworn Demographics



FEBRUARY 2024

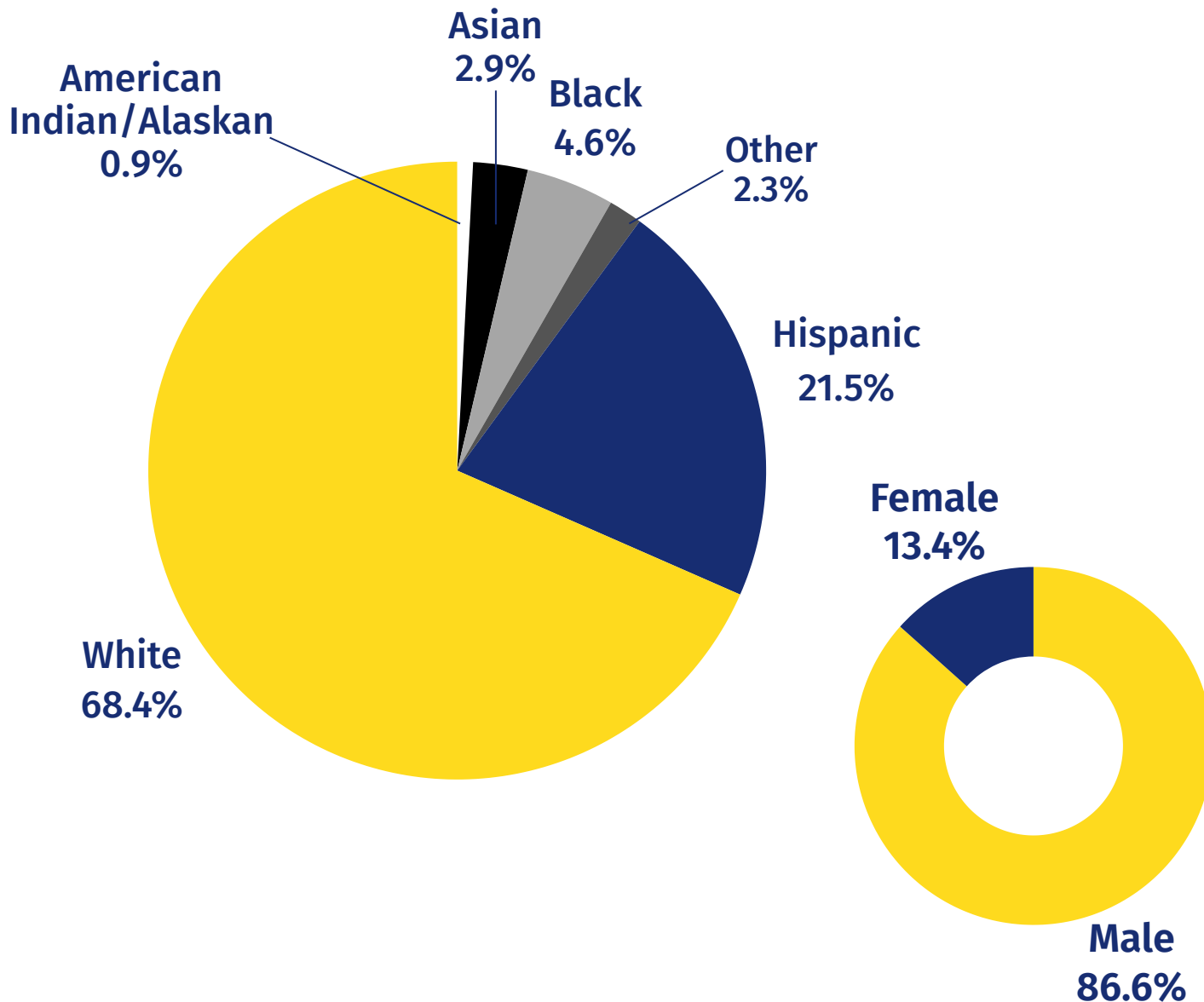
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2,556

**SWORN OFFICERS
AS OF FEB 16, 2024**

CURRENT SWORN DEMOGRAPHICS



Phoenix Police Department Recruiting Unit



FEBRUARY 2024

PAGE 5



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.

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**PARTICIPANTS THROUGH
FEBRUARY 2024**

The Recruiting Unit organized a Practice POPAT event at the Phoenix Police Academy on Saturday, February 10th. This event was open to anyone interested in trying or practicing the POPAT. Promoted multiple times on social media, the event attracted a large crowd, with 29 participants, 11 of those participants were females.



916

**NUMBER OF PEOPLE RECRUITERS
CONTACTED IN-PERSON, PHONE & EMAIL
THROUGH FEBRUARY 2024**

30X30 INITIATIVE

Leaders from our initiative work groups recently met with female academy recruits for a lunch meeting. During this event, the women of PHXPD shared their experiences and insights with the recruits, who reciprocated by discussing their own stories and inspirations. These conversations play a crucial role in enhancing our recruitment endeavors.



Phoenix Police Department

Marketing Unit



FEBRUARY 2024

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We are in the final stages of securing partnership agreements with Pat's Run through the Pat Tillman Foundation, AZ Diamondbacks Spring Training and Major League season, Milwaukee Brewers and the Maryvale Baseball Stadium, and the University of Arizona Athletics for football and additional sporting events. These partnerships will enable us to become an integral part of these communities, supporting these institutions. We will have a digital presence and active social media engagement across all partnerships, with our Recruiting Unit present at various events throughout the year.

The JOINPHXPD Marketing Campaign to support our new JOINPHXPD.com website will include boosted/paid social media posts, outdoor ads such as billboards, strategically-placed digital display ads across the web and paid SEO management driving more traffic to our application pages. These additions will be rolled out the first week of March, and in April we will be adding radio/podcast and video assets to our media buy. This campaign aims to engage a broad audience, with a particular focus on women in law enforcement, Hispanic, African-American and all diverse communities. By allocating 45% of our digital media resources to these diverse audiences, we ensure targeted and inclusive messaging.



Opioid Response Planning: Environmental Scan Results

This report provides an update to the Public Safety and Justice Subcommittee on the results of the Opioid Response Planning Environmental Scan as part of the City of Phoenix opioid and substance use response planning.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

In August of 2021, the City of Phoenix joined cities, towns, and counties across Arizona in signing the One Arizona Opioid Settlement Memorandum of Understanding (“One Arizona MOU”). The One Arizona MOU outlines the distribution of the estimated \$542 million dollars that Arizona will receive over 18 years. Within this spending framework, 56 percent of the total settlement will be disbursed to local governments and the remaining 44 percent will remain with the State (administered by the Attorney General’s Office). The City of Phoenix receives 21.28 percent of the funding received by Maricopa County, dispersed annually.

Under the One Arizona MOU, funds must be used for future opioid abatement strategies that are nationally recognized. Approved uses include evidence-based, evidence-informed strategies addressing:

- Treatment of Opioid Use Disorder (OUD)
- Support for people in treatment and recovery
- Support for people who have or are at risk of developing OUD
- Prevention of overdose deaths and other harms
- Prevention of opioid misuse

In March of 2023, the Office of Public Health presented to the Community and Cultural Investment (CCI) Subcommittee, outlining activities and actions to be taken as part of the City’s opioid response planning, including:

1. Scan of existing departmental policies and practices related to substance use.
2. Development of trainings and professional development opportunities for City employees related to evidence-based opioid prevention, treatment, and harm

reduction strategies.

3. Review and investigate opportunities to expand naloxone (Narcan) access through city departments and outreach opportunities.
4. Develop a dashboard to improve opioid-related surveillance, including fatal and non fatal overdoses, to inform planning, future actions, and evaluation.
5. Planning and implementation of community information and feedback forums.
6. Comprehensive needs assessment, including surveys led by the MCDPH and a community survey led by the City of Phoenix.

Results

To create an opioid response plan for the city that meets the needs of the community, a comprehensive needs assessment was completed in 2023. The assessment process included multiple components: (1) assessment conducted with substance use and mental health care providers; (2) an assessment with people who use drugs (PWUD); and (3) an assessment with City of Phoenix residents. The following provides a brief overview of each assessment and key recommendations:

1. Opioid and Substance Use Needs Assessment: Service/Care Providers

Maricopa County Department of Public health (MCDPH) contracted with LeCroy and Milligan Associates, Inc. (LMA) to conduct an assessment of organizations identified as responding to opioid and substance use, including substance use treatment, prevention, and harm reduction organizations as well as mental health care providers, from January to May 2023 (MCDPH, 2023). The assessment included representatives from over 300 community-based agencies, health care organizations and governmental departments engaged in opioid and substance use response across Maricopa County. The final report was released by MCDPH in July 2023.

In addition to covering the broad landscape of substance use funding, programs and policies in Maricopa County, the assessment highlighted barriers in specific geographical regions. In the City of Phoenix, key barriers to delivering care noted by providers included challenges with housing, insurance, coordination among providers, and lack of knowledge of services available. Providers in Phoenix specifically identified the following concerns and recommendations:

- Need for stable housing, and support for transportation.
- Need for services for highest-risk populations, including LGBTQ+, BIPOC, women and families, and people leaving incarceration.
- Need for improved coordination among providers of interlinked or sequential services (i.e., the “warm handoff” problem).

- Need for integration of harm reduction into social services, including expanded street outreach.
- Need for consistent resource and referral information.
- Need for better access to data to inform interventions and funding applications.

The assessment provided over 30 recommendations organized into four themes: social determinants of health and equity, systems and policies, provider partnerships and capacity, and data and evidence.

Key recommendations for the City of Phoenix to consider include:

- Support substance use and overdose surveillance and data sharing to track opioid and other substance use trends.
- Empower crisis and post-overdose response teams to immediately connect people in distress to most relevant care services.
- Integrate harm reduction education and services into treatment and recovery interventions.
- Increase access to primary and secondary prevention in K-12 settings.
- Establish centralized care navigators to facilitate integration of and transitions between services.
- Support justice system diversion and deflection for drug-related charges that do not pose a threat to others.
- Support harm reduction street outreach efforts, particularly in locations where PWUD congregate.
- Increase naloxone access, focusing on geographic areas with lower access and high overdose rates.
- Improve transportation support for people accessing OUD/SUD services.
- Address stigma associated with PWUD.
- Improve access to longer-term housing for PWUD, and those in treatment and recovery.

2. Assessment of Service Needs: People Who Use Drugs (PWUD)

Maricopa County Department of Public Health (MCDPH) further contracted with LeCroy and Milligan Associates, Inc. (LMA) to complete an assessment of People Who Use Drugs (PWUD) from April to June of 2023 (MCDPH, 2023). This assessment included a survey for PWUD with 525 respondents, as well as completion of 40 semi-structured qualitative interviews with PWUD who were also experiencing homelessness (PEH). The assessment covered areas such as housing, drug use,

substance use treatment, harm reduction, general services and needs, and reproductive health. Phoenix residents accounted for almost half of all responses.

The final report was released by MCDPH in October 2023. Recommendations were extensive, and included the following actions:

- Improve housing stability through eviction prevention programs, affordable housing, and removing barriers for PWUD and those with criminal records.
- Improve access to shelters for PWUD by removing requirements for sobriety.
- Improve awareness and accessibility of cooling centers among PWUD.
- Increase awareness and distribution of safer use supplies and naloxone.
- Explore the creation of a safe use site to reduce substance use harms and overdose, and to connect PWUD to services.
- Increase access to low-barrier treatment and health services.
- Reduce and/or supplement costs of treatment.
- Reduce stigma among healthcare providers.

3. City of Phoenix Community Opioid and Substance Use Survey

In partnership with the Substance Use and Addiction Translational Research Network (SATRN) at ASU, the Office of Public Health developed and launched a Community Opioid and Substance Use Survey in late August 2023 (available in both English and Spanish). The survey remained open until the last week of October 2023, and was completed by approximately 765 residents. The goal of the survey was to assess substance use-related knowledge, attitudes, needs, and priorities among Phoenix residents. A full report of survey findings is still in development; the following are preliminary results.

The survey sample was representative of the Phoenix community as a whole. Distribution was spread across Phoenix zip codes as well as income level. The majority of respondents were female (69 percent); 53 percent identified as White and 30 percent as Hispanic. Survey participants were asked about their personal experience with opioid use and overdose, their confidence and willingness to intervene if someone was overdosing, and their knowledge of resources for substance use.

- Approximately one third of respondents reporting using an opioid in the past five years (prescription or illicit).
- Greater than two thirds knew someone addicted to opioids or another substance.
- 40 percent had encountered one or more people who appeared to have overdosed in the past three years.
- Respondents expressed strong willingness to administer naloxone to reverse an

opioid overdose, but were less confident in knowing how to do so, and/or were afraid of doing something wrong that would cause the patient harm.

When asked about drug-related problems in their community, respondents rated all issues linked to illegal substance use as areas of strong concern. When asked to rate their level of support for various opioid abatement initiatives in which the City of Phoenix could invest, respondents strongly supported all areas of intervention including substance use disorder treatment and related social support services, primary prevention efforts, and harm reduction.

Next Steps

The Office of Public Health is using the information gathered through these assessments, as well as information collected through the City of Phoenix staff and departmental environmental scan, to develop an opioid and substance use response strategy. The strategy will incorporate data and evidence to develop strategic priorities for further investment and/or investigation by the City of Phoenix using Opioid settlement funds.

Financial Impact

The funding associated with this work will come from the Opioid Settlement dollars as part of the One Arizona Memorandum of Understanding (MOU). To date the City has received \$5,479,871.20 as part of its installments of funding from the Distributor settlement, Janssen settlement and Mallinckrodt Bankruptcy covering years 2021 to the present. It is anticipated the City will receive additional settlements; the total amount is unknown at this time.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the Office of Public Health.



Fire Staffing and Response Time Update

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

THIS ITEM IS FOR INFORMATION ONLY.

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

Responsible Department

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

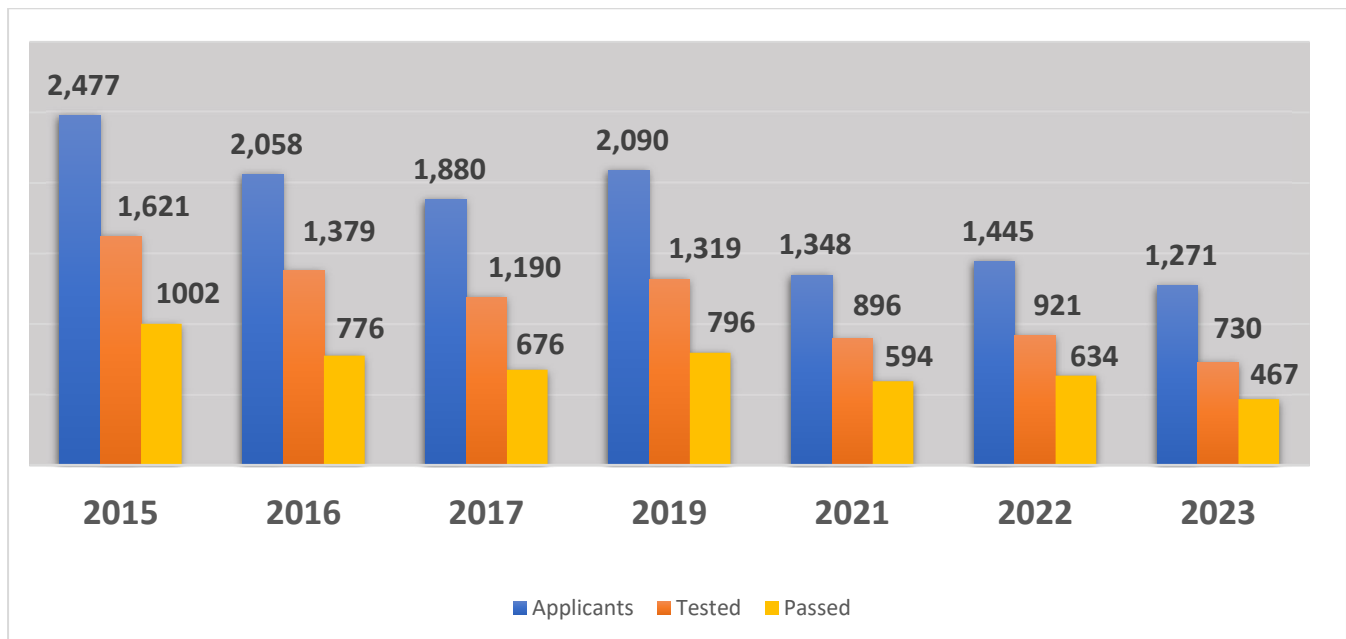


Phoenix Fire Department Staffing, Hiring and Activity Report

March 2024

Firefighter Applicants

With all public and private sectors, workforce challenges to attract and retain quality candidates are more important than at any other time. The number of applicants for Firefighter recruitment has been relatively flat for the past three years. Firefighter recruitment will require proactive efforts to ensure that a highly trained, dedicated, and committed workforce exists to meet the growing needs of our community. (Testing frequency is based on the number of applicants and the number of full-time positions being recruited to ensure a robust candidate pool is available). Note: Recruitment was not conducted in 2018 and 2020.



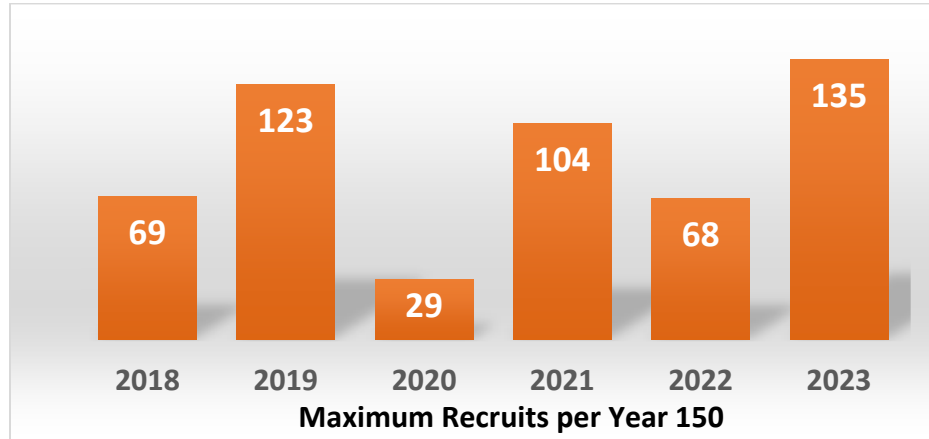
Note: Report Data Through January 31.

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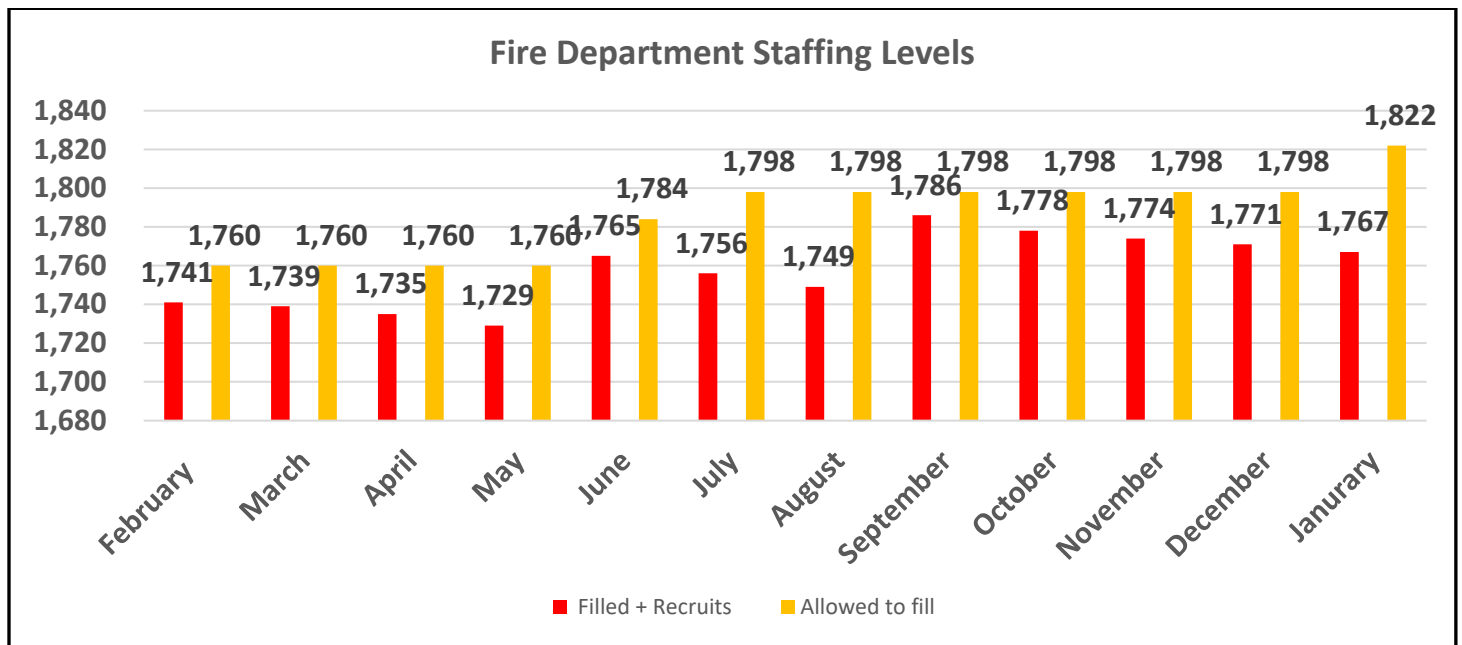
Firefighter Recruit Training

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



Sworn Staffing Levels

The Fire Department works throughout the year to hire and train new firefighter recruits. The goal is that all vacant sworn positions are filled quickly. The training process lasts 12-months for each recruit including a fire academy that lasts 14 weeks. Proactive planning for attrition and coordinating recruitment, hiring, and training to minimize vacancies is critical.



Note: Report Data Through January 31.

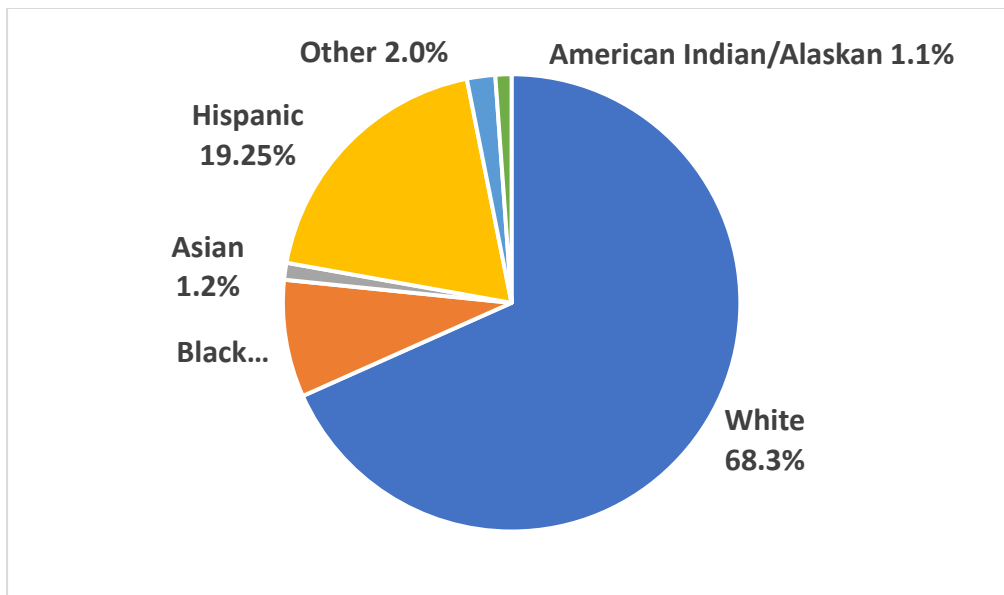
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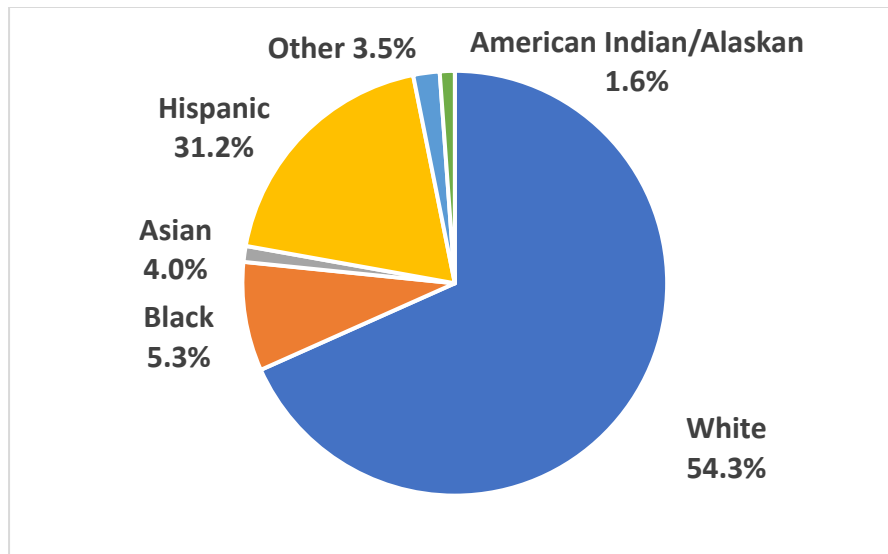
Fire Department Sworn Staff Ethnicity Demographic

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

Phoenix Fire Department



Maricopa County



Emergency Response Times

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

NFPA Standards for Response Time: FIRE (Engines) - 05:20 FIRE (Ladders/LTs, Rescues) - 09:20 EMS (Engines, Ladders/LTs) - 05:00 EMS (Rescues) - 10:00		Council Dist								Grand Total
		1	2	3	4	5	6	7	8	
2022	Engines	07:26	08:14	07:31	06:33	06:42	07:35	07:42	07:00	07:18
	Ladders	07:07	07:40	07:29	06:45	06:14	07:44	07:19	07:18	07:15
	Rescues (ambulance)	11:20	12:12	10:19	09:37	09:56	11:34	11:41	10:46	10:55
	Total	09:33	10:26	08:47	08:08	08:11	09:38	09:46	08:54	09:07
2023	Engines	07:31	08:23	07:25	06:33	06:42	07:29	07:53	07:04	07:19
	Ladders	07:19	08:04	07:39	06:31	06:25	07:36	06:58	07:20	07:19
	Rescues (ambulance)	11:16	12:14	10:19	09:41	09:49	11:39	11:42	10:40	10:55
	Total	09:38	10:28	08:50	08:10	08:10	09:51	09:55	09:00	09:13
2024	Engines	07:13	08:11	07:23	06:45	06:36	07:36	07:47	06:55	07:17
	Ladders	07:18	08:11	08:26	06:49	06:30	07:29	07:41	07:27	07:30
	Rescues (ambulance)	11:19	12:18	10:13	09:48	09:46	10:58	11:23	10:12	10:44
	Total	09:37	10:17	08:53	08:15	08:18	09:35	09:31	08:40	09:07



Unit Activity Levels

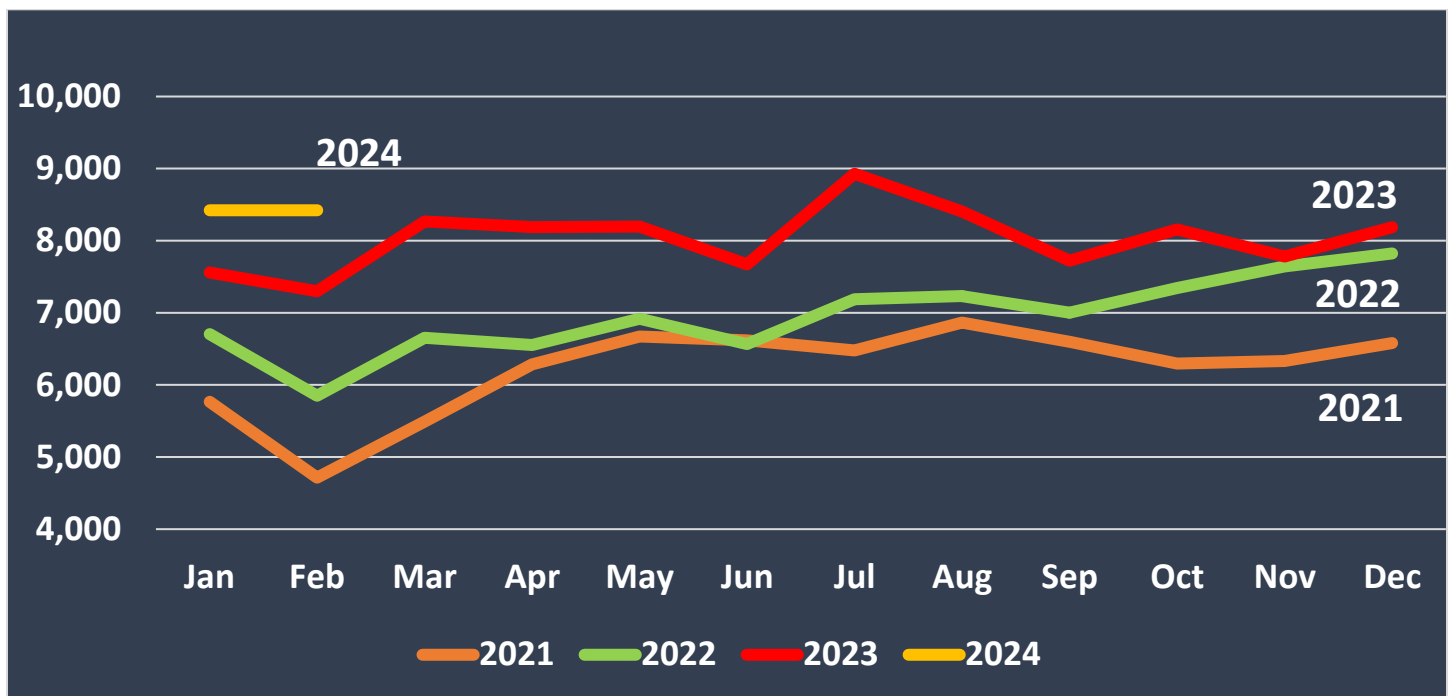
Overall, emergency responses and unit activity levels are key metrics the fire service utilizes to understand how the system is performing and what capacity levels exist. Before 2023, activity levels have been on an upward trend for the past decade. While a two to three percent increase year over year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

		Council Dist								Grand Total
		1	2	3	4	5	6	7	8	
2022	Engines	17,740	16,512	28,023	31,726	28,256	18,896	31,364	41,178	213,695
	Ladders	6,102	3,163	4,750	8,146	4,018	4,581	5,164	6,624	42,548
	Rescues (ambulance)	13,579	10,343	14,644	16,713	15,296	11,747	17,824	22,294	122,440
	Total	37,421	30,018	47,417	56,585	47,570	35,224	54,352	70,096	378,683
2023	Engines	16,264	14,617	25,538	28,826	25,799	17,217	27,984	38,729	194,974
	Ladders	4,614	3,472	3,649	6,775	3,825	4,351	4,363	6,616	37,665
	Rescues (ambulance)	15,230	10,826	15,891	18,283	16,887	12,658	19,734	25,300	134,809
	Total	36,108	28,915	45,078	53,884	46,511	34,226	52,081	70,645	367,448
2024	Engines	1,342	1,274	2,167	2,477	2,174	1,543	2,292	3,238	16,507
	Ladders	329	384	289	581	329	436	329	536	3,213
	Rescues (ambulance)	1,263	1,074	1,405	1,592	1,441	1,168	1,580	2,148	11,671
	Total	2,934	2,732	3,861	4,650	3,944	3,147	4,201	5,922	31,391



Emergency Patient Transportation Activity

The Phoenix Fire Department operates our own emergency patient transportation system. This system has been in place for almost four decades. This system ensures that the residents of Phoenix receive the highest level of care from the point of calling 9-1-1 to the hospital arrival. While the number of transports remained consistent for many years, the department has experienced an average increase of 16 percent more transports each shift.



Note: Report Data Through January 31.

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Report

Agenda Date: 3/6/2024, Item No. 7

Community Assistance Program Hiring, Recruitment, and Metric Update Report

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

THIS ITEM IS FOR INFORMATION ONLY.

Summary

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

Responsible Department

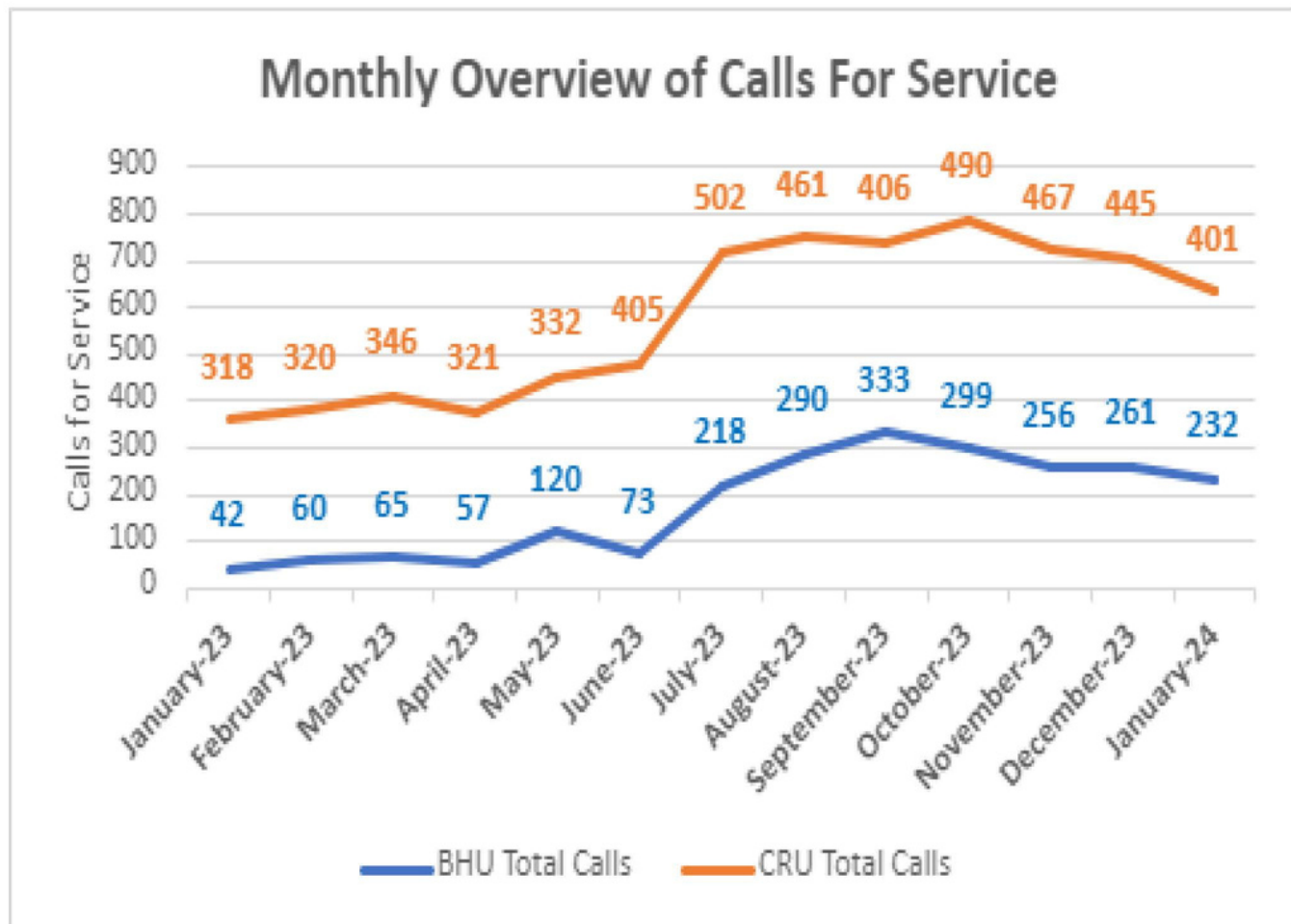
This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager Ginger Spencer, and the Fire Department.



CAP CALLS FOR SERVICE BY MONTH:

Calls for service reflects information generated from the Computer Automated Dispatch system. A call represents an incident in which a CAP team was dispatched and arrived on-scene of the incident.

In January 2024, CAP had 633 total calls for service. Per Phoenix Police Communications, 92 calls were transferred the Behavioral Health Dispatcher in the month of January.



Individuals assisted and services provided below are generated from an electronic care records system. CAP services may be rendered to multiple community members or customers may decline service. Thus, the number of individuals assisted may differ from the calls for service volume.

**BEHAVIORAL HEALTH UNIT REPORT:
01.01.24 -01.31.24**

- Total Number of individuals assisted: 152
- Number Of Adults Contacted: 143 (94%)
 - Number Of Children Contacted: 9 (6%)

- Top 3 services delivered:
- Stabilized In Place: 41 (27% of total contacts)
 - Stabilized With Transport: 36 (24% of total contacts)
 - Transferred to High Level of Care: 26 (17% of total contacts)

- Top BHU Primary Problem (Self Reported):
- Housing Insecurity: 34 (22%)
 - Mental Health: 33 (22%)
 - Access to services: 18 (12%)

FLEET UPDATE:

Twenty-Three vehicles were order to meet in FY21/22. The City has received all the vehicles.

- Total vehicles in service: 15
- Behavioral Health Units - 4 units
 - Crisis Response Units - 6 units
 - Supervisor vehicles - 5

**CRISIS RESPONSE UNIT REPORT:
01.01.24 -01.31.24**

- Total Number of individuals assisted: 483
- Number Of Adults Contacted: 408 (84%)
 - Number Of Children Contacted: 75 (16%)

- Top 3 services delivered:
- Referral to long term supportive services
 - Grief/Emotional Support
 - Victim Advocacy and Support

- Top CRU Crisis Response Reasons:
- Death: 102
 - Social Service: 57
 - Working Fires, Hazardous Materials, or Flood: 20

- Top Primary Crime Reason:
- Assault: 14
 - Homicide/Death Investigation: 9
 - Domestic/Family Violence & Child Abuse: 6



Received 5 Wheelchair vans, currently evaluating placement throughout valley.
Remaining CAP vehicles have been received by the City and are being prepared for service.

RECRUITMENT:

CAP has currently 80 filled positions. In February, CAP held several days of interviews for Caseworker II positions as well as administrative positions.

- Caseworker II positions
 - Target to fill 33 full-time positions.
 - Two new full-time Caseworker IIs began on-boarding in February
 - Recruitment will begin in March.
- Caseworker III positions
 - Target to fill 11 full-time positions.
 - Two new full-time Caseworker IIIs will begin on-boarding in March.
 - Planning underway for additional recruitment.



CAP Team Members meeting with our partners, Downtown Phoenix, Inc. and the Downtown Phoenix Ambassadors.

BHU team presenting during police briefing on the role of BHUs, types of services provided and how to request team.

