



## Agenda

### Public Safety and Justice Subcommittee

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Wednesday, April 3, 2024

10:00 AM

City Council Chambers

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#### **OPTIONS TO ACCESS THIS MEETING**

##### **Virtual Request to speak at a meeting:**

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

<https://phoenixcitycouncil.webex.com/phoenixcitycouncil/onstage/g.php?MTID=ec6c08579ddf5cfc35d7a68dc00586c5f>

- **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 2551 521 6431# (for English) or 2550 874 5314# (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 2550 874 5314#. 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 2550 874 5314#). 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**

## **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 March 6, 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.

## **DISCUSSION AND POSSIBLE ACTION (ITEM 2)**

### **2 Proposed Amendment to Camping Ordinance Page 17**

This item is a proposal to amend City Code, section 23-30, Camping, to prohibit camping on public property within 500 feet of schools, childcare centers, and shelters.

**THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.**

#### **Responsible Department**

This item is submitted by City Manager Jeff Barton and the Law Department.

**INFORMATION AND DISCUSSION (ITEMS 3-4)**

**3      Opioid Response Planning: Environmental Scan Results      Page 20**

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.

**4      Community Assistance Program Hiring, Recruitment, and Metric Report      Page 25**

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 AND DISCUSSION.**

**Responsible Department**

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

## **INFORMATION ONLY (ITEMS 5-6)**

### **5 Phoenix Police Department Hiring, Recruitment and Attrition Report Page 32**

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.

### **6 Fire Staffing and Response Time Update Page 39**

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

**THIS ITEM IS FOR INFORMATION ONLY.**

#### **Responsible Department**

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

## **000 CALL TO THE PUBLIC**

## **FUTURE AGENDA ITEMS**

## **ADJOURN**

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

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

**Members:**

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



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

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on March 6, 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.

## **Attachment A**

### **Phoenix City Council Public Safety and Justice (PSJ) Subcommittee Summary Minutes Wednesday, March 6, 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 10:04 a.m. with Councilwoman Guardado, Councilman Kevin Robinson and Councilman Jim Waring present.

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

None.

#### **MINUTES OF MEETINGS**

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

Councilman Waring made a motion to approve the minutes of the Feb. 7, 2024, Public Safety and Justice Subcommittee meeting. Councilman Robinson seconded the motion which passed unanimously, 4-0.

#### **DISCUSSION AND POSSIBLE ACTION (ITEM 2)**

##### **2. Parks Safety Update**

Chairwoman O'Brien introduced Parks and Recreation Director Cynthia Aguilar, Parks and Recreation Assistant Director Martin Whitfield, Parks and Recreation Deputy Director Jarod Rogers, and Police Executive Assistant Chief Sean Connolly to present on this item.

Ms. Aguilar provided background on the requests from the Dec. 4 PSJ Subcommittee meeting including information on trespass authority, park rangers, and security services. She confirmed Phoenix Police are permitted to trespass individuals without the presence of a Parks and Recreation employee.



Councilman Waring asked how this issue was a source of confusion.

Ms. Aguilar stated there was confusion regarding what the practice had been. She stated Phoenix Police has already been trespassing people in parks, but there were circumstances where Phoenix Police would reach out to park rangers to obtain more information.

Assistant Chief Connolly stated there was a City code section related to the granting of authority to Parks and Recreation staff, but there was a letter sent by the Parks and Recreation Director to clear up any authority confusion. He provided statistics on calls for service and arrests within parks and made it clear Phoenix Police has authority to trespass individuals within a park.

Councilman Waring asked what afterhours calls look like.

Assistant Chief Connolly stated calls are often from the community, and very few of the calls are from park rangers.

Councilman Waring asked for further clarification about who typically calls afterhours.

Assistant Chief Connolly stated the calls are often from residents from the surrounding communities that border parks. He stated the number of calls is encouraging because the community is vigilant.

Councilman Waring asked if the behavior of subjects during afterhours calls is worse because more of these calls resulted in an arrest.

Assistant Chief Connolly stated there is a higher volume of calls afterhours, but his assessment is fair.

Councilman Waring stated there must be afterhours calls where Phoenix Police show up and find nothing.

Assistant Chief Connolly stated that is correct.

Chairwoman O'Brien asked what a CLD is.

Assistant Chief Connolly stated a Citation in Lieu of Detention (CLD) is used for misdemeanor crimes. He provided data for trespass calls for service and arrests.

Councilman Waring asked why the 237 after hour bookings only resulted in 177 people being trespassed.

Assistant Chief Connolly stated that people should not be trespassed in all instances and it depends on the specific situation, but trespasses are often a component of arrests in parks. He stated there is the ability for Parks and Recreation staff to communicate with Police, and this will result in streamlining the trespassing process.

Councilman Waring asked for clarification on whether everyone is trespassed from a park even if they are arrested for another crime.

Assistant Chief Connolly stated it is important to understand the criteria for being trespassed at a park. He mentioned this process requires the responsible party to issue a warning.

Councilman Waring asked of the 237 people who were arrested, if the 177 individuals who were trespassed had been previously issued a warning.

Assistant Chief Connolly answered yes.

Councilman Waring asked if this meant the City would not trespass someone who was shooting in the park.

Assistant Chief Connolly stated Phoenix Police would not necessarily include a trespass for someone who was charged with a crime like shooting in the park but focus on the severe criminal charges related to such an incident. He mentioned if they were later spotted in the park after getting out of prison, then officers would trespass them.

Mr. Rogers explained park rangers work under the Department's code of conduct and enforce this code when appropriate. He provided information on current staffing levels and explained the plan for filling current vacancies. He explained shift coverage and provided data on the average number of unique park visits rangers make every month and every day. He noted third shift park rangers have been able to make over 2,500 contacts with residents. He introduced the Answering Service Pilot Program residents can use to report activity in parks.

Mr. Whitfield discussed the responsibilities of security services in parks and their shift details. He shared that over the past year, security personnel made over 16,250 contacts with residents. He stated there has been a positive impact in decreasing negative behavior in parks.

Councilman Waring asked if the presence of security has impacted issues of trash and vandalism in parks.

Ms. Aguilar stated it is difficult to monetarily track the value of these services in this context, but staff has noted the parks are cleaner when they arrive in the mornings.

Councilman Waring stated he supports this program, and he is glad the City instituted this program.

Mr. Whitfield discussed the differences between the security service providers and key contract differences. He noted Windom Security Strategies offers body-worn cameras for no additional costs and a higher number of minimum training hours.

Ms. Aguilar outlined the next steps for continuing these security strategies including transitioning security services to Windom Security Strategies, reviewing current trespass thresholds, and Master Plan efforts.

Councilman Waring asked about the reason for why bodies have been found in the park and if they had anything to do with suicides.

Ms. Aguilar stated there are no deaths listed as suicides, but there are some listed as unknown causes of death.

Councilman Waring noted he did not believe any of these bodies found were connected to people out hiking in the preserves, and he listed the other causes of death. He stated there have been instances where park rangers have been able to save people they have come across in the parks. He asked for data regarding when a park ranger has called Emergency Medical Services (EMS) and saved a life.

Ms. Aguilar stated she did not have those statistics but would provide that information.

Councilman Waring asked how many residents found dead bodies in the park.

Ms. Aguilar stated 10 of the instances where a dead body was found, a resident discovered them.

Councilman Waring expressed concern for residents who have discovered dead bodies and how that might impact residents long-term. He stated he believes as the presence of security and park rangers increase, these occurrences will decrease.

Councilman Robinson asked if Phoenix Police were called for criminal activity in a park, if the subject would be charged with the crime committed and not necessarily be trespassed.

Assistant Chief Connolly stated that was correct.

Councilman Robinson stated it is important to note subjects are usually charged with the most severe crime committed. He also stated unfortunately dead bodies have always been found in parks, and he was glad the City has additional park rangers.

Councilwoman Guardado thanked staff for their hard work and noted their swift implementation of the third shift for park rangers. She asked for data to be provided on the reason behind these arrests in the parks.

Assistant Chief Connolly stated he could provide that data.

Councilwoman Guardado asked for a breakdown of the 14 bodies found in parks and for a comparison with the number of calls park rangers have made and the number of calls security personnel have made.

Councilman Waring asked what situation would cause an officer to spontaneously self-dispatch to a park.

Assistant Chief Connolly stated this is due to planning by Phoenix police to reduce crime, and officers being assigned to the statistically most violent areas.

Councilman Waring asked if instances are only logged as calls if an officer comes across something concerning while patrolling a park.

Assistant Chief Connolly stated that is correct.

Councilman Waring emphasized the importance of these programs and stated there should be more resources to continue these programs.

Chairwoman O'Brien asked why Wednesday is the overlap day for park ranger shifts.

Mr. Rogers stated park rangers work four 10-hour shifts and one weekend day per week.

Chairwoman O'Brien asked why people must be given a warning before they can be trespassed.

Assistant Chief Connolly stated this is due to the obligation to the trespassing law, as they must to have the opportunity to leave.

Chairwoman O'Brien asked if two individuals were fighting in the park, and they have not been previously given a warning if they cannot be trespassed from the park.

Assistant Chief Connolly stated Phoenix Police would only issue a warning in that instance, but the subjects would be charged with the appropriate crime committed.

Chairwoman O'Brien asked if Phoenix Police can trespass people from the park if it is appropriate, even if the individual is not charged with trespassing.

Ms. Aguilar stated this would be a concern staff would need to address with the Law Department, but this is something they could pursue.

Chairwoman O'Brien stated if someone has been shooting or fighting in a park, she would hope they could be trespassed based on that behavior. She asked when the Answering Service Pilot Program will be starting.

Mr. Rogers stated the program will start during the summertime.

Chairwoman O'Brien stated her excitement for the pilot program. She asked if the security data over the past year was made up of unique contacts.

Ms. Aguilar stated the contacts are not unique, and there could be duplicates.

Chairwoman O'Brien asked for future data to differentiate overall contacts and unique contacts. She thanked staff for looking into the differences in what the security providers can offer the City. She asked what the vacancy rate is for the security company,

Ms. Aguilar stated the security company is required to provide enough personnel for each shift, so there is no true vacancy rate.

Chairwoman O'Brien asked if there have been any attendance issues.

Ms. Aguilar stated there have not been.

Chairwoman O'Brien asked that any data provided to Councilmembers in response to their requests be sent to all Committee members.

### **INFORMATION AND DISCUSSION (ITEM 3)**

#### **3. 2024 NCAA Final Four Events**

Chairwoman O'Brien introduced Deputy City Manager John Chan, Emergency Management Director Commander Brian Lee, and Deputy Fire Chief Justin Alexander to present on item.

Mr. Chan provided a preview of the Final Four events being held in the City including Fan Fest, the music festival, and the Final Four Dribble. He discussed each event in detail and shared a video that highlighted the work of Downtown Phoenix Ambassadors and the Clean and Green Team.

Commander Lee stated the City of Phoenix Public Safety Planning Team have developed a staffing model to support the upcoming Final Four events. He stated the team is focused on safety, security, and support while planning these events.

Deputy Chief Alexander described safety procedures for Phoenix Fire in relation to all Final Four events hosted in the City.

Commander Lee described the efforts Police have implemented to ensure enough staff will be available for routine duties and Final Four events. He explained Emergency Management staff's efforts in mass care preparedness and emergency alert messaging. He stated the Incident Management Team will conduct all public safety operations from the Tactical Operations Center.

Chairwoman O'Brien thanked the presenters and staff for their efforts.

#### **INFORMATION AND DISCUSSION (ITEMS 4-5)**

#### **4. Police Hiring, Recruitment, and Attrition Update**

Chairwoman O'Brien introduced Police Commander Sara Garza and Darren Higgs with ON Advertising to present on this item.

Commander Garza provided data on staffing levels, application averages per month, and process improvements. She discussed the strategy updates the department has implemented including eliminating the written test, changing timing for applications, and implementing more in-person contacts. She described the Success with Effort and Training (SWET) program and its positive outcomes. She provided an update on the 30 by 30 initiative workgroup projects on recruiting female police officers.

Councilman Waring stated a recent article included a quote stating Phoenix Police needed more diversity, and expressed it is important to advertise the efforts being made to diversify.

Commander Garza stated their recruitment team has made a serious effort to attend multi-cultural events as often as possible. She also stated Phoenix Police take all qualified candidates.

Councilman Waring stated he was not criticizing the article, but the specific quote insinuating there have been no efforts to diversify Phoenix Police.

Commander Garza described the multi-cultural events Phoenix Police have recruited at recently.

Councilwoman Guardado invited Phoenix Police to the District 5 resource fair hosted at the Maryvale Community Center.

Commander Garza stated the recruitment team will ensure someone is there. She described recruiting unit strategies and provided updates on new marketing strategies.

She noted new marketing partnerships with the Arizona Diamondbacks, Pat's Run, and University of Arizona Athletics.

Mr. Higgs described marketing campaign objectives, provided highlights of the new website launched last month, detailed new social media campaigns, and explained targeted online advertisements. He noted they are currently conducting a community survey about reactions to the website and provided some preliminary results.

Commander Garza provided next steps for these strategies.

Councilman Robinson asked how successful other communities ON advertising has worked with have been in increasing their diversity.

Mr. Higgs noted ON Advertising tries to showcase individual stories so people can connect with them. They often interview a sworn person and utilize it on social media.

Councilman Robinson asked if there was an increase in African American or Hispanic individuals within the Police Departments they worked with.

Mr. Higgs stated yes, most recently in the city of Nashville.

Councilman Robinson stated concern regarding the lack of African American officers when compared to the last few decades.

Chairwoman O'Brien thanked staff for the presentation.

## **5. Opioid Response Planning: Environmental Scan Results**

This item was continued to the April 3 PSJ Subcommittee meeting.

## **6. Fire Staffing and Response Time Update**

Chairwoman O'Brien opened the floor to public comment.

Ben Lindquist, Vice President of the Firefighters Union, stated concern regarding achieving required response times with current resources. He stated support for raising sales tax for additional funding.

## **7. CAP Hiring, Recruitment and Metric Report**

### **CALL TO THE PUBLIC**

None.

### **FUTURE AGENDA ITEMS**

None.

**ADJOURNMENT**

Chairwoman O'Brien adjourned the meeting at 12:00 p.m.

Respectfully submitted,

Chloe Baldwin  
Management Fellow

DRAFT





## **Proposed Amendment to Camping Ordinance**

This item is a proposal to amend City Code, section 23-30, Camping, to prohibit camping on public property within 500 feet of schools, childcare centers, and shelters.

### **THIS ITEM IS FOR DISCUSSION AND POSSIBLE ACTION.**

#### **Summary**

This item proposes changes to City Code, section 23-30, Camping, to prohibit camping on public property near schools, childcare centers, and shelters, where signs are posted (**Attachment A** ).

#### **Responsible Department**

This item is submitted by City Manager Jeffrey Barton and the Law Department.

## Attachment A

### Sec. 23-30.Camping.



A. It shall be unlawful for any person to camp in any park or preserve, or in any building, facility, or parking lot or structure, or on any property adjacent thereto, that is owned, possessed and controlled by the City, except as permitted in paragraph C D below.

B. IT SHALL BE UNLAWFUL FOR ANY PERSON TO CAMP IN THE FOLLOWING LOCATIONS:

1. WITHIN 500 FEET OF ANY SCHOOL OR CHILD CARE FACILITY, PROVIDED CONSPICUOUS NOTICE OF THE CAMPING PROHIBITION IS POSTED;
2. WITHIN 500 FEET OF ANY SHELTER, PROVIDED CONSPICUOUS NOTICE OF THE CAMPING PROHIBITION IS POSTED.

BC. For the purposes of this section:

1. the term "camp" means to use real property of the City for living accommodation purposes such as sleeping activities, or making preparations to sleep, including the laying down of bedding for the purpose of sleeping, or storing personal belongings, or making any fire, or using any tents or shelter or other structure or vehicle for sleeping or doing any digging or earth breaking or carrying on cooking activities. The above-listed activities constitute camping when it reasonably appears, in light of all the circumstances, that the participants, in conducting these activities, are in fact using the area for living accommodation purposes regardless of the intent of the participants or the nature of any other activities in which they may also be engaging.
2. "CHILD CARE FACILITY" HAS THE MEANING PROVIDED IN ARIZONA REVISED STATUTES, SECTION 33-881(3).
3. "SCHOOL" HAS THE MEANING PROVIDED IN ARIZONA REVISED STATUTES, SECTION 15-101(22).
4. "SHELTER" MEANS A FACILITY OR OUTDOOR SPACE, THE PRIMARY PURPOSE OF WHICH IS TO PROVIDE FREE OR LOW-

**COST TEMPORARY OR TRANSITIONAL LIVING  
ACCOMMODATIONS OR CAMPING TO HOMELESS PERSONS.**

€D. The Director of the Parks and Recreation Department may, in accordance with the Parks and Recreation Department's established procedures, issue special use permits or reservations to authorize youth organizations to camp or park vehicles overnight in a park or preserve. Nothing in this section shall be interpreted to prohibit camping or overnight parking sponsored by the City of Phoenix.

DRAFT



## **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.





## **Community Assistance Program Hiring, Recruitment, and Metric 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 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 those community needs that don't expressly align with the mission of traditional emergency and public safety services. 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 in achieving long-term program success and sustainment. The vision is to increase the number of Crisis Response Units (CRUs) to ten and Behavioral Health Units (BHUs) to nine. In summary, there have been several key accomplishments made across staffing, call response, locations, and services highlighted below:

The expansion of CAP included adding 130 full time positions. CAP has partnered with Human Resources to complete multiple recruitments and is continuing to recruit to fill open positions. Filled positions include the Deputy Director, Casework Services Coordinators, part-time and full-time Caseworker IIs and IIIs, including Behavioral Health Dispatchers, and a Curriculum/Training Coordinator. In addition to City staff, CAP has been partnering with external agencies to enhance staffing and skills. CAP hired contracted Peer Support Specialists with lived experience skills that help augment the BHU services. Recruitment for additional Peer Support Specialists is ongoing.

The additional CAP staff allowed for expanding units in service. BHUs increased from

one to four units in 2023, allowing staff to offer citywide coverage and response. CRUs increased from five to six units available for response. The increase in overall CAP response and capacity has benefited the community positively.

With the increase of new CAP staff, training and development have been focused on equipping staff with the tools and resources to serve the community. CAP staff receive extensive training and education before assignment to response units. In addition to routine training, the CAP team constantly seeks opportunities to better serve the community. An example includes CAP working with the City of Phoenix Public Health Division to supply Narcan (Naloxone) to the BHUs and CRUs. CAP has also worked with a community to provide Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST) courses to our staff.

One of the goals of creating the BHUs is to create an alternative response to incoming 9-1-1 calls that does not require police, fire, or EMS to respond to a behavioral crisis. The CAP program started in August 2022 with a limited response area and a single BHU unit. For the first month, there with 18 calls for service identified by police to be transferred to a BHU dispatcher for triage and service. As additional BHU teams were staffed and the response went Citywide, call transferred increased. Comparing February 2023 to February 2024, there was a 300 percent increase in the number of calls transferred from Police Communications to the Behavioral Health Dispatcher.

As CAP increases staffing and units for service, location expansion planning has also been a priority. CAP currently has eight locations across the city. In 2023, the Mayor and City Council approved leasing a location from Grand Canyon University. A Behavioral Health Unit (BH3) moved into the GCU building at 2657 W. Camelback in early 2024. CAP is collaborating with Downtown Phoenix, Inc. to place a Behavioral Health Unit at 1 E. Washington by mid-2024. With the upcoming build of Fire Station 62, the plans will include building out a space to house a CAP unit. With the recent General Obligation (GO) Bond approval, the Fire Department will work with CAP to modify the old fire stations in the bond to house CAP units as a permanent space for future growth.

With the Mayor and City Council's approval in 2023, the City Manager's Office established a Community Mental Health Wellness & Safety Task Force. The task force is a community-led group charged with examining the mental health wellness and safety needs of Phoenix residents, educating residents on existing programs and resources, reviewing the effectiveness of City mental health-related programs and services, and keeping an open dialogue between City leadership, staff, and communities. The 17-member Task Force has completed their first meeting.

Looking ahead to 2024, CAP will continue to focus on filling remaining vacant positions to bring more units into service, investing in the development and training of staff, building additional locations, and streamlining processes to improve community outreach and services.

Updates on hiring, recruitment, and recent dispatch data trends are included in **Attachment A** .

**Responsible Department**

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



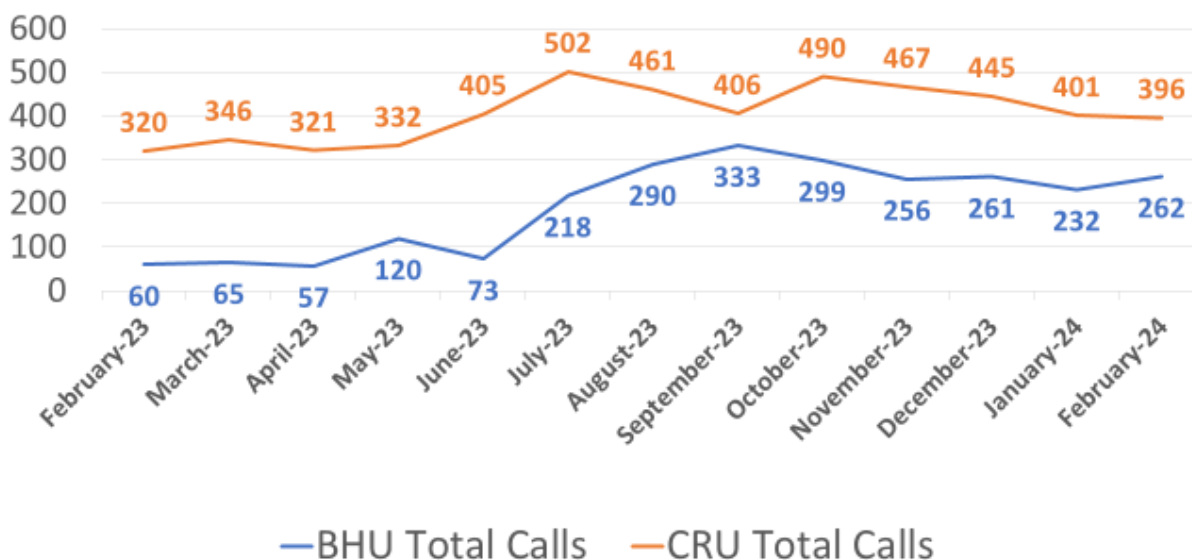
### CALLS FOR SERVICE BY MONTH:

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.

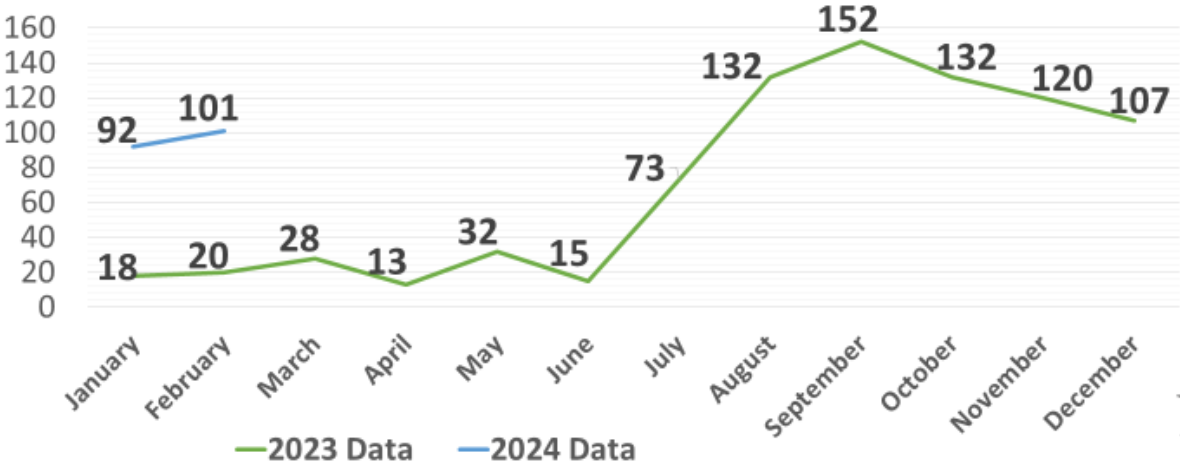
In February 2024, CAP had 658 total calls for service. Per Phoenix Police Communications, 101 calls were transferred the Behavioral Health Dispatcher in the month of February.

Crisis Response Units experienced a 24% increase in call volume in February 2024 compared to February 2023. Behavioral Health Units experienced an increase of 300% in the number of calls in February 2024 compared to February 2023.

## CAP RESPONSE BY UNIT TYPE



# Calls Transferred from Police for BHU Response



In 2023, Police Communications transferred 842 calls to the CAP Behavioral Health Dispatcher. In July 2023, CAP added three additional Behavioral Health Units and increased the response area to citywide resulting in an increase in the number of transferred calls from Police Communications.



## SUMMARY OF SERVICES BY UNIT TYPE:

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: 02.01.24 -02.29.24

Total Number of individuals assisted: 286

- Number Of Adults Contacted: 258 (90%)
- Number Of Children Contacted: 28 (10%)

Top 3 services delivered:

- Stabilized In Place: 48 (17% of contacts)
- Transferred to High Level of Care: 29 (10% of contacts)
- Stabilized With Transport: 24 (8% of contacts)

Top BHU Primary Problem (Self Reported):

- Housing Insecurity: 35 (12%)
- Mental Health: 22 (8%)
- Substance Use: 16 (6%)

### FLEET UPDATE:

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

Eight vehicles are being outfitted for CAP needs.

Total vehicles in service: 15

- Behavioral Health Units - 4 units
- Crisis Response Units - 6 units
- Supervisor vehicles - 5

### CRISIS RESPONSE UNIT REPORT: 02.01.24 -02.29.24

Total Number of individuals assisted: 457

- Number Of Adults Contacted: 353 (77%)
- Number Of Children Contacted: 104 (23%)

Top 3 services delivered:

- Referral to long term supportive services
- Grief/Emotional Support
- Victim Advocacy and Support

Top CRU Crisis Response Reasons:

- Death: 70
- Social Service: 42
- Working Fires, Hazardous Materials, or Flood: 24

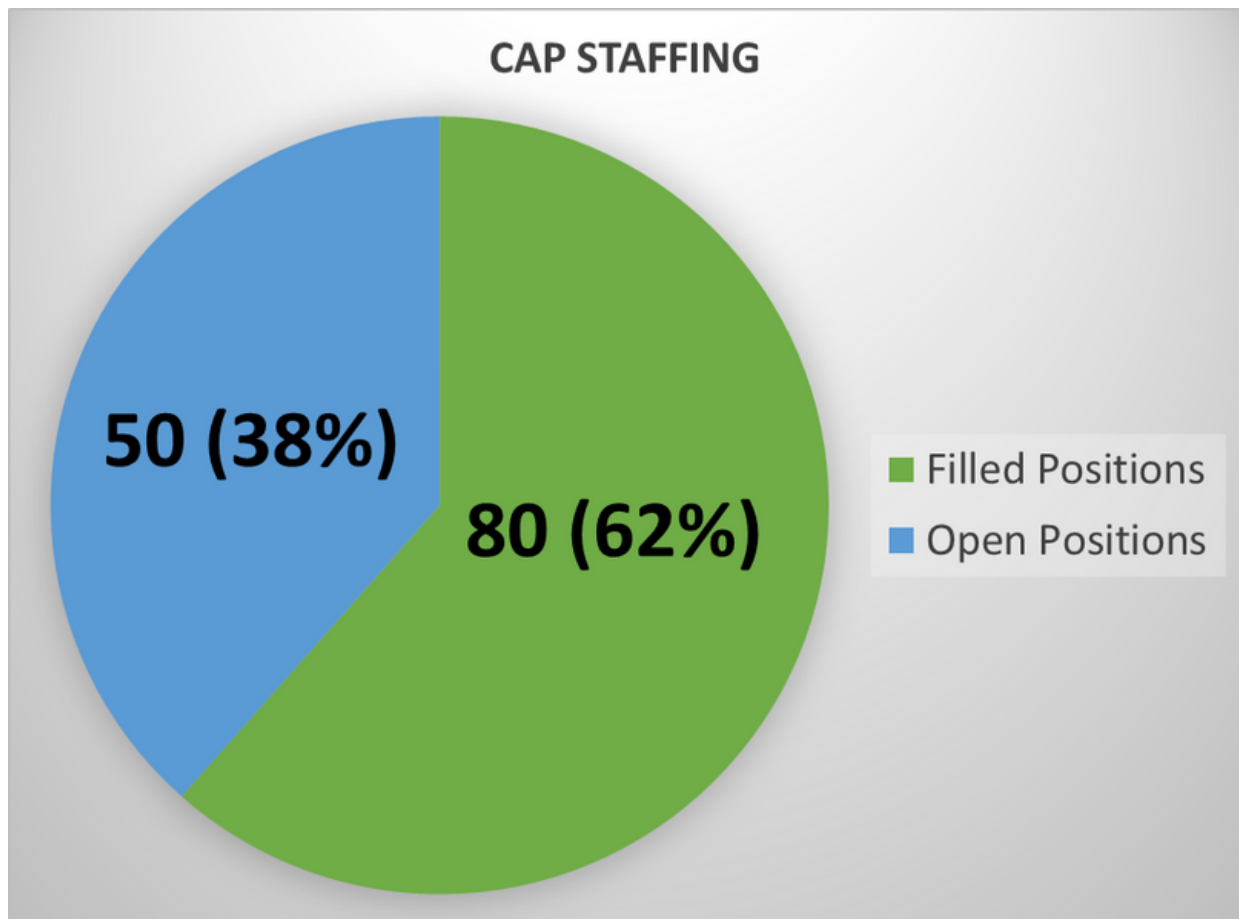
Top Primary Crime Reason:

- Domestic/Family Violence & Child Abuse: 12
- Assault: 7
- Homicide/Death Investigation: 4





## STAFFING:



## RECRUITMENT:

- Caseworker II positions
  - Two new full-time Caseworker IIs began on-boarding in February.
  - Recruitment to open in early April.
- Caseworker III positions
  - One new full-time Caseworker IIIs started on-boarding in March.
  - Application period closed on February 29, 2024.
    - 55 applicants received & the hiring process is active.
- ASU School of Social Working Internship
  - Recruitment open.
- Management Assistant II & Casework Services Coordinator
  - Hiring process is active.
- Curriculum Training Coordinator - Hired and started on-boarding.



## **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

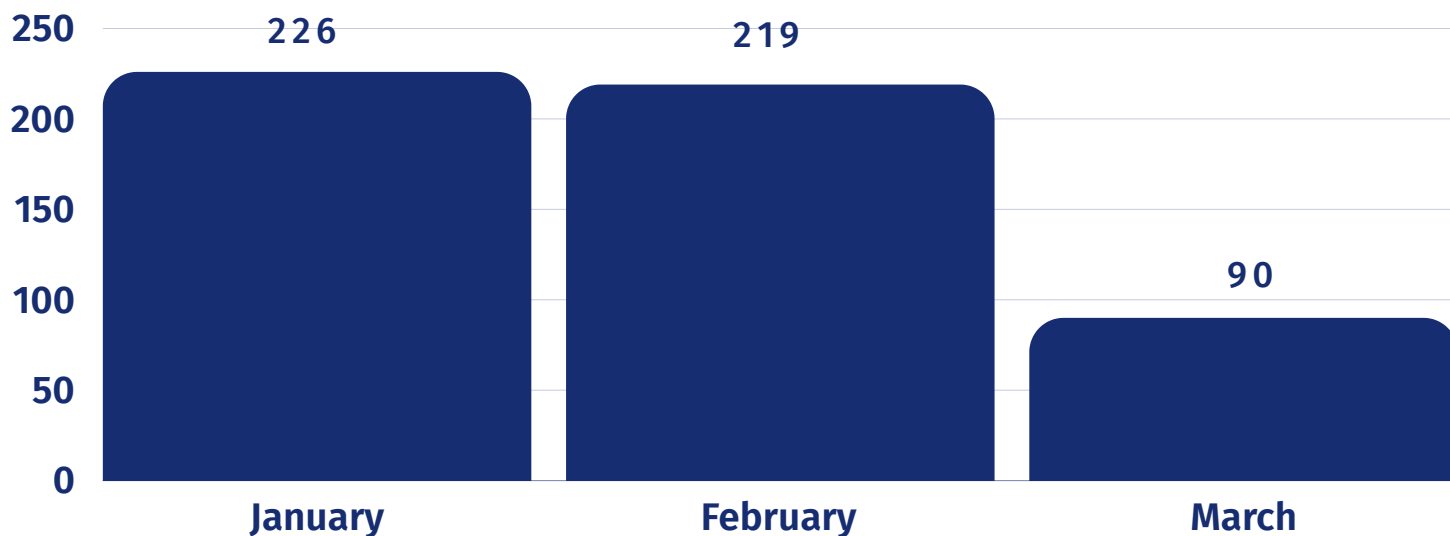
## Recruitment, Hiring and Attrition Report



MARCH 2024

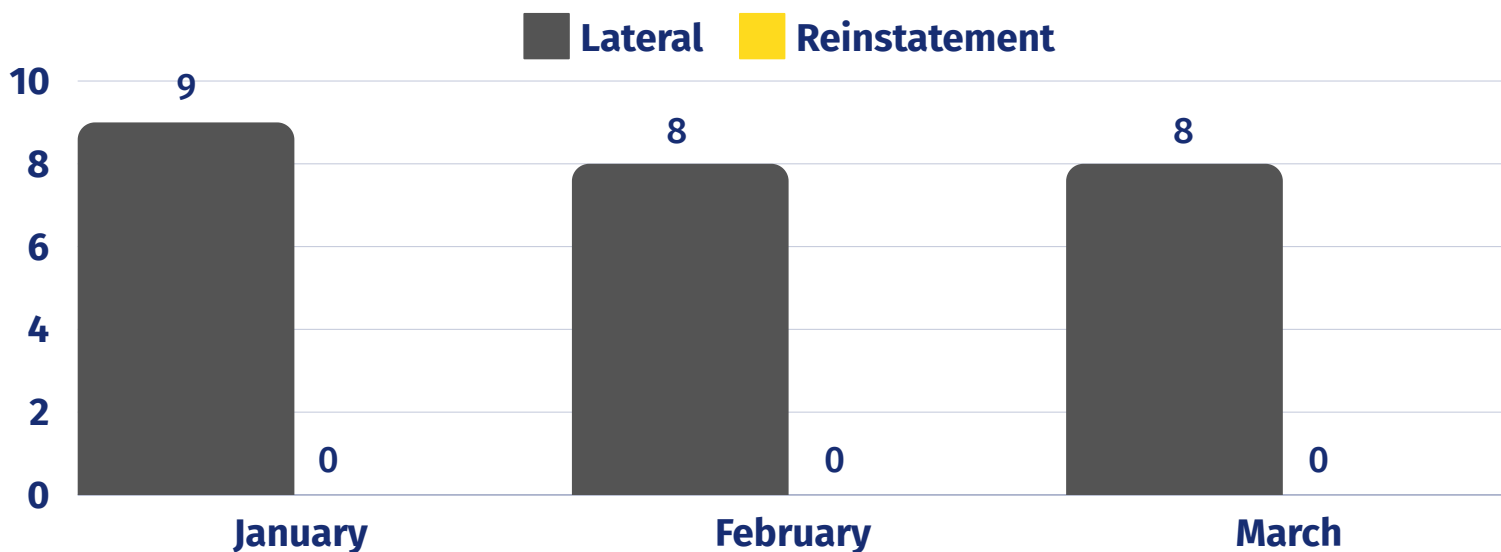
### Police Recruit Applications Received

as of 03/18/24



### Lateral and Reinstatement Applications Received

as of 03/18/24



# Phoenix Police Department

## Sworn Attrition and Projected Attrition

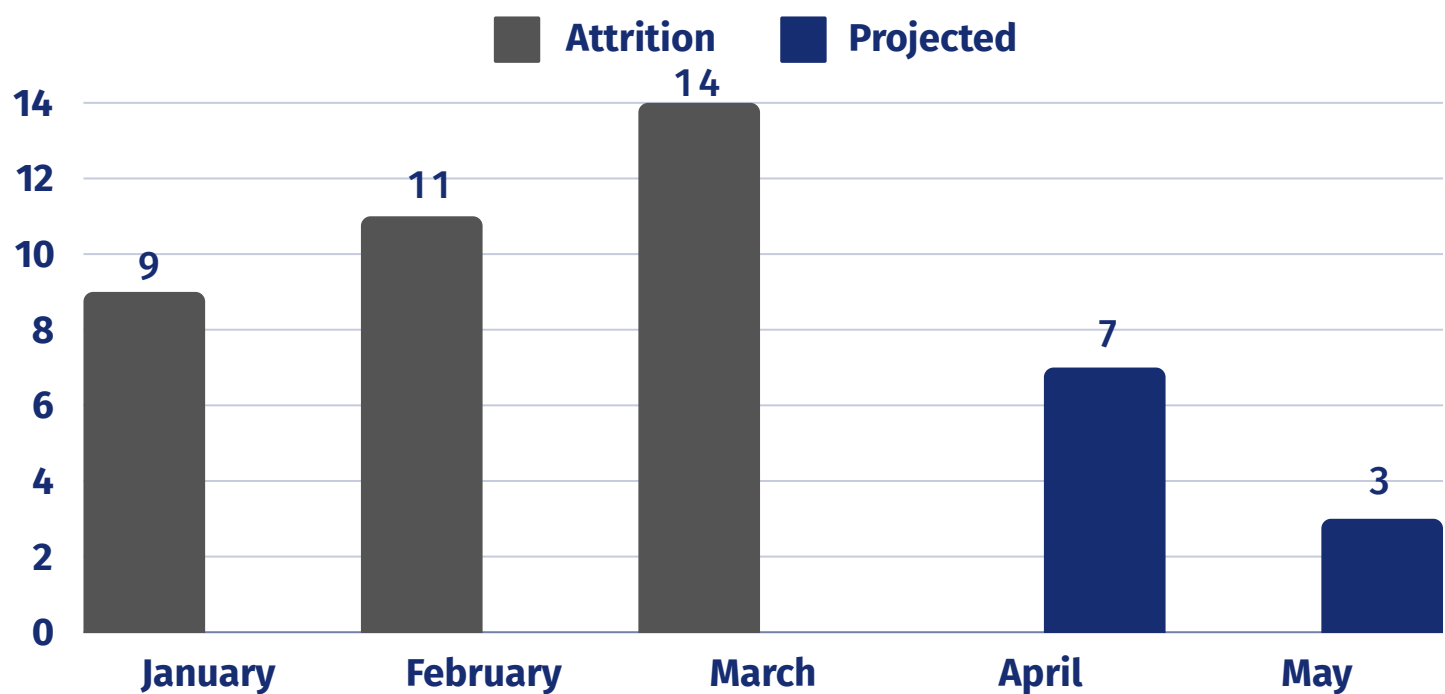


MARCH 2024

PAGE 2

### Current Sworn Attrition and Projected Attrition for 2024

Total Year to Date: 34



# Phoenix Police Department

## Recruit Class Tracking



MARCH 2024

PAGE 3

### PHOENIX REGIONAL POLICE ACADEMY CLASS RECRUIT NUMBERS

as of 03/13/24

Class	Week	Current # of Recruits	# of Female Recruits
572	18	24	4
573	10	12	2
574	2	21	2
Total:		57	8



# Phoenix Police Department

## Current Sworn Demographics



MARCH 2024

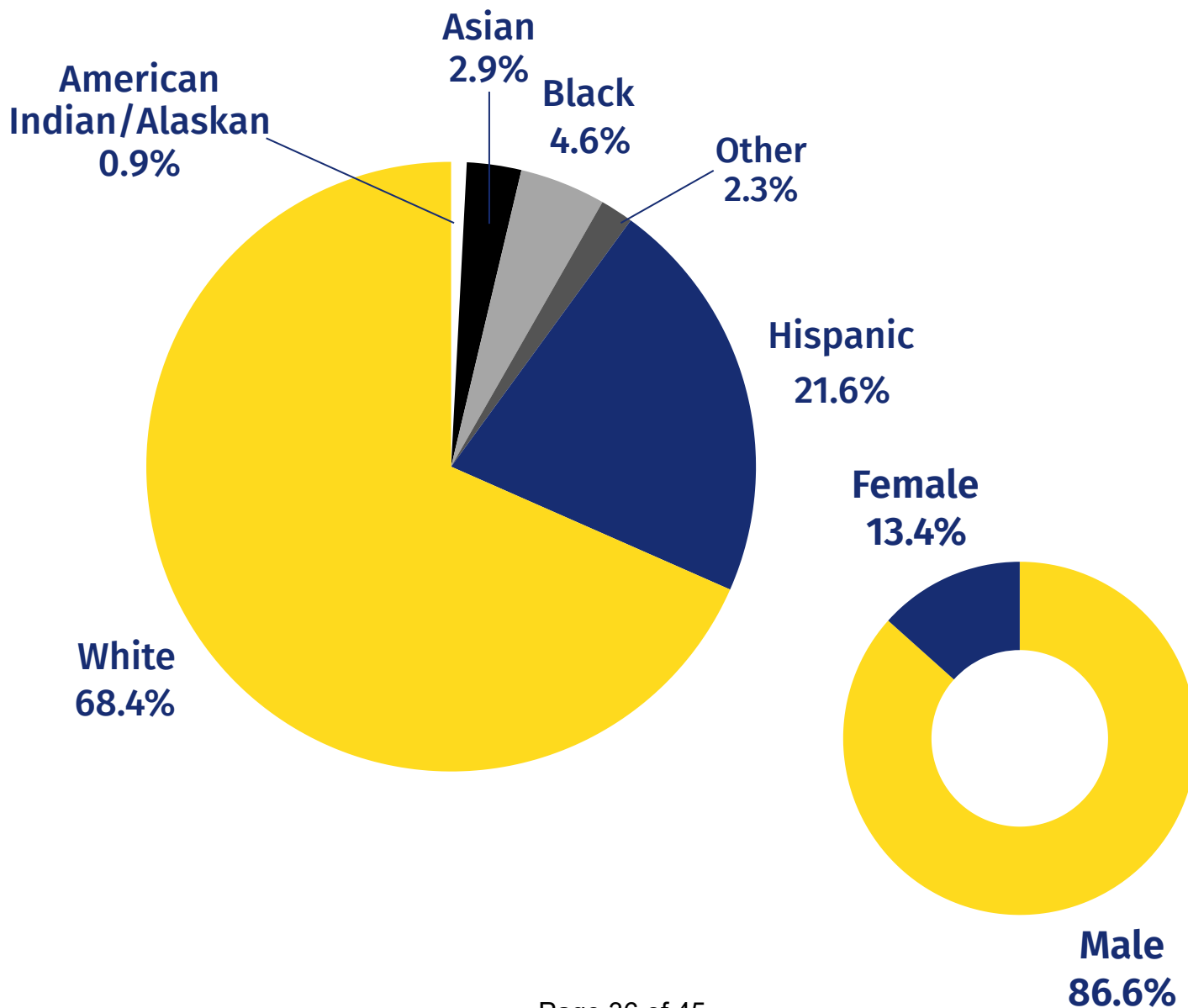
PAGE 4



# 2,563

## SWORN OFFICERS AS OF MARCH 13, 2024

### CURRENT SWORN DEMOGRAPHICS



# Phoenix Police Department

## Recruiting Unit



MARCH 2024

PAGE 5



# 391

**PARTICIPANTS THROUGH  
MARCH 11, 2024**

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.

An extra day of SWET was recently advertised on JOINPHXPD social media. Applicants will now have an opportunity to participate in a Friday SWET workout with Lieutenant Guillermo Arrubla and recruiters in addition to the normal two days a week. This workout adopts a HIIT style and is conducted in the downtown area, incorporating elements like parking garage staircases.



# 1,684

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

### 30X30 INITIATIVE

Last month, participants from the 30x30 Recruiting initiative workgroup gathered to brainstorm recruiting strategies tailored towards women to spark their interest in law enforcement. One idea proposed was organizing a Women's Morning Mingle event. This event aims to invite women to interact with current female officers in order to learn more about their careers and experiences. The event is currently in the planning phase, with a target date set for early summer.





# Phoenix Police Department

## Marketing Unit



MARCH 2024

PAGE 6

The JOINPHXPD advertising campaign Media Buy is off to a very successful start. It began the first week of March 2024, and since then our online ads have been viewed 150,165 times resulting in 132 clicks on the “Apply Now” portion of the ad, bringing people to JOINPHXPD.com. For an online ad, this is a high rate of return, since display ads are used mostly for brand awareness. The local/Arizona search engine campaign has been seen by nearly 5,000 people, of which 1,000 have clicked through to JOINPHXPD.com. Our out-of-market search engine campaign has been seen by over 2,000 people with 165 clicking through to JOINPHXPD.com, the most popular out of market response so far has been in Pittsburgh. We’ve also added 120,866 impressions to our social media viewership via Instagram and Facebook ads.





## **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.

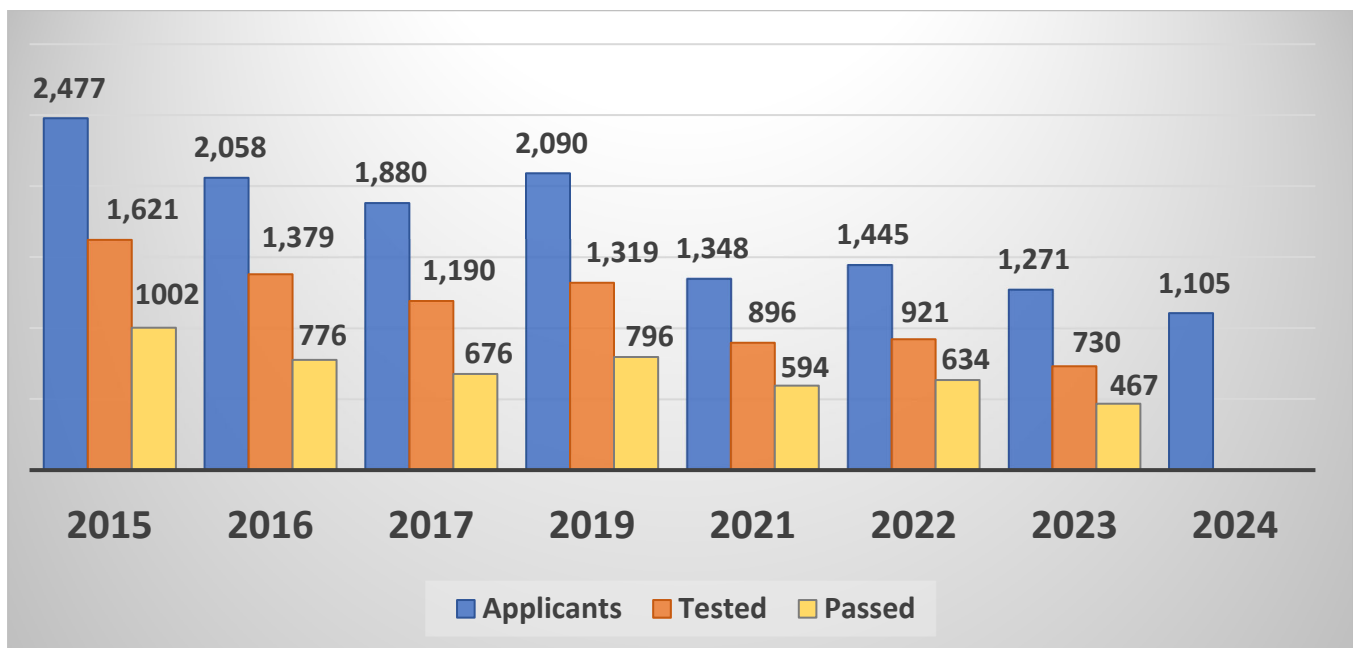


# Phoenix Fire Department Staffing, Hiring and Activity Report

**April 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 February 29, 2024.

Page 1 of 6





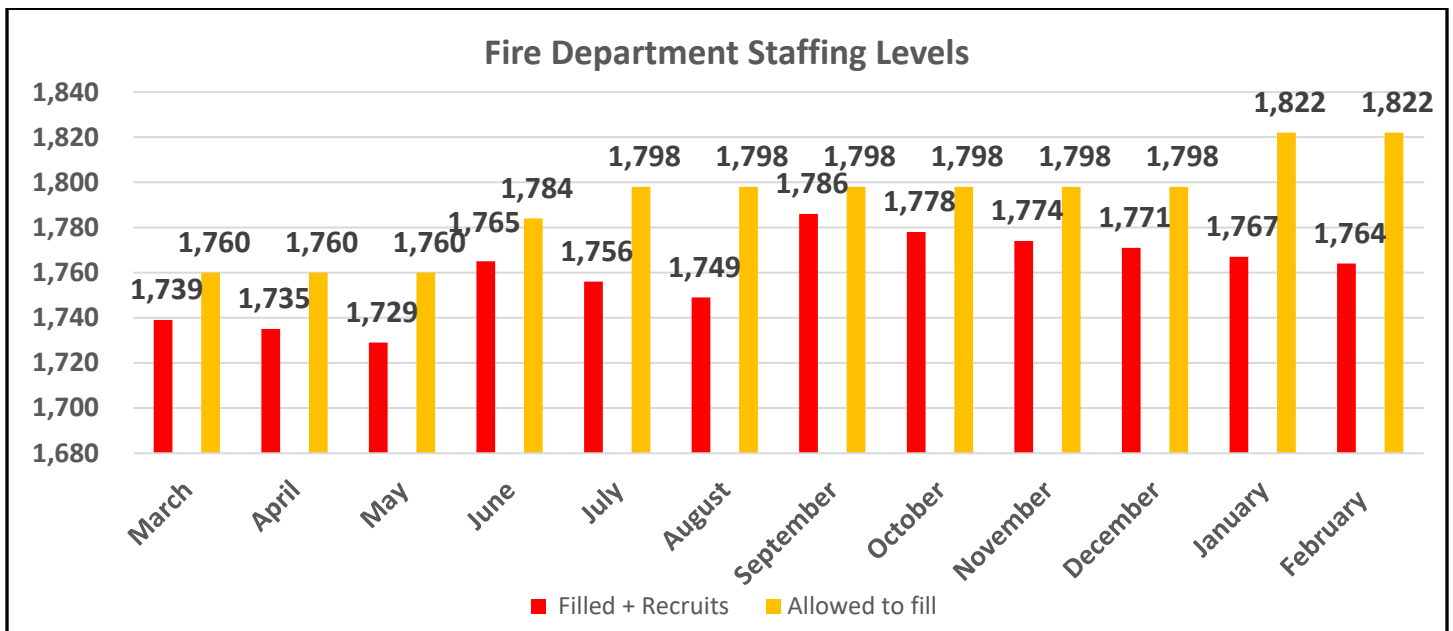
## Firefighter Recruit Training

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. With the fire academy lasting 14 weeks, proactive planning for attrition and coordinating recruitment, hiring, and training to minimize vacancies is critical.



Note: Report Data Through February 29, 2024.

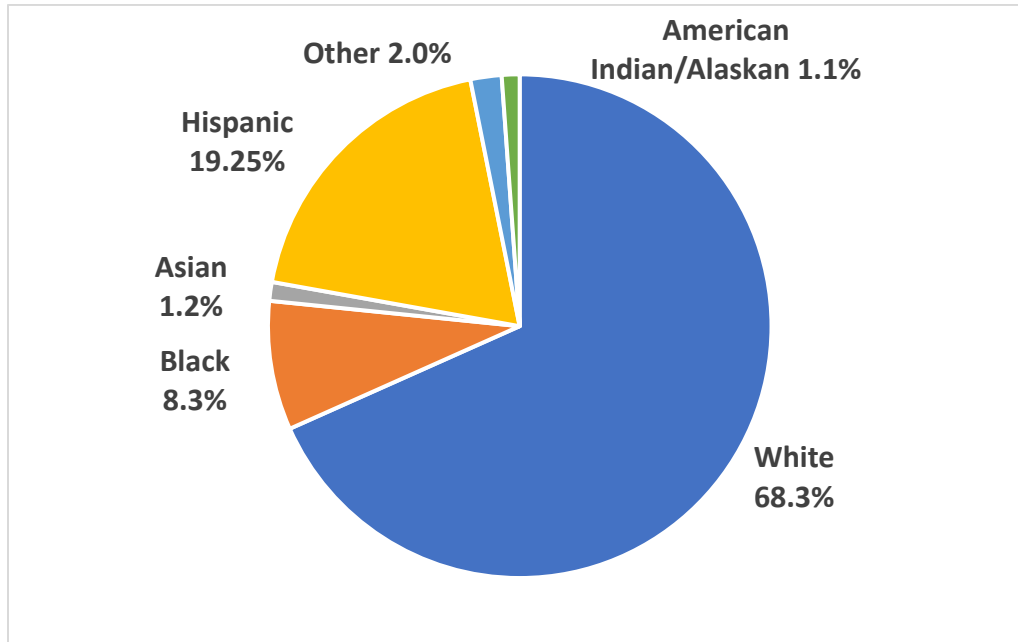
Page 2 of 6



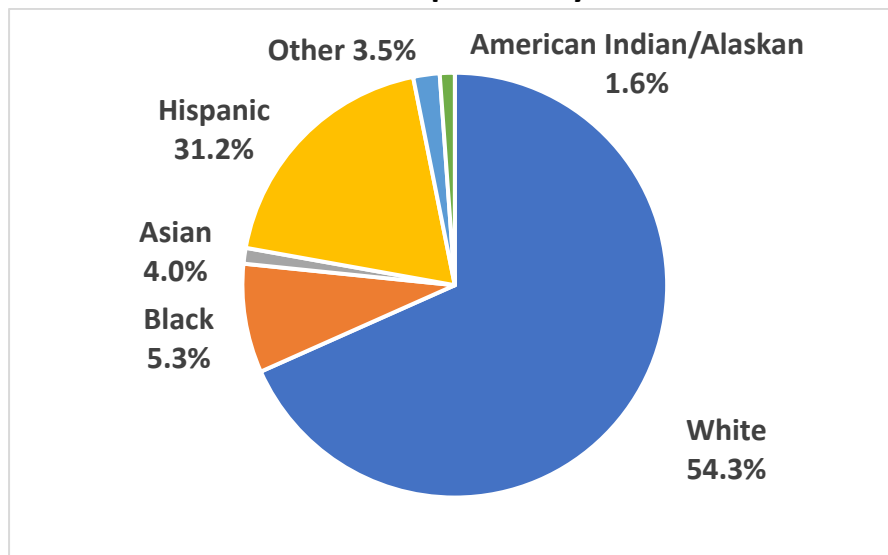
## Fire Department Sworn Staff Ethnicity Demographic

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

### Phoenix Fire Department



### Maricopa County



## Emergency Response Times

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

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	07:28	08:05	07:31	06:34	06:40	07:31	07:47	07:02	07:18
	Ladders	07:18	08:14	07:47	06:52	06:31	07:30	07:02	07:19	07:23
	Rescues (ambulance)	11:30	12:33	10:21	09:31	09:47	11:07	11:17	10:09	10:45
	Total	09:40	10:23	08:58	08:09	08:15	09:40	09:32	08:40	09:07

Note: Report Data Through February 29, 2024.

Page 4 of 6



## 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	2,519	2,346	4,255	4,905	3,905	2,902	4,227	6,026	31,085
	Ladders	659	701	527	1,197	535	813	684	952	6,068
	Rescues (ambulance)	2,468	1,991	2,775	3,252	2,583	2,245	2,999	3,961	22,274
	Total	5,646	5,038	7,557	9,354	7,023	5,960	7,910	10,939	59,427

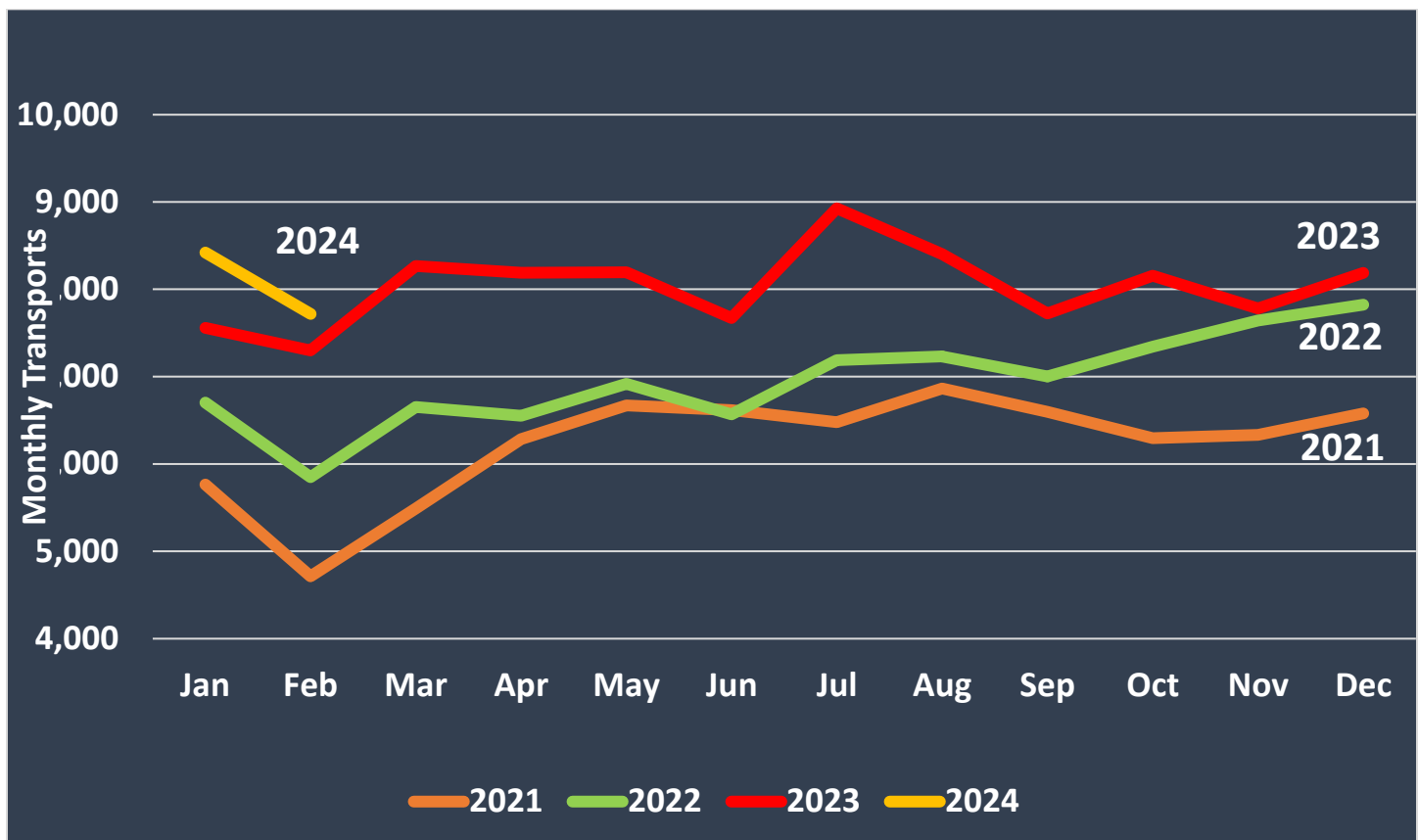
Note: Report Data Through February 29, 2024.

Page 5 of 6



## 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 February 29, 2024.

Page 6 of 6

