

City of Phoenix

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



City of Phoenix

Agenda

Wednesday, December 4, 2024

10:00 AM

City Council Chambers

Public Safety and Justice Subcommittee

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

If viewing this packet electronically in PDF, open and use bookmarks to navigate easily from one item to another.

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=e3db2dccd4ae9b0613759f161c8cc8ae2>

- Register via telephone at 602-262-6001 at least 2 hours prior to the start of this meeting, noting the item number. Then, use the Call-in phone number and Meeting ID listed below at the time of the meeting to call-in and speak.

In-Person Requests to speak at a meeting:

- Register in person at a kiosk located at the City Council Chambers, 200 W. Jefferson St., Phoenix, Arizona, 85003. Arrive 1 hour prior to the start of this meeting. Depending on seating availability, residents will attend and speak from the Upper Chambers, Lower Chambers or City Hall location.

- Individuals should arrive early, 1 hour prior to the start of the meeting to submit an in-person request to speak before the item is called. After the item is called, requests to speak for that item will not be accepted.

At the time of the meeting:

- Watch the meeting live streamed on phoenix.gov or Phoenix Channel 11 on Cox Cable, or using the Webex link provided above.

- Call-in to listen to the meeting. Dial 602-666-0783 and Enter Meeting ID 2553 752 3094# (for English) or 2558 575 5422# (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 2558 575 5422#. 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 2558 575 5422#). 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

CALL TO THE PUBLIC

MINUTES OF MEETINGS

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

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Attachments

[PSJ Minutes 11-6-24 Final Draft.pdf](#)

CONSENT ACTION (ITEM 2)

- 2 **Taser 10 Upgrade - Citywide**

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INFORMATION AND DISCUSSION (ITEMS 3-4)

- 3 **Phoenix Fire Department Staffing and Response Time Update - Citywide**

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Attachments

[Phoenix Fire Department Staffing and Response Time Update Report.pdf](#)

- 4 **Phoenix Fire Department Academy Overview - Citywide**

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INFORMATION ONLY (ITEMS 5-6)

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

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Attachments

[Updated December 2024 - Phoenix Police Department Hiring, Recruitment and Attrition Report \(v2\)](#)

- 6 **Community Assistance Program Expansion Implementation Report - Citywide**

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Attachments

[Community Assistance Expansion and Implementation Report - December 2024.pdf](#)

CALL TO THE PUBLIC

FUTURE AGENDA ITEMS

ADJOURN

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

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

Members:

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



Minutes of the Public Safety and Justice Subcommittee Meeting

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on November 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, November 6, 2024

City Council Chambers
200 W. Jefferson Street
Phoenix, AZ

Subcommittee Members Present

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

Subcommittee Members Absent

Councilwoman Betty Guardado

CALL TO ORDER

Chairman Robinson called the Public Safety and Justice Subcommittee (PSJ) to order at 10:04 a.m. with Chairman Robinson, Councilwoman O'Brien, and Councilman Waring present.

MINUTES OF MEETINGS

1. Minutes of the Public Safety and Justice Subcommittee Meeting

Councilwoman O'Brien made a motion to approve the minutes of the October 23, 2024, Public Safety and Justice Subcommittee meeting. Councilman Waring seconded the motion which passed unanimously, 3-0.

DISCUSSION AND POSSIBLE ACTION

2. Request for Appropriation of Neighborhood Block Watch Funds – Citywide

Police Assistant Chief Jeff Benza, Neighborhood Services Director Spencer Self, and Street Transportation Assistant Director Briiana Velez presented on this item.

Chief Benza provided an overview of the Neighborhood Block Watch Grant Program (NBWGP).

Mr. Self stated the NBWGP funds have supported the Gated Alley Program (GAP) and Gated Culvert (Wash) Program.

Ms. Velez provided an update on the culvert locations that have been successfully gated, as well as those that were ineligible. She noted there are 10 remaining locations to be gated by January 2025.

Councilman Waring expressed support for the Gated Culvert (Wash) Program and asked if there any intentions to expand the program to additional locations.

Ms. Velez stated the Streets Transportation and Neighborhood Services departments could work to identify further culverts. Mr. Self stated gate pricing came in lower and subsequently allowed them to gate additional locations than initially anticipated.

Mr. Self continued the presentation by providing an update on the GAP completed gated locations and ongoing maintenance. He added more than 300 GAP requests for Fiscal Year (FY) 2025 are estimated which is more than triple what current funding supports.

Councilwoman O'Brien asked how many more alleys are left to gate.

Mr. Self stated there are approximately 2,500 alley segments Citywide.

Councilwoman O'Brien asked if \$2.8 million is anticipated to come in for FY2024-2025.

Assistant City Manager Lori Bays stated the City will continue to receive approximately \$2.8 million annually where approximately \$2 million will be allocated to the block watch grant program and \$800,000 would be available for other potential public safety uses, such as gating washes and alleys.

Councilman Waring made a motion to approve Item 2. Councilwoman O'Brien seconded the motion which passed unanimously, 3-0.

INFORMATION AND DISCUSSION

3. Phoenix Police Department Hiring, Recruitment, and Attrition Report – Citywide
Commander William Jou, Communications Director Dan Wilson, and Senior Public Information Officer Ryan Cody presented on this item.

Commander Jou provided an overview of current staffing levels, including Police applications and new hires.

Councilman Waring stated despite the Police Department's larger size, its performance metrics are not comparable to the Scottsdale, AZ Police Department's smaller police force, suggesting Phoenix's growth rate should be proportionally higher.

Commander Jou indicated there is crossover between applications since an applicant has the opportunity to select multiple municipal police departments and this may factor into the agency data presented.

Chairman Robinson asked if staff could infer why applicants have been selecting the Phoenix Police Department over others.

Commander Jou stated surveying and focus groups with new applicants have begun when they undergo the Police Training Academy, although data is not available to

report. He added staff has spoken with applicants and many stated they chose Phoenix due to it being the largest agency and that it offers competitive pay.

Commander Jou explained progress made towards the June 2024 goals which included consistently staffing the Police Training Academy with 35 recruits and identifying and eliminating bottlenecks in processes which includes application completion, scoring of the physical agility test, communication regarding the application process, and medical screening process.

Councilwoman O'Brien thanked Police for streamlining the medical screening process and asked if staff could confirm whether the medical equipment being utilized for the examinations is the most up to date.

Mr. Wilson provided an update on marketing and advertising efforts. He indicated a three-month pilot program was designed with the marketing firm ON Advertising to see if a strategic change would produce results more in line with Police expectations and he provided detail on some of the results.

Chairman Robinson asked for further elaboration on leads versus applications, as it occurs when an applicant applies through Indeed.

Mr. Wilson explained the difference between leads and applications in the Human Resource (HR) process: a lead occurs when HR is notified about someone's interest, while an application begins when that person starts the formal application process.

Chairman Robinson asked what the timeframe is between a lead and a HR contact.

Mr. Wilson confirmed the HR team is checking the site three times a week.

Councilman Waring asked staff to identify successful marketing which results new hires.

Mr. Wilson stated new hires undergoing the Police Training Academy are being asked what method they responded to best to apply and eventually be hired.

Mr. Cody presented on recruiting partnerships with several local universities.

Councilman Waring asked how high school students are being engaged.

Commander Jou stated Police is engaged with high schools where information about the Cadet Program is being shared to younger adults seeing to enter the field.

Councilman Waring added he would like Police to explore what recruiting would look like during high school sporting events.

Councilwoman O'Brien noted recruiting events could also be held during career fairs.

Councilman Waring asked if staff has looked at advocating for a law enforcement program at the collegiate level to address public safety hiring needs.

Mr. Cody indicated Police has previously held events on college campuses and discussed several past events.

Councilwoman O'Brien expressed concern over retention rates and asked if there are any projections for the remaining of calendar year 2024. She also asked about information related to separations by years of service.

Commander Jou stated he would provide follow up information soon.

Chairman Robinson asked if staff could provide further information on new applicants by gender and race, what has been the biggest disqualifier in terms of not moving forward through the application process, and the feasibility to undergo a pre-hire process.

Commander Jou stated pre-hiring is already in place if recruits meet the requirements.

4. Police Training Academy Report – Citywide

Commander Sara Garza presented on this item. Commander Garza provided an overview of the Police Training Academy and details on all components included in the training. She described the academy components, which include law enforcement academics, physical fitness, wellness and safety, defensive tactics, and more.

Councilwoman O'Brien asked if the Phoenix Advanced Training which adds an additional 354.75 hours is required. Commander Garza replied yes.

Chairman Robinson asked what the use of force course entails.

Commander Garza indicated there is a two-day training, tactics, applicable force, and safely execute said forces. She added sergeants are well-versed in this training.

Councilman Waring asked how many recruits depart from the Academy after the physical fitness examination.

Commander Garza indicated there is low percentage of recruits that do not pass the examination and added this is due to many undergoing the SWET program.

Commander Garza indicated next steps would include providing a detailed presentation on advanced training.

Councilman Robinson asked for staff to explore the idea of taking groups of citizens through the Police Training Academy to provide further understanding on what they are being trained on.

INFORMATION ONLY

5. Fire Staffing and Response Time Report – Citywide

Information only. No councilmember requested additional information.

6. Community Assistance Program (CAP) Expansion Implementation Report – Citywide

Information only. No councilmember requested additional information.

CALL TO THE PUBLIC

None.

FUTURE AGENDA ITEMS

None.

ADJOURNMENT

Chairman Robinson adjourned the meeting at 11:32 a.m.

Respectfully submitted,

Destiny Dominguez
Management Fellow

DRAFT



Taser 10 Upgrade - Citywide

This report provides the Public Safety and Justice Subcommittee with information on the Axon Taser 10 upgrade and requests the Subcommittee recommend City Council approval to enter into a five-year, \$22,139,231.33 agreement with Axon for Taser 10.

THIS ITEM IS FOR CONSENT ACTION.

Summary

The Police Department has been equipped with Axon Taser 7 devices since 2019. These devices have a five-year useful life expectancy, as recommended by the manufacturer, that will expire December 30, 2024. Axon has developed the new Taser 10 (T10) model which is similar to the Taser 7 in size, but includes enhanced technology and safety features. The Department is committed to continued efforts to provide officers with less-lethal resources, and the T10 device can be used as another tool that officers can use in addition to focusing on de-escalating a situation.

Improvements

The new version of the Taser brings improvements to the device to increase the device's accuracy and safety. The T10 features individually targeted probes which makes the device more accurate, easier to use and increasingly effective. The range increase from the maximum 25 feet with Taser 7 to now 45 feet with T10 is an improvement which provides additional distance to create additional time for officers to think and/or respond, attain cover, and de-escalate tense situations resulting in public and officer safety.

Additionally, the T10 has a new warning alert that sounds as a deterrent prior to deployment, serves as another opportunity to gain compliance before force is used. In totality, the T10 maximizes the opportunity of officers to leverage time, distance, and cover to further support the safety of officers and community members when engaged in high-risk situations.

Pilot Program and Community Feedback

The Department conducted a T10 pilot program in the Maryvale-Estrella Mountain Precinct between March and May, 2024. For this pilot, 27 officers were outfitted with

the new equipment to test the new features and to ensure the new devices are an optimal replacement for the current Taser 7 devices. The pilot was deemed successful and the Department moved forward with engaging the community where participants shared their feedback and expressed full support of the Department's procurement of the T10.

Training

Department-wide training for T10 is estimated to take six to nine months and will be a mix of classroom and scenario-based training. Part of the training will involve virtual-reality (VR) scenarios, which have been shown to increase retention and confidence compared to classroom training alone.

This item has been reviewed and approved by the Information Technology Services Department.

Contract Term

The five-year contract would begin December 31, 2024, and terminate on December 30, 2029.

Financial Impact

The total five-year contract is \$22,139,231.33, with the breakdown per-year as follows:

- Year 1 \$1,935,254.28
- Year 2 \$5,590,734.53
- Year 3 \$5,157,426.83
- Year 4 \$4,727,907.85
- Year 5 \$4,727,907.84

Funds for the first year of the contract are in the Police department's budget. Fiscal Year 2025-26 will require a cost increase of \$3.7 million, which will be built into the proposed budget for the department.

Responsible Department

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



Phoenix Fire Department Staffing and Response Time Update - Citywide

This report provides an update to the Public Safety and Justice Subcommittee on the Fire Department's current staffing, hiring, activity levels, and transport activity.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

This report serves as an update on the Fire Department's Key Performance Indicators related to:

- Sworn staffing levels
- Recruitment/hiring efforts
- Emergency incident response times
- Overall demand for services
- Ambulance transport activity

Sworn Staffing

The Fire Department HR staff works throughout the year to recruit, test, and hire new firefighter recruits, striving to ensure that all vacant sworn positions are filled timely. With the fire academy lasting 16 weeks, we must plan for attrition and coordinate efforts to minimize vacancies.

Recruitment Efforts

Historically, the Fire Department has experienced a large interest when recruitments have been undertaken. While interest remains high, the ten-year trend has been moving in a downward direction. To ensure a robust pool of candidates remains available for future opportunities, the department continues to invest in various recruitment efforts working with Affinity Groups, the Fire Cadet Program, and partnerships with community organizations and educational institutions to impact on this trend positively. The Fire Department also recently launched a JoinPhxFire campaign to support recruitment efforts.

Emergency Response Times

Emergency response time is measured from the time of dispatch of an emergency apparatus to when the unit arrives on the scene of the emergency. The National Fire

Protection Association (NFPA) establishes the standard that fire departments utilize to measure performance. Currently, the Fire Department's response times do exceed the NFPA-established standards. The department continues to seek innovative ways to improve response times to the community we serve.

Calls for Service

Emergency response activity levels are tracked by the Fire Department to understand how the system is performing and what capacity level for additional service delivery may exist. The historical trend for the department activity levels has consistently been a year-over-year increase.

Patient Transport Activity

The Phoenix Fire Department operates a fire-based, 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 911 to the hospital arrival. While the number of transports remained consistent for many years, the average activity levels over the past three years shows a continued increase in service demand. The department continues to assess resources and services to meet the growing needs of the community.

A report on the Fire Department's Staffing and Response Time Update is included in **Attachment A**.

Responsible Department

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

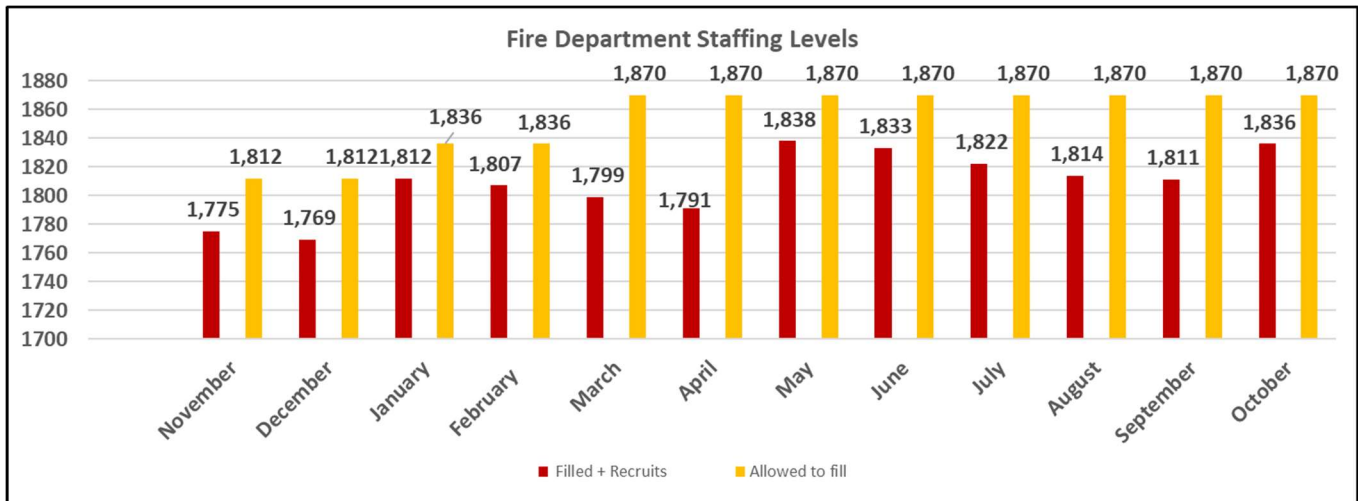


Phoenix Fire Department Staffing and Response Time Update December 2024

Fire Department Staffing

The Fire Department administers hiring by forecasting attrition rates, managing recruitment efforts, hiring, and training cycles to minimize vacancies. Thanks to the continued prioritization and support of the Mayor and Council, the number of authorized sworn positions has continued to increase. In only the past year, the authorized positions have increased from 1,812 to 1,870.

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



Note: Report Data Through October 31, 2024.



Recruitment & Training

The Fire Department recruits, hires, and trains new firefighters year-round to meet staffing needs. The Training Section ensures that each graduating firefighter is fully trained and ready to serve the residents of Phoenix. Testing frequency is determined by both the number of applicants and the full-time positions available, ensuring a strong candidate pool is consistently maintained. The table below compares testing and recruits trained in the past three years.

Year	Applicants Testing	Applicants Passing Test	Recruits Trained
2024	600	407	154
2023	729	467	135
2022	921	634	68

Fire Department Sworn Staff Demographics

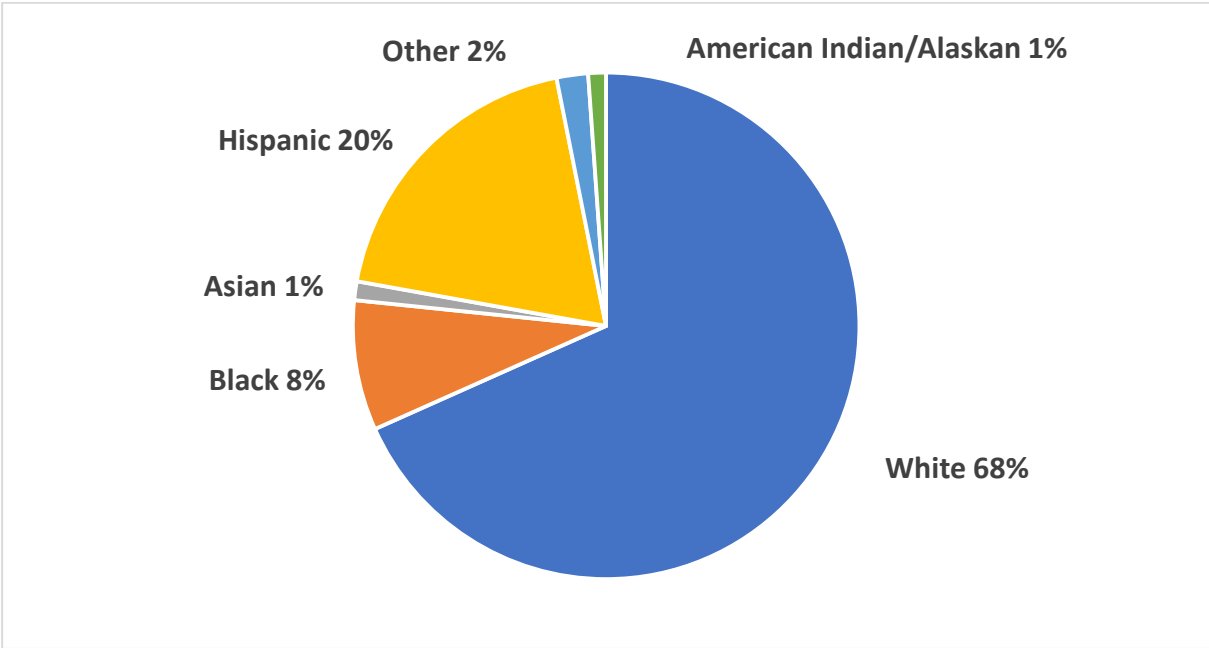
A founding principle of the Fire Department’s recruitment and hiring efforts is that our membership reflects the diversity of our community. The Fire Department connects with various communities within the City of Phoenix and beyond through a collaborative approach that includes multiple affinity groups. These affinity groups provide invaluable mentoring and support for recruiting and mentoring new members and retaining and motivating existing members.

Fire Department	Demographics	Maricopa County	Demographics
White	68%	White	54%
Hispanic	20%	Hispanic	31%
Black	8%	Black	5%
American Indian/Alaskan	1%	American Indian/Alaskan	2%
Asian	1%	Asian	4%
Other	2%	Other	4%

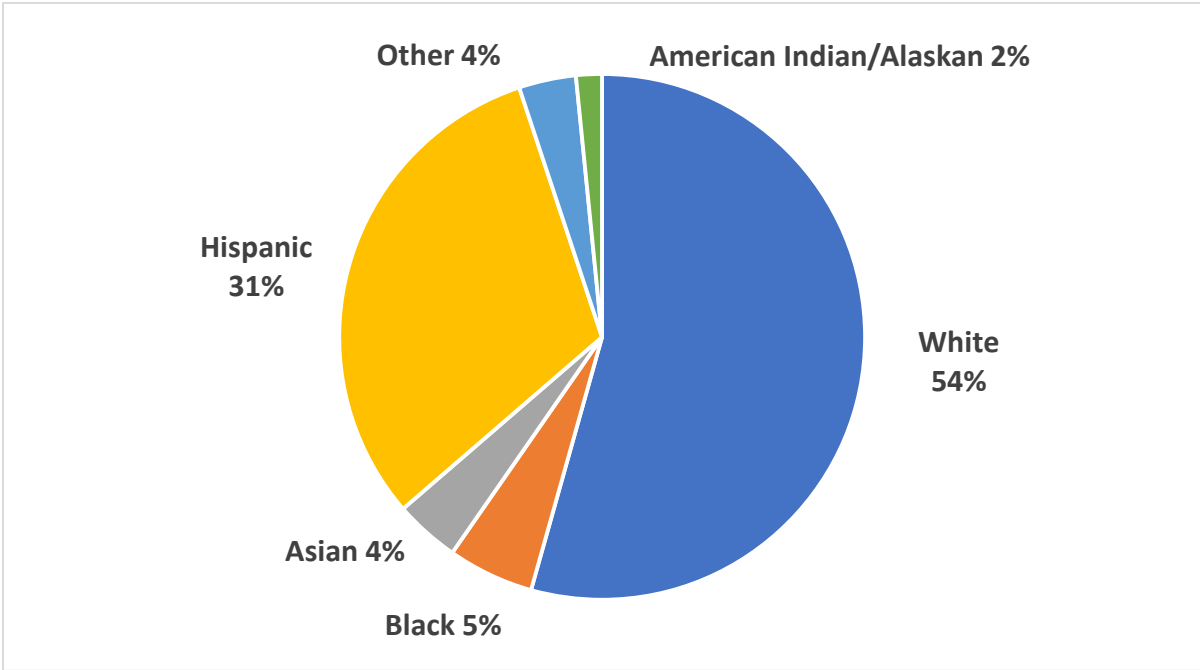
Note: Report Data Through October 31, 2024.



Phoenix Fire Department



Maricopa County



Note: Report Data Through October 31, 2024.



Response Times & Call Volume

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

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

	Critical (EMS) Incident	First Arriving Engine to a Fire Incident	First Arriving Ladder to a Fire Incident	Ambulance Response Times for Critical EMS	Total Incident Call Volume
Standard	5:00 NFPA	5:20 NFPA	9:20 NFPA	10:00 AZDHS	
District 1	7:26	5:47	9:34	9:41	19,320
District 2	8:19	6:57	10:48	11:36	14,163
District 3	7:24	5:34	11:48	9:22	22,924
District 4	6:34	4:44	7:50	8:39	30,652
District 5	6:43	4:37	8:46	9:00	21,393
District 6	7:29	6:12	9:51	10:13	18,743
District 7	7:40	6:10	10:27	10:19	27,449
District 8	7:13	5:28	11:30	9:25	35,618
Citywide	7:18	5:36	10:16	9:42	190,262

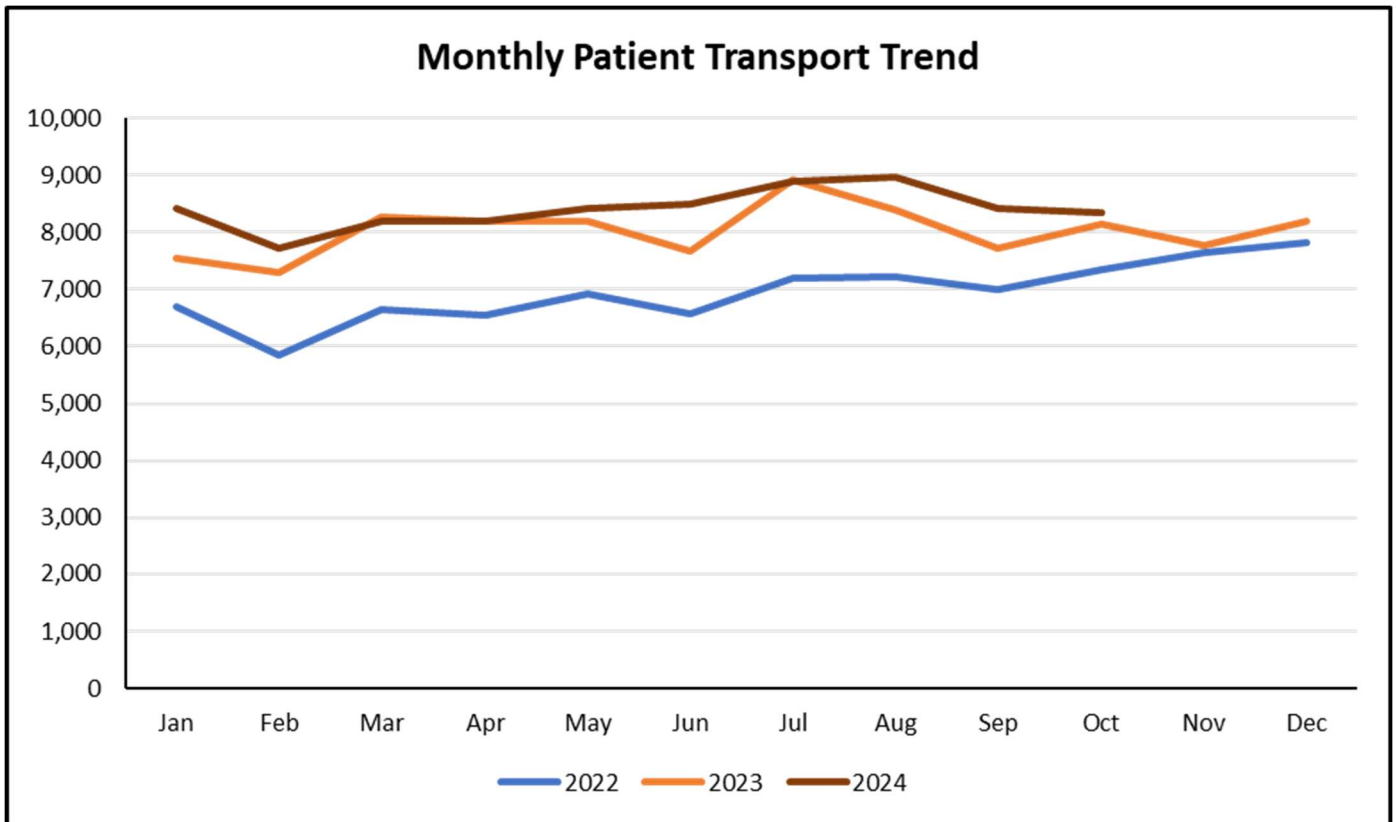
Based on 90th percentile response times.

Note: Report Data Through October 31, 2024.



Emergency Patient Transportation Activity

The Fire Department has operated its emergency transportation service for nearly four decades. Comparing the monthly average activity levels for the past three years shows a continued increase in service demands.



Note: Report Data Through October 31, 2024.





Phoenix Fire Department Academy Overview - Citywide

This report provides an update and overview to the Public Safety and Justice Subcommittee on the Fire Department's recruit training and academy structure.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

This item highlights the Fire Department's recruit training process from pre-academy preparation through the transition to operational roles.

Academy Overview

The Phoenix Fire Department Regional Fire Training Academy is a 60-acre complex that conducts three 16-week classes annually, training recruits in Arizona State Firefighter I and II standards. Each class, ideally comprising 45 recruits, follows a 560-hour standardized curriculum encompassing health and wellness, fireground skills, live fire training, didactic lessons, and specialized training. This comprehensive approach ensures recruits gain the technical expertise, physical resilience, and emotional support necessary for long-term career success.

Training Phases and Curriculum

Recruits begin with a pre-academy phase focused on department culture, fitness, wellness, power tool training, and career development. During the academy, recruits master "Core 7 Skills," including self-contained breathing apparatus usage, ventilation, search and rescue, and advanced training in fire behavior, ladder operations, and live fire scenarios. Classroom sessions cover emergency medical services, hazardous materials, and violent incident management, supplemented by family orientation, driver training, and leadership-focused events. Recruit graduation marks the probationary firefighter phase transition, emphasizing rescue operations, mentorship, and real-world integration.

Commitment to Excellence

Through its rigorous curriculum, hands-on training, and emphasis on wellness and collaboration, the Academy prepares recruits for the demands of firefighting while fostering a culture of safety, excellence, and leadership within the Phoenix Fire

Department.

Responsible Department

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



Phoenix Police Department Hiring, Recruitment and Attrition Report - Citywide

This item includes a report on Phoenix Police Department's hiring and recruitment efforts as well as an overview of the department's recent attrition figures. The report also details information on initiatives of the Police Department related to staffing.

THIS ITEM IS FOR INFORMATION ONLY.

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

Responsible Department

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

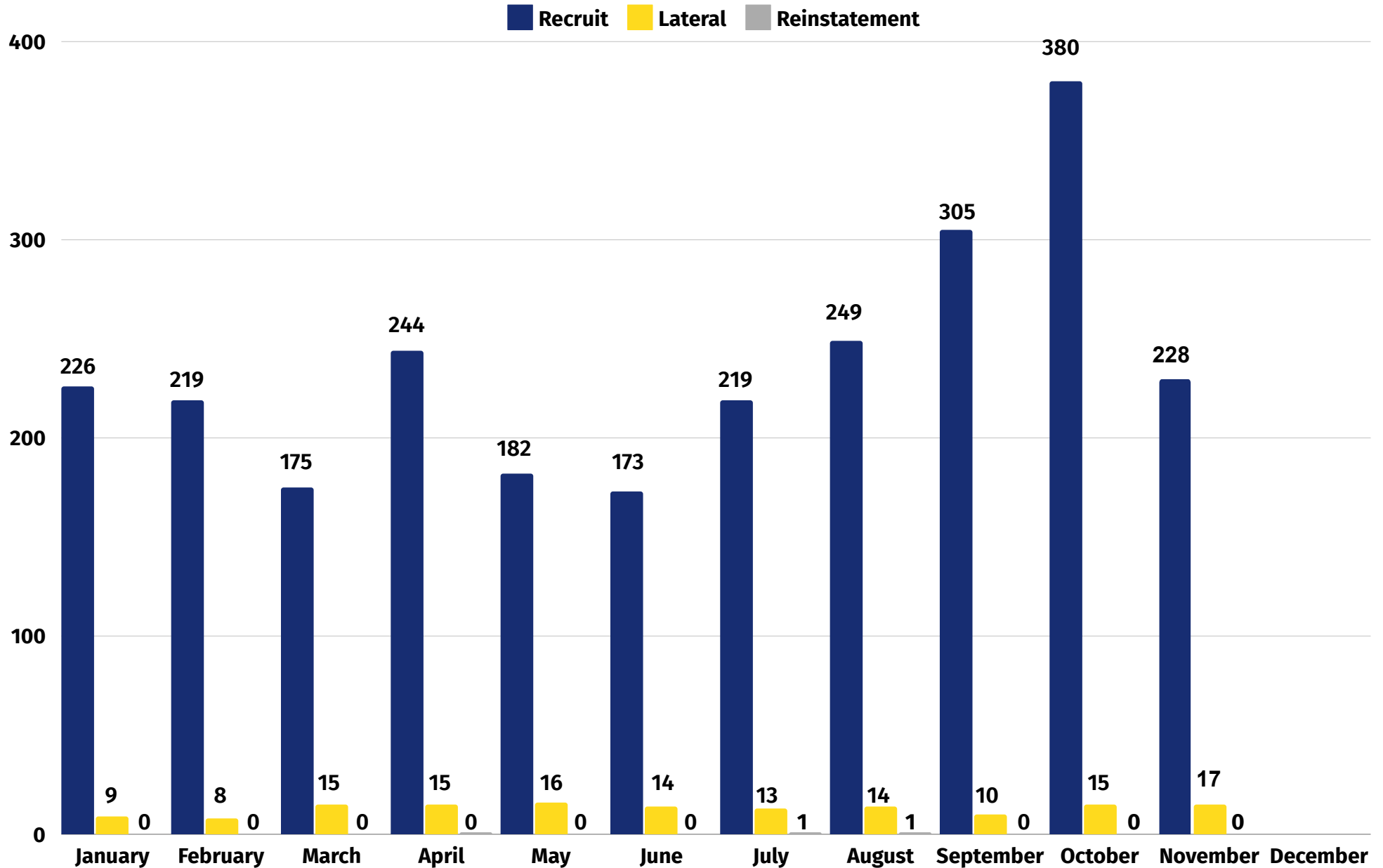


RECRUITMENT, HIRING AND ATTRITION REPORT

| DECEMBER 2024



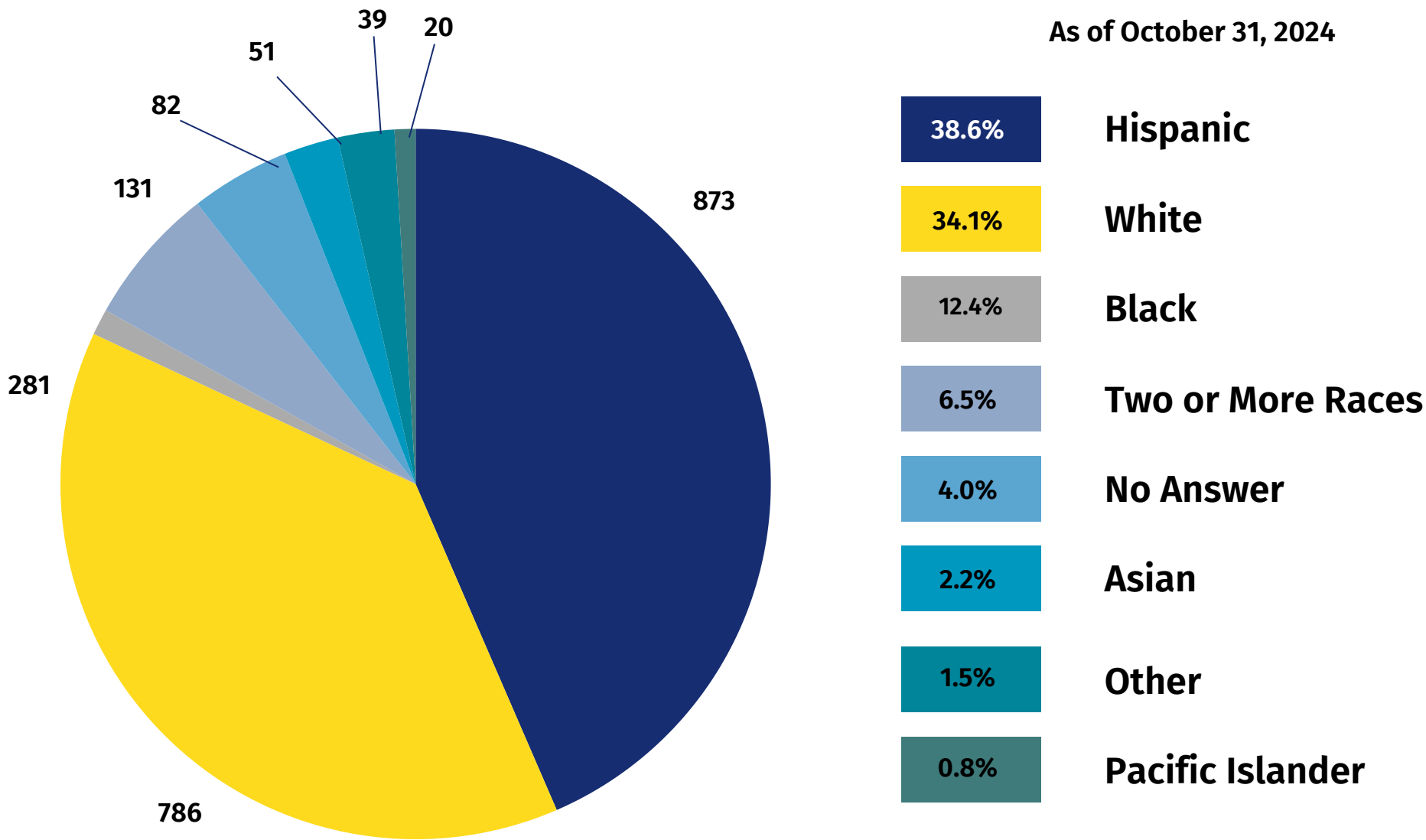
Total eSOPH Applications Received Year-to-Date as of Nov. 25, 2024





Total Applicant Demographics Received Year-to-Date

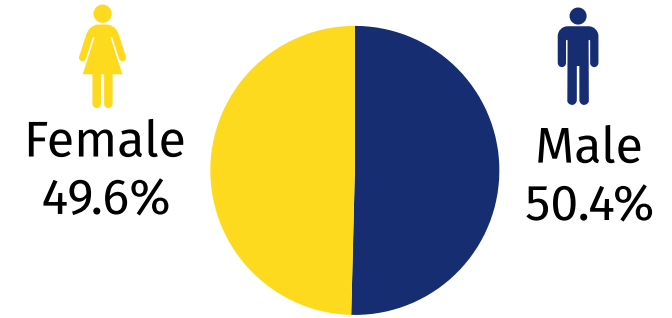
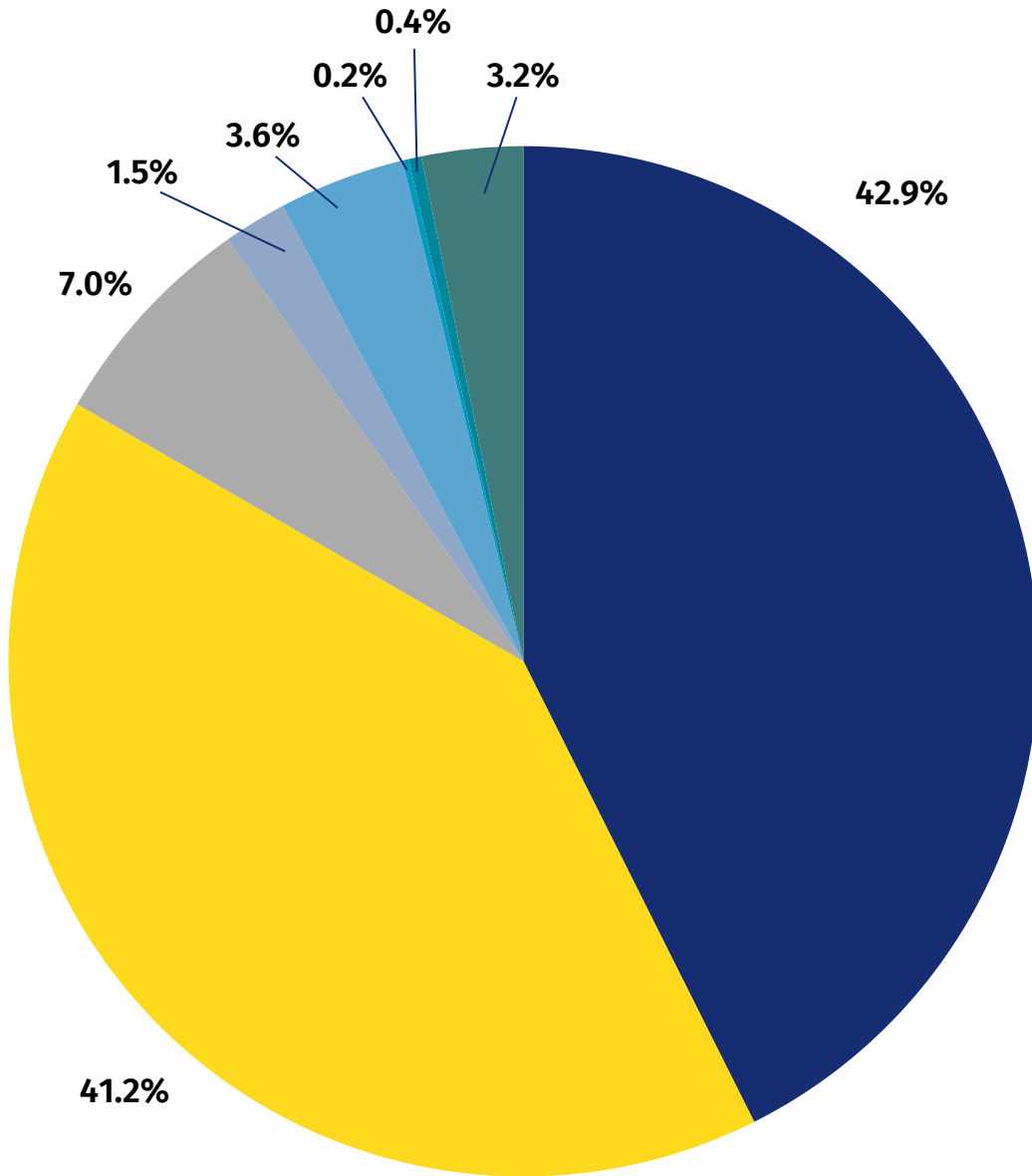
As of October 31, 2024



Phoenix Police Department

Recruitment, Hiring and Attrition Report

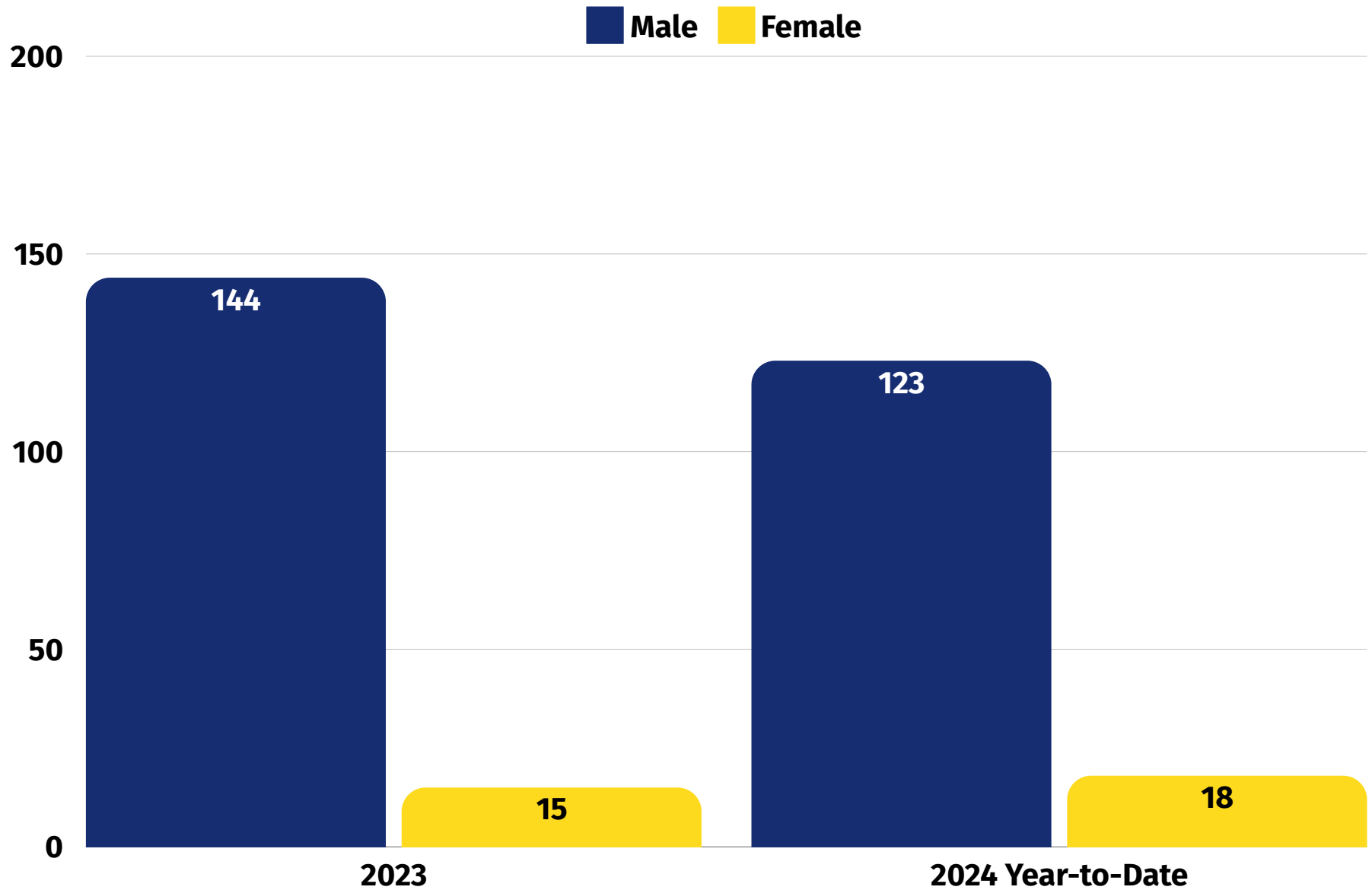
Maricopa County Demographics



- 42.9% Hispanic
- 41.2% White
- 7.0% Black
- 1.5% Native American
- 3.6% Asian
- 0.2% Pacific Islander
- 0.4% Other
- 3.2% Two or more races
- N/A No Answer



Total Sworn Hires Year-to-Date as of October 31, 2024





Total Sworn Hired by Race Year-to-Date as of October 31, 2024

2023		2024 Year-to-Date	
52.8%	White	53.2%	White
28.9%	Hispanic	36.2%	Hispanic
8.8%	Black	2.8%	Black
1.3%	Black/White	2.8%	Black/White
1.4%	Asian	1.4%	Asian
0.6%	American Indian/White	0.7%	American Indian/White
1.9%	Asian/White	0.7%	Asian/White
1.3%	Not Specified	0.7%	Not Specified
2.5%	Other Blend	0.7%	Other Blend
0.6%	Pacific Islander	0.0%	Pacific Islander



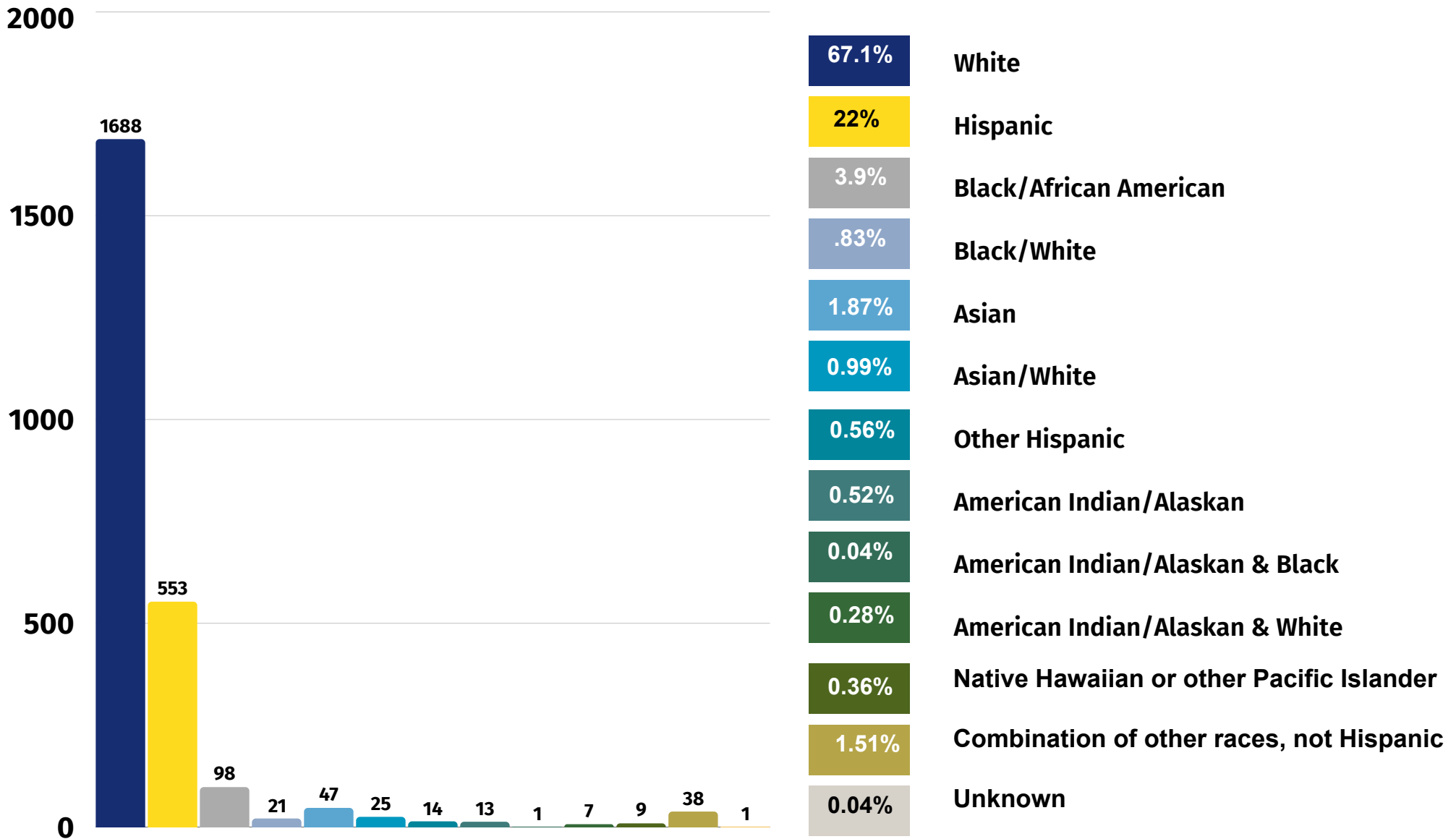
Total Sworn by Rank and Gender Year-to-Date - Nov. 25, 2024

Police Chief	Total	Percentage
Male	1	0.04%
Total Police Chief	1	0.04%
Chief	Total	Percentage
Male	6	0.23%
Total Chief	6	0.23%
Commander	Total	Percentage
Female	6	0.23%
Male	18	0.69%
Total Commander	24	0.92%
Lieutenant	Total	Percentage
Female	6	0.23%
Male	77	2.96%
Total Lieutenant	83	3.19%

Sergeant	Total	Percentage
Female	27	1.04%
Male	339	13.03%
Total Sergeant	366	14.08%
Officer	Total	Percentage
Blank	1	0.04%
Female	296	11.38%
Male	1738	66.77%
Total Officer	2035	78.18%
Recruit	Total	Percentage
Female	15	0.58%
Male	70	2.69%
Total Recruit	85	3.27%
Total:	2600	100.00%

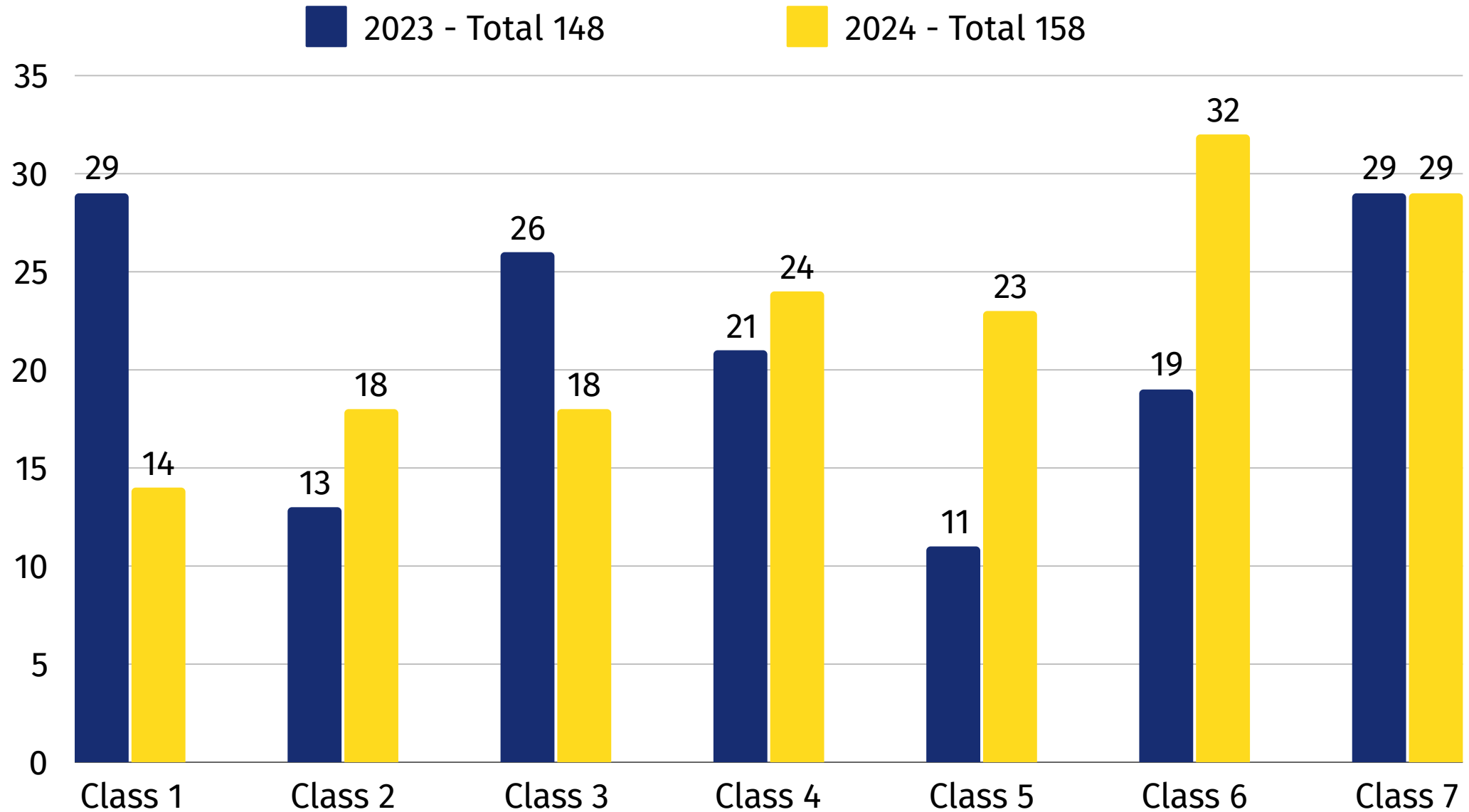


Total Sworn by Demographics as of Nov.25, 2024





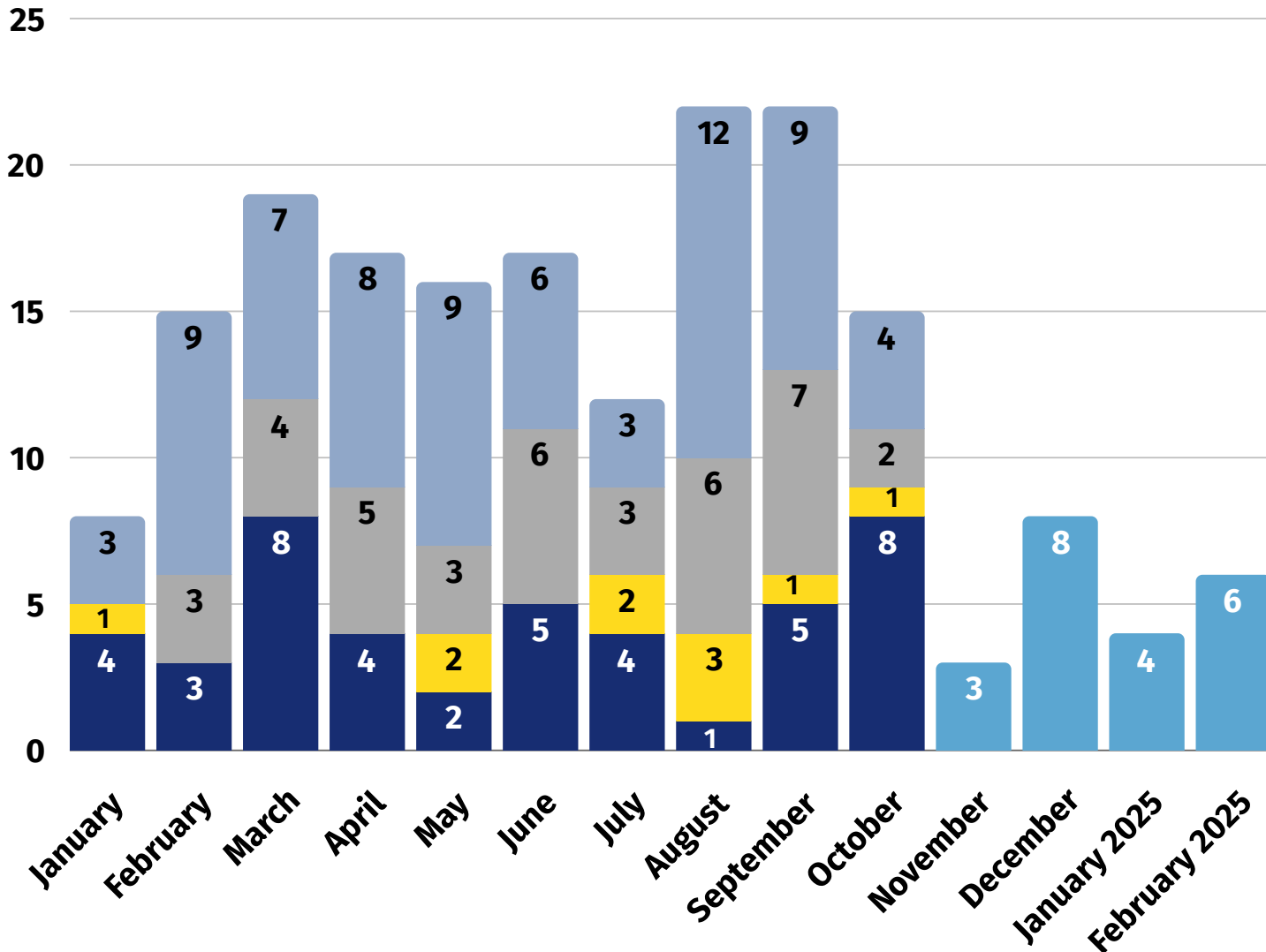
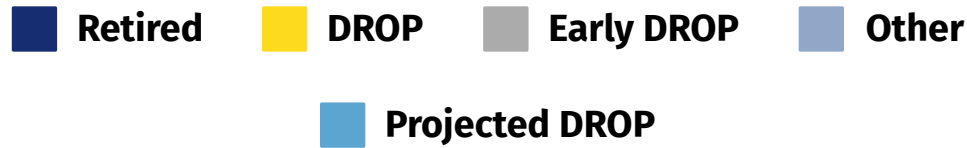
Phoenix Police Academy Class Totals for all 2024





Current and Projected Attrition as of October 31, 2024

Total Leaving: 163 **Projected Leaving: 21**



SEPARATIONS BY YEARS OF SERVICE

16	1 to 5
8	6 to 10
1	11 to 15
12	16 to 20
40	21 to 25
26	26+



SWET Totals Year-to-Date as of November 25, 2024



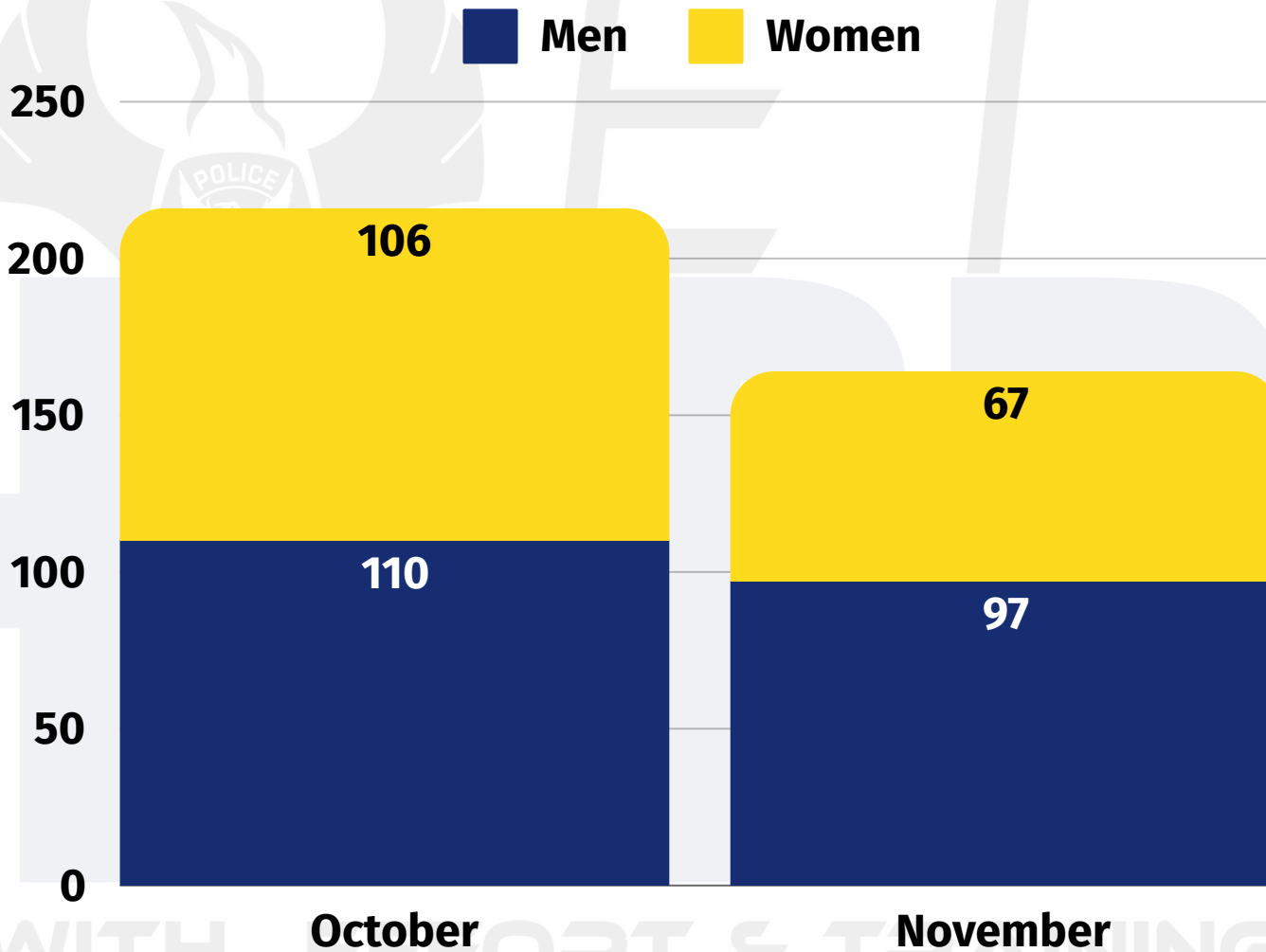
1,866

**Total
Participants**

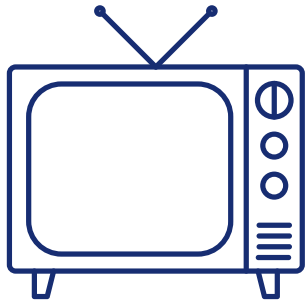


28

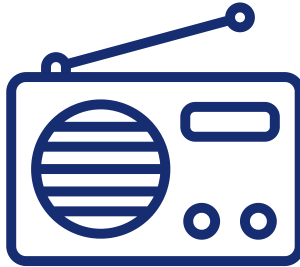
**Total
Graduates**



SUCCESS WITH EFFORT & TRAINING



Local Television
763 ads



Local Radio
2,186 ads



Local Newspaper
735,374 targeted impressions



Digital Extension
295,576 impressions



Community Assistance Program Expansion Implementation Report - Citywide

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

Assistant City Manager Lori Bays, Deputy City Manager Ginger Spencer, and the Fire Department.

ATTACHMENT A



COMMUNITY ASSISTANCE PROGRAM

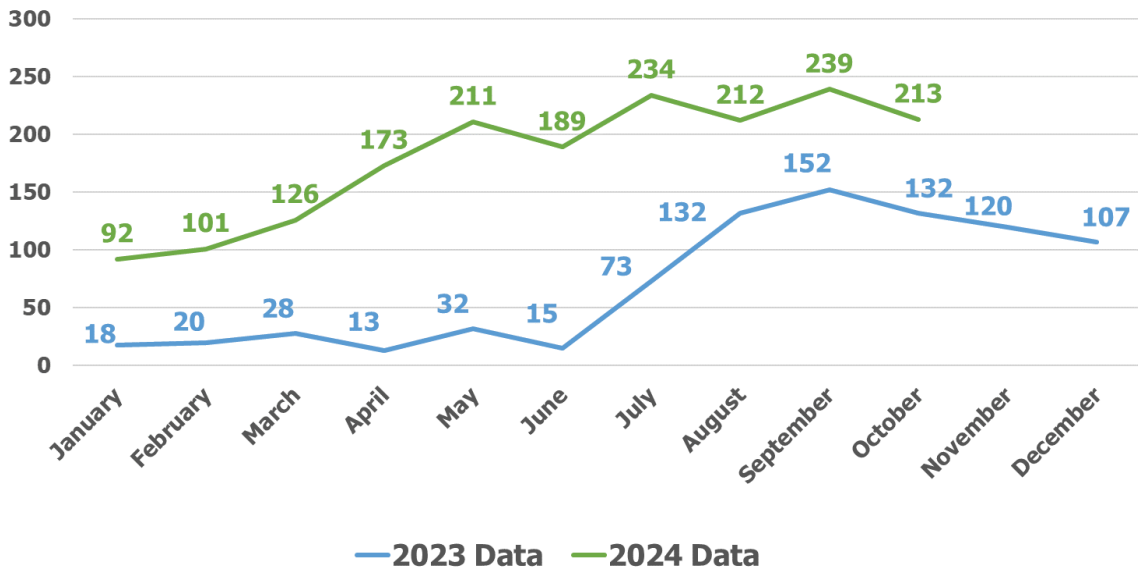
EXPANSION AND IMPLEMENTATION REPORT DECEMBER 2024

The Community Assistance Program (CAP) is comprised of Crisis Response and Behavioral Health Units. In October 2024, the CAP responded to 966 total calls for service. Calls for service reflects information generated from the Computer Automated Dispatch System (CAD). A call represents an incident in which a CAP team was dispatched. In addition, in October 2024 the Phoenix Police Communications transferred 213 calls for service to the CAP Behavioral Health Dispatchers.

The Behavioral Health Units experienced a 145% increase and the Crisis Response Units experienced a 16% increase in call volume in the first 10 months of 2024 compared to the first 10 months of 2023. The CAP currently has six Crisis Response and five Behavioral Health Units in service.

CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:

Calls transferred from Police Communications to CAP Behavioral Health Dispatchers have increased by 191% when comparing the first 10 months of 2024 to the first 10 months of 2023. This increase is attributed to ongoing collaboration with Police Communications to host CAP supervisors in the dispatch area 4 times weekly to provide communication on availability of Behavioral Health units. In October 2024, 44% of the calls for service for the Behavioral Health units were generated from a transferred call from Police Communications to a Behavioral Health Dispatcher. The remaining 56% of the calls came from co-response with police or fire and from BH unit generated calls.

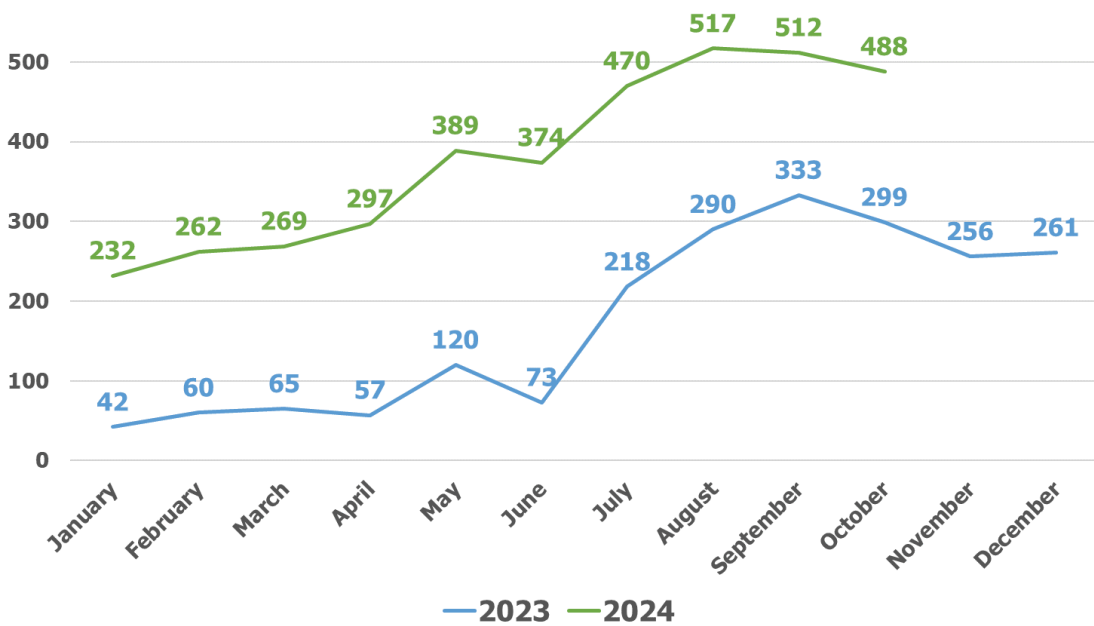


2024 (10 months): 1,790
2023 (10 months): 615
2023 (Total): 842

Trending: 191% increase compared to the first 10 months of 2024



BEHAVIORAL HEALTH CALLS FOR SERVICE:

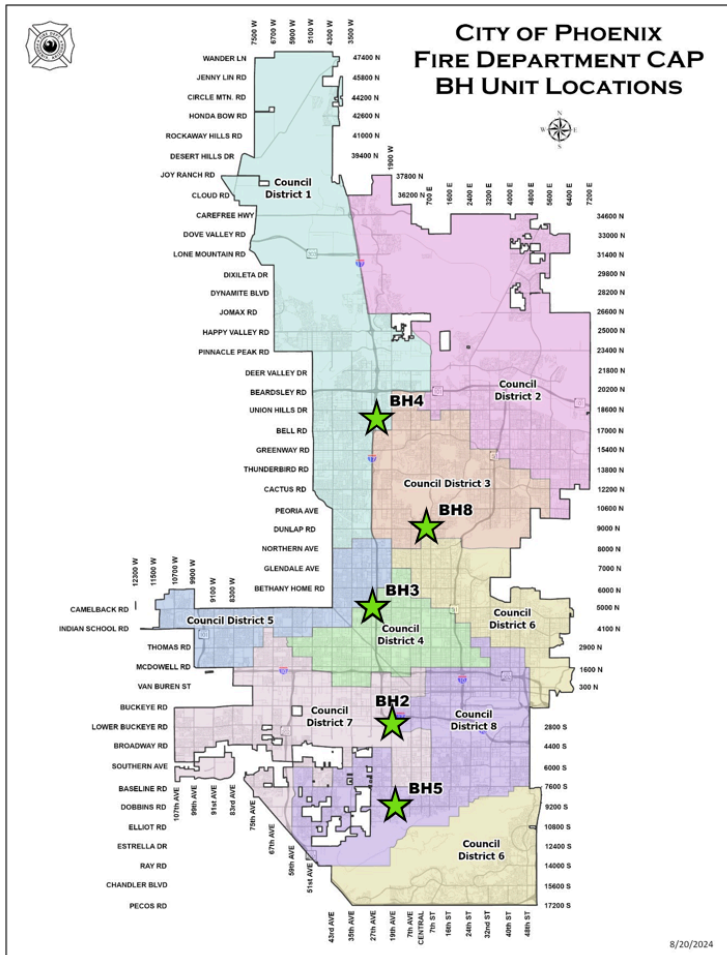


2024 (10 months): 3,810
2023 (10 months): 1,557
2023 (Total): 2,074

Trending: 145% increase compared to the first 10 months of 2024

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.

Of the 488 calls for service for the Behavioral Health Units (BHU), the units were able to make contact with a customer(s) on 264 calls for service (54%). The remaining calls were either cancelled prior to arrival or the units were not able to locate the customer upon arrival on-scene.



BEHAVIORAL HEALTH UNIT REPORT: 10.01.2024 - 10.31.2024

Total Number of individuals assisted: 311

- Number Of Adults Contacted: 296 (95%)
- Number Of Children Contacted: 15 (5%)

Contact Outcomes:

- Resolved on Scene: 90 (34%)
- Transported: 81 (30.5 %)
- Services Declined: 81 (30.5%)
- Referred to Other Public Safety Services: 12 (5%)

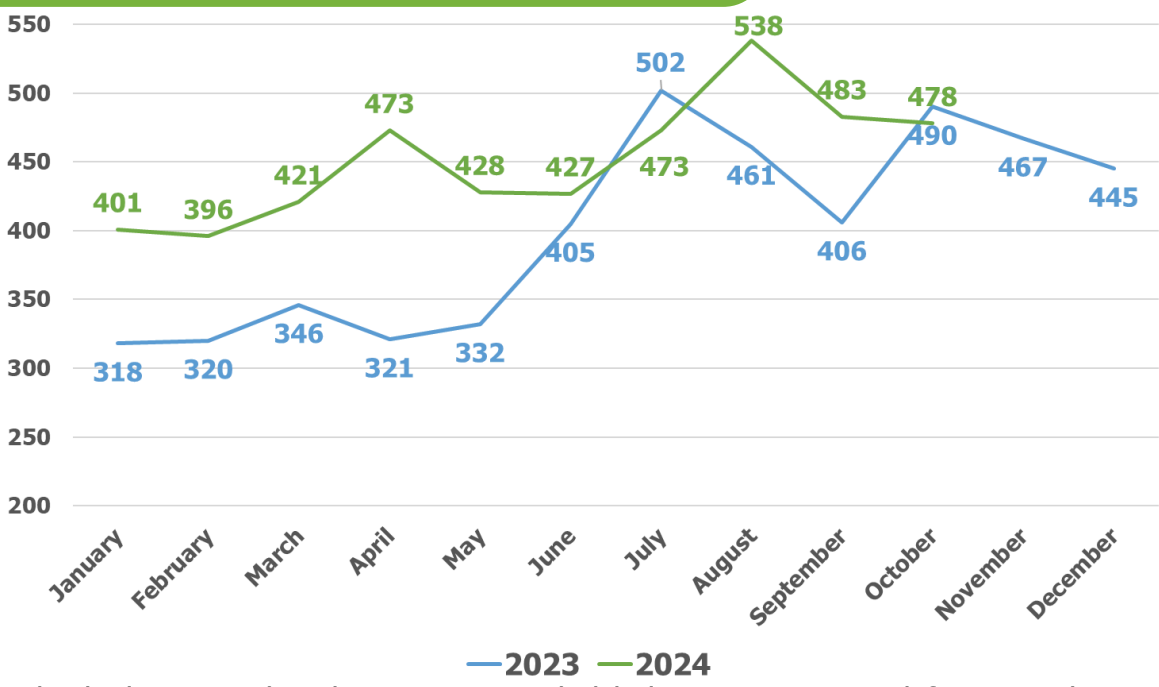
Primary BHU Call Type:

- Check Wellbeing: 69 (26%)
- Mental Health: 59 (22%)
- Other: 37 (14%)

Referred to Other Public Safety Services: the CAP unit needed PFD / PPD on-scene to resolve the call.



CRISIS RESPONSE CALLS FOR SERVICE:

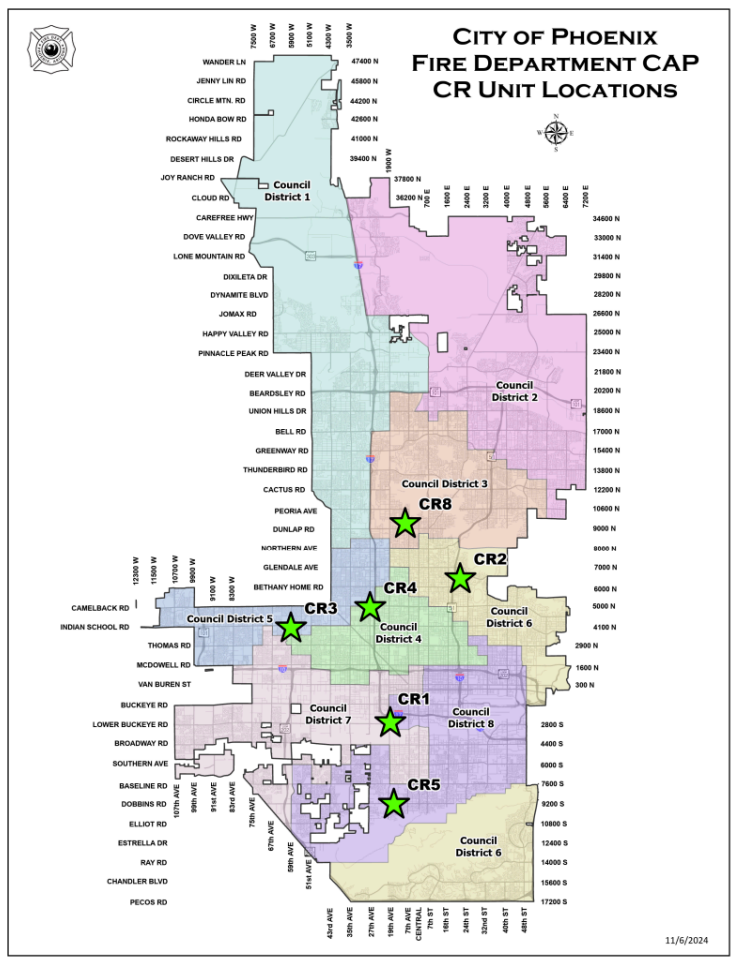


2024 (10 months): 4,518
2023 (10 months): 3,901
2023 (Total): 4,813

Trending: 16% increase compared to the first 10 months of 2024

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.

Of the 478 calls for service for the Crisis Response Units (CRU), the units were able to make contact with a customer(s) on 254 calls for service (53%). The remaining calls were either cancelled prior to arrival or were cancelled.



CRISIS RESPONSE UNIT REPORT: 10.01.2024-10.31.2024

Total Number of individuals assisted: 687

- Number Of Adults Contacted: 516 (75%)
- Number Of Children Contacted: 171 (25%)

Contact Outcomes:

- Resolved on Scene: 183 (72%)
- Transported: 58 (23%)
- Services Declined: 6 (2%)
- Referred to Other Public Safety Services: 7 (3%)

Primary CRU Crisis Response Reasons:

- Death: 98 (39%)
- Occupant Services: 63 (25%)
- Medical Issue: 32 (13%)

Total Crime-Related Calls: 25

- Domestic/Family Violence: 16 (64%)
- Homicide/Death Investigation: 5 (20%)
- Sexual Assault: 3 (12%)

Referred to Other Public Safety Services: the CAP unit needed PFD / PPD on-scene to resolve the call.



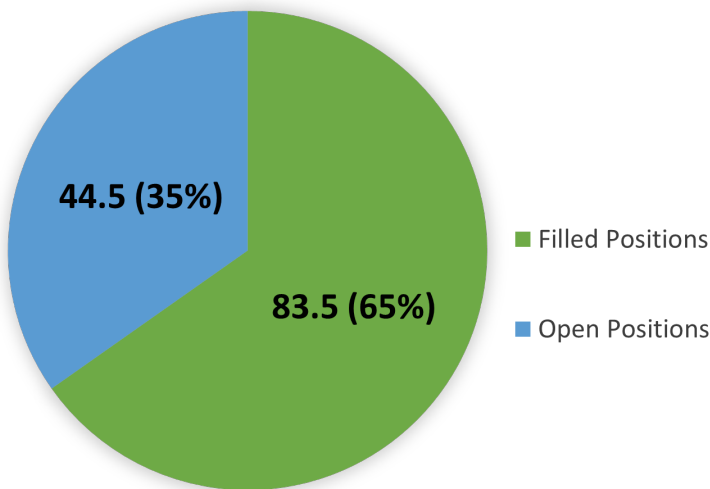
RECRUITMENT & STAFFING:

There are 6 Crisis Response Units providing City wide coverage 5 days a week, 24 hours a day and 2 days a week, 22 hours a day. In addition, there are 5 Behavioral Health Units providing city wide coverage 7 days a week, 20 hours a day.

CAP has 8 active Behavioral Health Dispatchers (CAP Crisis Intervention Supervisors). The BHU Dispatchers are available 20 hours each day, Sunday – Wednesday. Thursday through Saturday, the BHU dispatch position is filled for 10 hours each day. However, CAP has a supervisor available 24 hours a day/7 days a week available by phone to take request for a Behavioral Health or Crisis Response Unit.

In November, the CAP hosted a hiring event in partnership with the Mobile Career Unit and Terros at the Burton Barr Library. Twenty-two specialist candidates and sixteen supervisor candidates were moved forward to second round interviews. Second interviews will take place on November 20, 2024 and CAP on-boarding training is scheduled to begin in the first quarter of calendar year 2025.

OCTOBER STAFFING



HIRING EVENT
MOBILE CAREER UNIT
Community Assistance Program

WHEN
November 13, 2024
Preparation (resume & applications): 10 a.m. to noon
Interviews: noon to 2 p.m.

WHERE
Burton Barr Central Library
1221 N. Central Ave, Phoenix, AZ 85004

