

City of Phoenix

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



City of Phoenix

Agenda

Wednesday, February 5, 2025

10:00 AM

City Council Chambers

Public Safety and Justice Subcommittee

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=e2abfba891dce330b139ba998426c1da0>

- 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.

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- Watch the meeting in-person from the Upper Chambers, Lower Chambers or

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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 2551 035 2200#. 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 2551 035 2200#). Se proporciona interpretación simultánea para nuestros residentes durante todas las reuniones.

- Para asistir a la reunión en persona, vaya a las Cámaras del Concejo Municipal de Phoenix ubicadas en 200 W. Jefferson Street, Phoenix, AZ 85003. Llegue 1 hora antes del comienzo de la reunión. Si desea hablar, regístrese electrónicamente en uno de los quioscos, antes de que comience el tema. Una vez que se comience a discutir el tema, no se aceptarán nuevas solicitudes para hablar. Dependiendo de cuantos asientos haya disponibles, usted podría ser sentado en la parte superior de las cámaras, en el piso de abajo de las cámaras, o en el edificio municipal.

Miembros del público pueden asistir a esta reunión en persona. El acceso físico al lugar de la reunión estará disponible comenzando una hora antes de la reunión.

CALL TO ORDER

000 CALL TO THE PUBLIC

MINUTES OF MEETINGS

- 1 **Minutes of the Public Safety and Justice Subcommittee Meeting** Page 6

Attachments

[PSJ Minutes 1-8-25_Final Draft.pdf](#)

INFORMATION AND DISCUSSION (ITEMS 2-4)

- 2 **Light Rail Security Update** Page 16

Attachments

[Attachment A Valley Metro Memo.pdf](#)

- 3 **City of Phoenix Prosecutor's Office Overview** Page 22

- 4 **Phoenix Police Department Recruitment, Hiring and Attrition Update** Page 24

Attachments

[Febraury 2025 PSJ - Phoenix Police Department Hiring, Recruitment and Attrition Report \(1\).pdf](#)

INFORMATION ONLY (ITEMS 5-7)

- 5 **Fire Department Staffing and Response Times Update and Information Request Report** Page 45

Attachments

[Phoenix Fire Department Staffing and Response Time Update Report - February 2025.pdf](#)

[PSJ Follow-up QA on Fire Department Response Times - Attachment B.pdf](#)

- 6 **Community Assistance Program (CAP) Expansion Implementation Report** Page 62

Attachments

[Community Assistance Expansion and Implementation Report - February 2025.pdf](#)

7 **Police Call Data and Response Time Information
Requests**

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Attachments

[Attachment A - Median Response Times by Precinct 2024.pdf](#)

[Attachment B - Calls for Service Data 2024.pdf](#)

[Attachment C - Call Center Statistics Summary 2024.pdf](#)

000 CALL TO THE PUBLIC

FUTURE AGENDA ITEMS

ADJOURN



Minutes of the Public Safety and Justice Subcommittee Meeting

This item transmits the minutes of the Public Safety and Justice Subcommittee Meeting on January 8, 2025, for review, correction or approval by the Public Safety and Justice Subcommittee.

THIS ITEM IS FOR POSSIBLE ACTION.

The minutes are included for review as **Attachment A**.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays and the City Manager's Office.

Attachment A

Phoenix City Council Public Safety and Justice (PSJ) Subcommittee Summary Minutes Wednesday, January 8, 2025

City Council Chambers
200 W. Jefferson Street
Phoenix, AZ

Subcommittee Members Present

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

Subcommittee Members Absent

CALL TO ORDER

Chairman Robinson called the Public Safety and Justice Subcommittee (PSJ) to order at 10:00 a.m. with Councilwoman Guardado, Councilwoman O'Brien, and Councilman Waring present.

CALL TO THE PUBLIC

Tony Harris shared an encounter where individuals claimed Phoenix Police threatened to cite people gathered outside a business.

Elizabeth Veniable expressed concern over an interaction she was made aware of where City staff directed a person experiencing homelessness to loiter on private property, indicating dissatisfaction with the guidance provided.

Orla Bobo commented on the need to increase funding to Police and Fire. She expressed frustration with the City's allocation of funds to programs that do not prioritize public safety.

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 December 4, 2024, Public Safety and Justice Subcommittee meeting. Councilwoman Guardado seconded the motion which passed unanimously, 4-0.

INFORMATION AND DISCUSSION

2. Zencity Blockwise Overview – Citywide

Communications Director Dan Wilson, Zencity Vice President of Strategic Accounts Eyal Halamish, and Zencity Director of Enterprise and Law Enforcement Bar Asherov, presented on this item.

Mr. Wilson spoke about the several year partnership between the City of Phoenix and Zencity. He stated that the City has used a survey tool that led to notable initiatives like 602 Day.

Mr. Asherov provided an overview of Blockwise and described the platform as a community survey tool used by law enforcement agencies to measure resident perception with procedural justice metrics. He stated that the survey would be distributed equitably throughout the community. Based off the survey responses from the community, a dashboard would be created, and provide actionable insights through precinct level data across demographics and trending topics.

Mr. Halamish presented an example of Blockwise in practice using the Los Angeles Police Department (LAPD). He explained that the LAPD utilizes data from Blockwise to report on performance management every two weeks during their COMPSTAT meetings, which cover crime statistics as well as perceptions of safety and trust. He emphasized that decisions are based on well-informed, up-to-date data.

Mr. Halamish explained that monthly data pertaining to community trust and feelings of safety would benefit the City by enabling Police staff, City Manager, and City Council to gain valuable insights, monitor trends for informed decision-making, and evaluate plans and policy proposals.

Councilwoman Guardado asked when Blockwise was deployed at the LAPD.

Mr. Halamish explained Zencity has been serving the City of Los Angeles for several years, but the program itself has been in place for over a year.

Councilwoman Guardado asked about the success rate of the program and how access to the data has allowed the LAPD to make changes.

Mr. Halamish responded the data has enabled the Department to be more proactive by tracking data and strategically deploying resources. The Department has observed improvements in satisfaction and trust levels.

Councilwoman O'Brien asked how Zencity is ensuring responses from a diverse group of residents are collected.

Mr. Asherov explained advertisements are being distributed through various online channels and efforts will be made to target demographics that have not yet been represented in the survey results, ensuring equitable participation.

Chairman Robinson acknowledged that some residents might be hesitant to complete the survey due to concerns about being tracked. He inquired whether Blockwise includes any tracking mechanisms.

Mr. Asherov explained that Blockwise is entirely anonymous and based on digital networks; Zencity can determine that the user is located in the City of Phoenix based on zip code. He emphasized Zencity does not have access to identifiable information and does not request it.

Councilwoman Guardado asked how many languages Blockwise is available in.

Mr. Asherov stated that a language is available if it is spoken by at least five percent of the population, and this would be discussed with the City during the onboarding process.

Councilwoman Guardado recognized the possibility of certain areas being inaccessible and asked about the approach Zencity would adopt in such cases to ensure reach.

Mr. Asherov responded that 88-92 percent of individuals across all demographic groups have a smart device, enabling broad reach. He added if a particular group requires additional representation, survey ads would be intentionally targeted toward them.

Chairman Robinson shared he spoke with the Albuquerque Police Department Chief, who noted that his leadership team is able to make more informed decisions regarding staffing and deployment. Chairman Robinson expressed that this tool could serve to enhance the community.

Councilwoman Guardado asked how information reports collected through Blockwise would be shared to the City Council.

Mr. Wilson stated that Zencity would provide a monthly report to the Communications Department, and this would then be shared to Council.

Councilwoman Guardado expressed support for the program, emphasizing its role in bridging gaps and strengthening connections between communities and the Police. She highlighted the importance of focusing on populations that are harder to reach.

3. City of Phoenix 2024 Domestic Violence Fatality Review Team Report – Citywide

Human Services Director Jacqueline Edwards, Deputy Human Services Director Kevin Mattingly, and Police Assistant Chief Ed DeCastro, presented on this item.

Ms. Edwards stated the role of the Domestic Violence Fatality Review Team (DVFRT) is to identify system gaps and area for improvement for governmental agencies and nonprofits responding domestic violence cases that are fatal or near fatal. She noted that the DVFRT consists of representatives from different City Department and external entities in fields such as criminal justice, advocacy, healthcare, and academia. Ms. Edwards provided an overview of domestic violence statistics in the United States.

Chief DeCastro provided an overview of 2023 domestic violence statistics within the City of Phoenix.

Mr. Mattingly explained the DVFRT case selection criteria which involve domestic violence cases that are fatal or near-fatal, have occurred in Phoenix, and have been fully adjudicated. He provided an overview of the 2024 case used in the DVFRT Report and outlined the six recommendations issued, along with an update on the status of the recommendation.

Recommendation one proposes the establishment of protocols for the Crisis Response Team's response to Domestic Violence Calls (Police and Fire).

Chairman Robinson asked what led to the decision to cancel the Crisis Response Team in this specific case.

Mr. Mattingly responded the reason for the cancellation was not clear, but it was speculated that the time of night and travel time required for the Crisis Team's arrival led to this operational decision.

Recommendation two proposes the examination of policies pertaining to Crisis Response Team response and suggests that these considerations should align response protocols with the Behavior Health Team response protocols (Fire Department).

Councilwoman Guardado asked what the standard response time for a Crisis Response Teams is.

Assistant City Manager Lori Bays stated that this could be addressed in the subsequent presentation which covers the Community Assistance Program.

Councilwoman Guardado expressed curiosity in understanding why the Crisis Response Team call for service was canceled in this specific case. She noted understanding the Crisis Response Teams standard response times will help understand how to better address domestic violence calls.

Mr. Mattingly continued detailing the remaining recommendations.

Recommendation three proposes providers of forensic medical examinations should consider developing a policy to require medical follow-up in the days and weeks following an examination (contracted provider).

Recommendation four proposes the consideration of in-service training for emergency medical technicians and paramedics on recognizing, responding to, and treating impeded breathing cases, including strangulation (Fire Department).

Recommendation five proposes the consideration of tracking strangulation cases in databases (Police and Human Services).

Recommendation six proposes a change to case management protocols for fatal and near-fatal domestic violence cases (Human Services Department).

Mr. Mattingly concluded the DVFRT Team will produce the 2025 report which will detail progress made on all recommendations.

Councilman Waring commented that implementing stricter penalties for these offenses could help reduce their occurrence.

Chairman Robinson recognized the offender detailed in the Report had been arrested four times prior and asked for history on the arrests.

Mr. Mattingly explained the offender had been arrested and booked into jail multiple times, with one of the incidents leading to his participation in Veteran's Court. He clarified that not all the arrests were related to domestic violence, mentioning that one stemmed from a hit-and-run. The common thread in these situations was substance abuse.

Councilman Waring stated that substance abuse is often used to justify behavior and expressed dissatisfaction with the idea that such crimes are acceptable because the individual was struggling with substance abuse.

Councilwoman Guardado expressed appreciation for the DVFRT and the recommendations detailed in the report. She asked that future recommendations include ways in which children who witness domestic violence can be supported.

Councilwoman O'Brien asked if staff tracked whether those individuals who were arrested in 2023 were subsequently prosecuted.

Chief DeCastro explained Police does not routinely track whether individuals who have been arrested as a result of a domestic violence incident are prosecuted unless a follow-up is needed. He noted a majority of individuals are being prosecuted, whether for misdemeanors or felonies.

Councilwoman O'Brien asked if Police Department systems do not have this tracking technology integrated.

Chief DeCastro added staff is notified when a case is forwarded to a prosecuting agency, but the system does not retain the outcome for future reference. To obtain that information, staff would need to look up each case individually.

Councilwoman O'Brien expressed her interest in tracking this metric within Police Department systems to monitor how many of these arrests result in prosecution. She

noted that this would help address residents' concerns about arrests not leading to prosecution.

Chief DeCastro added the Police Department is working with PremierOne to incorporate this information, along with metrics on strangulation, will be incorporated into the new system and that it would go into effect later in 2025.

Councilwoman O'Brien asked what would happen to the Crisis Response Teams and Behavioral Health Team as a result of the change of policies.

Assistant City Manager Bays suggested that this question could be further clarified by the Community Assistance Program staff, which would provide more insight into the expectations of the Response Teams and the distinctions between them. She noted that at the time of this case, the resources available to both teams were more limited than they are today.

Councilwoman O'Brien asked if the tracking systems used by the Human Services Department (HSD) and the Police Department interface.

Mr. Mattingly explained they are separate systems and added that the information tracked by the Family Advocacy Center and the Victim Services is confidential by State Statute. He added that HSD divisions are focused on the well being of the client and recovery from trauma, not the criminal case.

Councilwoman O'Brien asked how long a case in HSD stays open.

Mr. Mattingly noted that the case remains open until the client indicates they no longer need service or relocates, in which staff connects them with agencies that can assist them.

Ms. Edwards added that as a part of Recommendation six, the HSD has implemented updated protocols to continue follow-up with clients even after they have declined services.

Assistant Chief DeCastro added that the Domestic Violence Unit and Victims Advocates work on the same floor and work together and communicate effectively.

Councilwoman O'Brien asked who would pay for the required medical follow-up referenced in Recommendation three.

Mr. Mattingly stated that the Maricopa County Attorney's Office funds the forensic medical examiners at the Family Advocacy Center and as such, the County would pay the bill.

Councilwoman O'Brien thanked staff for their efforts and suggested data on the individuals assisted by the City could be insightful.

Councilman Waring emphasized the importance of intervening with offenders before domestic violence escalates into tragedy. He cited a case where an offender committed multiple crimes prior to being arrested for a domestic violence incident.

Chairman Robinson expressed appreciation for the work of the Human Services Department. He asked Deputy City Manager Ginger Spencer address some of the questions posed during the presentation.

Ms. Spencer emphasized the importance of balancing offender accountability with providing resources to protect victims and witnesses, including victims' children. She also explained plans to develop protocols for handling canceled Crisis Response Unit calls for service, specifying who can cancel them and why, as well as clarifying when a CRT or Behavioral Health Unit calls for service should respond. Finally, she noted that a multidisciplinary team, involving multiple City departments, is in place to coordinate mental health call responses.

Councilwoman Guardado emphasized the importance of conducting wellness checks callers who may be reporting a domestic violence incident even if a call has been canceled.

4. Community Assistance Program (CAP) Expansion Implementation Update – Citywide

Fire Assistant Chief Raymond Ochoa and Community Assistance Program (CAP) Administrator Dolores Ernst presented on this item.

Ms. Ernst provided an update on the CAP staffing expansion implementation, providing detail on recruitment, staffing, calls transferred from Police communications, and Units in Service.

Regarding staffing, 83.5 positions (65 percent) are currently filled, while 44.5 positions (35 percent) remain vacant. As for units in service, there are 5 Behavioral Health Units operating seven days a week, providing 23.5 hours of daily coverage. Additionally, there are 6 Crisis Response Units, some operating five days a week with 24-hour coverage and others operating two days a week with 22-hour coverage. Ms. Ernst highlighted a 172 percent increase in calls transferred from Police to the Behavioral Health Unit in the first 11 months when comparing 2023 to 2024. Lastly, Ms. Ernst noted that there has been increases in calls for service for both Behavioral Health Units and Crisis Response Units.

Councilwoman O'Brien advocated for CAP supervisors in Police Communications 24/7 and asked how this coverage could be achieved.

Ms. Ernst stated that hiring efforts are underway to ensure there is coverage 24/7 and that an update would be shared in the next presentation.

Councilwoman O'Brien asked if there would be an update on 24/7 coverage at the next CAP Expansion Implementation Update.

Ms. Ernst confirmed yes.

Councilwoman Guardado asked what initiatives the City is taking to retain staff, especially as they frequently undergo high-stress calls.

Ms. Ernst explained that a committee has been established to generate ideas for supporting staff, while existing protocols, such as supervisor debriefings and the Employee Assistance Program, are already in place. She added a Curriculum Coordinator has been hired to develop new initiatives and support growth within the Program.

INFORMATION ONLY

5. Fire Department Staffing and Response Times Update – Citywide

Information only.

Councilman Waring asked if the travel distance to calls is contributing to the response times in District 2.

Assistant Chief Kreis confirmed yes.

Councilman Waring asked what is attributed to the discrepancies in calls for service in District 2, noting other Districts have a substantial amount more calls for service.

Assistant Chief Tim Kries recognized that District 2 is larger in terms of land area and explained Fire plans to collaborate with a research institution to investigate why calls are higher in other districts, despite the fact that the population is evenly distributed across all districts.

Councilman Waring expressed concern regarding response times, emphasizing that residents in District 2 are not receiving the level of service that all Phoenix residents are entitled to.

Councilwoman Guardado asked if District 8 hosts the most homeless facilities in District throughout the City and requested a report on service calls originating from these locations.

Assistant City Manager Bays indicated that such an analysis could be completed and would include both City-funded facilities and those independently operated.

Councilwoman Guardado further advocated on determining the why on why the calls for service are higher in District 8. She referenced a study that life expectancy in District 8 is a lot shorter due to several factors.

Assistant City Manager Bays noted Staff is preparing a comprehensive response to several questions asked regarding Fire response times, incident and call types, fire station placement, and other topics. They will be included in the February 5, 2025 agenda packet. Further, she added research is being undertaken that would help Staff understand what social determinants lead to the discrepancies in call volumes.

Councilwoman O'Brien asked if Fire staff could elaborate on the fire stations approved to be built in the General Obligation (GO) Bond. She recognized that this would provide more resources to the communities and assist with call volumes.

Fire Chief Michael Duran noted that 4 fire stations are included in the GO Bond from 2024-2029. He detailed the enhanced resources the new Fire Stations 7,13,15, and 51 would provide to the communities they surround.

Councilman Waring continued to express discontent with the discrepancies with the calls for services across Council Districts.

6. Phoenix Police Department Hiring, Recruitment, and Attrition Report – Citywide Information only. No councilmember requested additional information.

CALL TO THE PUBLIC

Anne Ender expressed appreciation for the updated report but expressed discontent with hiring.

FUTURE AGENDA ITEMS

Councilwoman O'Brien asked the Phoenix Police Report include the following information: response times by district, dropped calls, average call hold time, retention rate for new hires from 2020-23, and projected sworn numbers through June 30, 2027.

Chairman Robinson requested that the Prosecutor's Office provide an overview of how domestic violence cases progress through their system.

Chairman Robinson also asked for progress on the DVFRT recommendations to be shared by June 2025.

ADJOURNMENT

Chairman Robinson adjourned the meeting at 12:10 p.m.

Respectfully submitted,
Destiny Dominguez
Management Fellow



Light Rail Security Update

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

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The City of Phoenix and Valley Metro are committed to delivering safe, reliable, high-quality transit experiences for customers. The priority is keeping customers safe by maintaining the continuous presence of security across the light rail system and collaborating with city partners, contractors, and community resources. **Attachment A** is a memo from Valley Metro outlining actions taken since the last update to the Public Safety and Justice Subcommittee in June 2024 to improve light rail system security.

Working with internal and external partners, the Phoenix Police Department's Transit Unit addresses quality of life concerns directly involving public transportation. The Transit Unit is responsible for conducting patrols and enforcement operations at transit centers, including light rail platforms, bus shelters, park-and-ride facilities, light rail vehicles, and buses.

Through its security contractor, Allied Universal Security, Valley Metro conducts fare inspections, utilizing a group of field security team members. The Transit Unit supports the efforts of the field security team through the Enhanced Light Rail Security Plan. The Enhanced Light Rail Security Plan aims to improve the ridership culture through a tiered approach focused on education, civil enforcement, and law enforcement interdiction. Working alongside the field security team members, the Transit Unit provides an additional layer of security that increases the effectiveness of safety efforts on the Light Rail system.

Transit Unit Staffing and Programs Overview

The Transit Unit reviews and investigates criminal cases related to public transportation, assumes disposition on transit-related calls for service, and provides investigative and technical support to patrol and investigative bureaus within the Phoenix Police Department.

Utilizing four enforcement squads, the Transit Unit conducts daily operations at transit centers that experience a high volume of criminal activity. Thirteen detectives and twenty-four police assistants are assigned to the four squads, which cover two work shifts.

Currently, the Phoenix Police Transit Unit has 57 positions, which are a combination of sworn and civilian employees. The Unit includes the following:

- One Commander
- One Lieutenant
- Six Sergeants
- One Administrative Assistant
- 13 Detectives
- Three Explosive Detection Canine Officers
- 28 Police Assistants
- Four Municipal Security Guards

Transit Unit Overview

For the 2024 calendar year, Transit Unit detectives have completed 1,437 criminal investigative reports, resulting in 1,766 arrests. With a 97 percent clearance rate for all criminal cases retained by the Transit Unit, detectives have submitted 4,596 criminal charges for prosecution.

Transit Unit Explosive Detection Canine Teams

The Transit Unit's Explosive Detection Canine (EDC) Team actively partners with the Transportation Security Administration. Responsible for responding to calls for service and assisting federal and local law enforcement partners with specific needs, the EDC Team deters crime through high visibility along the light rail corridor.

Composed of one police supervisor, three Explosive Detection Canine Handlers, and three canines, the EDC Team conducts patrols at downtown events and at or near light rail platforms. For the 2024 calendar year, the EDC Team supported 94 special events in the Downtown District, including professional sporting events and national concert tours. This specific service totaled 2,590 staff hours.

Enhanced Light Rail Security Plan

In coordination with Valley Metro and their security contractor, the Transit Unit began supporting the Enhanced Light Rail Security Plan on September 4, 2023. While providing a public safety presence and assisting field security team members with trespassing violations, the Transit Unit also conducts enforcement in aggravated

situations. Enhanced Light Rail Security Plan operations are conducted twice a week along the light rail corridor, and the locations of operation are determined through trends and community concerns.

Since implementing the Enhanced Light Rail Security Plan, the Transit Unit has assisted field security team members with inspecting 906 trains and contacting 34,581 passengers. To date, 864 fares have been recovered, and 3,280 civil citations have been issued. Participating in the Enhanced Light Rail Security Plan, the Transit Unit has issued 2,281 trespassing warnings and made 803 arrests for criminal violations.

Community Engagement and Partnerships

Collaborating with other City departments and the community, the Transit Unit offers and provides support to various community groups, including multiple Community Safety Plan Committees sponsored by the city. Working with these groups, the Transit Unit is integral to addressing criminal activity impacting high-volume transit centers, including the light rail corridor.

Responsible Department

This item is submitted by Assistant City Manager Lori Bays, Deputy City Manager Mario Paniagua and the Police Department and City Manager's Office.



Memo

Date: February 5, 2025

Re: Public Safety & Justice (PS&J) Subcommittee Update on Valley Metro Fare Inspection and Security Services

This memorandum outlines actions Valley Metro has taken since its last update to the PS&J Subcommittee in June 2024 to improve light rail system security. Efforts have focused on reducing security personnel vacancies, increasing the security presence on the system and collaborating with the City of Phoenix Police Department's Transit Unit.

Light Rail Security Contract Staffing¹

- Frontline Field Security Officer wage rates were identified as a contributing factor to high turnover on the Fare Inspection and Security Services contract held by Allied Universal (AUS). In response, on June 20, 2024, the Valley Metro Boards of Directors authorized an increase to the AUS contract cost ceiling.
- As a result of the increased wage rates for Field Security Officers, the vacancy rate on the AUS contract went from 48% to 3% from June 2024 to January 2025.
- The increased compensation, along with Valley Metro's concerted efforts to improve training, strategically increase supervisory presence, and focus on results, have resulted in improved retention of personnel, higher quality applicants and an increased presence of security personnel across the light rail system. Specifically, in calendar year (CY) 2023, filled contractor hours averaged 69%; in CY2024, filled contractor hours averaged 94%.
- Improved wages have also enabled the contractor to fill supervisory positions, resulting in improved performance and retention of Field Security Officers.
- Ridership for 2024 increased 3.82% over 2023 indicating a potential positive to the overall customer experience with increased presence.

Customer Experience Coordinator Staffing-Incident Data

- Valley Metro continues to create a more secure and welcoming passenger environment by layering Customer Experience Coordinators, who provide frontline presence and customer assistance, with Field Security Officers and Fare Inspectors.
- Valley Metro's team of 11 Customer Experience Coordinators will expand to 14 by mid-2025 with the addition of the South-Central Extension/Downtown Hub light rail project in its final phase of development.
- 86 incidents reported within City of Phoenix in calendar year 2024, representing an incident rate of 1.46 incidents per 100,000 boardings.
- Systemwide, 134 incidents reported in calendar year 2024, representing an incident rate of 1.41 incidents per 100,000 boardings, down from a 2023 incident rate of 1.61.

¹ Workforce availability data reported as of 1/13/25

Cleaning and Maintenance

- Each vehicle is cleaned nightly with deep cleaning occurring every 45 days
- Personnel are stationed at terminus ends to sweep, clean prior to return to service and mobile units are available to respond for on-demand services
- Stations and stops are cleaned two to four times daily (as staffing allows)
- Pressure washing occurs once per week

Fare Collection

- 111 new fare vending machines (70 within City of Phoenix) have been installed and are operational at all light rail stations.
- Field Security Officers continue to engage and educate riders about the new fare system.

Security Environment

- Revitalization of the plaza at 19th Ave/Dunlap was completed in fall 2024, incorporating Crime Prevention Through Environmental Design (CPTED) principles, which incorporates natural, built and technological elements to provide a more secure, comfortable and positive transit experience for our customers and communities.
 - In October 2024, Valley Metro, City of Phoenix and 19NORTH hosted a public, kick-off event at this plaza, now branded as Plaza19. Plaza19 will continue to be activated by community organizations to support increased engagement and presence in the area.
- Valley Metro staff and consultants, with input from city staff, are completing a CPTED assessment of the entire rail system. This work will conclude in spring 2025 with recommendations for incorporating CPTED principles to enhance security on the Valley Metro Rail system, such as modification of existing system elements including stations, vehicles and supporting infrastructure.

Law Enforcement Collaboration

- In 2024, Valley Metro and the Phoenix Police Transit Unit conducted 72 Enhanced Security Details.
 - Enhanced Security Details are designed to provide field collaboration between security, operations and law enforcement, engage passengers on the system and to conduct fare inspection and code enforcement/compliance at key locations. Ultimately, this program helps to increase presence and compliance on the system.

Fare Inspection and Security Services Contract Procurement

- The procurement for a new contract, under a revised scope of work, is underway. The contract award is being presented to the Valley Metro Boards of Directors for approval in February 2025.
- The scope emphasizes leading with a quality, customer-focused security service with rule and code compliance activities (i.e. fare enforcement, code of conduct, security details with police).
- Key performance areas include:
 - Contractor accountability
 - Personnel experience
 - Training
 - Data analysis and reporting

Future Actions

- Continued coordination with all police partners systemwide (ongoing)
- Continued Enhanced Security Details (ongoing)
- Implementation of new Fare Inspection and Security Services contract (spring 2025)
- Expansion of workforce, training and coordination to support opening of the South-Central Extension/Downtown Hub project, estimated in mid-2025.



City of Phoenix Prosecutor's Office Overview

This report provides an overview of the City of Phoenix Prosecutor's Office to the Public Safety and Justice Subcommittee.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

This report serves as an overview of the City of Phoenix Prosecutor's Office as well as data on the cases the Prosecutor's Office handles, including cases involving domestic violence. The staff presentation will include the following:

- Jurisdiction of the City Prosecutor's Office
- Mission of the City Prosecutor's Office
- Relationship between the Prosecutor's Office and the Police Department
- Overview of Cases Prosecuted and Dismissed
- Recent examples

Jurisdiction

The criminal jurisdiction of the City Prosecutor's Office includes misdemeanor crimes committed within the City limits. There are three classes of misdemeanor crimes, which include:

- Class 1: Maximum six months in jail, \$2,500 fine and surcharges with three years of summary probation.
- Class 2: Maximum four months in jail, \$750 fine and surcharges with two years of summary probation.
- Class 3: Maximum one month in jail, \$500 fine and surcharges with one year of summary probation.

Mission

The mission of the City Prosecutor's Office is to "provide effective and efficient justice for all." The qualities of "effective justice" are to promote victim safety, public safety, defendant accountability, defendant rehabilitation where possible, and safe, liable communities and public spaces while securing conviction for a future felony. Additionally, "efficient justice" understands that prosecutorial resources are limited,

avoids unnecessary steps to achieve justice, and avoids litigation that serves no prosecutorial purpose. Lastly, "justice for all" is the promise of equal justice under the law and is achieved by treating everyone with fairness, dignity and respect through an understanding of the imperfections of the justice system and by making decisions that are informed from the realities of peoples' lives.

Relationship with the Police Department

The Prosecutor's Office and the Police Department share the same goal of making the community safe and livable. However, the system is established to separate the two entities for important practical, legal, and societal reasons.

Overview of Cases

In Fiscal Year 2023-24, the Prosecutor's Office reviewed 28,700 cases. The top categories of misdemeanor charges include trespass and assaults. For the City's Prosecutor Office, 21 percent of all cases are domestic violence, which include crimes such as assault and criminal damage.

Responsible Department

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



Phoenix Police Department Recruitment, Hiring and Attrition Update

This item provides the Public Safety and Justice Subcommittee with a report on the Phoenix Police Department's hiring and recruitment efforts. This report also includes projections on sworn hiring and attrition as well as an analysis of where applicants exited the process before completion.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

This item includes a report on the Phoenix Police Department's hiring and recruitment efforts. This report provides an analysis of the hiring process and details where applicants exited the process before completion including at the academy and during the field training process.

Sworn Staff Hiring Total

During the November 6, 2024, subcommittee, the committee requested a 2024 year-end report on separations and staffing projections for the near future.

In 2024, the Police Department finished the year with 167 total sworn hires. This includes new recruits, lateral officers and reinstatements. During that time, 204 Officers separated from the department. The separations were from retirements, DROP, early drop and terminations. As a result, the department had a net loss of 37 sworn positions and a total filled count of 2,506 officers as of January 1, 2025.

During this year's hiring process, the department saw a significant increase in the hiring from the Hispanic population while there was a decrease in hiring from the African American population. White applicant hires remained statistically unchanged.

Total Sworn Filled Position Projection through 2027

The City's Budget and Research team produces a Monthly Authorized report projects the department's future staffing based on historical attrition, academy class sizes and known DROP retirements. Based on the current hiring trend and a hiring goal of 35 people every two months, Budget and Research projected a Filled Total Count of 2,547 officers in June of 2027. That would be a net gain of 41 officers compared to

January 1, 2025 (**Attachment A**). Staff is developing strategies to continue to increase the number of people hired and trained to a rate that will more significantly outpace attrition as well as strategies to reduce attrition where possible.

2020-2023 Recruit and Officer-In-Training Attrition

The Phoenix Police Academy and Field Training Officer Program are committed to the success of each recruit in both phases of their initial training, while ensuring standards are met and maintained.

Academy recruit attrition has been approximately 24 percent since 2020. AZPOST reports that the average recruit attrition in academies across the state is nearly 30 percent, with the Phoenix Police Academy having one of the lowest attrition rates of seventeen academies. Several factors contribute to this lower attrition rate including the quality of recruits hired, the SWET program for physical fitness, a two-week pre-academy to prepare them, resiliency training in the academy, and extra opportunities on Fridays for additional training in the areas of their choice.

Once the recruits graduate from the academy, recruits move into the Field Training Officer (FTO) program as Officers-In-Training. The attrition rate since 2020 in the FTO program is approximately 22 percent. Failing to meet standard evaluation guidelines in this phase of the training is one of the most common reasons officers leave during FTO. Another reason cited for officers leaving during this phase is the reality of the job in real-world application. Stress within family dynamics is a factor as well for exits. The FTO Committee meets bi-monthly to discuss areas in which we can improve in both phases of training.

Responsible Department

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



RECRUITMENT, HIRING AND ATTRITION REPORT

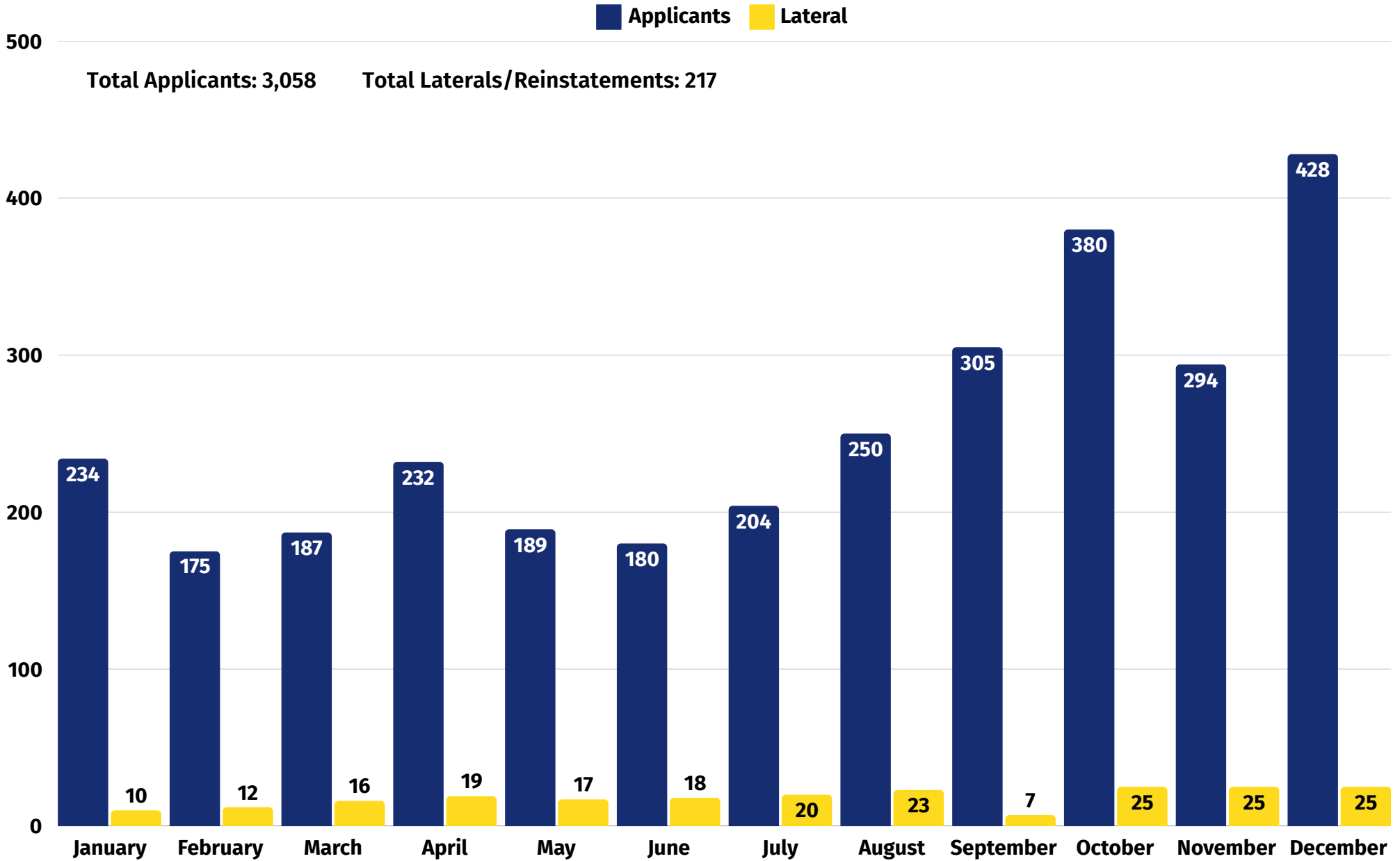
| JANUARY 2025

Phoenix Police Department

Recruitment, Hiring and Attrition Report



Total Applicants Year-to-Date as of December 31, 2024

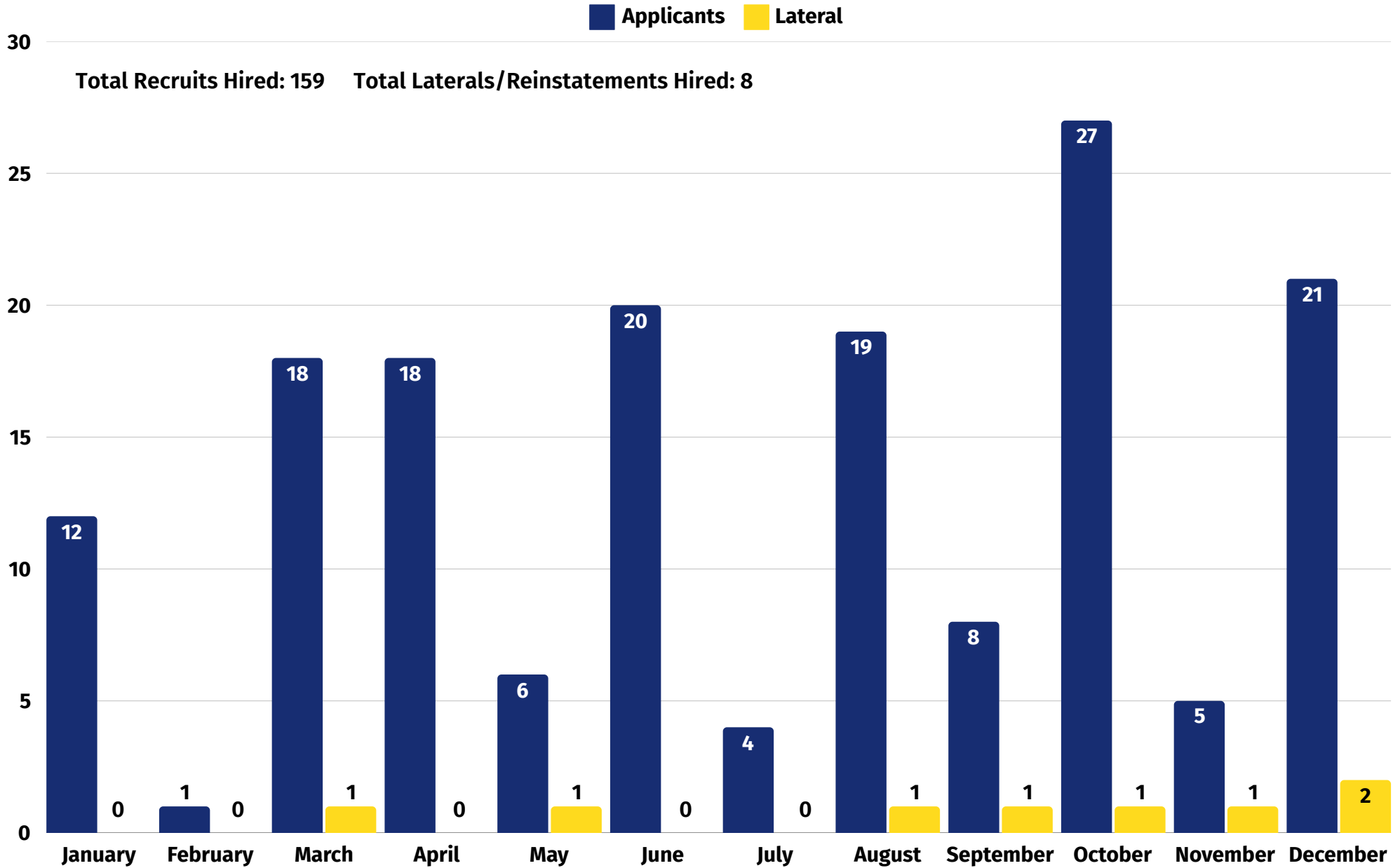


Phoenix Police Department

Recruitment, Hiring and Attrition Report

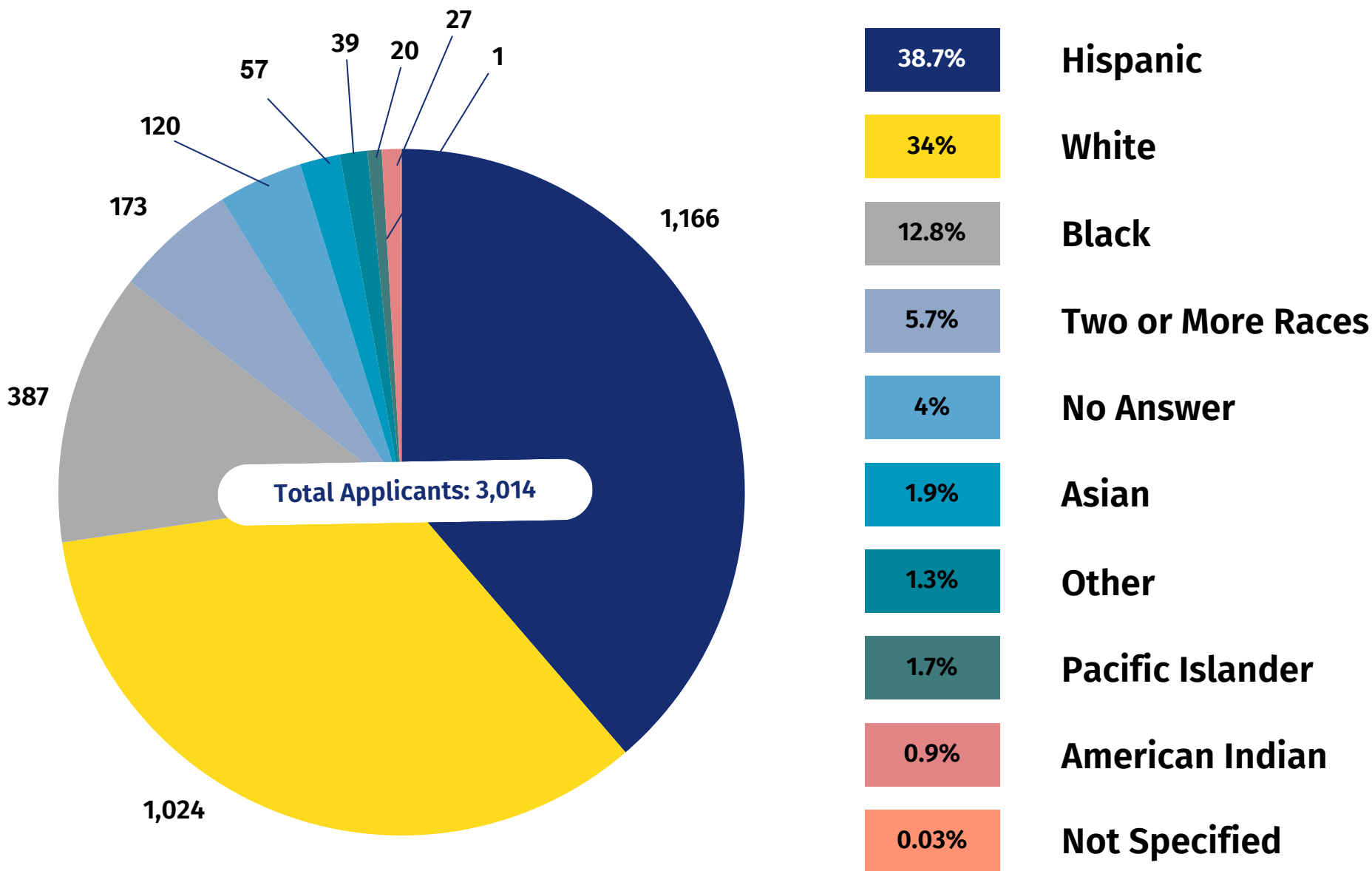


Total Hired Year-to-Date as of December 31, 2024





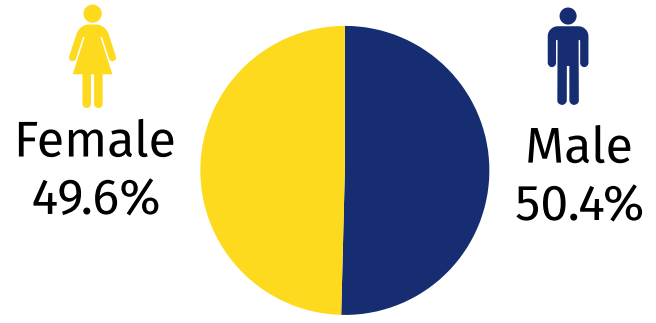
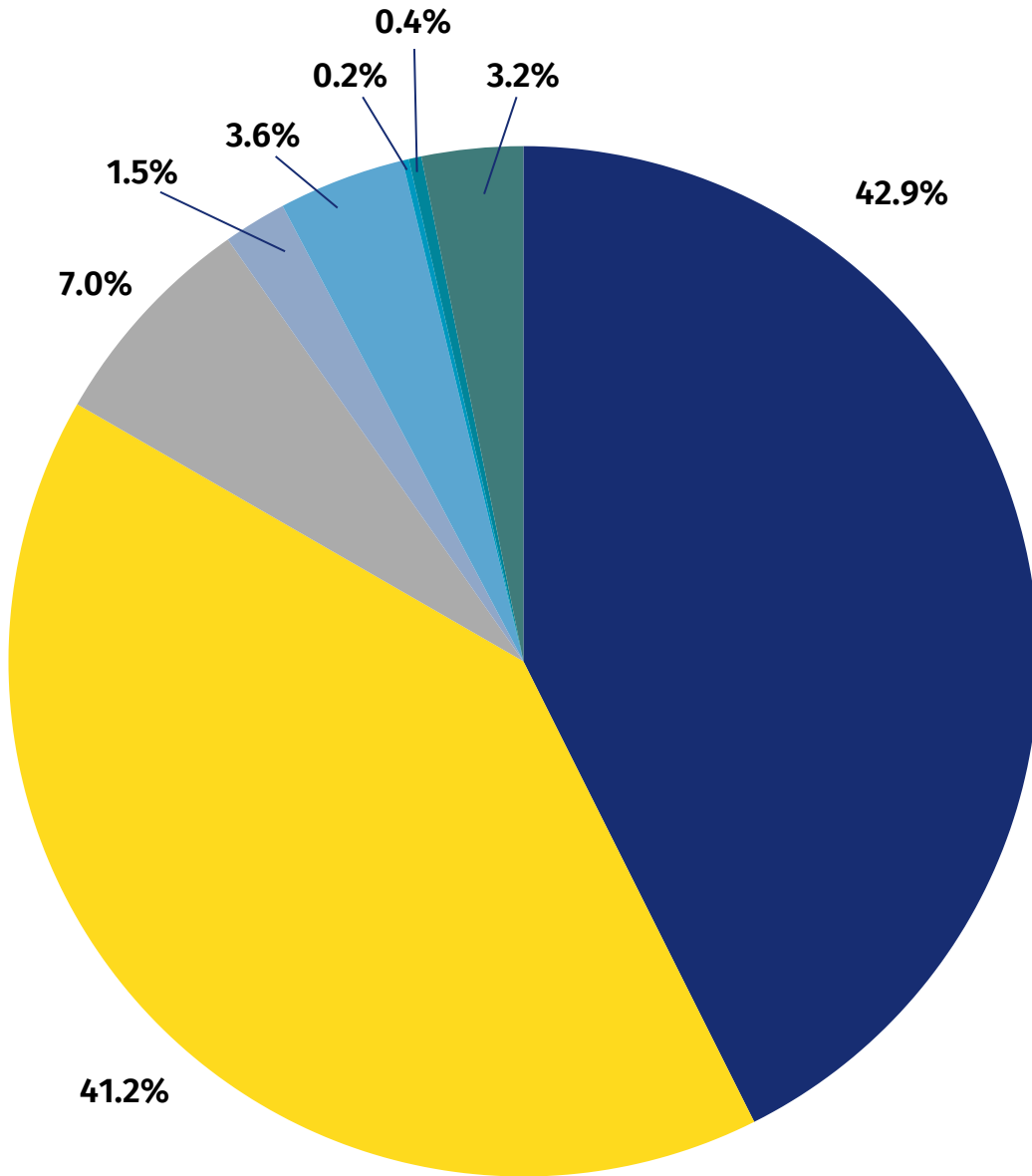
Total Applicants by Race Year-to-Date as of December 31, 2024



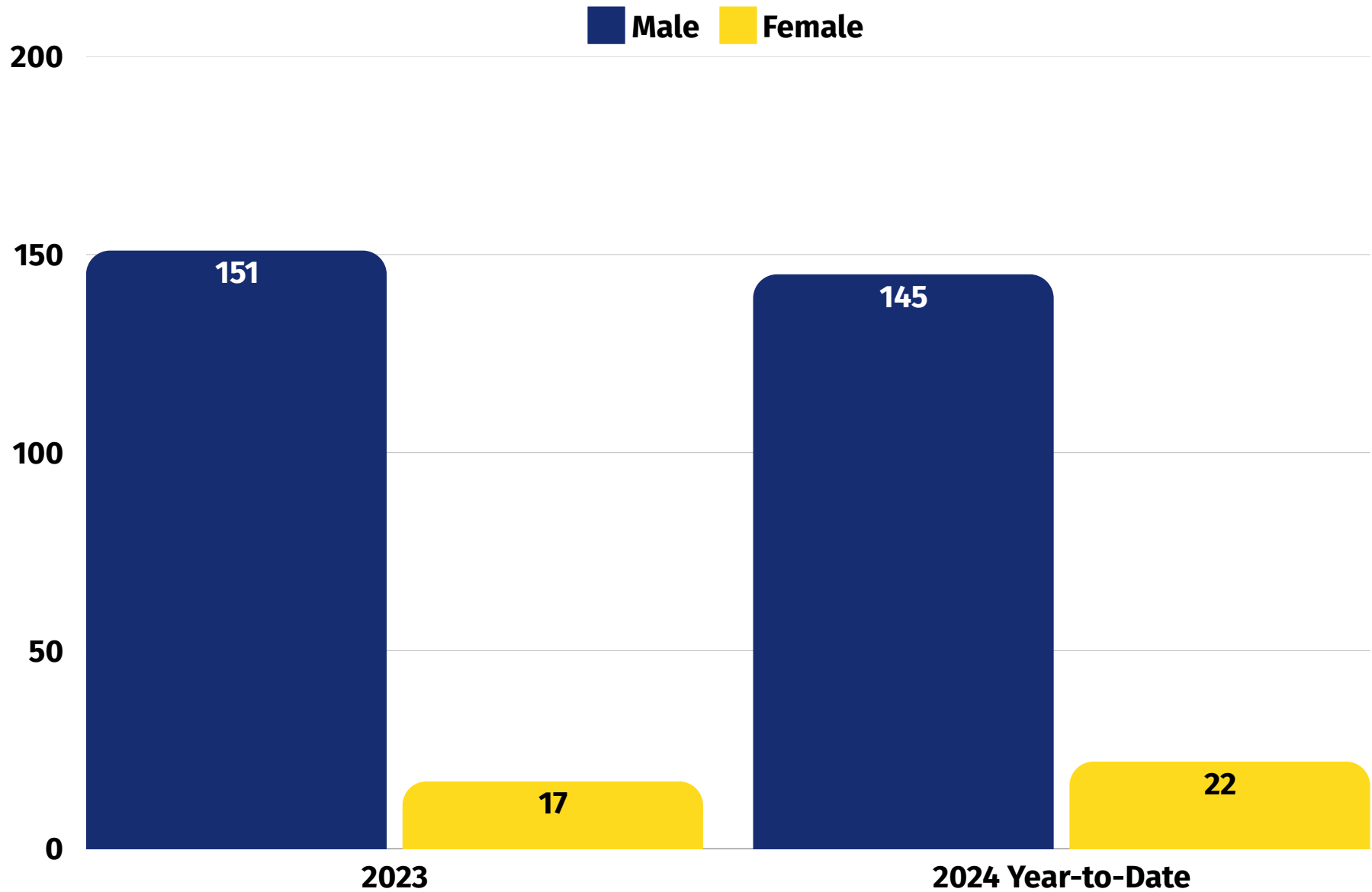
*Out of a total of 3,058 applicants, 44 did not select a race category.



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 Hired by Race Year-to-Date as of December 31, 2024

2023		2024 Year-to-Date	
52.7%	White	52.0%	White
28.1%	Hispanic	37.7%	Hispanic
9.0%	Black	3.0%	Black
1.2%	Black/White	2.4%	Black/White
1.2%	Asian	1.8%	Asian
0.6%	American Indian/White	0.6%	American Indian/White
2.4%	Asian/White	1.2%	Asian/White
1.2%	Not Specified	0.6%	Not Specified
3.0%	Other Blend	0.6%	Other Blend
0.6%	Pacific Islander	0.0%	Pacific Islander

Phoenix Police Department

Recruitment, Hiring and Attrition Report



Total Sworn and Recruit Employees by Rank and Gender as of December 31, 2024

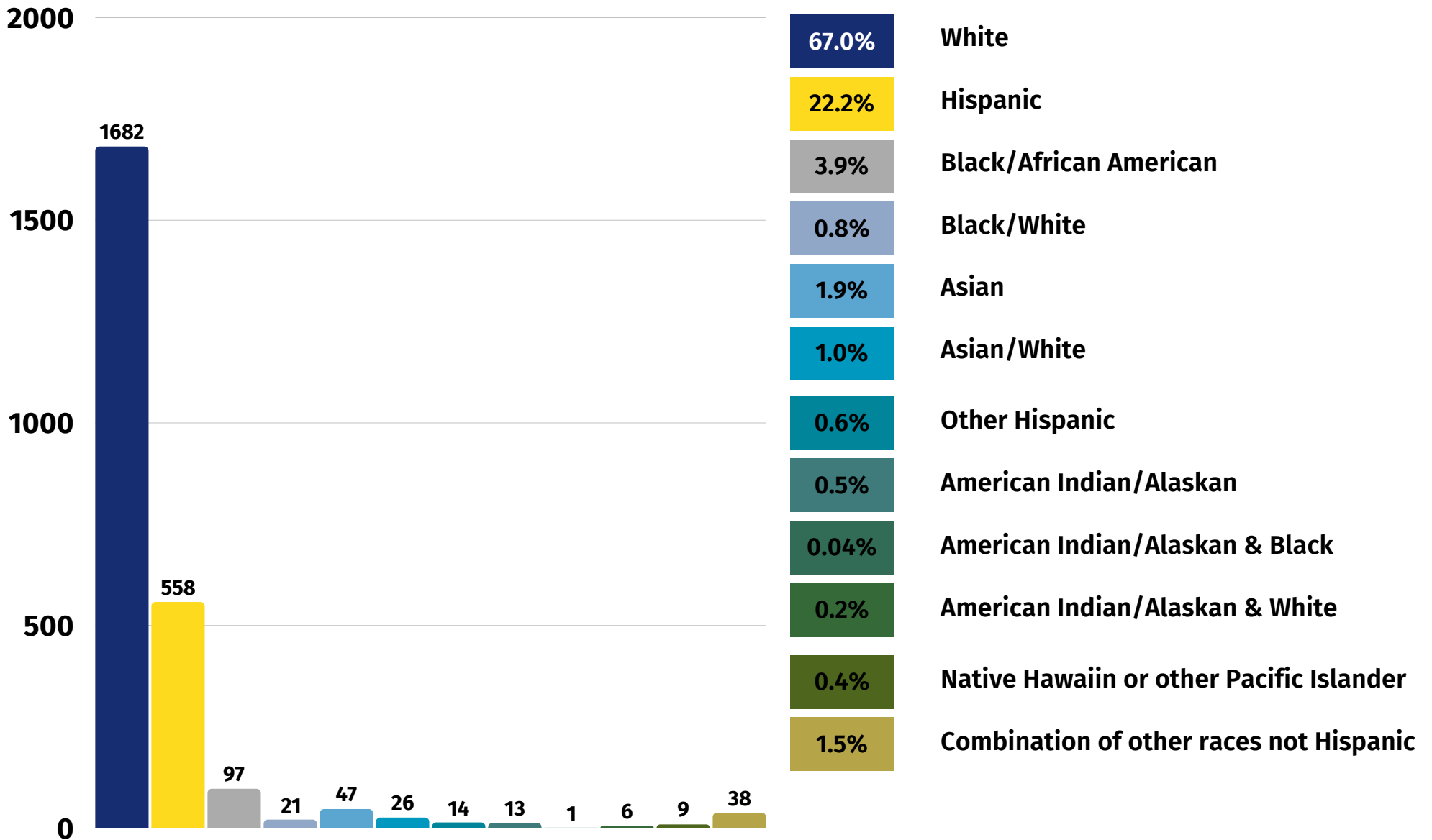
PAGE 8

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	7	0.27%
Male	76	2.93%
Total Lieutenant	83	3.19%

Sergeant	Total	Percentage
Female	26	1.00%
Male	337	12.97%
Total Sergeant	363	13.97%
Officer	Total	Percentage
Female	295	11.35%
Male	1740	66.97%
Total Officer	2035	78.33%
Recruit	Total	Percentage
Female	14	0.54%
Male	72	2.77%
Total Recruit	86	3.31%
Total:	2598	100.00%

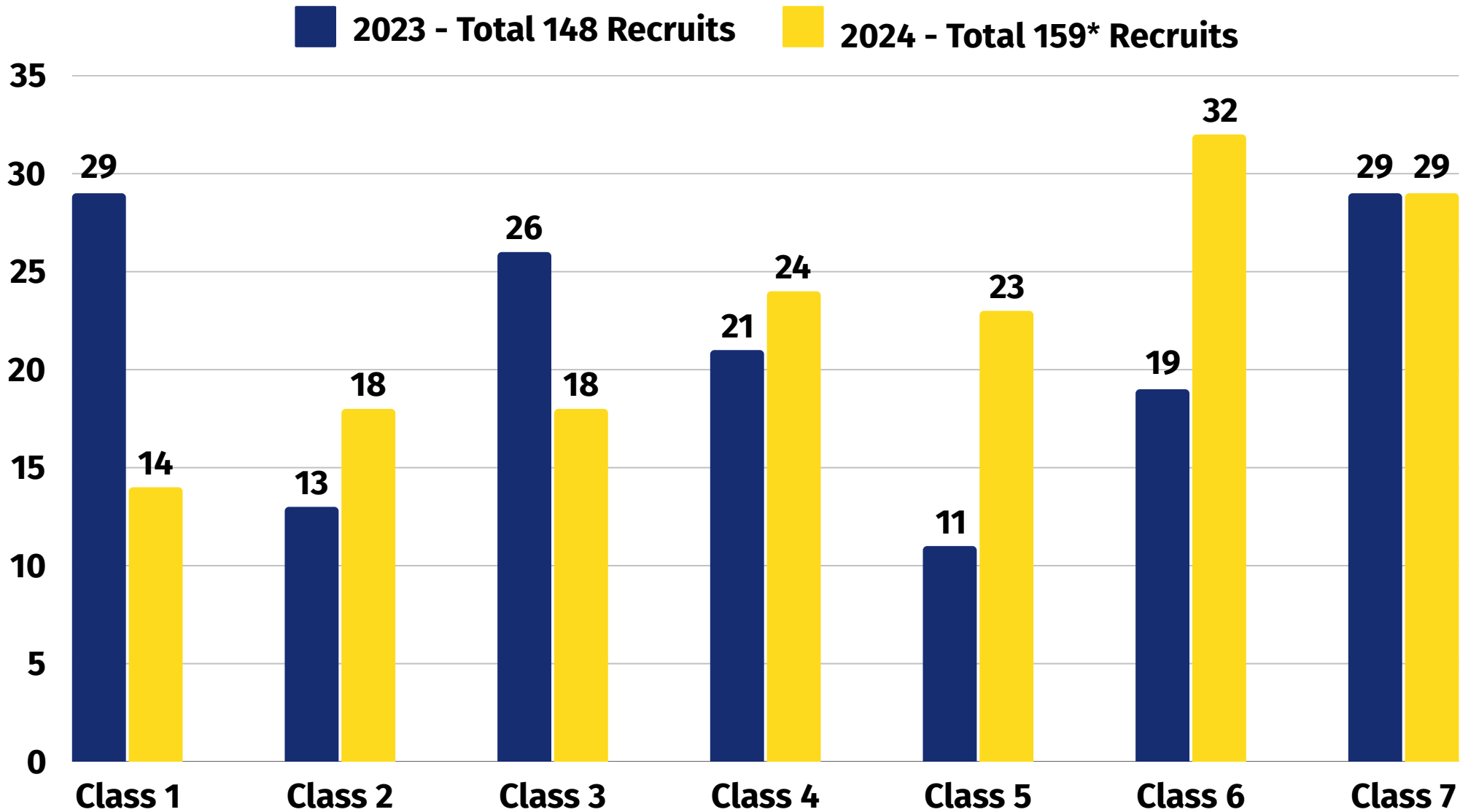


Total Current Sworn by Race as of December 31, 2024





Phoenix Police Academy Class Recruit Class Totals for all of 2023 and 2024



*One individual was hired in 2024 but is joining an academy class in 2025



Retention of Recruits Hired in the Past 3 Years

RETENTION OF RECRUITS HIRED IN THE PAST 3 YEARS

Years	Hired Recruits	Still Active as Officers	Percent Retained as Officers	Rehired as Professional Staff	Death	Leave of Absence	Separated
2022	159	91	57%	12	1	1	54
2023	160	102	63%	15		1	42
2024	159	128	81%	1			30
Grand Total	478	321	67%	28	1	2	126

This graph represents the total amount of recruits hired in a calendar year and how many of them are still police officers or retained as professional staff.



Retention of Recruits in the Academy

RETENTION OF RECRUITS IN THE ACADEMY

Years	Started	Completed	Percent Retained
2021	138	111	80%
2022	164	119	73%
2023	163	123	75%
Grand Total	465	353	76%

This graph represents the total number of recruits that begin an academy class in a calendar year and successfully graduate. The academy is 6 months long.



Retention of Recruits in FTO

RETENTION OF RECRUITS IN FTO

Years	Started	Completed	Percent Retained
2021	111	89	80%
2022	119	92	77%
2023	123	92	75%
Grand Total	353	273	77%

This graph represents the total amount of officers in training that begin FTO and successfully complete the program. The FTO program is approximately 3-4 months in length depending on the performance of the individual officer in training.



2022 Recruits - Where Are They Now?

2022 RECRUITS - WHERE ARE THEY NOW?

Crime Scene Specialist I	1
Crime Scene Specialist II	1
Detention Officer	7
Police Assistant	1
Police Comm Op* Radio/911	2
Police Officer	89
Police Recruit (NC)	2



2023 Recruits - Where Are They Now?

2023 RECRUITS - WHERE ARE THEY NOW?

Admin Aide	1
Detention Officer	11
Human Resources Aid	1
Police Assistant	1
Police Comm Operator	1
Police Officer	100
Police Recruit (NC)	2

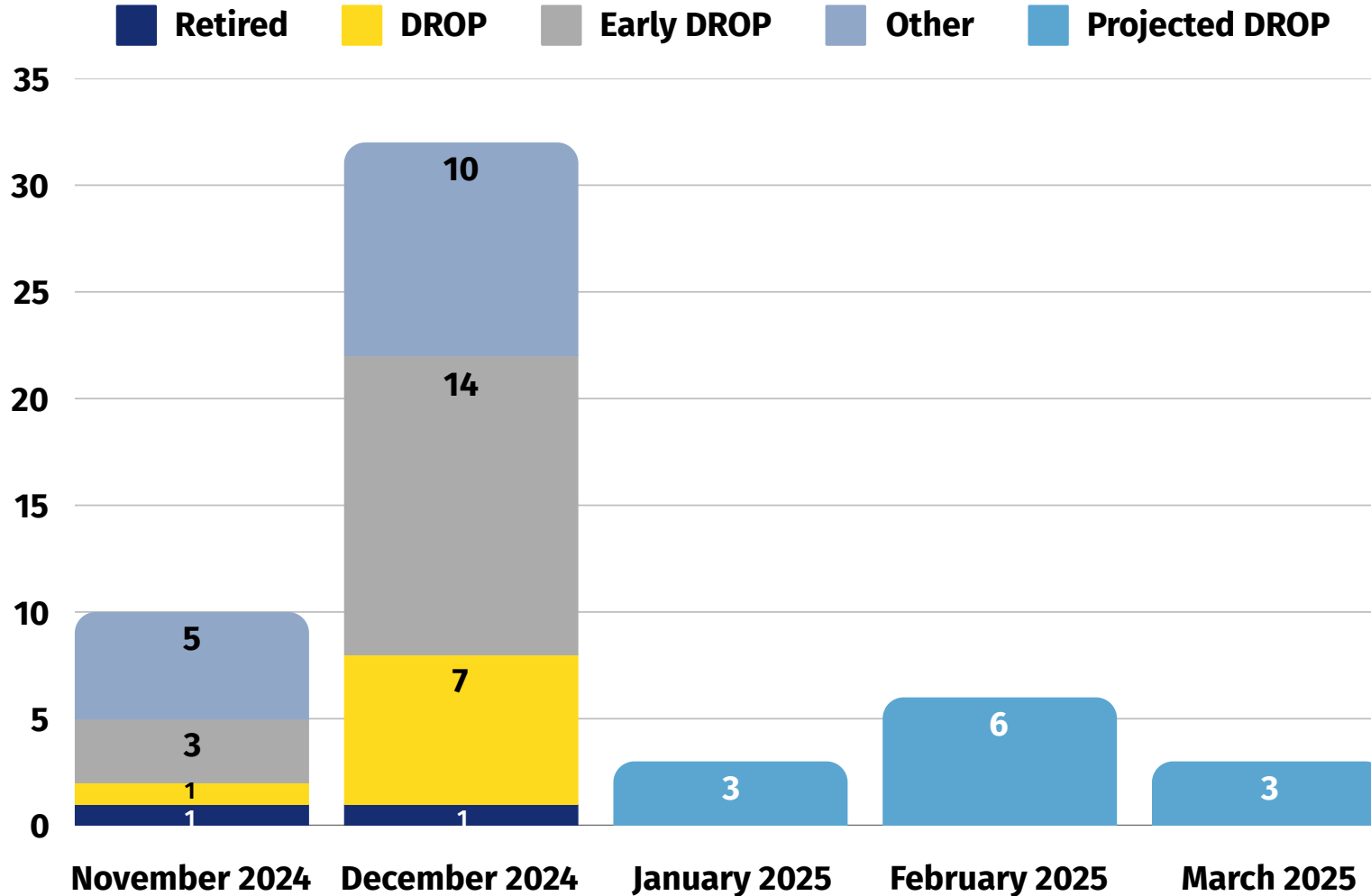
Phoenix Police Department

Recruitment, Hiring and Attrition Report



Current and Projected Attrition as of December 31, 2024

Total Leaving: 204 **Projected Leaving: 15**



SEPARATIONS BY YEARS OF SERVICE YEAR-TO-DATE

51	< 1
23	1 to 5
14	6 to 10
1	11 to 15
13	16 to 20
55	21 to 25
47	26+

Phoenix Police Department

Recruitment, Hiring and Attrition Report



SWET Totals Year-to-Date as of December 31, 2024



2,060

Total SWET Participants



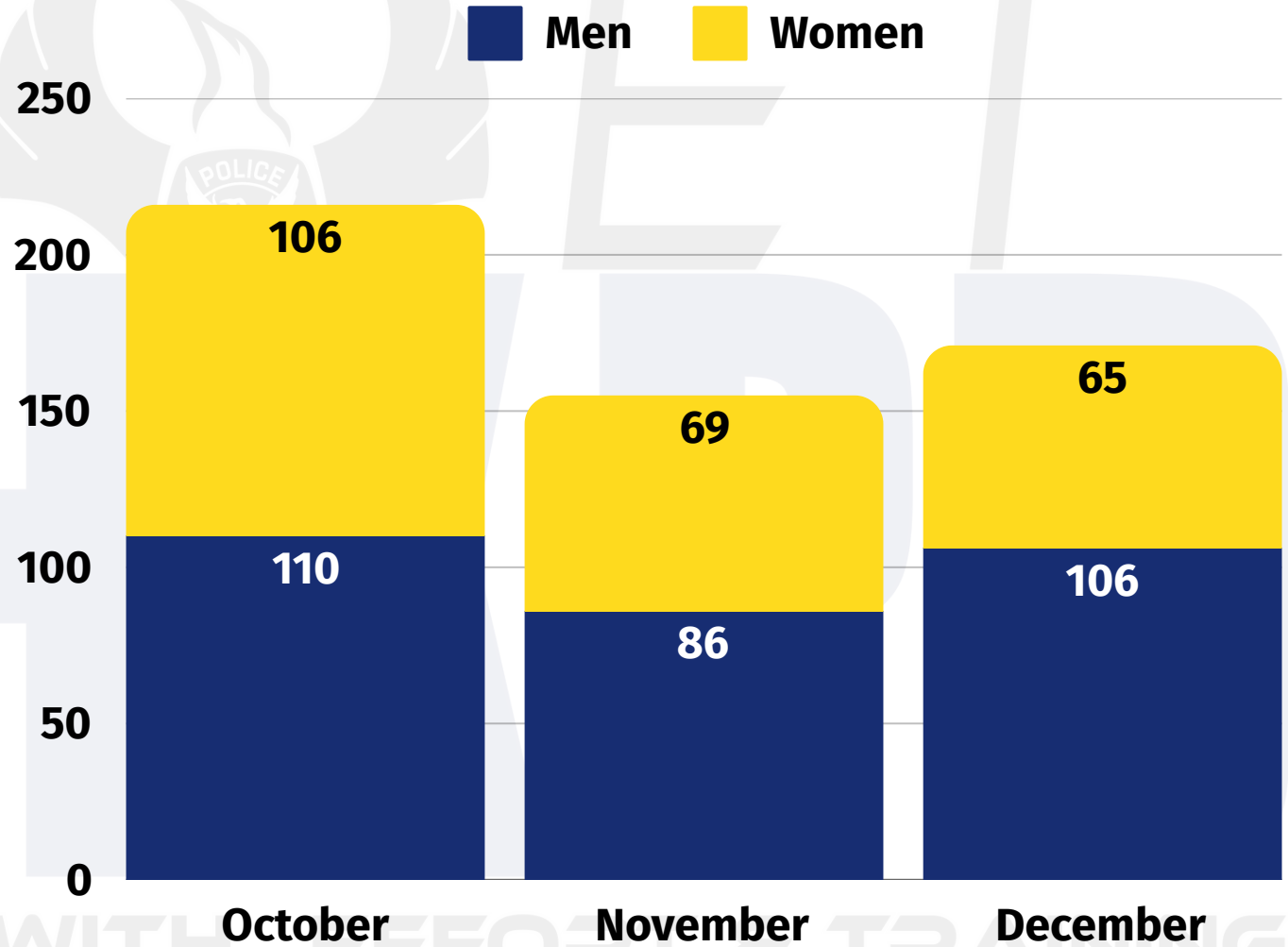
44

Total SWET Graduates



25

SWET participants currently in the Academy



Applicant and Hired Sources Year-to-Date as of December 31, 2024

Applicants



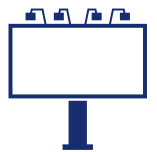
1. Website



2. Friend / Family



3. Indeed



4. Advertising/Billboards

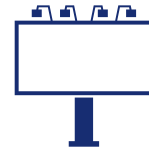


5. Social Media

Hired Recruits



1. Friend / Family



2. Advertising/Billboards



3. Employee Referral



4. Website



5. Indeed

Phoenix Police Department

Recruitment, Hiring and Attrition Report



Police Department Position Analysis as of January 1, 2025

	Average Attrition*	DROPS	Total VACANCIES	Academy Goal	Filled Total Count
Sworn Hiring Target = 3,125					
Filled and Vacant Count as of 1/1/25			(619)		2,506
Jan-25	(7)	(4)	(630)	-	2,495
Feb-25	(7)	(6)	(608)	35	2,517
Mar-25	(7)	(3)	(618)	-	2,507
Apr-25	(7)	(5)	(595)	35	2,530
May-25	(7)	(7)	(609)	-	2,516
Jun-25	(7)	(14)	(595)	35	2,530
Subtotal FY24-25	(42)	(39)	(595)	105	2,530
Jul-25	(7)	(11)	(613)	-	2,512
Aug-25	(7)	(6)	(591)	35	2,534
Sep-25	(7)	(9)	(607)	-	2,518
Oct-25	(7)	(8)	(587)	35	2,538
Nov-25	(7)	(6)	(600)	-	2,525
Dec-25	(7)	(23)	(595)	35	2,530
Jan-26	(7)	(8)	(610)	-	2,515
Feb-26	(7)	(6)	(588)	35	2,537
Mar-26	(7)	(8)	(603)	-	2,522
Apr-26	(7)	(5)	(580)	35	2,545
May-26	(7)	(10)	(597)	-	2,528
Jun-26	(7)	(13)	(582)	35	2,543
Subtotal FY25-26	(84)	(113)	(582)	210	2,543
Jul-26	(7)	(12)	(601)	-	2,524
Aug-26	(7)	(7)	(580)	35	2,545
Sep-26	(7)	(13)	(600)	-	2,525
Oct-26	(7)	(12)	(584)	35	2,541
Nov-26	(7)	(16)	(607)	-	2,518
Dec-26	(7)	(24)	(603)	35	2,522
Jan-27	(7)	(5)	(615)	-	2,510
Feb-27	(7)	(3)	(590)	35	2,535
Mar-27	(7)	(6)	(603)	-	2,522
Apr-27	(7)	(7)	(582)	35	2,543
May-27	(7)	(11)	(600)	-	2,525
Jun-27	(7)	(6)	(578)	35	2,547
Subtotal FY26-27	(84)	(122)	(578)	210	2,547

*Attrition estimate (excl. DROP) based on prior year experience.

**Police Department hiring plan reflects 35 recruits every eight weeks with an adjustment for actual hiring trends and recruit attrition.



Fire Department Staffing and Response Times Update and Information Request Report

This item includes a report highlighting the Phoenix Fire Department's hiring and recruitment efforts, alongside an overview of the department's response times. The report also provides detailed information about the various types of emergency responses handled by the department. An additional attachment provides Q&A follow-up responses from the December 4, 2024, and January 8, 2025, Public Safety and Justice Subcommittee meetings.

THIS ITEM IS FOR INFORMATION ONLY.

The Staffing and Response Times Update report is included as **Attachment A** and Q&A follow-up responses from the December 4, 2024, and January 8, 2025, Public Safety and Justice Subcommittee meetings are included as **Attachment B**.

Responsible Department

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

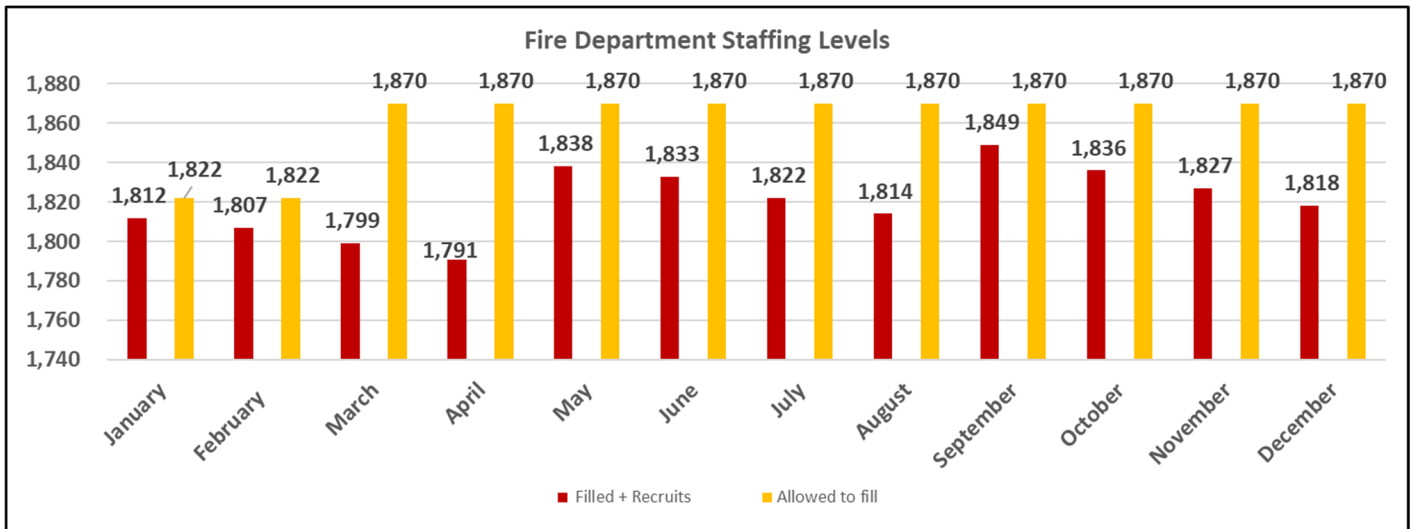


Phoenix Fire Department Staffing, Hiring and Activity Report February 2025

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 December 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 five years.

Year	Applicants Invited	Applicants Tested	Applicants Passing Test	Recruits Trained
2025	1267	765	N/A	N/A
2024	1105	600	408	154
2023	1271	729	467	135
2022	1445	921	634	68
2021	1348	896	594	95

Fire Department Sworn Staff Demographic

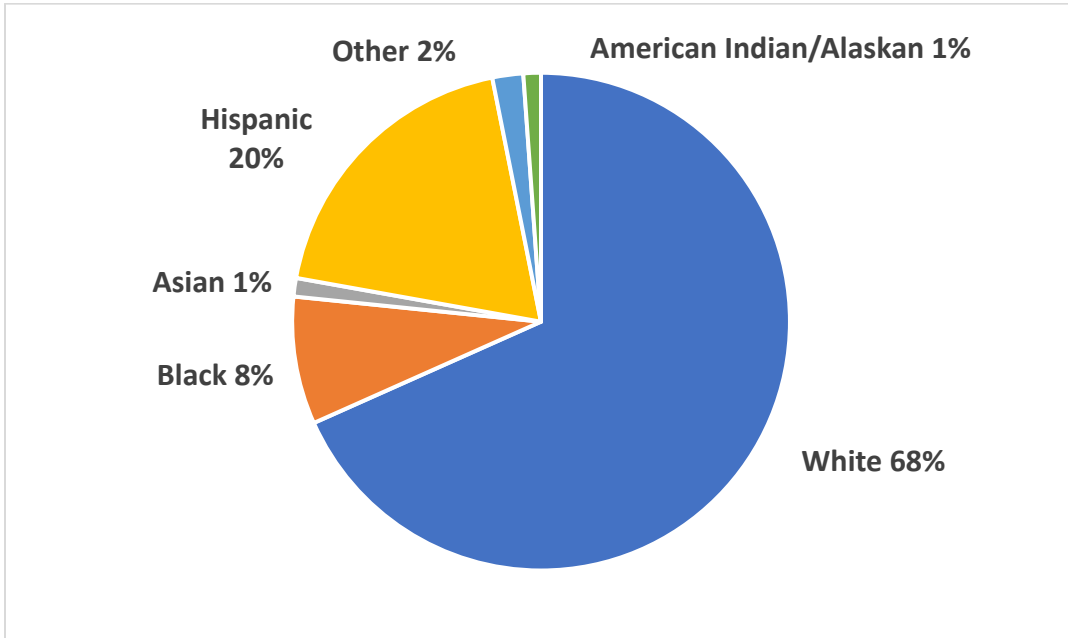
A founding principle of the Fire Department’s recruitment and hiring efforts is that our membership reflects the diversity of our community. The Fire Department connects with various communities within the City of Phoenix and beyond through a collaborative approach that includes multiple affinity groups. 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%

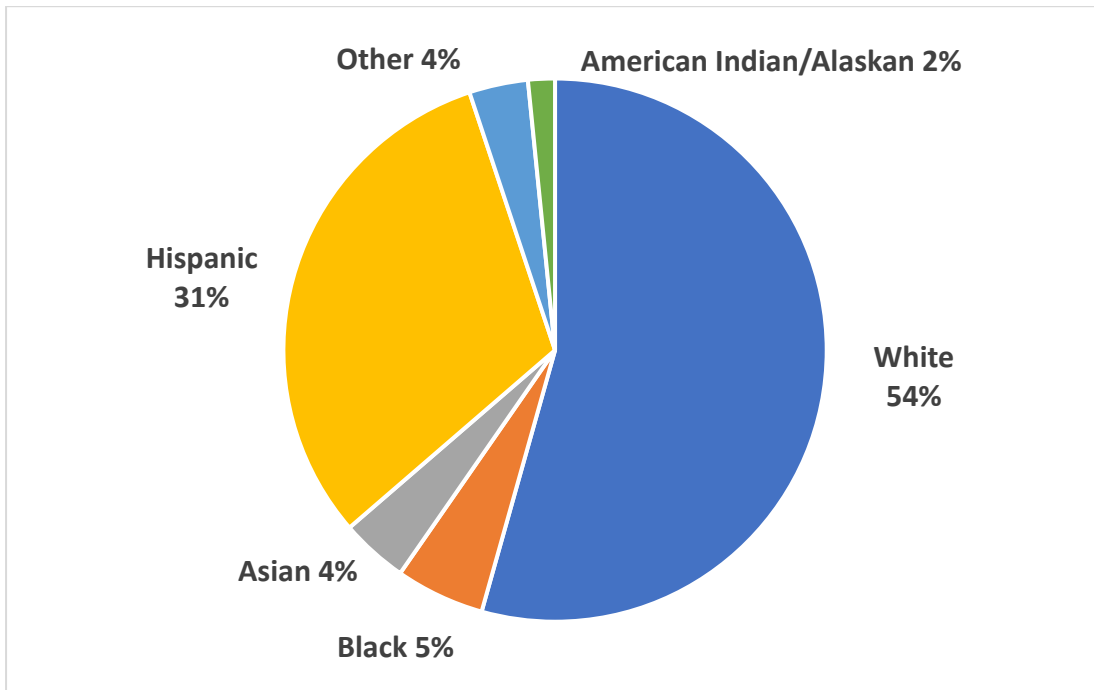
Note: Report Data Through December 31, 2024.



Phoenix Fire Department



Maricopa County



Note: Report Data Through December 31, 2024.



Response Times & Call Volumes

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

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

	First Arriving ALS Unit (can be any type) to Critical EMS Incident	First Arriving Engine (Water) to a Fire Incident	First Arriving Ladder to a Fire Incident	Ambulance Critical EMS	Total Incident Call Volume
NFPA Standard	5:00	5:20	9:20	10:00	
District 1	7:30	5:50	9:33	9:37	25,135
District 2	8:24	7:05	10:40	11:26	17,636
District 3	7:23	5:36	11:43	9:18	27,857
District 4	6:36	4:45	7:48	8:38	27,025
District 5	6:51	4:37	9:00	9:00	26,477
District 6	7:35	6:14	9:55	10:10	23,125
District 7	7:55	6:13	10:34	10:13	33,781
District 8	7:08	5:31	11:34	9:21	42,763
Citywide	7:23	5:42	10:11	9:38	233,799

Based on 90th percentile response times.

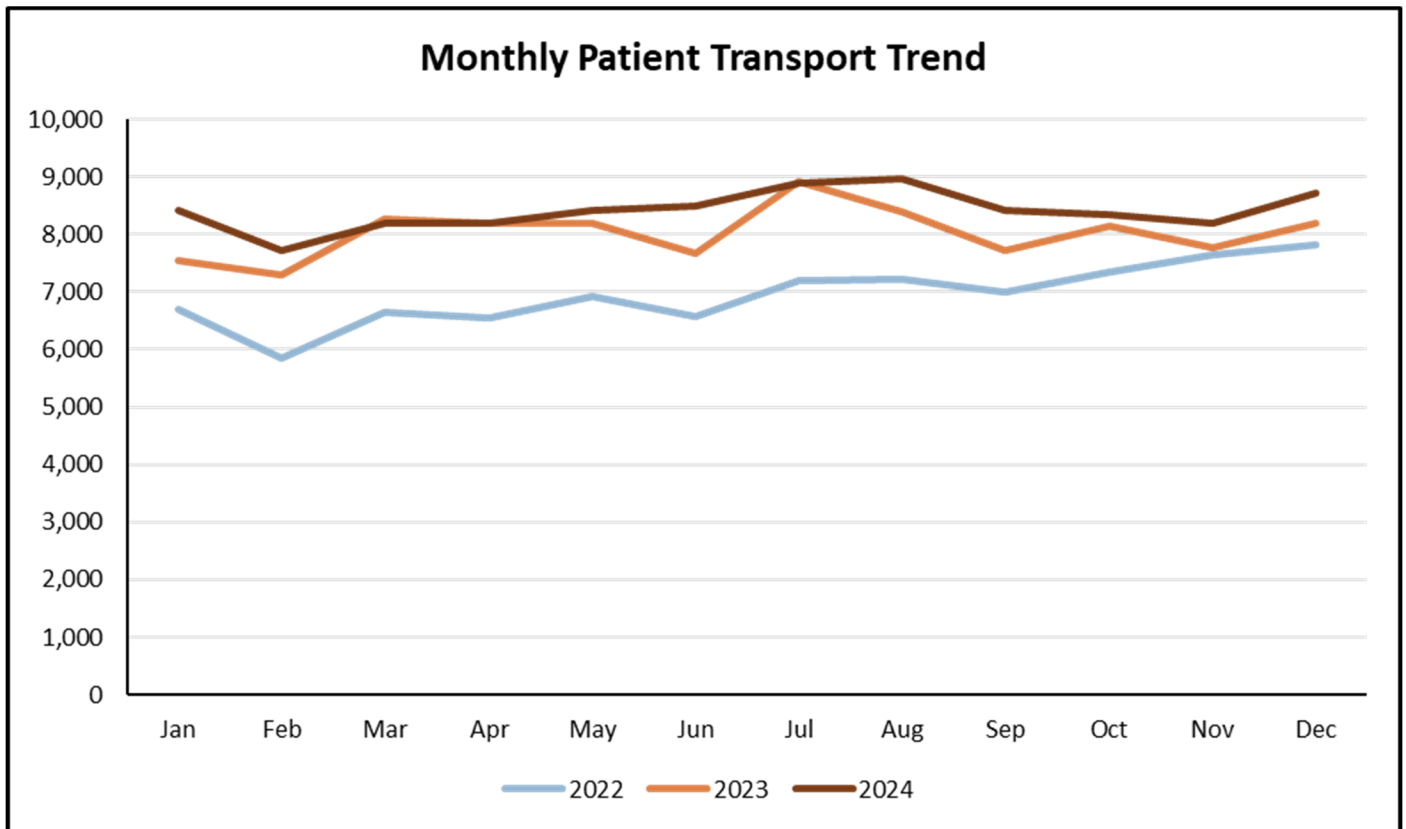
Note: Report Data Through December 31, 2024.



Emergency Patient Transportation Activity

The Fire Department has been operating its emergency transportation service for nearly four decades. Analyzing the monthly average activity levels over the past three years reveals a consistent upward trend in service demand.

The total number of transports in December was 8,682, contributing to an overall total of 101,103 transports for the year 2024.



Note: Report Data Through December 31, 2024.





PS&J FOLLOW-UP Q&A ON FIRE DEPARTMENT RESPONSE TIMES

In response to questions and direction from the Public Safety and Justice (PS&J) Subcommittee, the Fire Department has provided the following report on emergency service response times. As directed by the Subcommittee, more information will be provided at a future PS&J Subcommittee meeting.

Background

The Fire Department's emergency services include fire suppression, emergency medical services, emergency transportation services, special operations, and aircraft rescue fire fighting for more than 1.6 million residents in a service area of approximately 520 square miles. The Fire Department has over 1,800 sworn members occupying 58 fire stations strategically located throughout the city. The Fire Department has 68 engine companies, 14 ladder companies, 40 rescues (ambulances), three heavy rescues, eight battalion chiefs, two shift commanders, and other resources. In the calendar year 2024, there were 233,799 total calls for service in the City of Phoenix. These included 123,633 medical calls classified as advanced life support, 74,502 as basic life support, 23,668 fire incidents, 9,879 service calls, and 2,117 special operations incidents.

While all emergency incidents necessitate a response, some require more units to succeed in the department's mission to protect lives and property. These incidents include fires, vehicle collisions with multiple patients, and special operations incidents.

ALL CITY COUNCIL DISTRICTS – TOTAL UNIT RESPONSES, 2024

Unit Type	Total Unit Responses
All-Hazard Engine Companies	198,801
Rescues (ambulances)	139,091
Ladder Companies	38,298
Other	28,489
Command Teams	11,033
Heavy Rescue	9,891
Total	425,603



Are response times increasing?

Citywide 90th percentile critical emergency medical service (CEMS) response times increased from 6 minutes and 48 seconds in 2015 to 7 minutes and 23 seconds in 2024. Rescue (ambulance) response times have also increased. In 2015, citywide 90th percentile response times for rescue units were 9 minutes and 38 seconds. In 2023, they were 10 minutes and 7 seconds. In 2024, they decreased to 9 minutes and 38 seconds. The reduction in rescue response times resulted from city investment in increasing the capacity of emergency transportation services in areas of highest need in the City of Phoenix.

CEMS Response Times

	2015	2016	2017	2018	2019	CEMS 2020	2021	2022	2023	2024
1	07:10	07:23	07:18	07:18	07:17	07:21	07:32	07:29	07:30	07:30
2	07:50	08:03	08:08	08:00	07:58	08:09	08:20	08:23	08:30	08:24
3	06:47	06:52	07:01	06:55	06:55	07:05	07:17	07:26	07:24	07:23
4	06:01	06:08	06:10	06:13	06:17	06:27	06:28	06:36	06:36	06:36
5	06:21	06:21	06:25	06:23	06:28	06:39	06:42	06:47	06:47	06:51
6	07:05	07:09	07:12	07:18	07:21	07:35	07:37	07:43	07:37	07:35
7	07:18	07:17	07:07	07:18	07:31	07:43	07:50	07:56	08:02	07:55
8	06:19	06:34	06:33	06:38	06:41	06:47	06:57	07:01	07:04	07:08
Grand Total	06:48	06:53	06:54	06:56	07:00	07:10	07:18	07:24	07:25	07:23

Incidents reported in PHX Council Districts.

90th percentile response times.

Filtered by unit types A, E, L, LT, HR, HT, SQ, ST, LA, MR.

First In Unit.

01/01/2015 - 12/31/2024

Rescue CEMS Response Times

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
1	09:38	10:11	09:49	09:40	10:51	09:31	09:56	10:09	10:07	09:38
2	13:26	13:46	14:40	13:54	13:56	11:29	12:04	11:54	11:48	11:28
3	08:04	08:37	08:35	08:24	08:24	08:37	09:03	09:14	09:16	09:19
4	08:15	08:18	08:14	08:20	08:38	08:29	08:43	08:43	08:57	08:37
5	08:54	08:29	08:33	08:31	09:03	08:35	08:50	08:51	09:00	09:01
6	09:27	09:24	09:30	09:21	11:04	10:04	10:14	10:17	10:29	10:10
7	10:23	10:19	10:06	10:06	11:17	10:38	10:39	10:55	10:58	10:13
8	09:27	09:39	09:43	09:28	10:20	09:26	10:12	10:19	10:09	09:21
Grand Total	09:38	09:39	09:41	09:32	10:31	09:40	09:56	10:05	10:07	09:38

Incidents responded by PHX unit agency.

Incidents reported in PHX Council Districts.

90th percentile response times.

Filtered by unit type A.

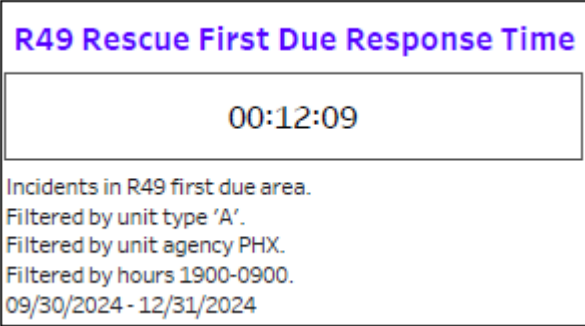
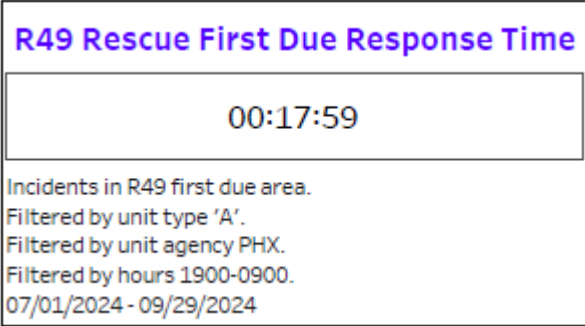
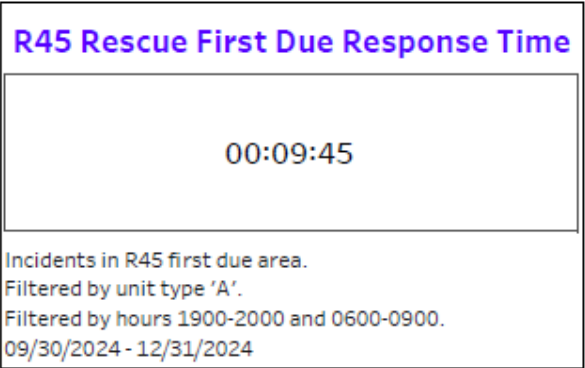
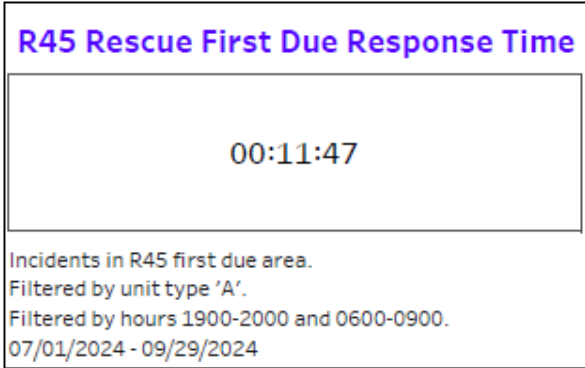
01/01/2015 - 12/31/2024



How much will the response times be reduced by the two new rescues in Council District 2?

In the fall of 2024, Rescue 45 and Rescue 49, located in Council District 2, were converted to full-time units. Before the conversion, Rescue 45's first-due response time was 11 minutes and 47 seconds. Since its conversion to a full-time unit, Rescue 45's first-due area response time has improved to 9 minutes and 45 seconds, representing a 17 percent improvement.

Rescue 49 was converted into a full-time unit simultaneously with Rescue 45. Before conversion, Rescue 49's first due response time was 17 minutes and 59 seconds. Since converting to a full-time unit, Rescue 49's first-due area response time has been reduced by nearly 6 minutes to 12 minutes and 9 seconds. This represents a 32 percent improvement.



Are more people suffering from emergent health conditions in Council District 8 than in Council District 2?

Maricopa County is partnering with Arizona State University to address a known community health concern, precisely a fourteen-year life expectancy gap between residents of South Phoenix and North Scottsdale. The Fire Department has contacted Maricopa County to learn more about this study, whether we can participate, and whether the scope would



facilitate a better understanding of why some council districts have significantly higher call volumes than others.

The Fire Department, in partnership with the City of Phoenix Office of Public Health, has formed a workgroup to understand better emergency medical service activity levels at the Council District level. They will examine whether under-resourced communities rely on Fire/EMS services more frequently and, if so, why and whether this can be addressed or ameliorated.

Nature Code Descriptions

Nature Code	Description
962	Car Accident (BLS)
ALOC	Altered Level of Consciousness
CP	Chest Pain
DB	Difficulty Breathing
FALL	Fall Injury (BLS)
FALLA	Fall Injury (ALS)
HA	Heart Attack
ILL	Ill Person (BLS)
ILLA	Ill Person (ALS)
INJ	Injured Person (BLS)
OD	Overdose
SEIZA	Seizure (ALS)
UNC	Unconscious Person

The following tables represent each Council District's top 10 nature code breakdowns.



Top 10 EMS

Index	Final Nature Code	1
1.	FALL	2,060
2.	DB	1,807
3.	ILL	1,744
4.	ALOC	1,741
5.	ILLA	1,293
6.	CP	1,193
7.	OD	1,066
8.	INJ	871
9.	962	850
10.	SEIZA	785

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	2
1.	FALL	2,136
2.	ALOC	1,284
3.	DB	1,115
4.	ILLA	1,075
5.	ILL	1,025
6.	FALLA	822
7.	HA	663
8.	CP	650
9.	INJ	484
10.	962	458

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	3
1.	FALL	2,839
2.	DB	2,046
3.	ILL	1,909
4.	ALOC	1,796
5.	ILLA	1,502
6.	CP	1,237
7.	INJ	1,013
8.	OD	995
9.	FALLA	988
10.	HA	896

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	4
1.	ILL	2,772
2.	DB	2,676
3.	ALOC	2,406
4.	FALL	2,082
5.	CP	1,726
6.	962	1,577
7.	INJ	1,541
8.	ILLA	1,472
9.	OD	1,297
10.	UNC	1,214

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	5
1.	DB	2,024
2.	ILL	1,828
3.	FALL	1,636
4.	ALOC	1,619
5.	CP	1,234
6.	ILLA	1,159
7.	962	1,112
8.	INJ	1,089
9.	OD	1,004
10.	SEIZA	812

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	6
1.	FALL	2,541
2.	ALOC	1,576
3.	ILL	1,557
4.	DB	1,482
5.	ILLA	1,126
6.	CP	1,048
7.	FALLA	953
8.	HA	757
9.	INJ	745
10.	962	650

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	7
1.	ILL	2,743
2.	DB	2,724
3.	ALOC	2,083
4.	CP	1,796
5.	FALL	1,532
6.	INJ	1,513
7.	962	1,422
8.	ILLA	1,394
9.	SEIZA	1,164
10.	OD	1,043

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024

Top 10 EMS

Index	Final Nature Code	8
1.	ILL	3,581
2.	DB	3,305
3.	ALOC	2,964
4.	FALL	2,489
5.	CP	2,139
6.	INJ	1,861
7.	ILLA	1,830
8.	962	1,411
9.	SEIZA	1,324
10.	UNC	1,244

Incidents reported in PHX Council Districts.
Incident must have dispatched time.
01/01/2024 - 12/31/2024



Why are there such significant increases in call volumes for rescues?

On June 6, 2022, Governor Ducey signed House Bill 2431 into law, codified as A.R.S. sec. 36-2219. This law prohibits all emergency medical technicians in the State of Arizona from using a presumptive medical diagnosis as a basis to counsel a patient to decline emergency medical services transportation and from counseling a patient to decline transportation, except as part of a specific alternate destination or treat and refer program. Emergency medical technicians must also explain to patients the risks and consequences to their health of declining transportation services. The Fire Department has updated protocols and provided training to all sworn personnel in response to the new law. In 2023, the Fire Department had 96,463 transports, up from 83,575 transports in 2022, over a 15 percent increase. In 2024, the Fire Department had 101,103 transports, a nearly 5 percent increase from 2023.

What factors go into the placement of fire stations?

Future needs and strategic planning efforts include an assessment of our growing community, including time and distance from fire stations to areas of our community, the number of calls units are responding to, where extended response time challenges exist within our community, and other factors. Additionally, the Fire Department's strategic planning includes assessing property use in developed areas, population density, street network, location of other fire stations, and property availability for future fire stations. In addition, the specific attributes of the site are a significant component of choosing a site for a fire station. Site attributes include enough acreage for the building, parking, fuel pumps, water retention, availability, expense, and other factors. The Fire Department works with the Planning and Development Department to identify restrictions and undesirable property characteristics such as floodplains.

Fire stations and associated resources must be placed, balancing short—and long-term needs. This includes assessing how community areas will develop or redevelop in the future. What will road networks look like? Will predominant land use change? How will they change? Among other factors.

With so many factors considered when placing future fire stations, the Fire Department remains focused on sustained communication with the Mayor, Council, and City Manager's Office. It understands that a well-placed and designed fire station is a major public investment and a visible symbol of the community's commitment to the emergency needs of its residents.

What factors determine response times, and how do land use and density factor in?

The National Fire Protection Association is a nonprofit organization that provides research, training, education, codes, and standards for the fire service. NFPA 1710 is the standard that describes the service levels, deployment capabilities, staffing levels, and response



time objectives. Response time is the time it takes for a unit and on-duty personnel to travel from the station to the incident. Factors in response times include distance, arrangement of natural and physical features of the area, location of fire department units, traffic conditions, and unit activity levels.

CITY OF PHOENIX COUNCIL DISTRICT GEOGRAPHICAL STATISTICS

Council District	Number of Fire Stations	Fire Station Density (per square mile)	Square Miles	Road Miles
1	5	0.05	108.79	833.49
2	8	0.07	109.47	919.73
3	5	0.10	48.74	697.91
4	8	0.27	29.57	587.19
5	6	0.21	28.2	515.11
6	7	0.13	55.54	756.11
7	7	0.11	65.44	684.89
8	12	0.16	74.02	832.72

When assessing fire station density per square mile, higher fire station density generally correlates to better response times. The table below is arranged by those council districts with the highest fire station density and illustrates the district's corresponding critical emergency medical service (CEMS) response times.

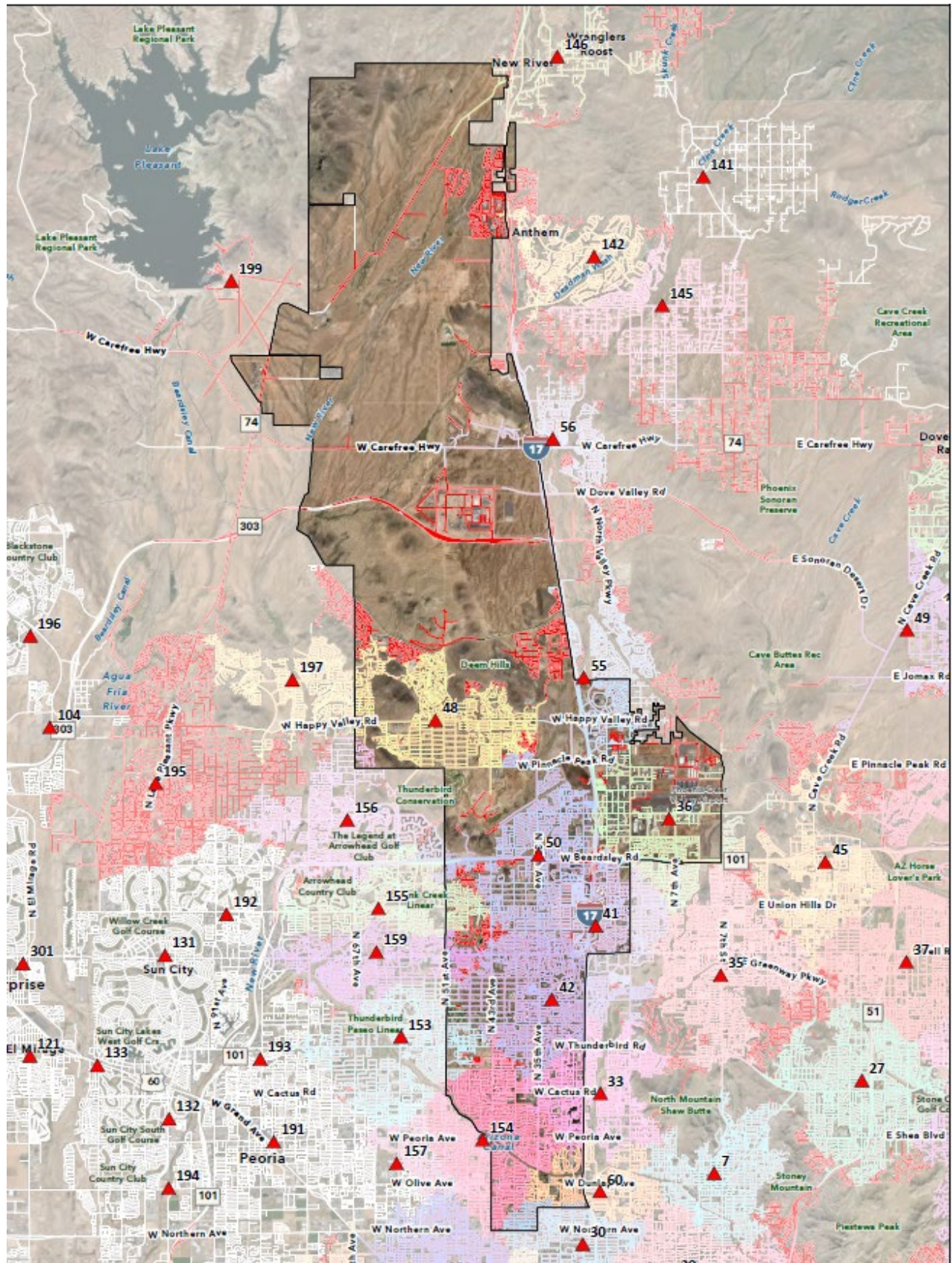
COUNCIL DISTRICTS, FIRE STATION DENSITY, AND CEMS RESPONSE TIMES

Council District	Fire Station Density (per square mile)	CEMS
4	0.27	6:36
5	0.21	6:51
8	0.16	7:08
6	0.13	7:35
7	0.11	7:55
3	0.10	7:23
2	0.07	8:24
1	0.05	7:30

While Council District 2 has a slightly higher fire station density than Council District 1, it has over 86 more total road miles—Council District 1 benefits from established transportation infrastructure, such as Interstate 17. Further, many areas of Council District 1 are covered by fire stations that are not in the district. For example, fire stations 56, 55, 33, and 60 are not in Council District 1 but respond to the area as shown in the map below.



City of Phoenix - Council District 1 Map





How do high-resource calls impact the rest of the system?

Significant emergencies such as structure fires, technical rescue (TRT), hazardous materials, and major medical incidents require multiple units across the city. These incidents require more resources and often involve a longer duration. Major incidents create gaps in the response system, with multiple units assigned, resulting in units from other areas responding when other emergency situations occur. The Fire Department has six adaptive response units designed to cover these vacant areas across the city, but more are needed to address the gaps created by major incidents.

2024 MAJOR INCIDENT CALL VOLUME BY PHOENIX COUNCIL DISTRICT

	1	2	3	4	5	6	7	8	Total
Drownings	13	9	11	6	6	10	5	12	72
HAZ	88	77	63	116	80	123	102	118	767
Major Fires	165	122	162	276	231	136	271	313	1,676
Major Medical	27	16	16	44	35	19	45	41	243
TRT*	13	16	41	20	5	146	7	17	265
Grand Total	306	240	293	462	357	434	430	501	3,023

*TRT includes mountain and confined space rescues, structural collapses, vehicle accidents, and swift-water rescues.

Why are all the new fire stations (6 in total) not in District 2 when there is a greater need?

The Fire Department maintains a living strategic fire station planning forecast. This document is utilized when funds become available to address the areas of greatest need. For example, future Fire Station 71, located on 60th Street and Mayo, is an identified need due to long travel times to emergency incidents. The Fire Department produces hypothetical models to demonstrate the impact of additional resources. For calendar year 2024, Council District 2 CEMS 90th percentile response times were 8 minutes and 24 seconds. With the addition of Fire Station 71, these response times are projected to be reduced to 8 minutes and 4 seconds throughout the entire district and would be significantly reduced in the immediate response area.

Another area of identified need is Fire Station 76, located south of Bell and Cave Creek Road. This is an area of need due to a known high concentration of incidents with extended response times. The impact of the addition of Fire Station 76 in this location would have been a reduction in response times in Council District 2 from 8 minutes and 24 seconds to 8 minutes and 5 seconds, along with an overall decrease in Council District 3 from 7 minutes and 23 seconds to 7 minutes and 7 seconds. The response times in the immediate response area of both Council Districts would be significantly reduced. Considerably less of this area exists outside the established criteria for travel time compared to future Fire Station 71. As a result, consideration is given to the assignment of a peak time unit in this area to assist with high-demand periods until funding for a future station is available.



What are the 10-year recruitment figures?

Between 2015 and 2025, there have been significant changes in the recruitment and testing process, as shown by the number of individuals invited, tested, and passed each year. The highest recruitment activity occurred in 2015, with 2,477 candidates invited, 1,621 tested, and 1,002 passing. The lowest level occurred in 2024, with 1,105 candidates invited, 600 tested, and 408 passing. In 2025, 1,267 candidates were invited, with 765 tested, while the number of those who passed is yet to be finalized. Compared to 2024, there has been an increase in candidates invited (from 1,105 to 1,267) and tested (from 600 to 765), indicating a positive trend in outreach and engagement.

No testing data is available for 2018 and 2020, as those years relied on the previous year's test to continue the hiring process.

Year	# Invited	# Tested	# Passed	Hired	Vacancy Rate
2025	1267	765	516	N/A	N/A
2024	1105	600	408	141	5%
2023	1271	729	467	129	4%
2022	1445	921	634	66	3%
2021	1348	896	594	95	2%
2020	N/A	N/A	N/A	26	2%
2019	2090	1319	796	117	2%
2018	N/A	N/A	N/A	62	2%
2017	1880	1190	676	82	3%
2016	2058	1379	776	79	3%
2015	2477	1621	1002	117	6%

Proactive Communication, Outreach, and Community Risk Education

The Phoenix Fire Department continues to prioritize community risk education as a crucial component of our ongoing efforts to prevent emergencies and improve the safety of our residents. By leveraging data collection, targeted communications, and community outreach, we proactively address potential hazards before they escalate into emergencies. One of our recent successes in this area was our firework safety campaign in July 2024. Through strategic outreach and the distribution of firework safety materials, the data suggests there was an impact on fireworks-related fires during the Fourth of July holiday by nearly 30 percent. This reduction not only prevented potential harm but also helped improved our emergency response times by decreasing the number of incidents requiring immediate intervention. By focusing on risk reduction through educational initiatives, we aim to reduce the frequency of emergencies further, thus enabling our dedicated fire crews



to respond more efficiently and effectively when urgent situations arise. These efforts align with our long-term goal of enhancing public safety while maintaining the highest service standards for our community. Although several year-round safety campaigns exist, the Phoenix Fire Department will heavily emphasize wildfire safety and drowning prevention in the coming months.

Facilities Supporting People Experiencing Homelessness Call Volume

The City of Phoenix funded 16 facilities supporting people experiencing homelessness in 2024. This list was provided by the Office of Homeless Solutions and is broken down by the number of locations and Council District:

- CD1 - 1 location
- CD3 - 2 locations
- CD7 - 6 locations
- CD8 - 7 locations

In 2024, the Phoenix Fire Department handled 233,799 emergency service calls, reflecting the high demand for public safety and emergency response services. Most of these calls were medical in nature, with Advanced Life Support (ALS) responses accounting for 123,633 calls and Basic Life Support (BLS) responses totaling 74,502. Fire-related incidents comprised 23,668 calls, while 9,879 service calls and 2,117 special operations rounded out the year's total emergency responses.

Only 1,854 incidents (0.79% of total calls) were specifically linked to homeless shelters. Medical emergencies comprised 96 percent of these responses, with 1,796 total calls.



Community Assistance Program (CAP) Expansion Implementation Report

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

THIS ITEM IS FOR INFORMATION ONLY

Summary

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

Responsible Department

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

ATTACHMENT A



COMMUNITY ASSISTANCE PROGRAM

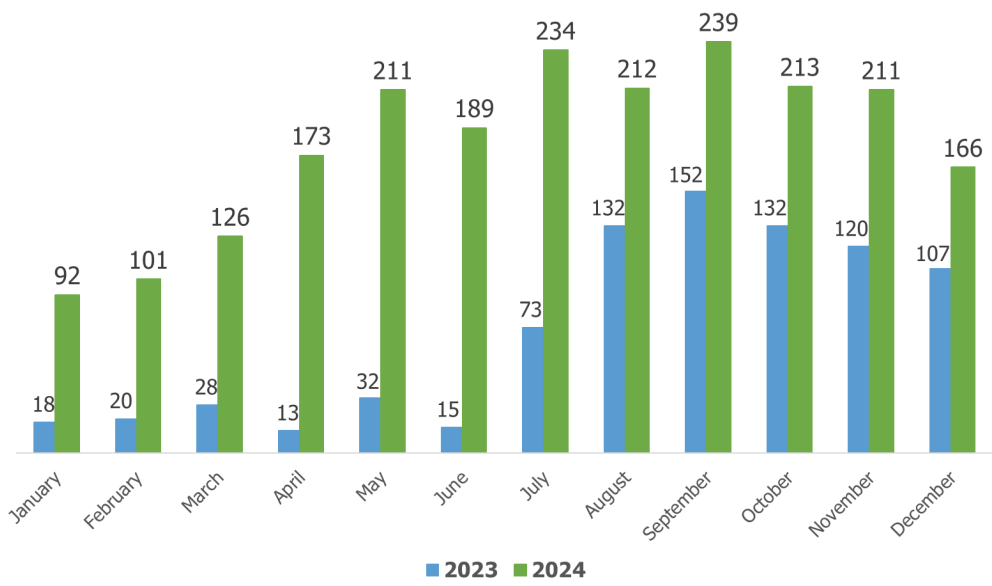
EXPANSION AND IMPLEMENTATION REPORT FEBRUARY 2025

The Community Assistance Program (CAP) is comprised of Behavioral Health and Crisis Response Units. In December 2024, the CAP responded to 946 total calls for service. Calls for service reflect information generated from the Computer Automated Dispatch System (CAD). A call represents an incident in which a CAP team was dispatched. In addition, Phoenix Police Communications transferred 166 calls for service to the CAP Behavioral Health Dispatchers in the month of December.

The Behavioral Health Units experienced a 129% increase and the Crisis Response Units experienced a 13% increase in call volume in 2024 compared to 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 157% in 2024 compared to 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 December 2024, 36% 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 64% of the calls came from co-response with police or fire and from BH unit generated calls.

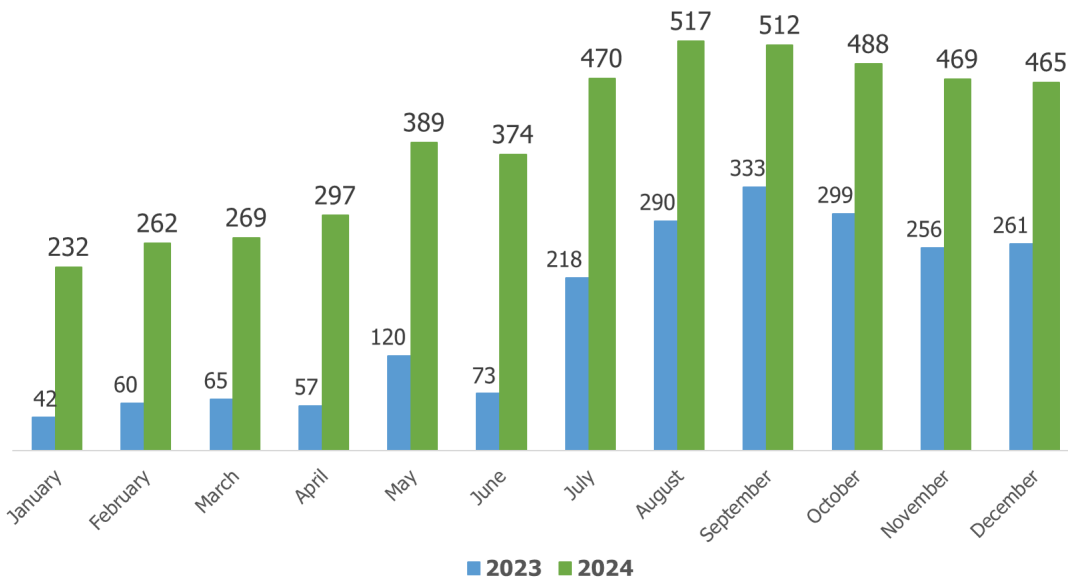


2024: 2,167
2023: 842

Trending: 157% increase in 2024 compared to 2023



BEHAVIORAL HEALTH CALLS FOR SERVICE:

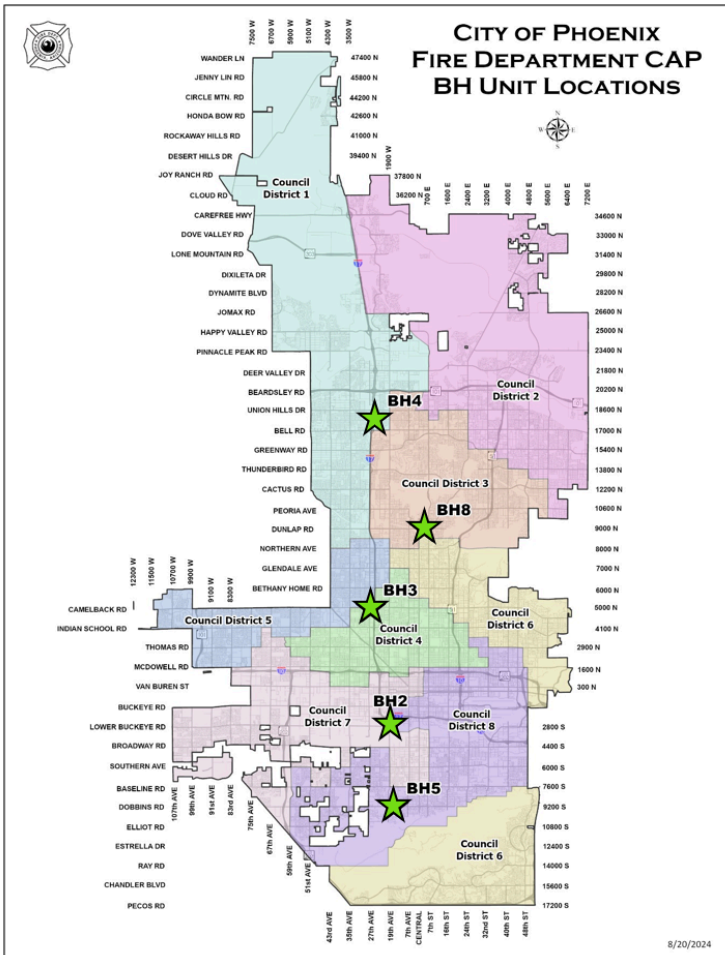


2024: 4,744
2023: 2,074

Trending: 129% increase in 2024 compared to 2023

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 465 calls for service for the Behavioral Health Units (BHU), the units were able to make contact with a customer(s) on 244 calls for service (52%). 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: 12.01.2024 - 12.31.2024

Total Number of individuals assisted: 288

- Number Of Adults Contacted: 258 (90%)
- Number Of Children Contacted: 30 (10%)

Contact Outcomes:

- Resolved on Scene: 116 (48%)
- Transported: 59 (24%)
- Services Declined: 55 (23%)
- Referred to Other Public Safety Services: 14 (5%)

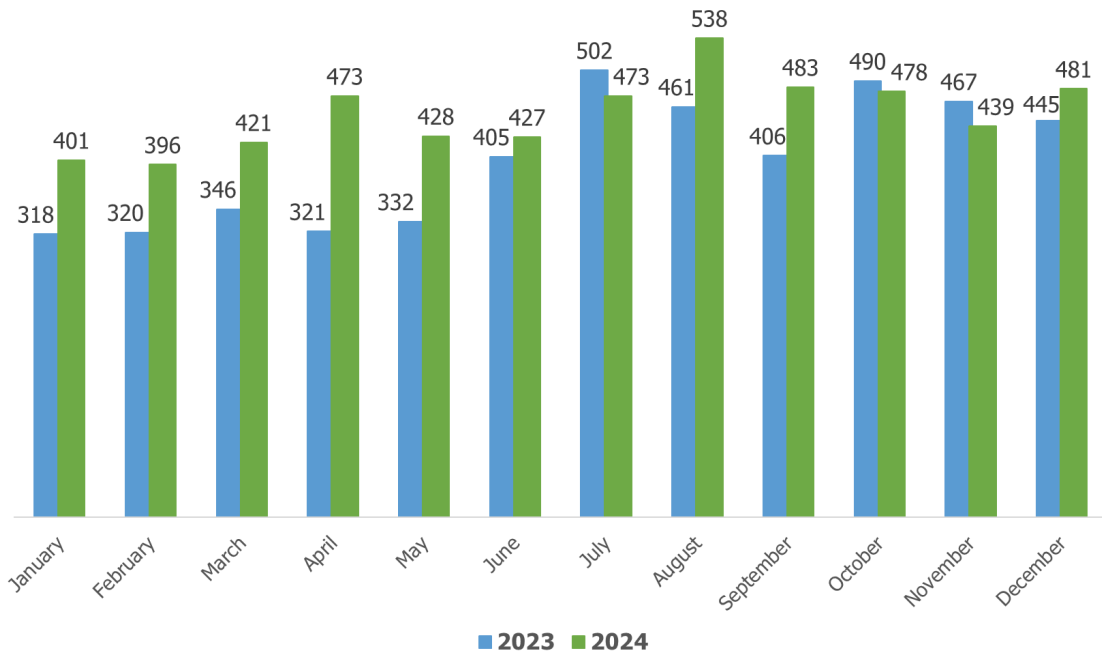
Primary BHU Call Type:

- Check Wellbeing: 106 (43%)
- Mental Health: 55 (23%)
- Other: 38 (16%)

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



CRISIS RESPONSE CALLS FOR SERVICE:

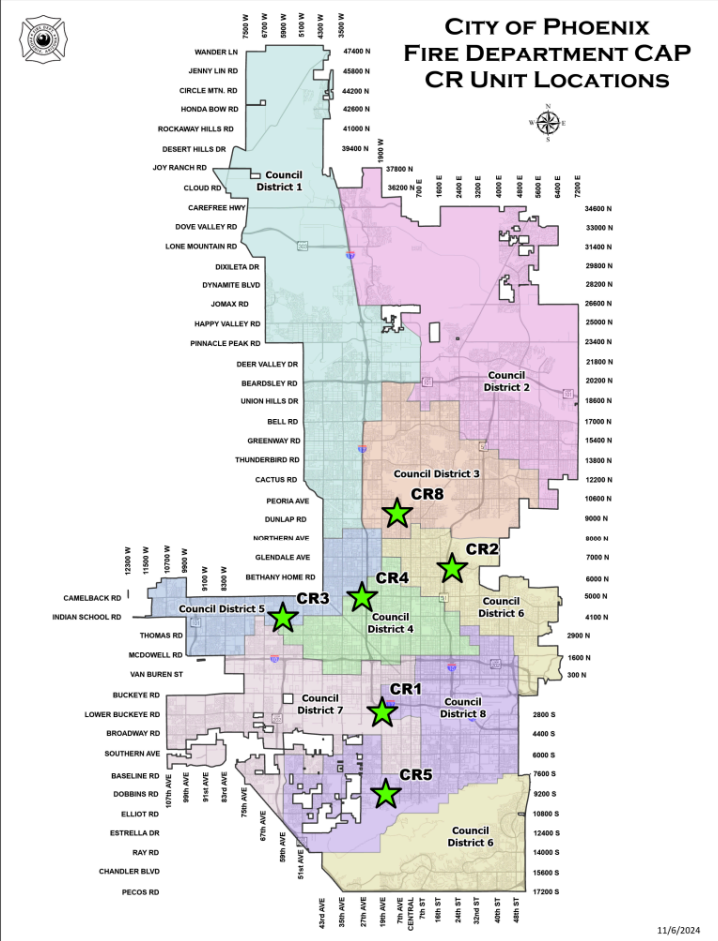


2024: 5,438
2023: 4,813

Trending: 13% increase in 2024 compared to 2023

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 481 calls for service for the Crisis Response Units (CRU), the units were able to make contact with a customer(s) on 256 calls for service (53%). The remaining calls were either cancelled prior or upon arrival.



CRISIS RESPONSE UNIT REPORT: 12.01.2024 - 12.31.2024

Total Number of individuals assisted: 617

- Number Of Adults Contacted: 495 (80%)
- Number Of Children Contacted: 122 (20%)

Contact Outcomes:

- Resolved on Scene: 194 (76%)
- Transported: 32 (12%)
- Services Declined: 15 (6%)
- Referred to Other Public Safety Services: 15 (6%)

Primary CRU Crisis Response Reasons:

- Death: 105 (41%)
- Occupant Services: 46 (18%)
- Housing Insecurity: 32 (12%)

Primary Crime-Related Calls (Total:24)

- Other Criminal Activity: 12 (50%)
- Domestic / Family Violence: 6 (25%)
- Child Abuse / Neglect: 3 (12%)

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



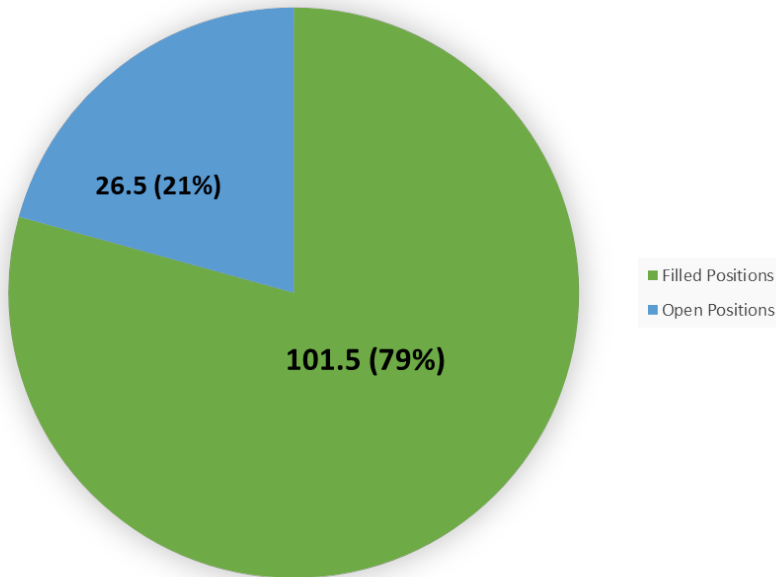
RECRUITMENT & STAFFING:

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, 23.5 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 15 hours each day. CAP Behavioral Health Dispatcher coverage will be 24 hours a day /7 days a week by March, 31, 2025. 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 January and February 2025, CAP will onboard 8 Crisis Intervention Supervisors and 10 Crisis Intervention Specialists. These candidates are from the November 2024 recruiting event. Applications are open January 13, 2025 - January 27, 2025 for Crisis Intervention Specialists. Additional onboarding is expected in the spring of 2025.

CAP Current Staffing All



NOW HIRING

Crisis Intervention Specialists

Phoenix Fire Department on LinkedIn: Join our Team! The Phoenix Fire Department Co...
linkedin.com





Police Call Data and Response Time Information Requests

This report provides the Public Safety and Justice Subcommittee with information on previously requested items relating to Police Department response times and calls for service data.

THIS ITEM IS FOR INFORMATION ONLY.

Summary

The Phoenix Police Department has been asked to provide information and data regarding patrol response times and call data related to emergency calls including dropped calls (abandoned calls) and call hold times for calendar year 2024.

Response Times

Police response time data measures the time it takes for law enforcement to arrive at the scene after being dispatched. Because the average response times can be disproportionately affected by the inclusion of a small number of calls with extreme times, the median (the midpoint of the frequency distribution) is presented to demonstrate the response time for the majority of calls (see **Attachment A**).

This data is categorized based on the priority level of the call, which indicates the urgency of the situation:

- *Priority 1 Calls*: These are high-priority, emergency situations requiring immediate police response. Examples include life-threatening incidents, violent crimes in progress, or serious injuries.
- *Priority 2 Calls*: These are urgent but not immediately life-threatening situations. They require a prompt response, but there is usually no immediate danger to life. Examples include non-violent crimes in progress or urgent, non-life-threatening injuries.
- *Priority 3 Calls*: These are low-priority, non-emergency situations. They do not require immediate attention and can be addressed when officers are available. Examples include minor thefts, vandalism, or non-urgent service requests.

Police response time data is dictated by a combination of factors:

- *Call Priority:* As mentioned earlier, the priority level assigned to a call (Priority 1, 2, or 3) dictates how quickly the police need to respond. Higher priority calls typically receive faster responses.
- *Location:* Geographic factors such as the distance from the police station to the incident scene, traffic conditions, and road infrastructure affect response times.
- *Availability of Units:* The number of available police units and their proximity to the incident can significantly impact response times. If units are busy with other calls response times may increase.
- *Time of Day:* Response times can vary based on the time of day. For example, during peak traffic hours, it might take longer for officers to reach a scene compared to quieter times.
- *Resource Allocation:* The distribution of resources within the Police Department, such as the number of officers on duty and their areas of patrol, affects response efficiency.
- *External Factors:* Uncontrollable factors like weather, road conditions, or large public events can influence response times by creating barriers or diversions.

Calls for Service Data

The Phoenix Police Department's Communications Bureau collects data on total calls for service handled by Communications, which includes 911 calls received, Crime Stop calls, outbound calls made by operators (which includes calling back abandoned call, calling a citizen back or calling another department), and calls dispatched (see **Attachment B**).

Call Hold Time and Abandoned Calls

The reports attached (see **Attachment C**) show total calls, total answered calls, total abandoned calls and the ring and answer time. It also shows the percentage of time that calls were answered within 15 seconds or less which is the national standard for answer time for 9-1-1 calls.

Per the National Emergency Number Association (NENA), abandoned calls are defined as “a call placed to 9-1-1 in which the caller disconnects before the call can be

answered by the PSAP call taker. Note: The Call Taker can still answer the abandoned call which would then show under abandoned and answered." The automatic call back program within the phone system will return calls that citizens immediately hung up on. The citizen will either state they do have an emergency and will be put back into the 9-1-1 queue or state that it was a misdial. If it was a misdial, it will never be routed to an operator. This explains why there is a difference in total calls vs. abandoned calls.

Responsible Department

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

ATTACHMENT A

Median Response Times for 2024 by Precinct

Precinct	Priority 1	Priority 2	Priority 3
Black Mountain (200)	8 min 45 sec	22 min 35 sec	43 min 11 sec
South Mountain (400)	7 min 18 sec	27 min 53 sec	59 min 4 sec
Central City (500)	6 min 15 sec	22 min 42 sec	48 min 43 sec
Desert Horizon (600)	7 min 42 sec	25 min 52 sec	55 min 14 sec
Mountain View (700)	6 min 44 sec	26 min 14 sec	58 min 41 sec
Maryvale/Estrella (800)	7 min 59 sec	42 min 53 sec	105 min 57 sec
Cactus Park (900)	7 min 27 sec	29 min 58 sec	57 min 59 sec

*Response time goal is 6 min 30 sec for Priority 1 calls

ATTACHMENT B

Calls for Service Data 2024

Month	911 Calls Received	Crime Stop Calls Received	Total Calls Received	Outbound Calls Made	Total Calls Handled	Calls Sent to Dispatch	% of Total Calls Dispatched
January	95,789	47,525	143,314	34,947	178,261	48,466	34%
February	94,457	46,029	140,486	35,006	175,492	48,205	34%
March	101,432	51,920	153,352	38,164	191,516	52,360	34%
April	101,853	50,996	152,849	36,677	189,526	51,057	33%
May	99,674	52,511	152,185	39,063	191,248	52,352	34%
June	97,673	48,729	146,402	37,094	183,496	49,334	34%
July	101,978	51,562	153,540	40,432	193,972	50,436	33%
August	101,772	53,107	154,879	40,126	195,005	51,854	33%
September	100,371	51,782	152,153	36,840	188,993	51,065	34%
October	105,314	52,383	157,697	37,266	194,963	52,648	33%
November	96,392	51,788	148,180	33,747	181,927	48,760	33%
December	101,785	47,197	148,982	33,251	182,233	47,356	32%

ATTACHMENT C

Call Center Statistics for 2024

Month	Total Calls	Total Answered Calls	Total Abandoned Calls	% Answered <15 Seconds
January	95,779	84,551	16,572	75.7%
February	94,454	82,839	16,781	74.8%
March	101,432	90,341	16,584	78.7%
April	101,850	88,582	18,034	74.5%
May	102,726	89,638	21,299	75.0%
June	97,611	85,994	16,305	76.5%
July	101,978	90,191	17,063	78.7%
August	101,772	89,800	16,806	77.0%
September	100,371	86,216	18,568	71.8%
October	105,314	89,376	20,791	69.4%
November	96,392	85,312	16,184	79.1%
December	101,785	85,333	20,611	66.2%
2024 Total	1,201,464	1,048,173	215,598	74.8% Avg

*National standard for answer time is 15 seconds or less