



City of Phoenix

Agenda
Public Safety and Veterans
Subcommittee

Meeting Location:
Phoenix City Hall
200 W. Washington St.
Phoenix, AZ 85003

Wednesday, March 14, 2018

9:00 AM

First Floor Assembly Rooms A, B

CALL TO ORDER

CALL TO THE PUBLIC

MINUTES OF MEETINGS

- 1 For Approval or Correction, the Minutes of the Public Safety and Veterans Subcommittee Meeting on February 14, 2018.**

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CONSENT ACTION (ITEM 2)

- 2 Request to Enter into a Contract with Banner Occupational Health Clinics for Medical/Occupational Health Services for the Fire Department Health Center**

Page 9

This report requests the Public Safety and Veterans Subcommittee recommend City Council approval to enter into an agreement with Banner Occupational Health Arizona LLC dba Banner Occupational Health Clinics to provide medical/occupational health staffing services for the Fire Department. The aggregate value of this five-year contract will not exceed \$15,000,000.

THIS ITEM IS FOR CONSENT.

Responsible Department

This item is submitted by Assistant City Manager Milton Dohoney, Jr. and

the Fire Department.

INFORMATION AND DISCUSSION (ITEMS 3-5)

3 PHX C.A.R.E.S. - Citywide Homeless Response Strategy Page 11

This report provides the Public Safety and Veterans Subcommittee with an update on the PHX C.A.R.E.S. (Community, Action, Response, Engagement, Services) program.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Deputy City Managers Deanna Jonovich and Mario Paniagua, and the Human Services, Neighborhood Services and Police departments.

4 Police Aerial Fleet Update Page 15

This report provides the Public Safety and Veterans Subcommittee with an update on the Phoenix Police Department's Air Support Unit and the Aerial Fleet.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Assistant City Manager Milton Dohoney, Jr. and the Police Department.

5 Update on Phoenix Taxi Cab Programs Page 17

This report provides information to the Public Safety and Veterans

Subcommittee on taxi cab programs operated by several city departments including Fire, Human Resources, Public Transit, and Human Services.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Responsible Department

This item is submitted by Assistant City Manager Milton Dohoney, Jr., Deputy City Manager Mario Paniagua, Deputy City Manager Deanna Jonovich, and the Fire, Human Resources, Public Transit and Human Services departments.

***6. UPDATE ON REQUEST FOR EXEMPTION FROM SECONDHAND DEALER ICENSING REQUIREMENTS (ecoATM) - "Withdrawn"**

CALL TO THE PUBLIC

FUTURE AGENDA ITEMS

ADJOURN

For further information or reasonable accommodations, please call Corey Williams, Management Assistant II, City Manager's Office at 602-261-8875. 7-11 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 602-262-6811.

Members:

Councilman Michael Nowakowski, Chair
Vice Mayor Laura Pastor
Councilwoman Thelda Williams

Public Safety and Veterans Subcommittee



City of Phoenix

City Council Report

Agenda Date: 3/14/2018, Item No. 1

For Approval or Correction, the Minutes of the Public Safety and Veterans Subcommittee Meeting on February 14, 2018.

Summary

This item transmits the minutes of the Public Safety and Veterans Subcommittee Meeting on February 14, 2018.

The minutes are attached.

**Phoenix City Council
Public Safety and Veterans Subcommittee
Summary Minutes
Wednesday, February 14, 2018**

City Council Subcommittee Room
Phoenix City Hall, Assembly Rooms A, B and C
200 W. Washington St.
Phoenix, Ariz.

Subcommittee Members Present

Councilman Michael Nowakowski, Chair
Councilwoman Thelda Williams
Vice Mayor Laura Pastor (telephonically)

Subcommittee Members Absent

Call to Order

Chairman Nowakowski called the Public Safety and Veterans Subcommittee meeting to order at 9:01 a.m. with Councilwoman Williams present. Vice Mayor Pastor was present telephonically.

Call to the Public

Eric Neilson spoke about freedom of speech. He discussed trust and opportunity in the City and Country. He then urged the public to turn in guns they should not have.

1. For Approval or Correction, the Minutes of the Public Safety and Veterans Subcommittee Meeting on January 10, 2018.

Councilwoman Williams made a motion to approve the minutes from the January 10, 2018 Public Safety and Veterans Subcommittee meeting. Vice Mayor Pastor seconded the motion, which passed unanimously, 3:0.

2. Request to Apply for and Accept 2017 Assistance to Firefighters Grant (AFG)

Councilwoman Williams made a motion to approve items 2-5. Vice Mayor Pastor seconded the motion, which passed unanimously, 3:0.

3. Authorization to Enter into an Agreement with the Arizona Peace Officer Standards and Training Board for Reimbursement of Basic Training Costs

4. Authorization to Apply for, Accept, and Enter Into Agreements for the 2019 Governor's Office of Highway Safety Grants

5. Authorization to Apply for, Accept, and Enter into Agreements for the High Intensity Drug Trafficking Area Grant Funds

6. Fire Department Hiring

For information only, no Councilmember requested information.

7. Intergovernmental Agreement for a Communications Systems

For information only, no Councilmember requested information.

8. Mountain Rescues Update – 2017

Item withdrawn by Councilwoman Williams.

9. Departments Budget Update

Police Administrator Jill Celaya introduced the item discussing the Police department budget. She went over the budget actuals pointing out the department had spent 50% of the \$635 million budget which made them on target. She compared monthly expenditures between FY 17-18 and FY 16-17. She discussed the top ten expenditures which were personnel services pointing out how the department had used about 30% less overtime compared to the previous year.

Councilwoman Williams asked why the overtime was lower. Ms. Celaya explained it was due to higher staffing levels and management working towards trending down on overtime. She continued discussing monthly expenditures commenting on the \$8.1 million used to replace 232 vehicles. She concluded by discussing the department revenues pointing out the difference in court awards and special events from the last fiscal year.

Deputy Fire Chief Ken Leake spoke about the Fire department budget. He stated they had currently spent \$167 million at the six-month mark which was 47.9% of the budget for the year. He stated the monthly expenditures were on track and reviewed the top 10 expenditures which were in personnel services. He pointed out the overtime costs being significantly more from the previous year having to do with the two hurricane deployments.

Councilwoman Williams asked if the City was reimbursed by FEMA or another organization for rescue efforts. Mr. Leake stated yes. He continued discussing the Fire department revenues stating they were where they should be.

Executive Court Administrator Will Gonzales discussed the Municipal Court budget. He stated they were currently at 48.75% of the budget for the year and had a 5.45% variance for monthly expenditures over last year. He stated the largest expenditures were employment and revenue overall had increased from the previous year.

Chairman Nowakowski thanked the presenters stating the importance of reviewing the budgets and ensuring tax dollars were spent responsibly.

10. Police Body-Worn Cameras Request for Proposals

Executive Assistant Police Chief Michael Kurtenbach introduced the item and fellow presenter Deputy Finance Director Jim Campion. He gave some background on body worn cameras and some changes that had been made to the technical specifications in order to ensure the best equipment possible. He stated there were 43 mandatory requirements which included low-light sensitivity, high definition recording, two methods of auto activation, and the ability to utilize wireless/wired technology to view on smartphones

or tablets. Currently, he said the department had 300 cameras deployed among uniform officers and were purchased using grant funds. He discussed the three funding sources: The Smart Policing Initiative through the Bureau of Justice Assistance, the Gila River Indian Community Grant, and the Edward Byrne Memorial Justice Assistance Grants. He stated the goal of the new RFP would be to deploy up to 2,000 cameras and he discussed the associated budget. He went over the evaluation criteria for proposals as well as the thorough testing and implementation plan for the four finalists selected.

Councilwoman Williams asked about information on how the RFPs were evaluated. Mr. Campion stated there was an evaluation panel with subject matter experts. Councilwoman Williams asked for more information on the evaluation criteria. Mr. Campion stated they would be evaluating vendor qualifications, solution testing, method of approach, and cost.

Councilwoman Williams asked about the training involved for body worn cameras. Assistant Chief Kurtenbach spoke about his extensive experience and explained they would be phasing in the cameras over time. He discussed the current officers wearing cameras and the information that has given them to ensure the program is scalable. He explained the training provided by the current vendor, the training they'd done with trainers, and the knowledgeable staff involved.

Chairman Nowakowski asked about best practices in other cities. Assistant Chief Kurtenbach spoke about his experience as a subject matter expert and the access he has to programs across the nation in order to review best practices. He stated he had traveled the country to provide training and to observe what other agencies were doing. He spoke about the importance of eliminating the human factor as much as possible through auto activation which they reviewed as part of the evaluation.

Chairman Nowakowski stated the program was more than simply providing equipment. He spoke about releasing information to the public and the staffing required to edit private and protected information such as a driver's license or a child. Assistant Chief Kurtenbach agreed and elaborated on the policies in the State of Arizona to release information but to also protect victim and witness information.

Councilwoman Williams asked about the staffing required to sort through and edit out all the private and protected information. Assistant Chief Kurtenbach stated it was still uncertain the level of staffing that would be needed. He said they were still learning from the current program and pointed out the current staffing. He stated the RFP would be important in identifying software that could make redaction easier and could impact the level of staffing needed.

Chairman Nowakowski asked if there was a policy or handbook created on the topic. Assistant Chief Kurtenbach confirmed. He stated the policy was a collaborative effort with the labor groups, was vetted by the advisory boards and was discussed with several community organizations. He stated he felt very confident in the policy which was very robust and helped guide officers on proper usage of the cameras.

Chairman Nowakowski asked for a copy of the policy for the subcommittee members to review. Assistant Chief Kurtenbach confirmed.

Chairman Nowakowski spoke about the importance of citizen as well as officer rights. He asked about the officer's rights and privacy considerations in the policy. Assistant Chief Kurtenbach stated he believed they had struck a balance in the policy between the work the officers do and the community.

Councilwoman Williams made a motion to approve the item. Vice Mayor Pastor seconded the motion, which passed unanimously 3:0.

Call to the Public

None.

Future Agenda Items

None.

Adjournment

Chairman Nowakowski adjourned the meeting at 9:29 a.m.

Respectfully submitted,
Sarah Moratto
Management Intern



Request to Enter into a Contract with Banner Occupational Health Clinics for Medical/Occupational Health Services for the Fire Department Health Center

This report requests the Public Safety and Veterans Subcommittee recommend City Council approval to enter into an agreement with Banner Occupational Health Arizona LLC dba Banner Occupational Health Clinics to provide medical/occupational health staffing services for the Fire Department. The aggregate value of this five-year contract will not exceed \$15,000,000.

THIS ITEM IS FOR CONSENT.

Summary

The contract will provide medical staffing for the Fire Department Health Center, which provides health, wellness and industrial injury recovery for multiple fire departments throughout the Valley. The Phoenix Fire Department will be reimbursed for all associated costs by participating jurisdictions for services provided to that jurisdiction.

Procurement Information

Request For Proposal 17-F01 was conducted in accordance with Administrative Regulation 3.10. There were two offers received by the Fire Department's Procurement Officer on November 14, 2017. The proposals were scored by a five-member evaluation panel based on the following criteria: Fire Service/Public Safety Knowledge/Experience and Expertise (300 points); Staff OSHA Knowledge/Experience and Expertise (250 points); Method of Approach (250 points); and Price (200 points). The scores were as follows:

- Banner Occupational Health Clinics: 929 points
- HealthStat, Inc.: 695 points

The Procurement Officer recommends that the offer from Banner Occupational Health Arizona LLC dba Banner Occupational Health Clinics be accepted as the highest-scored, responsive and responsible offer that is most advantageous to the City.

Contract Term

The five-year contract term shall begin on or around July 5, 2018. Provisions of the

contract include a two-year initial term, with three, one-year options which may be exercised if in the best interest of the City.

Financial Impact

The aggregate value of the five-year contract will not exceed \$15,000,000. Funds are available in the Fire Department's operating budget.

Location

The Fire Department Health Center is located at 150 S. 12th Street in Council District 8.

Responsible Department

This item is submitted by Assistant City Manager Milton Dohoney, Jr. and the Fire Department.



PHX C.A.R.E.S. - Citywide Homeless Response Strategy

This report provides the Public Safety and Veterans Subcommittee with an update on the PHX C.A.R.E.S. (Community, Action, Response, Engagement, Services) program.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

In response to increased requests to address blight associated with unsheltered homelessness, which often takes the form of an encampment, heavily impacted departments including Human Services, Neighborhood Services, Public Works, Parks, Street Transportation, Police and the Prosecutor's Office collaborated to create a coordinated program, PHX C.A.R.E.S.

Launched in November 2017, the goal of PHX C.A.R.E.S. is to connect individuals experiencing homelessness with appropriate services and to reduce the impact of unsheltered homelessness on Phoenix neighborhoods. PHX C.A.R.E.S. is a one-stop customer service team that responds to concerns about persons living unsheltered and/or associated blight and can be reached by phone (602-262-6251 Option 6), after-hours voicemail (M-F 8 a.m. - 5 p.m.), or through the City's PHX at Your Service (PAYS) online system by selecting the PHX C.A.R.E.S. button.

Requests for services and related information are documented and shared amongst departments in a single, shared electronic platform. An outreach team is dispatched to engage and provide services to those experiencing homelessness. Simultaneously, the City begins working with the ownership of the property in question to resolve the blighting conditions.

If individuals decline services and remain at a location without the permission of the owner, the City will begin enforcement measures, which may involve the City's Misdemeanor Repeat Offender Program (MROP). A multi-disciplinary team works together to develop the most appropriate solution for each individual case. Alternatives include social services and enhanced sentencing. See Attachment A for program data.

Responsible Department

This item is submitted by Deputy City Managers Deanna Jonovich and Mario Paniagua, and the Human Services, Neighborhood Services and Police departments.

Attachment A

Since PHX C.A.R.E.S. launched on November 6, the following has been reported:

Methods of Reporting

Communication	Volume	% of Total
Total Reports	1,073	
Calls	580	54%
Online	275	26%
Voicemails	126	12%
E-mails	92	9%

Case Summary

Case Type	New Cases	% of Total
Total Cases	849	
Encampment Cases	563	66%
Public Properties	296	52%
Private Properties	267	47%
Non-Encampment Cases	286	34%

*Data reflects November 6, 2017 to January 31, 2017.

Department Involvement

Department	Volume	% of Total
Total Cases	849	
Human Services	790	93%
Neighborhood Services	461	54%
Public Works/Streets	167	20%
Police	117	14%

Outreach Activity

Of the 790 new cases, the Human Services Department facilitated outreach and other services on these cases. The 790 cases yielded individual homeless interactions where the team was able to make contact with 399 individuals (50%), who were referred to 277 (69%) one or more of the following services: mental health, substance abuse detox and treatment, physical health, emergency shelter, housing, and main stream benefits.

Misdemeanor Repeat Offender Program (MROP)

MROP Activity	Total	% of Total
Documented Contacts¹	284	
Incident Reports (departmental reports)	153	54%
Field Interrogations	131	46%
Offered Outreach – social service	149	52%
MROP Referrals to Prosecutor	21	7%
County Attorney Referral – Felony Enhanced Prosecution	42	15%

¹Note: Police data on MROP activity does not separate homeless numbers from other sourced activity.



Police Aerial Fleet Update

This report provides the Public Safety and Veterans Subcommittee with an update on the Phoenix Police Department's Air Support Unit and the Aerial Fleet.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

The Phoenix Police Department's Air Support Unit was established in 1973, and has grown into one of the finest airborne law enforcement units in the nation. The aerial fleet currently consists of six helicopters and four fixed-wing aircraft. They fly approximately 5,000 hours and respond to almost 10,000 calls for service each year. The Air Support Unit is part of the Tactical Support Bureau, which is comprised of a lieutenant, three sergeants, 26 pilots/tactical flight officers and an 11-person full-time maintenance and parts staff. The Unit provides service 24 hours a day, seven days a week, 365 days a year.

The current fleet of patrol helicopters is comprised of five American Eurocopter (now Airbus) AS350B3 helicopters that were purchased between 2004 and 2010. They have an approximate total value of \$3.3 million. The twin-engine rescue helicopter was purchased in 2005 and is valued at approximately \$3 million.

The fixed-wing fleet consists of four airplanes. The two smallest are a 1981 Cessna 172, valued at approximately \$65,000 and a 1972 Cessna 182, valued at approximately \$80,000. The mid-size airplane is a 1986 Cessna P210, valued at approximately \$200,000 and the largest airplane in the Unit's fleet is the 2008 Pilatus PC12, valued at approximately \$3 million.

The maintenance on the fleet is part of the daily operations and is extensive. In order to keep aircraft airworthy, Unit maintenance technicians adhere to strict FAA inspection and part replacement intervals. Most maintenance is performed on a schedule based on flight hours where specific components are inspected, repaired and/or replaced.

The entire fleet is ready, or will very soon be ready to be replaced. Theoretically, aircraft will continue to fly as long as parts are replaced and the airframe remains

within certain tolerances. As aircraft age, maintenance and the replacement of parts becomes extremely expensive. Often times, it is more cost effective to purchase new aircraft. An additional advantage of replacing aircraft at regular intervals is that with the creation of new technology comes additional safety and efficiencies.

The five AS350B3 helicopters can be replaced for approximately \$5 million per aircraft, while the twin-engine rescue helicopter can be replaced for approximately \$10 million. The fixed-wing Cessna fleet can be downsized from three to two aircraft if the Unit moves to outsourcing pilot training. The approximate cost of two new Cessna 206 aircraft is \$1 million, while a replacement Pilatus can be purchased for approximately \$6 million.

The Phoenix Police Department's Air Support Unit has safely served the community for over 45 years as a crime suppressant and force multiplier for the men and women of the Department working on the ground.

Responsible Department

This item is submitted by Assistant City Manager Milton Dohoney, Jr. and the Police Department.



Update on Phoenix Taxi Cab Programs

This report provides information to the Public Safety and Veterans Subcommittee on taxi cab programs operated by several city departments including Fire, Human Resources, Public Transit, and Human Services.

THIS ITEM IS FOR INFORMATION AND DISCUSSION.

Summary

FIRE

For over thirty years, the Fire Department has operated an alternative transportation program utilizing taxi vouchers. The program was originally implemented as a method to put units back in service more quickly after a paramedic accompanied a patient to the hospital via ambulance. The paramedic would utilize the taxi voucher to return to the fire station after transferring patient care at a hospital.

Over time, firefighters identified other needs for alternative transportation in order to best serve customers. The Fire Department has found that customers who access the 9-1-1 system are sometimes best served by means other than ambulance transportation to an emergency room. After following protocol and obtaining two sets of patient vital sign readings, Fire Department staff determine whether the patient has a critical care need.

Arizona State Department of Health Services standards dictate that an ambulance may only be utilized to transport a patient to a hospital. When a customer does not require emergency care and signs a refusal for transportation to a hospital, the individual may still need alternate transportation to fulfill their needs. Firefighters explore alternatives for non-critical care transport after obtaining a signed waiver denying transportation via ambulance to a hospital. In some cases, it may be a taxi cab voucher for transportation to a pharmacy or other location.

In Fiscal Year 2016-17, Phoenix Fire received 198,850 total calls for service. Of those, 179,260 or 90% of the calls requested emergency medical services. During that same timeframe, only approximately 7,600 or four-percent of calls for emergency medical services resulted in a request for a taxi cab voucher. In an effort to continue serving

the community as service needs evolve, the Fire Department is proactively searching for innovative best practices to help augment the current transportation tools available to the Department and the community.

HUMAN RESOURCES

The Human Resources Department oversees the Emergency Ride Home Program, which provides emergency taxicab services home for those employees who use alternative transportation methods to get to work. To be eligible, an employee must ride the bus, van or carpool, bike, or walk to work a minimum of three days per week. Approved reasons for utilizing the service include: sudden personal or family illness or injury; unforeseen need to work overtime at the request of a supervisor; or, unavoidable problem with the employee's vanpool, carpool, or bike that leaves the employee stranded at work.

Each qualified employee is eligible for two subsidized emergency cab rides home during a rolling 12-month period. The first cab ride is fully subsidized by the City and the second cab ride is subsidized at 50%, with the employee responsible for the remaining half of the cab fare. The employee is then responsible for 100% of the costs of any subsequent cab rides during the rolling 12-month period.

During calendar year 2017, 46 employees utilized this service and 13 employees have utilized this service since January 2018. Each ride has a drop charge of \$3.00 (flat rate) and is billed at \$0.44/mile. The average cost is approximately \$30 per ride. This program is funded through the Human Resources Department's general fund operating budget. The budget for FY 2017-18 is \$4,000. Approximately \$1,700 in expenses have been incurred fiscal year-to-date.

PUBLIC TRANSIT

The Public Transit Department provides alternative transportation services for senior citizens and persons with disabilities through multiple subsidy programs, some of which have been in place since 1983. These programs allow flexibility for Phoenix seniors and individuals who have obtained paratransit certification under the Americans with Disabilities Act (ADA), allowing them to plan their trips based on their needs. These programs provide a valuable service to 8,500 registered Phoenix residents per year, with over 160,000 passenger boardings served in fiscal year 2016-17.

The Public Transit alternative transportation programs are categorized into two groups as follows:

Group I

1. ADA Cab: An alternative to reservation-based ADA Dial-a-Ride service, allowing ADA paratransit certified individuals to schedule flexible transportation at their convenience to locations of their choice.
2. Senior Cab: Provides individuals age 65 and older flexible transportation at their convenience to locations of their choice.
3. Employment and Employment Training: Supports travel to and from jobs or employment training programs for residents with disabilities.
4. Repetitive Medical Trips: Supports travel to and from repetitive medical appointments, such as dialysis treatment.

Group II (General Fund Senior Center Transportation)

1. Senior Center Shuttle: Provides registered members of the Human Services Department's senior centers flexible transportation between their personal residence and their nearest senior center.
2. Senior Center Group Trips: Provides transportation for senior center-planned group trips. Such trips are not serviceable by taxis and are instead provided by coordinating multiple buses.

During fiscal year 2016-17, Group I programs served nearly 52,000 rides at a cost of \$634,000. The Group II programs served over 109,000 rides in fiscal year 2016-17 at a cost of \$1,513,000.

HUMAN SERVICES

The Human Services Department provides taxi services to parents/families in the Head Start Birth to Five program. Transportation is provided to attend Head Start socialization parent meetings. Since July 1, 2017 to date, \$5,018 has been spent on services and 148 trips have been logged. Taxi services are funded by Head Start Birth to Five funds.

Human Services also provides taxi services to clients of the Family Advocacy Center (FAC). Transportation is provided to and from the FAC. In 2017, \$2,441 was spent and 107 clients used services. Funding is derived from a combination of general and grant funds.

Responsible Department

This item is submitted by Assistant City Manager Milton Dohoney, Jr., Deputy City Manager Mario Paniagua, Deputy City Manager Deanna Jonovich, and the Fire,

Human Resources, Public Transit and Human Services departments.