

PUBLIC SAFETY COMMITTEE

October 31, 2019

The Public Safety Committee of the City of Mesa met in the lower level meeting room of the Council Chambers, 57 East 1st Street, on October 31, 2019 at 10:01 a.m.

COMMITTEE PRESENT

David Luna, Chairman
Mark Freeman
Kevin Thompson

COMMITTEE ABSENT

None

STAFF PRESENT

Michael Kennington
Dee Ann Mickelsen
John Pombier
Alfred Smith

1. Items from citizens present.

There were no items from citizens present.

(Items were discussed out of order, but for purposes of clarity will remain as listed on the agenda.)

2-a. Hear a presentation and discuss an update on the Fire and Medical Department's deployment model relating to call volume.

Fire Chief Mary Cameli introduced Assistant Fire Chief James Johnson and Battalion Chief Forrest Smith, who displayed a PowerPoint presentation. **(See Attachment 1)**

Assistant Chief Johnson commented over the past few years there has been an increase in call volume which has challenged the department's call response times. He stated the department has attempted to balance the call volume loads across stations and crews to improve the overall response times.

Assistant Chief Johnson displayed a map showing response plan changes. He pointed out two engine and special team companies and one ladder and engine company were repositioned to balance call loads and improve travel times. He explained a satellite station and Medical Response Unit were added to Old Station 2 to balance call volumes between Stations 1 and 2, and a Medical Response Unit was added to Station 5 to improve response times. (See Page 3 of Attachment 1)

Assistant Chief Johnson reported the average call volumes from April 15 to October 15 of 2017, 2018 and 2019, pointing out after units were repositioned in March 2019 the average daily calls were reduced. (See Page 4 of Attachment 1)

Assistant Chief Johnson shared by balancing the Technical Rescue Team (TRT) and HazMat crews throughout the City the response time has improved. He added due to heavy rains and flooding over the last couple of years, TRT has responded to five water rescues.

In response to multiple questions from Committeemember Freeman, Assistant Chief Johnson stated the call analysis gathered was from a five-month snapshot of when the changes occurred, and staff will provide a one-year analysis to utilize the placement of companies. He advised that after analyzing the previous 18 months of data, the desired target would be 10 calls per day or 3,600 calls per year.

Committeemember Freeman suggested having a smaller apparatus for timely response to calls and avoid using the ladder engine because it is more expensive to maintain.

In response to a question from Committeemember Freeman, Chief Cameli stated the City gave approval for the Fire and Medical department to get an Alternative Response Vehicle (ARV), adding the department would like to expand social service calls. She mentioned Fire and Medical are working with the Mesa Police Department to hire a Nurse Practitioner for the jail to help with medical calls and assist with the Emergency Triage, Treat and Transportation Program (ET3), in partnership with Behavioral Health, to help distribute patients to the proper medical facilities.

Assistant City Manager John Pombier advised the City is in the early stages of researching the effectiveness of having a triage nurse assisting with dispatching calls to help response times and aid with dispatching the right type of apparatus to the call.

2-b. Hear a presentation and discuss an update on the Fire and Medical Department's home safety education efforts and Social Services Program.

Fire Chief Mary Cameli introduced Battalion Chief Forrest Smith, who displayed a PowerPoint presentation. **(See Attachment 2)**

Chief Smith reported home safety education focuses on fall prevention for older adults. He stated home visits are generated by those who call 911 seeking assistance or by the public recognizing that a friend or family member may need access to certain equipment such as grab bars or smoke alarms. He pointed out when Fire and Medical receives a call for home safety, residents are educated on fall and fire prevention and what can be done to achieve better home safety. He reported so far in 2019, 224 grab bars and 405 smoke detectors have been installed in 228 home visits. He advised the program averages 70% or more reduction in fall-related calls after 90 days. (See Page 2 through 4 of Attachment 2)

Chief Smith stated social service calls are generated by the 911 system where the public can call when help is needed. He mentioned visits are made to homes by the social services team to promote safe and healthy living and serves as an advocate to assist patients with resources for better care. He added in 2019 there have been 483 social service visits. (See Page 5 of Attachment 2)

In response to a question from Committeemember Thompson, Chief Smith advised there are some individuals who do not have anyone to call when help is needed and that each call can be something completely different.

Chief Smith commented firefighters have started hosting focus groups to brainstorm options and resources for services to give to residents that call in. He added firefighters and crew members do not want to leave residents in a crisis or without resources.

In response to a question from Committeemember Freeman, Chief Smith explained there are a few special cases where Fire and Medical will include the Police Department or hand off a case because a patient has crossed the line or been abusive with a firefighter.

In response to a question from Chairman Luna regarding fire alarms, Chief Smith stated the department will look at a heat map to see where high call volumes are coming from, the type of calls coming in, and where the high-risk areas are to create a plan to educate citizens on fall and fire prevention, and to deliver smoke detector services to those in need.

Chairman Luna thanked staff for the presentation.

2-c. Hear a presentation and discuss an update on the Public Safety Peer Support Team's efforts relating to employee mental stress and Post Traumatic Stress Disorder.

Fire Captain Dale Crogan introduced Fire Chief Mary Cameli, Assistant Fire Chief James Johnson, and Battalion Chief Forrest Smith, who displayed a PowerPoint presentation. **(See Attachment 3)**

Captain Crogan stated that the Peer Support Program originated from the Critical Incident Stress Management (CISM) Program over 20 years ago. He added each department had a small number of Peer support members that provided support after critical incidents. He stated CISM was an under-utilized program which affected City resources.

Captain Crogan reported approximately five years ago Fire and Police Peer Support teams came together to brainstorm on the main issues. He pointed out the Mesa Police Department had the largest number of retirements in the state due to behavioral health. He noted many of the issues were not work-related and had to do with home life and non-critical incidents that were affecting the employees' overall wellness. He continued by saying both departments trained together to encourage employees' understanding of the EAP process and benefits. He added the departments vetted resources to increase the opportunities for assistance which have increased EAP utilization and contacts to Peer members. (See Page 3 of Attachment 3)

Captain Crogan explained House Bill (HB) 2502, known as the Craig Tiger Act, assists in informing City employees of the importance for treatment after a traumatic event. He mentioned due to the small number falling under the HB2502 category, the departments took a proactive approach in utilizing available benefits such as bereavement time, modified duty, tracking low sick time and vacation accruals, getting supervisors involved with educating and training in stress awareness and recognition. He highlighted the implementation of a part-time in-house counselor to utilize for triage, referral and education to assist employees and their family members. (See Page 4 of Attachment 3)

In response to multiple questions from Committeemember Thompson, Captain Crogan stated the counselors are trained and certified. He mentioned the counselors that are hired have experience working with first responders.

Captain Crogan commented by utilizing the Employee Assistance Program (EAP) there would be a decrease in critical incidences as well as reduced claims and sick time usage.

Captain Crogan indicated this year there were 17 cases that fall under the Craig Tiger Act. He mentioned 106 patients, both employee and family members, have utilized the in-house counselor from December 2018 to October 2019. He added the City of Mesa was the single highest user for EAP in 2018 and those numbers are projected to double for 2019. (See Page 5 of Attachment 3)

In response to a question from Committeemember Thompson, Captain Crogan explained he feels the reason for higher utilization of EAP among employees is awareness of the issues and because of the change in education, training and resources.

In response to a comment from Chairman Luna, Captain Crogan agreed awareness has changed the stigma of mental health by educating firefighters and police officers that it is normal to feel stressed and to seek help.

Captain Crogan pointed out in previous years the focus was on the crisis level. He advised in the last four years the focus has shifted to earlier recognition and care and improving education and training. He stated once those changes were implemented, the flow through the departments improved.

Captain Crogan stated Peer support gives back by collaborating with City departments, the Wellness Center, and the Learning Center. He mentioned providing stress recognition, communication with employees and resource utilization training to supervisors. He suggested a citywide approach to supporting employees that use bereavement or Family and Medical Leave Act (FMLA) and streamlining access for employees in crisis. He mentioned this would be a great opportunity to make the program available to all City employees during work hours, as well as retirees.

Committeemember Thompson thanked Captain Crogan for the presentation and expressed his support for the well-being of the City's first responders and helping both retirees and active employees. He recommended finding a way to streamline the medical retirement process to make it as easy as possible.

Chairman Luna thanked Captain Crogan for his presentation and expressed his appreciation of the Public Safety Department extending the program to help all active and retired employees.

Councilmember Freeman thanked Captain Crogan for his presentation and commented he had spoken to colleagues from the National League of Cities about what they do for Fire and Police Departments and learned how little they do. He recognized the benefits of having a qualified person for City employees to talk to.

Mr. Pombier stated mental health resources and tools are needed citywide so employees can continue to be productive. He mentioned he would like to see the City and its employees be known as leaders for handling mental illness.

Chief Cameli thanked the Committee for their support of the program and stated it would not be where it is today without the trusted members that operate the program and make it successful.

2-d. Hear a presentation and discuss the Police Department's Officer recruitment, hiring, and basic training practices.

Police Chief Ramon Batista introduced Assistant Police Chief Sharon Burlingame, Assistant Police Chief Dan Butler, Detective Aaron Raine, Police Commander Michael Bellows, and displayed a PowerPoint presentation. **(See Attachment 4)**

Assistant Chief Butler commented the City of Mesa has realigned the recruitment unit and embedded it into the community engagement division. He added the department views the recruitments as part of the community. He reported there were efficiency changes made to the hiring process, a new software program and implementation of three police academies beginning in January 2020. (See Page 2 of Attachment 4)

Assistant Chief Butler reported the recruit unit merged with the Community Engagement division which resulted in the following: (See Page 3 of Attachment 4)

- Increased engagement events
- Nationwide recruitment marketing
- Direct pipeline programs with armed forces and universities
- Recruitment Readiness Seminars

Assistant Chief Butler explained the Recruit Readiness Seminars invites people who are testing to become police officers in Mesa where they complete a walkthrough of the department and learn the process of becoming an officer, the Police Department processes, the requirements of being an officer, the Peace Officer Standards and Training (POST) certification requirements, and what is needed to be successful during the recruitment process. He continued by stating not all who apply will become a police officer, but as a department we can impact those potential recruits in a positive way.

Assistant Chief Butler highlighted data gathered from recruitment analytics showing the number of recruits has doubled from 2018 to 2019. He added staff are engaging communities nationwide to recruit future police officers. He mentioned recruiting in the Valley is difficult because there are many local police agencies all seeking candidates from the same recruitment pool. He announced the Police Department thought it would be beneficial to collaborate with universities that offer criminal justice programs nationwide to develop relationships and recruit students who would like to pursue a career in the criminal justice field. He added when recruiting at universities, the department will highlight the benefits the City of Mesa has to offer. (See Page 5 of Attachment 4)

In response to a question from Committeemember Thompson, Assistant Chief Butler explained recruiting events gives the City a better pool of qualified candidates. He reported in the first three quarters of 2019, the City of Mesa had more people apply for police officer positions than 2017 and 2018 combined.

Chairman Luna commented he is seeing recruiting in places like social media that was not happening a few years ago.

Assistant Chief Butler reported the Mesa Police Department started streamlining the hiring process in order to attract more recruits. He stated there is improved efficiency in the application

and hiring process to reduce the time it takes to complete. He shared the physical performance requirements have been updated to allow a broader range of applicants. He added the police academy fitness model has turned into a 22-week program starting at entry level and working with the recruits all the way to the peak of the program. He highlighted the purchase of a cloud-based background investigation system called e-SOPH. (See Page 6 of Attachment 4)

Assistant Chief Butler stated in 2018 the average number of days to process a new hire was 108, and currently it is 53. He reported it is a competitive process in the Valley to hire top candidates and a faster hiring process will assist in the process. He indicated the new software went live October 2019. (See Page 7 of Attachment 4)

Assistant Chief Butler pointed out 90% of the applicants are male and 9% are female; adding, on average, 83% of the males and 17% of females that apply get hired. He continued by commenting 11% of females nationally are hired by a police department. He summarized hiring demographic statistics. (See Page 8 of Attachment 4)

In response to a question from Chairman Luna, Chief Butler confirmed being bilingual is a desired quality when hiring. He mentioned there is data tracked for bilingual employees that are hired but he does not have the information available.

Assistant Chief Butler stated the police department is set to hire a total of 330 new officers in the next three years with the new budget increase. He mentioned in the past three years there was only enough in the budget to hire 75 new officers each year. He noted in the past it would take up to 11 months to get a group of 30 to 40 officers hired and working the streets. He reported the Department wanted a way to stabilize a consistent flow of new hires which is why a third academy was created. He explained over the next three years there will be three academies per year starting in January, April and July. (See Page 9 of Attachment 4)

Committeemember Thompson commented over the next three years the City will cycle through the entire patrol division which means there will be a cultural change with officers on the street. He explained his concern with adding a third academy class is that he does not want the training that the officers receive to be shortened. He stated Mesa is known for having one of the best academies in the nation and producing the best officers, adding the academy has a high level of expectation for officers. He expressed he would like to see all officers trained to Mesa's standards.

In response to multiple questions from Committeemember Freeman, Commander Bellows stated the capacity for academies is based on the classrooms available. He noted the Police Department has two classrooms; one large room that fits 60 people and a smaller room that will fit 40 people. He mentioned there are academy partners to ensure the City is providing the best training and that Mesa produces top qualifying candidates. He emphasized the Police Department has not cut training short, even adding a third academy, and that there has been increased training to ensure all candidates are successful. He advised the Police Department has a program where candidates that are injured are placed into a light-duty position until fully recovered and then will get put back through the academy program. He mentioned the academies are engaging candidates in fitness and wellness before starting the 22-week program to ensure good mental and physical health and that when the candidates are off probation and start working on the streets they are adjusting well.

In response to a question from Chairman Luna regarding whether there is sufficient staff to meet the training needs, Commander Bellows commented there is a staffing model in place and the department will be able to successfully train new recruits with the Committee's support.

Chairman Luna thanked staff for the presentation.

2-e. Hear a presentation and discuss the Police Department's comprehensive approach to increasing school safety.

Assistant Police Chief Sharon Burlingame introduced Police Chief Ramon Batista, Assistant Police Chief Dan Butler, and Police Lieutenant Robert Rash, and displayed a PowerPoint presentation. **(See Attachment 5)**

Assistant Chief Burlingame commented it is the Mesa Police Department's priority to keep schools in the community safe. She gave a brief overview of the School Resource Officer (SRO) program and stated there are 16 full-time SROs that cover nine high schools and eight junior high schools. She added there are three junior high schools that are provided off-duty, part-time officers throughout the four school districts that Mesa covers. She reported the department will be applying for a grant to supply three junior high schools with full-time SROs and an additional sergeant to ensure proper coverage at all schools.

Assistant Chief Burlingame stated the workload for SROs has increased annually, and to date for the 2019/2020 school year the Department has taken almost 400 service calls at the schools; 84 calls were covered by SROs, 107 calls were handled by patrol in off hours, and 145 miscellaneous calls. She advised threat cases increased drastically from 2017/2018 to 2018/2019. She added since the beginning of the school year there have been 67 threat calls received, and at that rate the schools are on track to have over 200 calls this school year. She explained the SROs are trying to find ways to handle situations before they become criminal. (See Page 3 of Attachment 5)

Assistant Chief Burlingame explained training is a significant activity for SROs. She stated they work closely with Mesa Fire and Medical for mass casualty and active shooter training to minimize injuries or loss of life. She added the SROs train with the Special Weapons and Tactics (SWAT) team every summer to keep up on proficiency when situations occur within schools. She advised SROs attend a conference to gain exposure to the types of things that can occur and attended the Be Safe Program which shows how to interact with autistic students. She indicated SROs do lockdown drills every quarter and three other impromptu drills coordinated with school administration. She noted as a requirement of the grant money, SROs must go through 180 hours of law-related education. (See Page 4 of Attachment 5)

Assistant Chief Burlingame stated SROs have a great working relationship with school staff and want to ensure there is timely communication and support between all entities involved in school incidents to identify possible threats, gaps in response and have a follow-up plan in place. She described the importance of addressing all matters and having resources available for students and their families when incidents occur. (See Page 5 of Attachment 5)

Assistant Chief Burlingame reported Special Victim Unit Lieutenant and Co-Director of the Mesa Family Advocacy Center Lt. Rash is now overseeing the SRO program and has been developing new initiatives and pushing them forward. She stated he wants to enhance school

safety and is working with MPS security to provide a more holistic approach to safety plans. She mentioned Lt. Rash wants to ensure focus on prevention and intervention for the response model that is already in place. She stated there is a multi-disciplinary school team that collaborates on issues to address threats and violence to ensure incidents are accurately assessed and reported. She listed another purpose of the initiative is to identify the at-risk youth and work with the school to make sure they are being provided adequate resources. She added junior highs and high schools have started implementing anonymous tip lines for students and reported SROs are involved with facilitating public service announcements to educate students and parents on what constitutes a threat. She commented the department is working on an analysis of the workload of SROs to assess if high school and junior high schools need additional resources.

In response to multiple questions from Committeemember Freeman, Assistant Chief Burlingame explained schools with higher call volumes are on the radar, and stated the Department is trying to address situations to prevent critical incidents. She mentioned there have been a few charter schools requesting SROs but at this time there are none in charter schools.

In response to multiple questions from Committeemember Thompson, Lt. Rash stated Gilbert Public Schools does not currently fund any SRO positions. He added there are no SROs present in elementary schools unless it is for community engagement or responding to a call on campus.

Committeemember Thompson commented the SROs in District 6 are great and that it takes a special person to be an SRO in a junior high or high school setting. He suggested having SROs in elementary schools to identify children who need assistance before getting to high school.

Chairman Luna commented MPS now has counselors available at every school as a resource for students.

In response to a question from Chairman Luna, Lt. Rash advised he works closely with MPS school security to provide a safe educational environment. He reported MPS has done a great job providing barriers and fencing, but it is not a foolproof method. He mentioned taking a holistic approach to school safety to identify best practices, having a system in place, and engaging and interacting with students to better assess if someone may be struggling.

Chairman Luna expressed concern with only three SROs for the junior high schools.

Lt. Rash explained all but three junior highs have full-time SROs and are currently staffed by off-duty, part-time officers. He mentioned the goal is to add three more full-time SROs to have full-time officers at all MPS.

Chief Batista commented that Mayor Giles is hosting a quarterly meeting with the superintendents who will meet with police to go over future plans.

Chairman Luna thanked staff for the presentation.

2-f. Hear a presentation and discuss the Police Department's efforts relating to the Arizona Angel Initiative.

Detective Aaron Raine introduced Police Chief Ramon Batista, and Assistant Police Chief Dan Butler, who displayed a PowerPoint presentation. **(See Attachment 6)**

Detective Raine explained the Angel Initiative is a harm reduction program for opiate based Substance Use Disorder (SUD) put forth by the Governor's Office of Youth, Faith and Family. He stated the program is intended for people who have low judicial involvement and connecting them with services and resources for addiction treatment. He mentioned the program allows addicts to surrender drugs and/or drug paraphernalia and not be charged with a crime. He added the program has specific qualifications that need to be met which are established by the County Attorney. (See Page 2 of Attachment 6)

Detective Raine announced the program was rolled out in Mesa in August 2018. He mentioned the District Coordinators and Community Action Officers, as well as one sworn officer and civilian, are trained Angel Navigators who help people navigate the process of connecting them to services. He stated the Angel Navigators help direct participants in choosing a service provider that best suits their needs. (See Page 3 of Attachment 6)

Detective Raine explained the program qualifications are restrictive resulting in low program use. He reported in the last year there have been seven calls, mostly from family members dealing with SUD. He highlighted four successful enrollments in the program which came from police contact. He pointed out the program was built as a model where people recognized they needed help and could surrender their drugs and/or paraphernalia to the station and ask for services which has not been popular among individuals addicted to opiates. He mentioned participants cannot have more than three drug-related arrests/convictions on their record, which inhibits most addicts that are ready for treatment. He remarked by comparison, 21 out of 121 graduates from Community Court were opioid-addicted persons with a much higher judicial involvement. He confirmed the Community Court model has a lower recidivism rate than the Angel Initiative. (See Page 4 of Attachment 6)

Committeemember Thompson commented he did not realize the amount of restrictions the Governor had put on the Angel Initiative because he thought it would be used in conjunction with the Community Court System. He stated the program would not only save lives but taxpayer dollars by not incarcerating addicts for drug offenses and offering assistance to get clean.

Detective Raine mentioned there have been conversations between Mesa, Phoenix and Scottsdale Police Departments and the Governor's Office on adjusting the requirements of the initiative to allow more people to get the help they need.

In response to a question from Committeemember Thompson, Detective Raine remarked he cannot answer whether the County Attorney will be more amicable to lowering the requirements, but the Mesa Police Department will be asking for an adjustment of requirements so it can benefit more people.

Chairman Luna thanked staff for the presentation.

3. Adjournment.

Without objection, the Public Safety Committee meeting adjourned at 11:55 a.m.

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Public Safety Committee meeting of the City of Mesa, Arizona, held on the 31st day of October 2019. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK

jg/la (Attachments – 6)

MEMD'S 2019 DEPLOYMENT MODEL



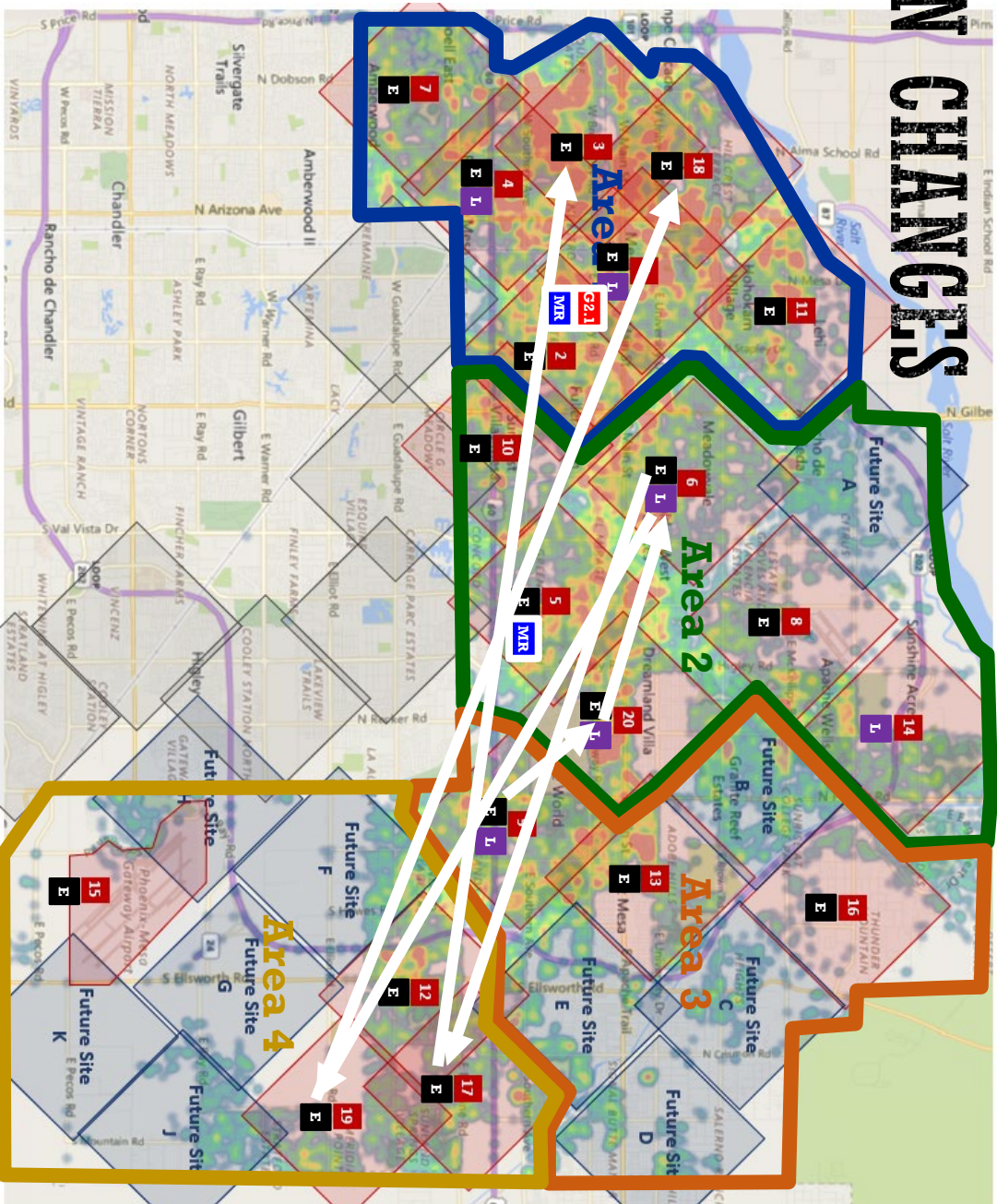
CHALLENGES

- Unit call volume is imbalanced
 - How to balance the load across stations and crews
- Travel time challenges
 - How to improve overall times



RESPONSE PLAN CHANGES

- 2 engine companies repositioned to balance call load
- 2 special team companies repositioned to improve travel time
- 1 ladder company repositioned to balance call load
- 1 engine company repositioned to balance call load and improve travel time
- Satellite station and Medical Response unit #1 added at Old Station 2 to balance call load between units at stations 1 & 2
- Medical Response unit #2 added at Station 5 to balance call load and improve response time and



CALL VOLUME CHANGES

2017 April 15 - October 15				2018 April 15 - October 15				2019 April 15 - October 15			
# Calls/Day	Unit	Avg/Day	Annualized	Unit	Avg/Day	Annualized	Unit	Avg/Day	Annualized		
>12/day		0		E201	12.1	4,460		0			
11 - 12/day	E203	11.8	4,360	E203	12	4,398	0				
				L201	11.7	4,320					
				E218	11.5	4,226					
				E202	11.3	4,140					
10 - 11/day	E201	10.8	3,968	0			E201	11.0	4,046		
	L201	10.6	3,876				L201	10.6	3,900		
	E218	10.3	3,804				E202	10.0	3,702		
	E205	10.1	3,728				E205	10.0	3,682		
	E202	10.0	3,686								



TRT CALLS EAST MESA

- TRT and Haz Mat crews were balanced: East and West
- September 23rd L219 responded to five water rescue calls in east Mesa.



QUESTIONS





Mesa Fire and Medical Department

**Home Safety Education
and**

Social Services Program

HOME SAFETY EDUCATION

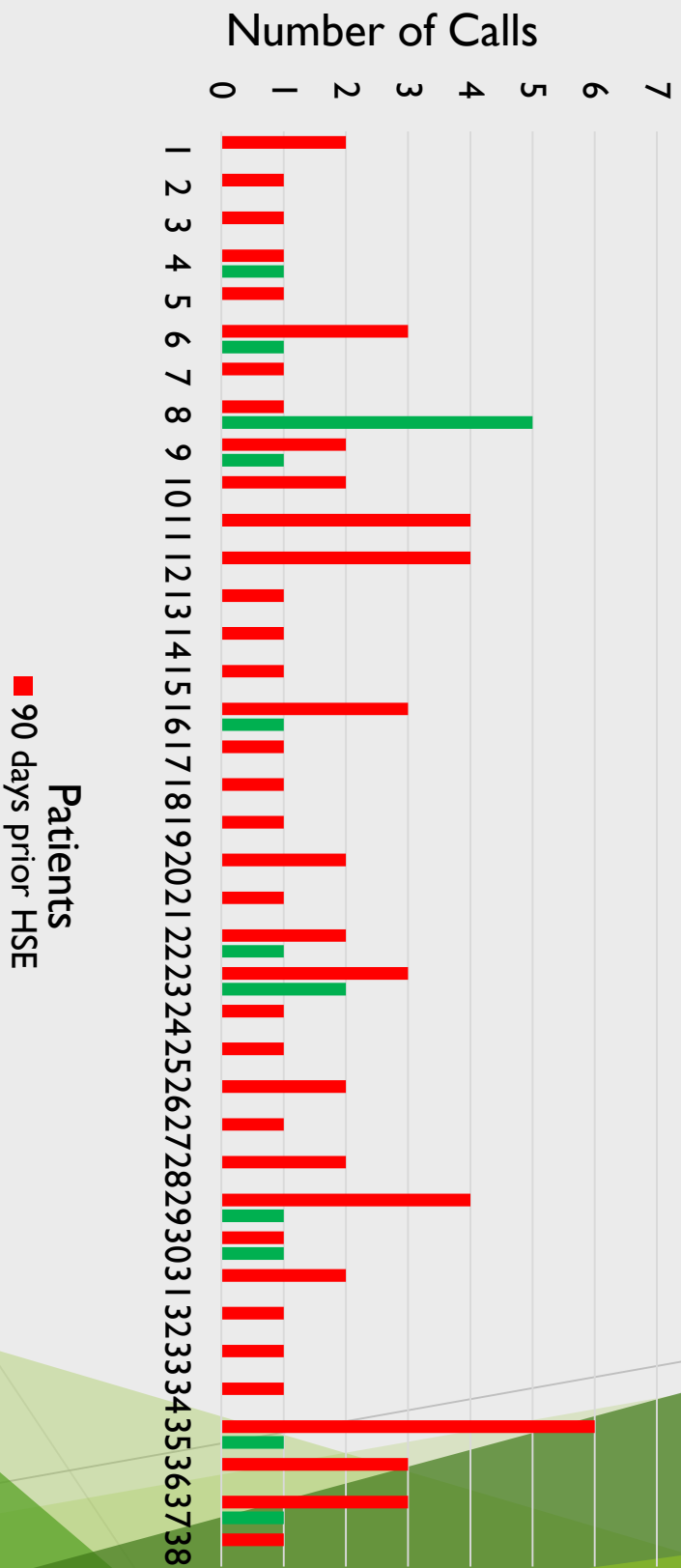


- Number of Staff: 1
- Number of Volunteers: 9
- Grab Bars Installed 2019 YTD: 224
- Smoke Alarms Installed 2019 YTD: 405
- Number of Visits 2019 YTD: 228

HOME SAFETY EDUCATION

- The HSE Program focuses on fall prevention for older adults
- Visits are generated by those utilizing the 911 system after a fall
- Grab bars and smoke alarms are installed where needed
- Residents are also educated on fall and fire prevention in the home
- The program averages a 70% or more reduction in fall related 911 calls after 90 days

Number of 911 calls 90 days prior / post HSE



SOCIAL SERVICES PROGRAM

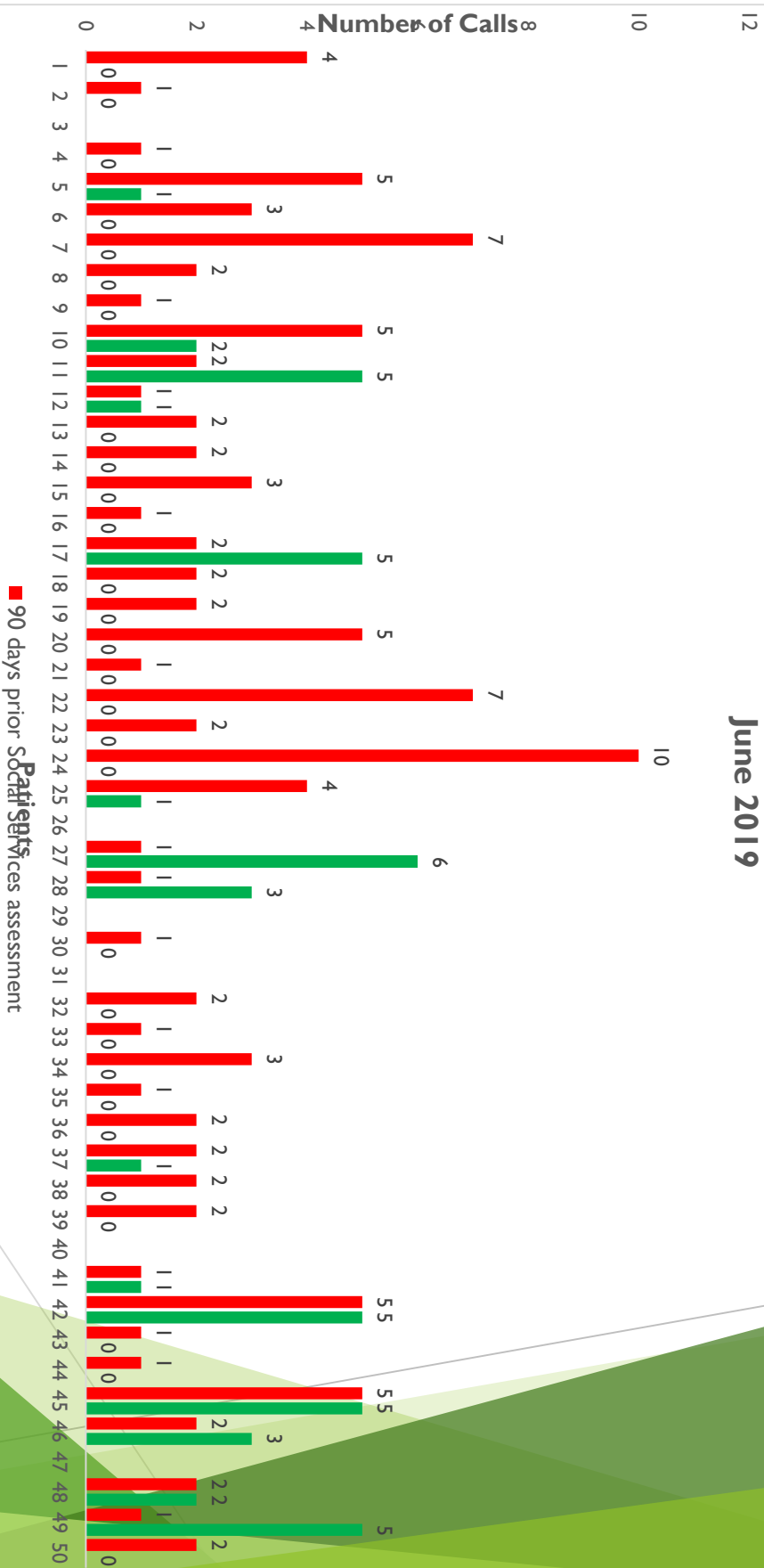


- Number of staff: 1
- Number of volunteers: 7
- Number of Visits 2019 YTD: 483

SOCIAL SERVICES PROGRAM

- The Social Services program is a crew referral system for individuals who have called 911
- Visits in the home are made by the Social Services team in the hopes of connecting patients with resources to promote safe and healthy living
- The Social Services team coordinates with other health-related and community agencies
- The program averages a 49% reduction in 911 calls

Number of 911 calls 90 days prior / post Social Services June 2019



PEER SUPPORT

Public Safety working for all City of Mesa Employees



ORIGINS OF PEER SUPPORT

- Spawned from Critical Incident Stress Management (CISM) over 20 years ago.
- Volunteer Police and Fire members provided support after Critical Incidents with assistance from Department Chaplains.
- Each Department had small number of Peer Support members due to lack of demand.
- Minimal utilization of EAP.



POLICE AND FIRE PARTNERSHIP

- Natural partnership due to overlap of Critical Incidents and increase of Mental Health retirements, this has been an informal working relationship for 5 years.
- Peer Support recognized that stress from home, life and non-critical incidents are a major factor in overall wellness.
- Gaining a better understanding of EAP process and (Behavioral) Health benefits helped guide employee referrals.
- Vetting resources: Building relationships with Counselors and facilities ensures quality care.
- Training together: Police and Fire support each other when providing member education and Recruit Resiliency training.
- This effort saw an increase of EAP utilization and contacts to Peer members.



A YEAR OF GROWTH

- HB2502: Statewide benefit for First Responders which allows up to 36 counseling appointments following a Traumatic Event.
- Proactive approach: Bereavement, Modified duty, and low accruals. Newsletters based on trends.
- Education: Stress awareness and recognition, Supervisor training, workplace visits.
- Implementation of Part-time In-house Counselor for triage, referral, and education.
- This increase of education/awareness and access to a Counselor to answer questions has resulted in significantly higher utilization of Peer Support and EAP.
- Proposal for translating this approach to all City of Mesa employees.



BY THE NUMBERS

- HB2502: 17 Cases
- In-House Counselor Consultations: 106
- Individuals utilizing EAP in 2018: 253, increase to 454 (Projected) in 2019
- Contacts to Peer Support: Fire 124, Police





PEER SUPPORT ASSISTING THE CITY

- Collaborate with the Wellness Center, Learning Center to provide workforce trends and provide education to more employees.
- Provide Supervisor training: Stress recognition, communicating with an employee under stress, and resource utilization.
- Assist with creating a City-Wide approach to supporting employees that use Bereavement or are injured.
- Streamline access to assisting an employee that is in crisis.





Mesa Police Department

Recruitment, Hiring & Basic Training
Administrative Bureau Assistant Chief Dan Butler

The Next Generation Police Officers

Recruiting, Hiring & Basic Training

KEY OBJECTIVES

- Identified Recruitment Unit
- Streamlined Hiring Process
- 3 Police Academy Implementation



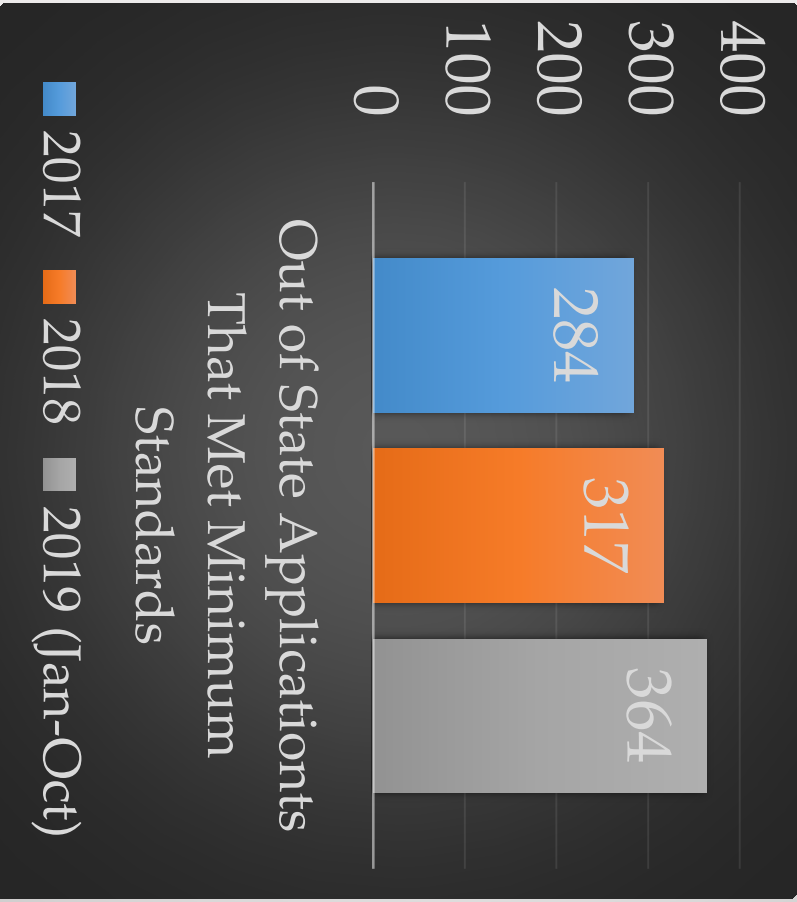
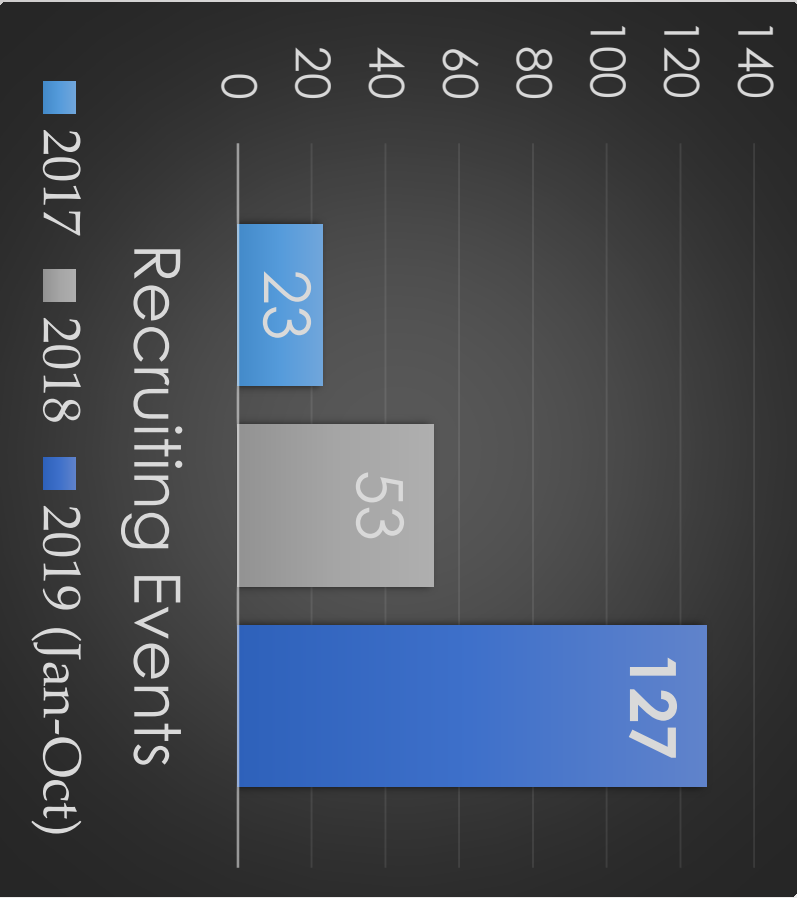
Identified Recruitment Unit

- Filling Vacancies vs. Long-Term Talent Acquisition Strategies
- Increased Engagement Events
- Nationwide Recruitment Marketing
- Direct Pipeline Programs with Armed Forces & Universities
- Recruitment Readiness Seminars





Recruitment Analytics

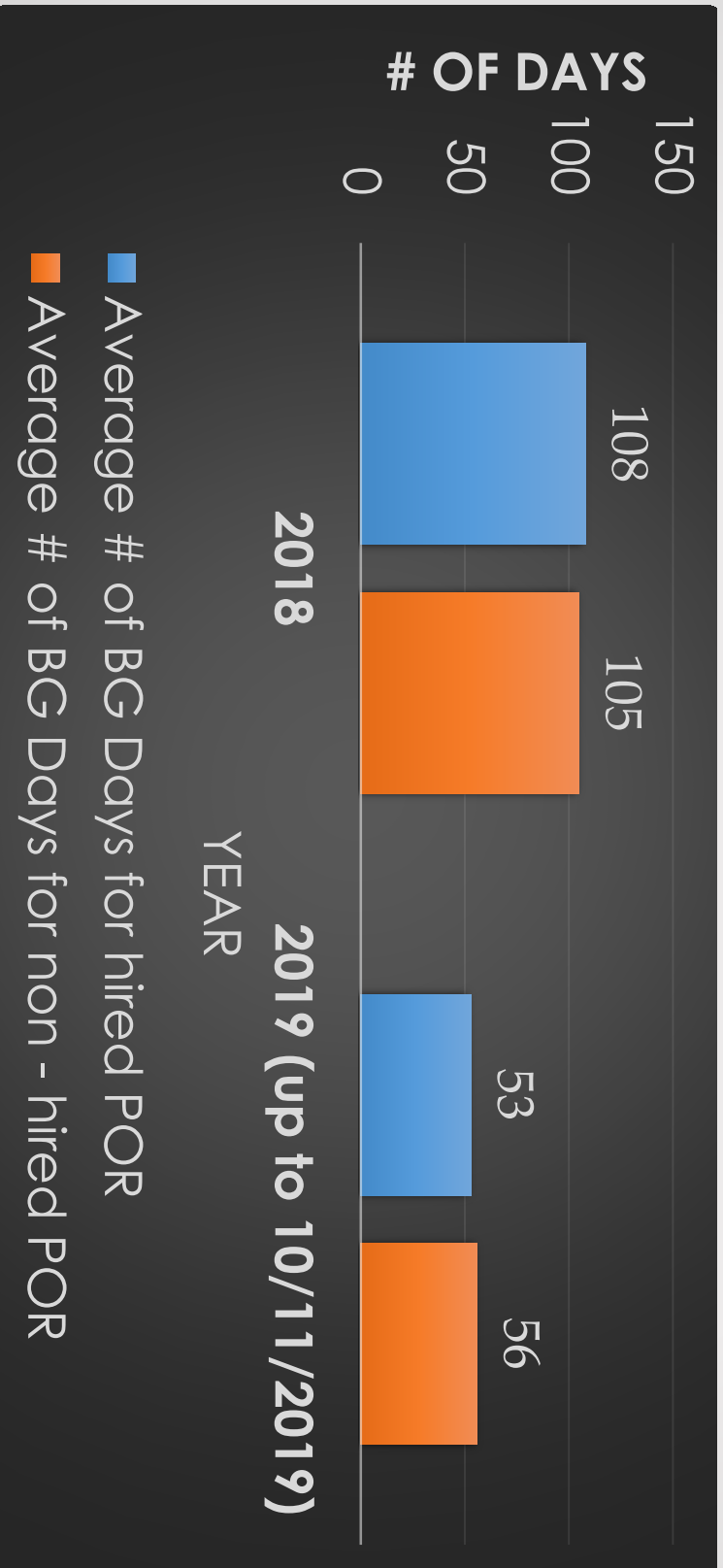


Streamlined Hiring Process

- Improved Efficiency Of Application & Hiring Process
- Reduced Time-To-Hire Background Process
- Updated Physical Performance Requirements for Police Officer Recruit Tests
- Purchase of e-SOPH (Cloud Based Background Investigation System)



Hiring Background Process Statistics





Recruit Eligibility Demographics By Year

Year	Male	Female	Unknown Sex	Caucasian	Hispanic	African American	Asian American	Native American	Pacific Islander	Unknown Race
2014 (441)	92%	7%	1%	73%	20%	4%	1%	1%	1%	1%
2015 (227)	89%	9%	2%	71%	19%	6%	3%	1%	1%	1%
2016 (214)	89%	10%	1%	73%	19%	3%	2%	1%	1%	1%
2017 (184)	90%	10%	0%	62%	27%	7%	2%	1%	1%	1%
2018 (295)	91%	8%	1%	65%	26%	4%	3%	1%	0%	1%
2019 (157) As of 10/11/2019	90%	10%	0%	59%	24%	6%	3%	2%	1%	5%
AVERAGE	90%	9%	1%	67%	23%	5%	2%	1%	1%	2%



Recruit Hire Demographics By Year

Class (Recruits)	Male	Female	Caucasian	Hispanic	African American	Asian American	Native American	Other
2014 #36 (51)	82%	18%	72%	20%	8%	0%	0%	0%
2015 #37 (31)	87%	13%	51%	39%	6%	3%	0%	0%
2016 #38 (16)	87%	13%	56%	38%	6%	0%	0%	0%
2016 #39 (40)	82%	18%	73%	18%	8%	3%	0%	0%
2017 #40 (37)	81%	19%	68%	22%	2%	3%	3%	0%
2018 #41 (15)	73%	27%	53%	47%	0%	0%	0%	0%
2018 #42 (28)	86%	14%	79%	7%	7%	4%	0%	4%
2019 #43 (34)	85%	15%	62%	29%	3%	3%	3%	0%
2019 #44 (45)	84%	16%	64%	27%	4%	2%	2%	0%
AVERAGE	83%	17%	64%	27%	5%	2%	1%	0%

3 Police Academy Implementation

2020 Academy Dates

Class #45

- Jan. 13, 2020 – Jun. 12, 2020
- Mesa PD PORs 40
- Outside Agency PORs 16

Class #46

- Apr. 6, 2020 – Sep. 4, 2020
- Mesa PD PORs 30
- Outside Agency PORs 10

Class #47

- Jul. 13, 2020 – Dec. 11, 2020
- Mesa PD PORs 40
- Outside Agency PORs 16



Upcoming Objectives

- Utilize Automated Report Feature in e-SOPH to Track Statistics & Demographics
- Identify A Crime Analysis Position to Track Short and Long-Term Data Analysis
- Use Data For Strategies To Attract, Hire & Train Diverse Candidates



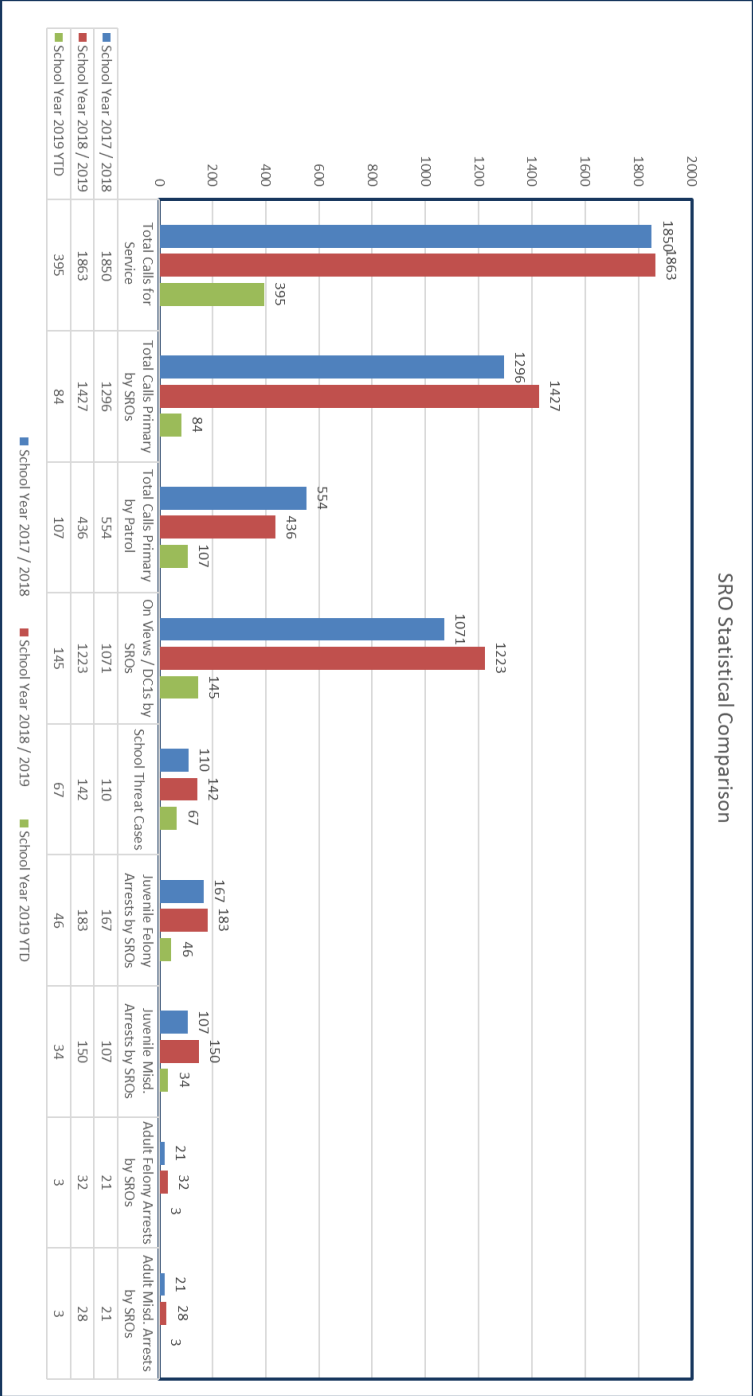
SCHOOL SAFETY

A Comprehensive Approach

SCHOOL RESOURCE OFFICER PROGRAM

- 16 Full Time Dedicated SRO's/2 SRO Sgt's
 - 9 High Schools
 - 8 Junior High Schools
 - Desert Ridge & Highland JHS covered by 1 SRO
- Off-Duty Officer Program – Part Time SRO
 - 3 JHS
 - 2 Alternative HS

STATISTICS FOR SRO'S AT HS AND JHS

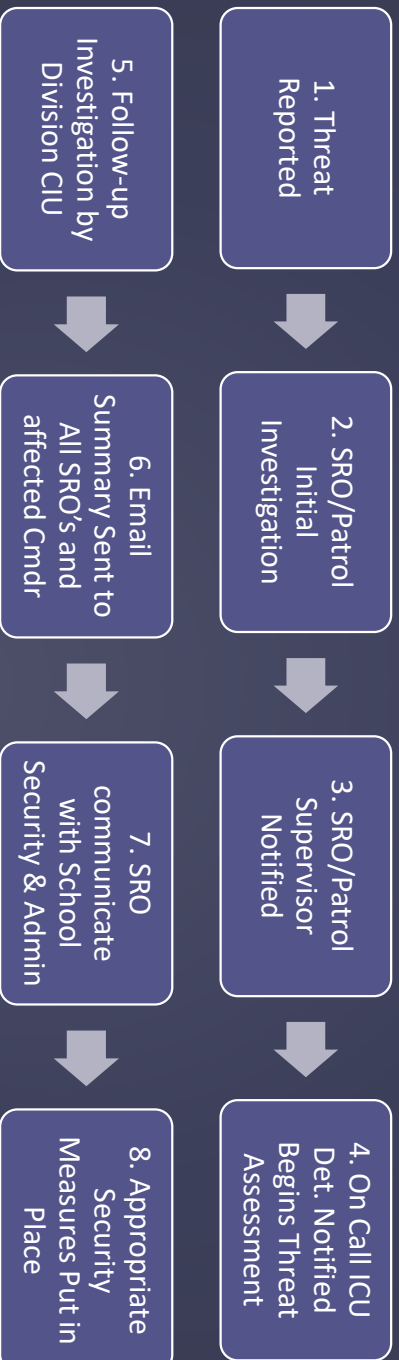


WHAT WE HAVE DONE

- Training
 - MPD/MFMD 3 Phase Mass Casualty Training – 2018-2019
 - Annual SRO Active Shooter Training – 10 hours
 - School security invited to participate
 - Annual SRO Statewide Conference
 - Lockdown Drills
 - Planned, Impromptu, Varied Times
 - Threats Training for Students
 - SRO message + LRE courses

WHAT WE HAVE DONE

- Great Working Relationship Between SRO's/Administrators/Staff
- SRO Rapport with Students – Stability
- School Threats Response Protocol



NEW INITIATIVES

- Command Level Meetings with School Administrators
 - Increased communication – Identify strengths and weaknesses
- Multi-Disciplinary School Safety Team
 - Research, Identify, and Recommend Best Practices in School Safety for citywide implementation – Achieve consistency in best practices.
 - Example: ALICE Training
 - Staff more serious school threat cases to identify successes as well as gaps in processes, protocol, and policy.
 - Provide more intensive services and additional monitoring of those who demonstrate the most serious behavioral issues that are risk factors.
- Participation in MPD Education Forum to have greater collaboration

NEW INITIATIVES

- Tip Line Implementation at all MPS HS & JHS
- PSA's on School Threats in development in partnership with MPS
 - Short PSA's to educate parents and students on the seriousness and related consequences of school threats.
 - Educate students on what a school threat is and how to report threats. See something/Say something.
- Workload analysis and assessment of HS and JHS schools with SRO's to determine if additional SRO may be warranted.

QUESTIONS?



Mesa Police
Department

Arizona Angel Initiative

What is the Arizona Angel Initiative?



- A harm reduction program for opiate based Substance Use Disorder (SUD) from the Governors Office of Youth, Faith and Family.
- It is intended for persons with low judicial involvement who want to seek treatment for SUD without fear of being arrested.
- Participants get preferential status with treatment facilities and if they surrender drugs and or drug paraphernalia they do not get charged with a crime.
- The program has very specific qualifications established by the Governors office in conjunction with the County Attorney

How does it work in Mesa?

- The program was rolled out in Mesa in August 2018
- District Coordinators and Community Action Officers are trained to help participants navigate the process.
- Participants get to choose which service provider they want to use and the provider sends transportation or the officer can transport them to the provider
- The program is supplemental to the Mesa Community Court program that targets persons with higher levels of judicial involvements



Results

- Due to the target participant qualifications the frequency it is used is very low.
- Since starting we have had seven Angel Initiative specific calls for service. (Most were family members looking for services for a family member dealing with SUD and the potential participants were not ready for recovery yet
- Four successful enrollments to the program so far, all of which were police contacts where the officer offered the program to them. They did not seek it out

Questions?