



PUBLIC SAFETY COMMITTEE MINUTES

April 10, 2023

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 April 10, 2023, at 10:01 a.m.

| COMMITTEE PRESENT | COMMITTEE ABSENT | STAFF PRESENT |
|--|------------------|--|
| Mark Freeman - Chairperson Alicia Goforth Scott Somers | None | Scott Butler Agnes Goodwine Alfred Smith |

Chairperson Freeman conducted a roll call.

1. Items from citizens present.

David Korak, a Mesa resident, expressed concerns regarding many incidents near Mesa Drive involving criminal activity around his business, and concerns regarding police response.

2-a. Hear a presentation, discuss, and receive an update on the City of Mesa's 911 mental health call response.

Performance Advisor Amanda Freeman and Police Commander Michael Bellows displayed a PowerPoint presentation on the City of Mesa's 911 mental health call response. **(See Attachment 1)**

Ms. Freeman outlined the City's 911 dispatch process. She explained call diversion is when a 911 call is sent directly to a Crisis Specialist, rather than dispatching Mesa Police Department (MPD) and Mesa Fire and Medical Department (MFMD). She noted the call diversion path was added as a formal option in June 2021. She reported in 2022, there were 3,500 calls diverted from MPD and MFMD which is a 90% increase. She described the role of specialized call takers. (See Pages 2 through 5 of Attachment 1)

Ms. Freeman described the Mesa Crisis Teams that were launched in July 2022. She outlined the Crisis Team process, availability, and schedule. She displayed average response times for Mesa and Maricopa County, noting that Mesa's Crisis Team has cut response times in half. She reviewed the types of Crisis Team calls and statistics for each. She noted the spike in August matches the normal pattern of 911 calls. (See Pages 6 through 10 of Attachment 1)

Ms. Freeman indicated that staff meets with MPD, MFMD, Communications, and Crisis to stay on track and find ways to improve. She added Crisis Team members have completed station visits, ride-alongs, and attended battalion chief meetings and MPD briefings to advertise and provide clarity. She remarked a future consideration is extending the program to 24 hours. (See Pages 11 and 12 of Attachment 1)

Responding to a question from Chairperson Freeman, Ms. Freeman indicated there are two behavioral health teams dedicated to Mesa. She noted each team has eight staff members; if the Mesa Crisis Team is not available, calls are forwarded to the County Crisis Team.

Chairperson Freeman commended the program and supported expanding the staffing in the future to allow for more call diversions.

Responding to a question from Committeemember Somers, Wendy Philpot, Director of Crisis and Trauma Healing Services at La Frontera Arizona - EMPACT Suicide Prevention Center, described the training and certification levels of team therapists in behavioral health related fields.

Committeemember Somers discussed the importance of behavioral health training and having the proper resources in place to ensure trained personnel answer the call. He recommended expanding the Mesa Crisis Team service to 24 hours or creating a department similar to the Albuquerque model to provide the right care and support.

Responding to a question from Committeemember Goforth, Ms. Freeman reported approximately 30 instances occur overnight that go to the County Crisis Team.

In response to additional questions from Committeemember Goforth, Commander Bellows stated staff attends a high utilizer meeting to discuss ways to ensure customers receive the proper mental health resources to prevent repeat calls for MPD and MFMD.

Additional discussion ensued on the Mesa Crisis Team program.

In response to a comment by Chairperson Freeman, Assistant Fire Chief Forrest Smith provided an update on program improvements and expansion. He discussed training MFMD dispatchers to ensure those employees have direct contact with the Crisis Teams through Fire dispatch. He noted diversion is extremely effective and appreciated the partnership and the opportunity to expand and engage.

Chairperson Freeman suggested staff prepare program metrics and data and provide future funding for staffing to present to the full Council.

Chairperson Freeman thanked staff for the presentation.

2-b. Hear a presentation, discuss, and receive an update on the Mesa Fire and Medical Department's ambulance transport program.

Assistant Fire Chief Cori Hayes introduced MFMD Emergency Transportation Administrator Jason Taylor and presented a PowerPoint presentation on the Department's ambulance transport program. **(See Attachment 2)**

Assistant Fire Chief Hayes acknowledged MFMD staff and discussed the program's history. She indicated the program has expanded each year, noting the number of units, amount of coverage, and total annual transport. She stated that in 2023 there are now four 24-hour units and 11 peak-time units running 24,000 annual transports. She highlighted the program's successes and noted the importance of continuity of care, consistency of training, and equipment standardization. (See Pages 1 through 3 of Attachment 2)

Responding to a question from Committeemember Goforth, Assistant Fire Chief Hayes explained the City takes its own equipment on a call as they are not trained on alternate equipment.

Assistant Fire Chief Hayes continued by stating the program successes include system adaptability. She discussed extreme offload times and understaffed units to assist hospital partners.

In response to a question from Committeemember Somers, Assistant Fire Chief Hayes discussed House Bill 2431, adding MFMD transports 80% of emergency care patients and always errs on the side of caution.

Ms. Hayes identified five ambulance locations across the city, noting greater ambulance response time standards. She stated the City has strategically placed the 11 fire stations across the system resulting in a rapid response time.

Mr. Taylor presented the MFMD Transport Program operating cash flow and startup costs. He pointed out a flat dip indicating that MFMD hired the right staff and had the right billing system in place. He expressed the challenge of catching up on a backlog of claims. He noted the startup costs consist of ambulances, equipment, and station improvements. He explained that MFMD earned enough in the operating cash flow to pay back the initial outlay of startup costs and expects to continue paying back startup and shared City costs. He noted the department is at 95% cost recovery. (See Page 4 of Attachment 2)

Assistant Fire Chief Hayes pointed out the program's challenges which included competing with hospitals for staff. She stated the Department revitalized employee pay and schedules. She discussed the shared system challenges and the implementation of an Electronic Patient Care Reporting (EPCR) System. She noted the support positions have been filled and employees have worked hard to catch up on the billing backlog. (See Page 5 of Attachment 2)

Additional discussion ensued on EPCR.

In response to a question from Chairperson Freeman, Assistant Fire Chief Hayes explained the Department's share of operating costs and indirect costs. She noted without those indirect costs the program is at full cost recovery.

Mr. Taylor added that there is always an opportunity to adjust rates, if necessary, but the City's mission is to keep rates in alignment with American Medical Response. He added rates are set

by Arizona Department of Health Services, yet there is an option to request different rates through an evaluation process.

Assistant Fire Chief Hayes outlined the program timeline, noting the game plan is to take on four more 24-hour units and an additional peak time unit. She added 70% of calls take place during peak time. (See Page 6 of Attachment 2)

Responding to an inquiry from Committeemember Somers, Assistant Fire Chief Hayes stated there is no current contract with the private provider. She added the two large private providers are expected to continue in the interfacility model.

In response to a question from Chairperson Freeman, Assistant Fire Chief Hayes noted that most municipalities have moved to the Ambulance Transportation Program. She stated Mesa's ambulances are staffed by civilians and are the priority for overtime in staffing needs. She explained the ability to have a larger pool of employees is valuable when adding units to the system. She reiterated the sworn personnel have the same level of medical training and there is a large amount of competition for staff.

Chairperson Freeman thanked staff for the presentation.

2-c. Hear a presentation, discuss, and receive an update on the Mesa Police Department's Safer Streets Operation.

Police Chief Ken Cost introduced Police Commander Robert Rash and displayed a PowerPoint presentation on the Safer Streets Operation. **(See Attachment 3)**

Chief Cost reported fatal accidents are on the uptick nationwide and locally. He noted MPD has implemented different strategies and holistic approaches to create public awareness and engagement.

Commander Rash provided the fatal crashes reported in recent years. He stressed the importance of changing behaviors to reduce risk and impact on lives. He described the planned approach. He explained Operation Safer Streets, which began in March, is a selective enforcement detail and will run different periods throughout the year. He explained that members of the traffic unit focus on different areas across the city. He remarked that a five-year snapshot of fatal injury crash data was analyzed and officers focus on those concentrated enforcement efforts during certain times. (See Pages 2 and 3 of Attachment 3)

Responding to a question from Committeemember Goforth, Commander Rash stated fatal accidents are generally in the same areas and are considered the focus points. He indicated population could impact the number of fatalities.

In response to Chairperson Freeman, Commander Rash listed several elements that enforcement effort is focused on and pointed out that 64% of fatal motorcycle accidents involve people not wearing helmets.

Responding to a question from Committeemember Goforth, Commander Rash stated staff is collaborating with members of transportation and other departments to discuss fatal accident

locations, education, enforcement, and engineering. He recalled a recent traffic safety analysis resulting in a change to the roadway which should reduce fatal accidents at that location.

Chief Cost stated that the Council approved a transportation analyst position to work with MPD to analyze the data and work the engineering, enforcement, and education.

Commander Rash highlighted program results, including personnel hours and the number of citations and warnings. He reported that impairment is a factor in fatalities and the goal is to get impaired drivers off the roadways. (See Page 4 of Attachment 3)

Additional discussion ensued related to street engineering.

Responding to a question from Committeemember Goforth, Chief Cost stated recently citation numbers have increased from patrol. He referenced studies to determine how to combat fatal accidents. He remarked that officers are responding with enforcement and education.

Chairperson Freeman noted the next committee meeting would be held on May 25, 2023.


Discussion ensued on future agenda items.

Chairperson Freeman thanked staff for the presentation.

3. Adjournment.

Without objection, the Public Safety Committee meeting adjourned at 11:39 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 10th day of April 2023. I further certify that the meeting was duly called and held and that a quorum was present.



HOLLY MOSELEY, CITY CLERK

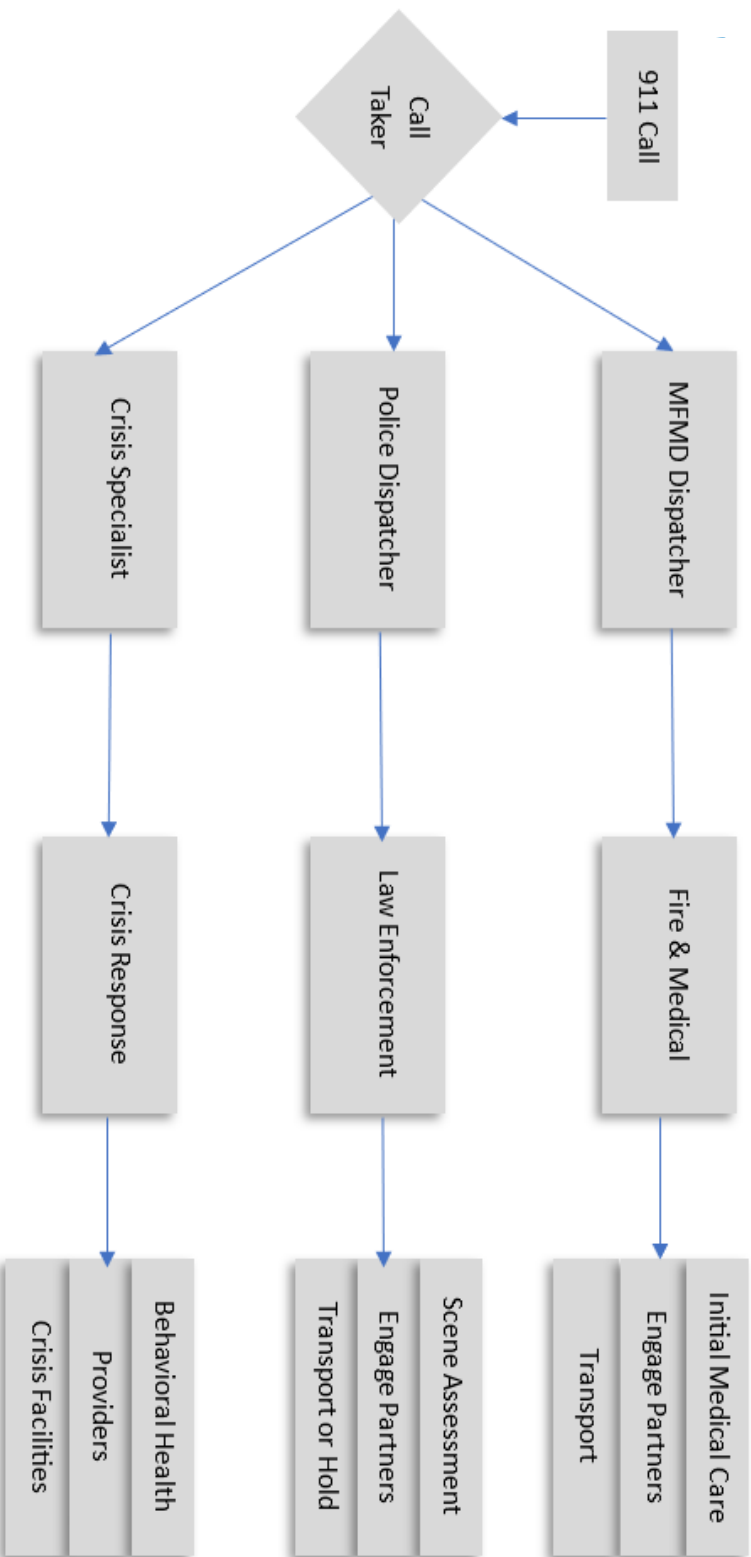
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(Attachments – 3)

911 Mental Health Response

Agenda

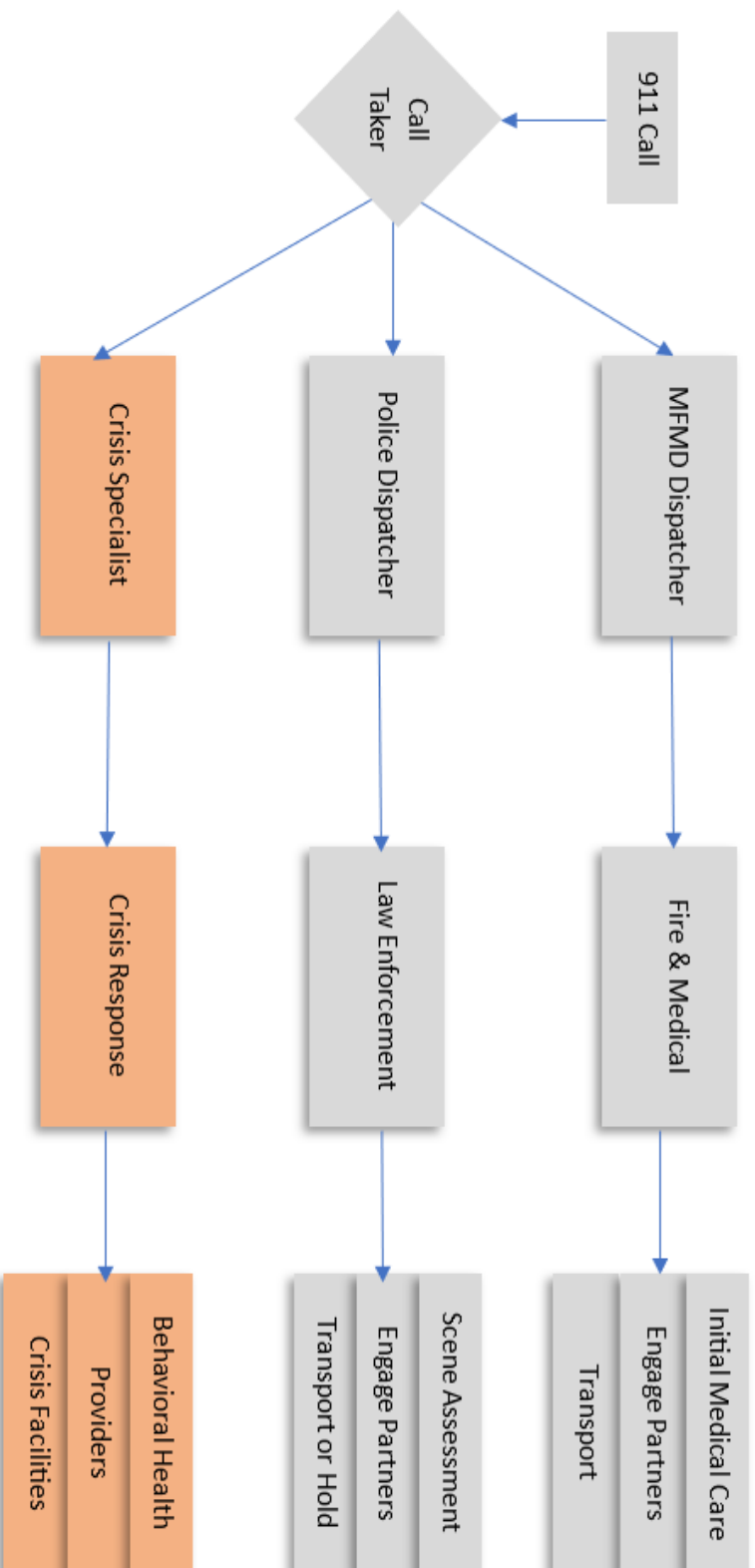
- ▶ Big picture
- ▶ Part 1 – Call diversion
- ▶ Part 2 – Mesa Crisis Teams
- ▶ Moving Forward

Big Picture



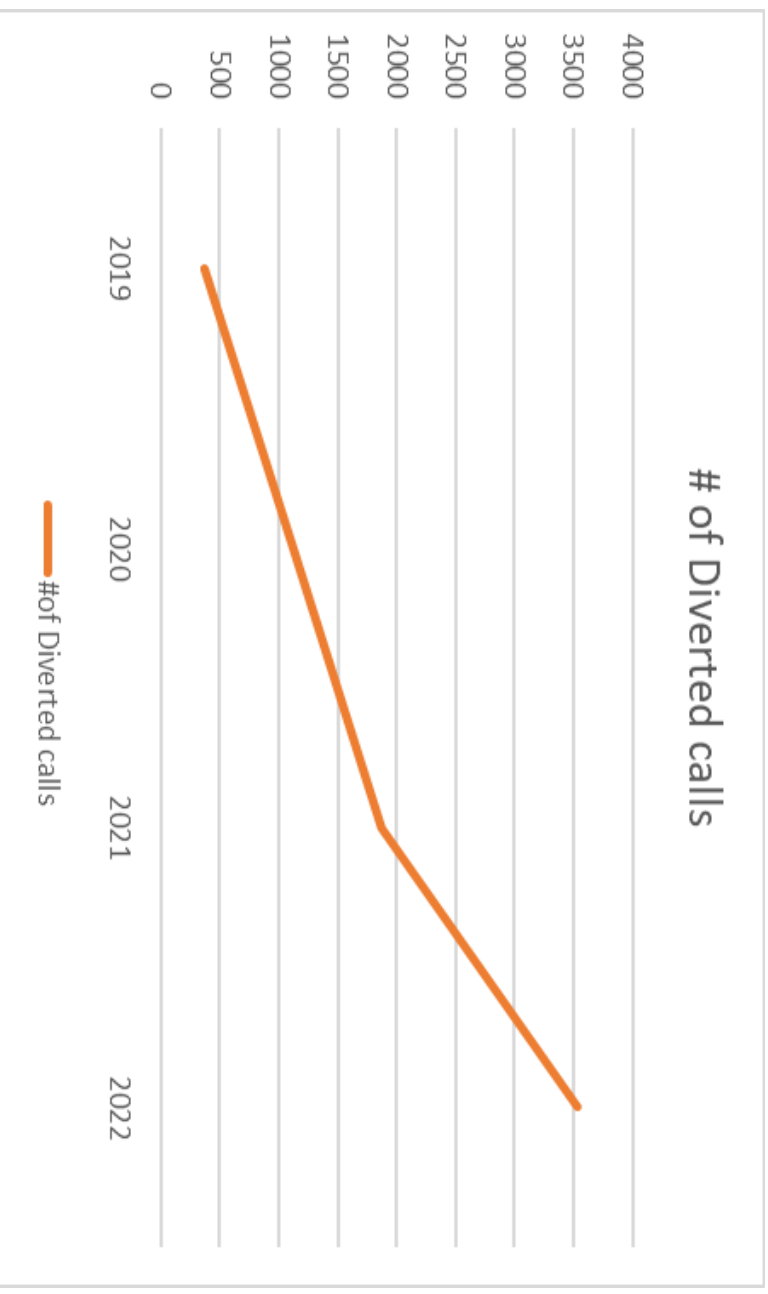
Part 1: Call Diversion

- ▶ Diverted calls = 911 calls sent straight to crisis
- ▶ PD and/or Fire do NOT get dispatched
- ▶ Calls are handled solely by the crisis system
- ▶ No Mesa resource is sent
- ▶ Over 3500 calls in 2022 sent AWAY from PD/Fire



Part 1: Call Diversion

- ▶ From 2021 to 2022 diverted calls increased by 90%
- ▶ 100% of PD communications staff received specialized training.
- ▶ Crisis Liaison staff are co-located in PD communications 40 hours per week



Part 2: Mesa Crisis Teams

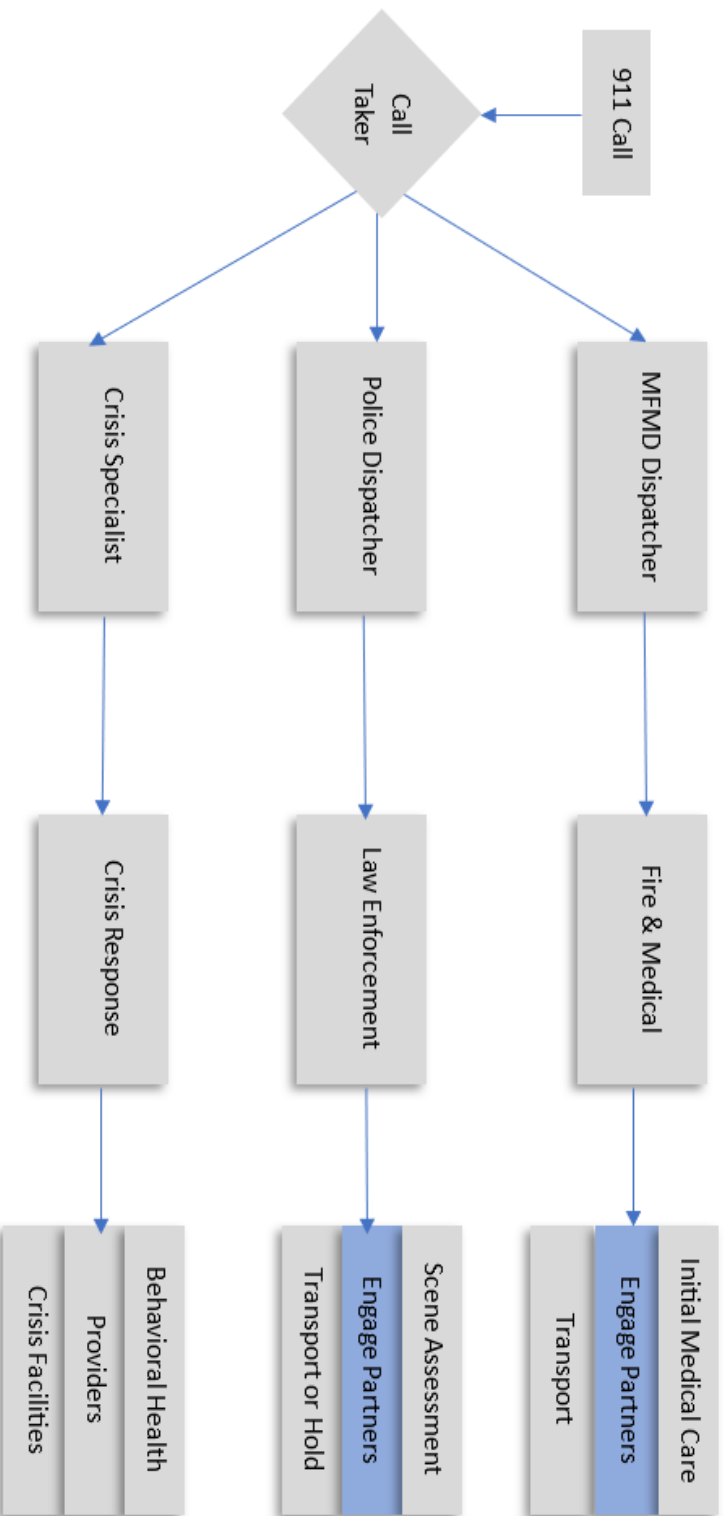
Teams through Community Bridges and EMPACT are available for response for mental health crisis, substance use, other related calls and follow-ups.

-Teams include a behavioral health technician and EMT.



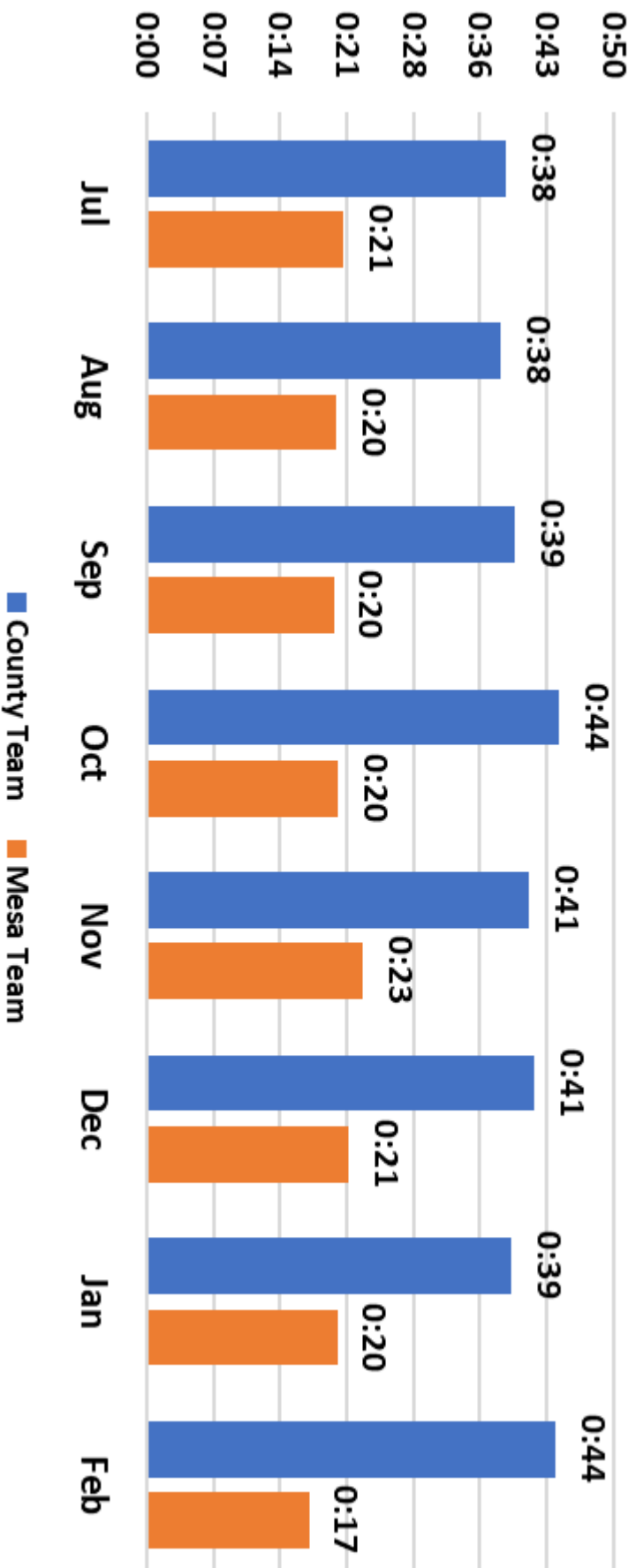
Part 2: Mesa Crisis Teams

- ▶-PD and Fire requests the teams through their communication centers.
- ▶-Teams are available 70 hours a week.
- ▶-Service is available from 10am-10pm 7 days a week.
- ▶-Measures of interest are:
 - Response time
 - Top 5 call types
 - Number of Crisis Team requests



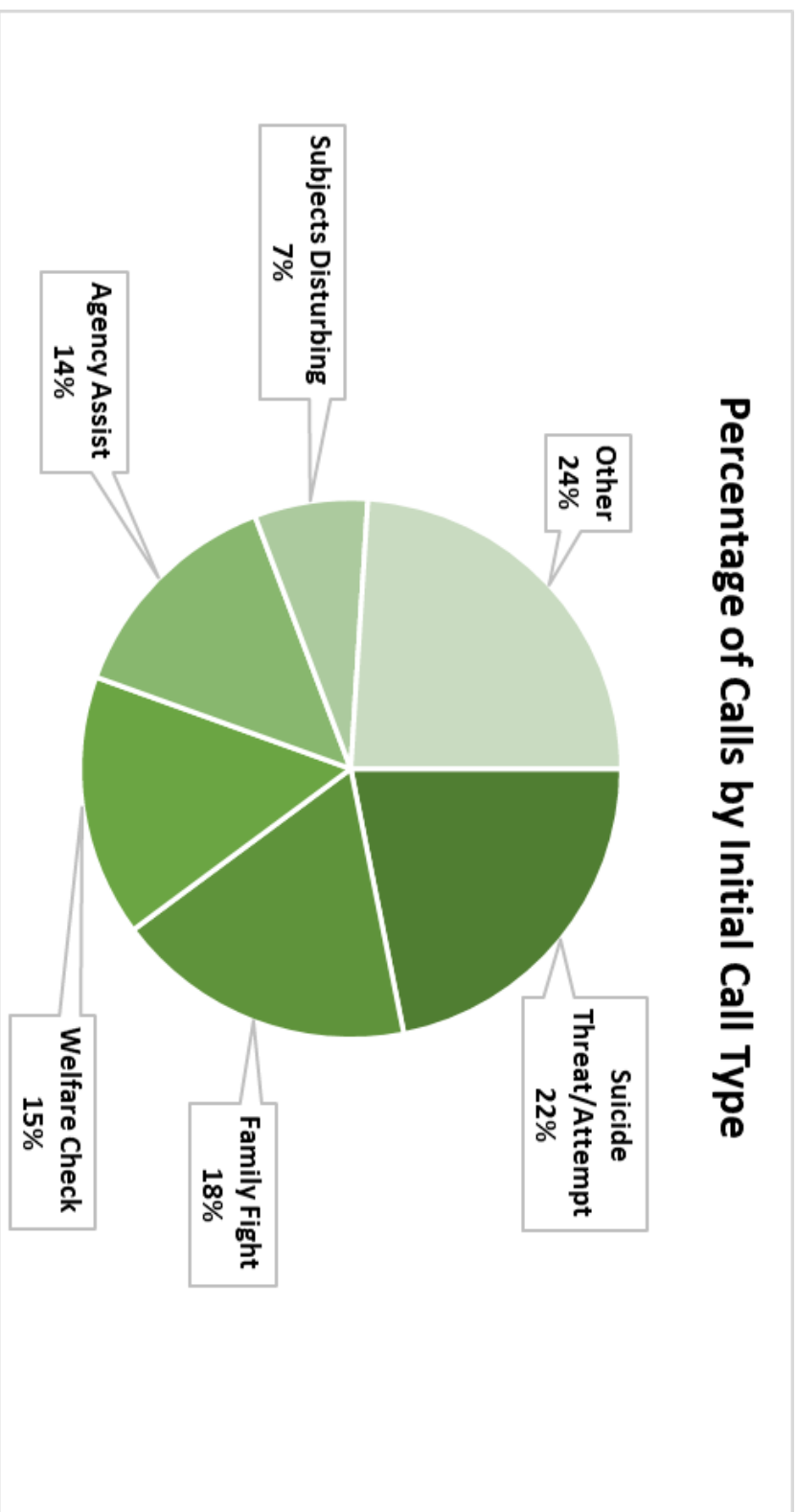
response time

Average Response Times

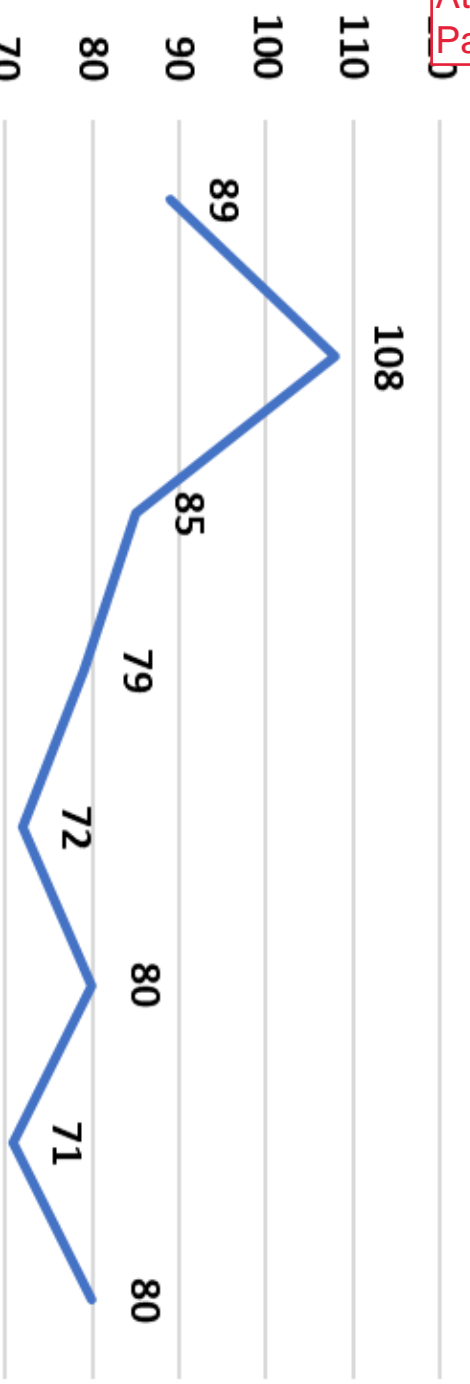


Crisis Team types of calls

- ▶ Top five initial call types:
- ▶ Suicide
- ▶ Subject Disturbing
- ▶ Family Fights
- ▶ Agency Assist
- ▶ Welfare Check



Requests for Mesa Crisis Teams



| Month | Year | Requests |
|-------|------|----------|
| Jul | 2022 | 89 |
| Aug | 2022 | 108 |
| Sep | 2022 | 85 |
| Oct | 2022 | 79 |
| Nov | 2022 | 72 |
| Dec | 2022 | 80 |
| Jan | 2023 | 71 |
| Feb | 2023 | 80 |

Crisis Team
requests

Moving forward

Continue to integrate
crisis teams into Mesa PD
and Fire

Ongoing
communication/training

Consideration of
expanding Mesa Crisis
teams to 24 hours

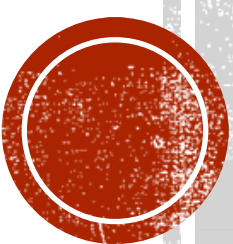
Questions?

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MESA FIRE & MEDICAL

Emergency Medical Transportation



April 10, 2023

Cori Hayes, Assistant Chief

Jason Taylor, Emergency Transportation Administrator

PROGRAM HISTORY

- Mesa historically contracted with private providers for ambulance transportation services.
- Concerns with the contractor's stability, consistency, and safety led Mesa to obtain a Certificate of Necessity (CON) in 2015.
- In 2018, Mesa launched a pilot program that included two ambulances providing transport for low acuity calls M-F from 7a-7p.

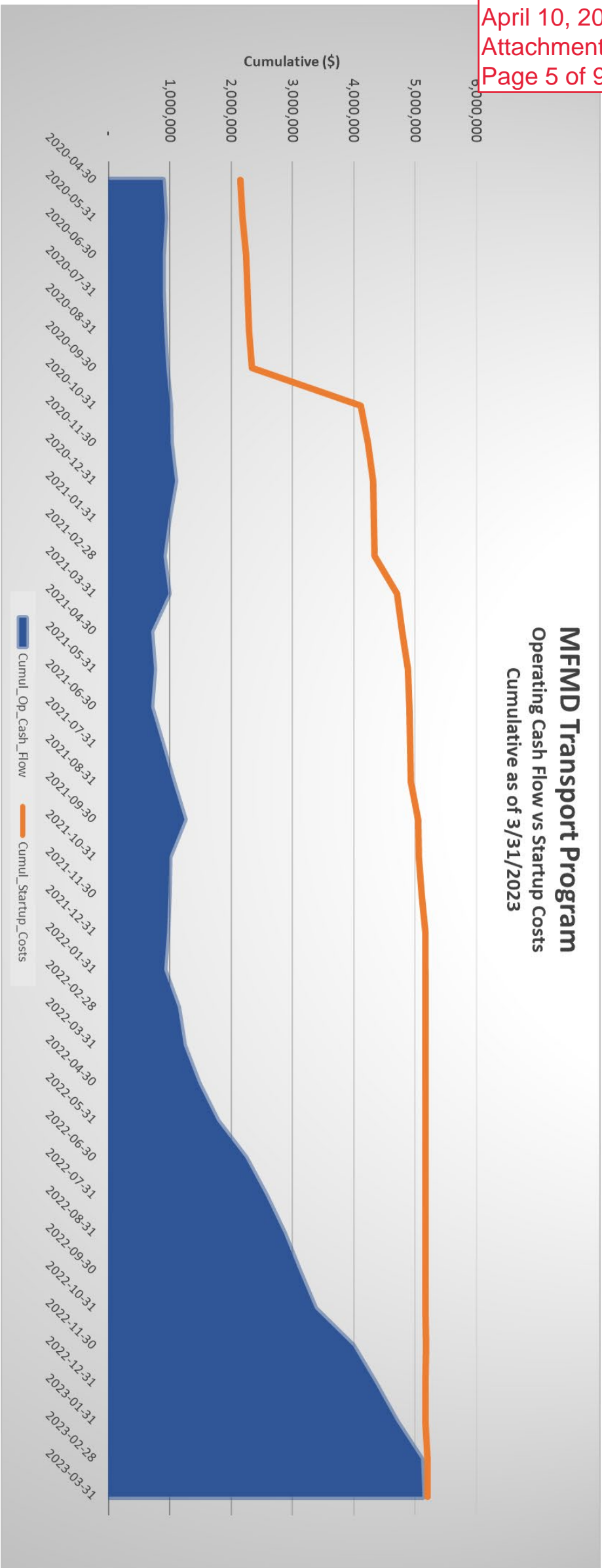
PROGRAM HISTORY

| | |
|---|--------------|
| • Summer 2018: 2 units @ 40hrs per week | 2,000 (5%) |
| • Summer 2019: 3 units @ 12/7 coverage | 4,600 (13%) |
| • Summer 2020: 6 units @ 12/7 coverage | 8,000 (24%) |
| • Spring 2021: 11 units @ 12/7 coverage + 1 24-hr unit | 16,500 (45%) |
| • Spring 2023: 11 units @ 12/7 coverage + 4 24-hr units | 24,000 (65%) |

Annual Transports (% of total)

PROGRAM SUCCESSES

- Continuity of care
- Equipment standardization
 - Cardiac monitor, ventilators, ePCR, drug box
- Provider training
 - 4-week new hire training
 - EMS Division training (ACLS, PALS, CE)
 - Crew-based, in-station training
- System adaptability
 - Offset extended offload times
 - Mitigate COVID and other seasonal surges
- Broader ambulance coverage across the City
- Offsetting operating costs through billing revenue



PROGRAM CHALLENGES

| <u>Challenge</u> | <u>Action Plan</u> |
|--|--|
| Turnover | <ul style="list-style-type: none"> • Develop career path/medic school • Evaluate pay and schedules |
| Shared system challenges (MFMD Medic Unit + Private Ambulance) | <ul style="list-style-type: none"> • Analytics/continuous monitoring • Communication |
| Implementing new Electronic Patient Care Reporting System | <ul style="list-style-type: none"> • Structured testing plan • New project manager |
| Lack of support positions | |
| Billing backlog | |

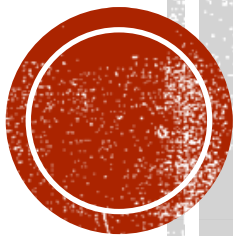
PROGRAM FUTURE

- Summer 2018: 2 units @ 40hrs per week
- Summer 2019: 3 units @ 12/7 coverage
- Summer 2020: 6 units @ 12/7 coverage
- Spring 2021: 11 units @ 12/7 coverage + 1 24-hr unit
- Spring 2023: 11 units @ 12/7 coverage + 4 24-hr units
- Spring/Summer 2024: Convert four 24/7 units; add one peak unit
- Beyond: Evaluate further expansion with City Manager

Annual Transports (% of total)

2,000 (5%)
4,600 (13%)
8,000 (24%)
16,500 (45%)
24,000 (65%)
32,000 (84%)

QUESTIONS?



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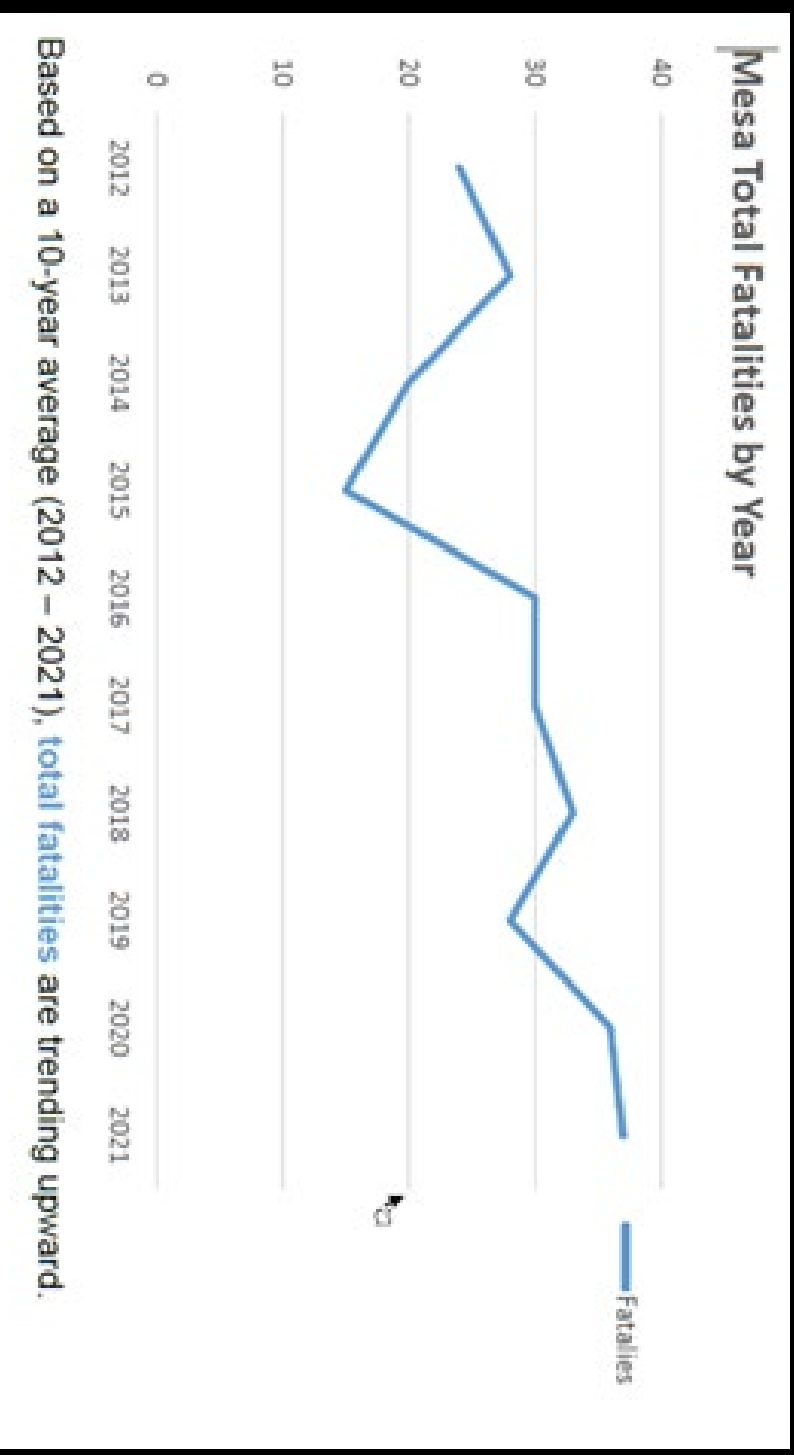


OPERATION SAFER STREETS



Fatal/Serious Injury Crash Reduction

- 10 year upward trend in fatal crashes
- 2022 – 44 fatal crashes
- 2023 – YTD 16 fatalities



Our Approach

Engagement

- Education

- **Enforcement**

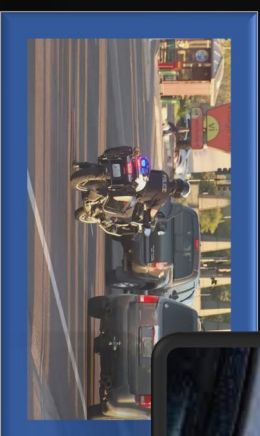
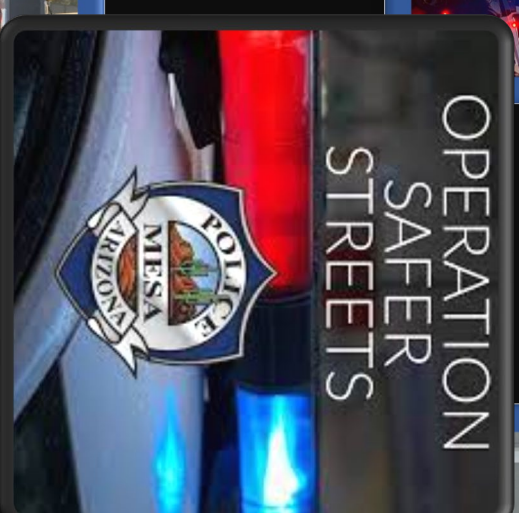
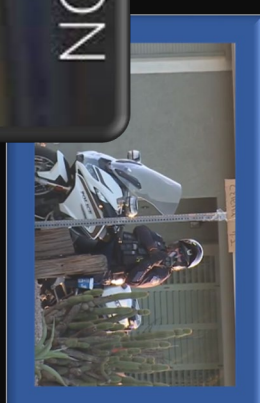
- Engineering

- Evaluation



Our Results So Far

- 565 Personnel Hours
- 807 Citations/Warnings
 - 374 Speeding
 - 61 Red Light Violations
 - 297 Other Moving Violation
- 10 Felony DUI Arrests
- 19 Misdemeanor DUI Arrests



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