

**Public Safety, Courts & Civil Service (PSCCS)
Meeting
September 19, 2019
3:30 PM
Aurora Room**

**Council Member Allison Hiltz, Chair
Council Member Francoise Bergan, Vice Chair
Council Member Dave Gruber, Member**

Assure a safe community for people

- | | | | |
|----|---|-----------------------------|----------------------|
| 1. | Approval of August 15, 2019 Draft Minutes | | Council Member Hiltz |
| 2. | Consent Items | (None) | |
| 3. | Police Staffing Study Update | Deputy Police Chief O’Keefe | 15 mins |
| 4. | Ordinance for Fire Alarms and/or Sprinkler Systems in Kennels | Deputy Fire Chief Hills | 5 mins |
| 5. | EMS Call Response | Fire Commander Weber | 10 mins |
| 6. | Falck Ambulance Overview | Fire Commander Weber | 10 mins |
| 7. | Miscellaneous Matters for Consideration | | |
| 8. | Confirm Next Meeting | | Council Member Hiltz |

Next Meeting: 10/24/2019 @ 3:00pm – Aurora Room

**PUBLIC SAFETY, COURTS & CIVIL SERVICE MEETING
AUGUST 15, 2019**

Members Present: Council Member Allison Hiltz, Chair
Council Member Francoise Bergan, Vice Chair
Council Member Dave Gruber
Council Member Nicole Johnston

Others Present: R. Cooper, T. Steward, A. Dickens, C. Hills, S. McInerny, J. Puscian, M. Moore, M. Hanifin, J. Foster, R. Forrest, C. Jacobs, S. Stowell, B. Good, M. Wasserburger, J. Kebba, T. Garton, F. Gray, Z. DeBoyes, J. Heckman, N. Rodgers, S. Day, D. Groetzinger, H. Hernandez, H. Glidden, K. McDaniel, E. Ortiz, C. Andersen, L. Bridges, M. Bryant, S. Newman, S. Fesshaie, C. Amsler, A. Robnett, J. Oldenberg, I. Evans, T. Vaughn, T. Tobiassen, M. Longshore, D. Kaiser, H. Hackbarth, J. Cartledge, T. Ashburn, N. Metz, J. Batchelor

REVIEW/APPROVAL OF MINUTES OF THE JULY MEETING

Related to CM Johnston’s comments in the miscellaneous section, CM Gruber stated he stands by his speech.

ANNOUNCEMENTS

None.

CONSENT ITEMS

None.

PUBLIC DEFENDER COMMISSION

Summary of Issue and Discussion

Deputy City Manager, Jason Batchelor, introduced Tom Tobiassen of the Public Defender Commission. Tobiassen then introduced attorneys, Tasha Steward and Renee Cooper. They are currently in the process of recruiting a full time chief. However, it is a challenge with the current job market. Their mission is to provide the best representation to individuals facing jail time who are unable to afford an attorney. The Public Defender Commission in Aurora was the first office to be established from a city charter in the state of Colorado. The Aurora office runs as an independent commission, and acts as a liaison between the city and the individuals they represent. Senate Bill 18-203 will be effective as of January 1, 2020 and will mandate all municipal jurisdictions have an independent authority overseeing public defenders. The purpose for the senate bill is to ensure that there will not be any bias motive from the people representing them.

The public defender’s office is authorized for staffing of ten attorneys, one paralegal, one legal secretary, one investigator, and two and half administrative staff. They are looking into recruiting part time attorneys as well. In 2018, the public defenders represented 3,565 clients. The first half of 2019, they have represented approximately 2,400 clients. The increasing number of clients are creating about 50 to 60 active cases for

each attorney. That doesn't include covering for court and additional cases that may come in to the office. The amount of workload for the current staff is creating a low morale, and a high turnover rate. Some of the other challenges are recruiting a new chief and contract attorneys, lack of office space, and an antiquated case management system. The Public Defender Commission requests to have an increase in salary for staff, 5 additional staff, financial support for the automated case management system, and tablets.

CM Bergan noted that four employees were approved in the 2018 budget for the Public Defender Commission to cover the reported increase in cases. Staff is again citing an increase in caseload and she would like to know what has happened in the last few years that the caseloads are still increasing. T. Steward responded that Aurora's population has grown, more people are getting arrested and are receiving multiple charges. CM Bergan asked about receiving data from the courts and police department supporting the increase in cases and what those cases are. Court Administrator DeBoyes confirmed the data could be provided and noted that traffic cases are generally not represented by the public defender's office unless jail time is involved. She can provide data on cases that have a jail sentence attached. CM Bergan asked what cases were handled by Municipal Courts. Staff responded that Domestic Violence, Assault and Battery, Motor Vehicle Thefts, Shoplifting, Theft, Vagrancy, Trespassing, and Open Containers are some of the most common cases. CM Bergan asked if any are dismissed before they get court. Staff responded that dismissed case data would not be known as they only have a record of their court appearances, which isn't necessary per individual but rather per case. CM Bergan asked staff if people experiencing homelessness were getting arrested for trespassing. Chief Metz advised that that arrest would depend on if they were committing a crime, not just because they are experience homelessness. CM Bergan expressed an interest in hiring a consultant to do a study and analysis on the surrounding areas that operate a public defender's offices. She would like to see the data broken down to determine what is most effective.

CM Hiltz noted that Aurora's hasn't seen a 73% growth in population and that overall violent crime metrics are down this year over last year. She would like to know what's driving the increase in workload. R. Cooper advised that they see a lot of motor vehicle thefts and motor vehicle trespass that occur. Cooper stated that Aurora is comparable to Colorado Springs as far as population and she notes they issue summonses for charges Aurora will make arrests for.

CM Bergan asked who qualifies for the public defender. Cooper advised that those that qualify are those that earn less than \$15,000, single mothers, families with many children, people experiencing homelessness, elderly, fixed income, and part-time workers, people that generally don't have the resources to hire an attorney.

CM Gruber commented on the analysis that CM Bergan is requesting. He states that it should cover more municipalities within the state since there are 215 of them. The analysis should also include cost and how to handle the growing number in cases. Judge Day noted that Aurora and Denver General Sessions Court are the only two municipalities that have in-house public defenders, all others contract out. CM Bergan inquired if there are any state grants that can help pay for this program. Judge Day stated there is a reimbursement program for in-custody defendants first appearances only that Aurora has and does apply for.

CM Gruber commented on the fact that instead of hiring permanent full-time employees, have additional contracted attorneys. In this case the city will have a surge capability and the ability to withdraw attorneys rapidly. Tobiassen stated that he needs to get with finance to get some contracts written up, so there is a temporary fix in getting the caseloads done. Steward advised that the current contract for conflict attorneys

are capped at \$5,000, they provide low compensation, and requires high insurance. Currently there are only three attorneys that appear on a regular basis. CM Gruber noted that the analysis should also compare the city contracts to other city contracts.

CM Hiltz asked out of the ten that have been already been approved in the budget how many are staffed today. Steward stated that there are five attorneys currently on staff, not including her and Cooper since they were not supposed to take on cases. CM Hiltz calculated that would be 120 cases per attorney on a 90-day cycle if it is a speedy trial. She then asked if the city is out of compliance with the federal government in which someone nodded yes, and the city could possibly be sued for being out of compliance. CM Hiltz added that leaves the public defender at a staff level of 50% soon to be 40% and noted the office still doesn't have running water, morale is low, and is critically short staffed. She agrees that an independent analysis is needed but staff also needs to look internally at how it got to this point to begin with because of these issues create a disservice to the public. She is concerned that 10 months ago when the committee last heard from the public defender's office the request was for positions to pick up some of the workload and morale was great. Now 10 months later the morale is not great, and down 50% on staff, and now open to a lawsuit. How did it go undetected, unreported for so long. Steward clarified that four left in May for various reasons, two of which found other jobs.

CM Bergan hesitates to add more positions until the public defender office is fully staff. The concern with hiring according to Steward was that the salary rate isn't comparable, and there have been some internal conflicts.

Outcome

Information only.

Follow-up Action

Consultant Analysis

CHAPTER 62 CRIMINAL NUISANCE PROPOSED ORDINANCE

Summary of Issue and Discussion

Division Chief, Harry Glidden presented the proposed nuisance property ordinance. There are two divisions of nuisance, division one which are public (aka civil) acts, and division two which are criminal acts. In division one there are a total of 25 acts; in division two there are eight acts, and out of the eight acts six of them are both criminal and public. A total of 12 acts from both divisions are criminal acts, the rest are civil acts. Some examples of the criminal acts are prostitution, gambling, unlawful manufacturing of drugs, control substances, felony theft by receiving, violation of liquor law, etc. Non-criminal act examples are not taking out the trash, unlawful smells, etc. In division two some of the examples are prostitution, human trafficking, gambling, unlawful manufacturing, unlawful sale of drug paraphernalia, etc. The six that are listed in both are prostitution, gambling, unlawful sale manufacturing of control substances, unlawful manufacturing drug paraphernalia, and sex exploitation of a child, and child prostitution. The request is that the criminal acts in the public nuisance (division one) be moved to criminal nuisance acts (division two 62-62); therefore, the criminal acts stay in the criminal nuisance acts, and the public will be more specific to public nuisance acts. There would also be three additions to the criminal nuisance act that would include repeated acts of violence and gunfire.

There are currently numerous locations within the city that have history of repeated criminal acts. Once this ordinance is adopted, staff can begin working with the property owners to take responsibility for their

property and maintain it. The city then can seize the property if violations of the ordinance continue and will be at the owners' expense. This will benefit the health, safety, and welfare of the community. The original ordinance was adopted in 1979 and doesn't address modern-day issues. Changes were made in 2018, changing the name from specified crime property to criminal nuisance property as well as updating the definition. It now includes human trafficking, drug paraphernalia, child prostitution, sexual exploitation of a child, marijuana ordinances, and controlled substances. Tri-County Health does inspections and they address concerns. Changing this ordinance would help staff address properties that are commonly complained about to Council.

CM Bergan asked if AirBnB issues are related to the houses or complaints. Glidden stated that he is unaware of the houses being a part of AirBnB, most of the houses are owner occupied. The reason AirBnB complaints exist is because, owners are not living there, and that raises the nuisance issues. If they are not licensed by the city, they can be shutdown.

CM Gruber asked for clarification on how this happened to end up in division one instead of division two. City Attorney Nancy Rodgers advised that after reviewing the documents it was discovered that they just added drug and gang activity to division two when they first passed in 1979. Division one has been around a lot longer and when they were writing the law, they possibly didn't consider assaults, homicides, or guns.

CM Bergan asked for a clarification on what constituted a repeated act. H. Glidden stated it is listed in there as disorderly conduct, harassment, disturbing the peace, nuisance and in division one, it is stolen cars, drug abuse, and gang criminal activity.

CM Hiltz motioned to move to Study Session and it was unanimously approved.

Outcome

Information only.

Follow-up Action

Approved to move forward to Study Session.

CRISIS RESPONSE TEAM

Summary of Issue and Discussion

Clinical Program Manager, Courtney Jacobs presented the Crisis Response Team (CRT). This program started because mental health issues fell to first responders. When a crisis occurs, people are taught to call 911 for help, but with mental health situations, first responders aren't typically the best people to handle a mental crisis. They typically put a band-aid on the situation and results in multiple calls because mental health issues are long term, and not solved on scene. CRT involves a clinician with history dealing with mental health stability. In 2017, clinicians began to partner with fire, Falck, hospitals, police, and court within the city. The first responders that have contact with mental health subjects typically put them on a 72-hour mental health hold. However, that caused issues at hospitals and with law enforcement; because, a lot of the times they were being discharged before the 72-hour expiration. CRT bridged the gap between medical personnel and first responders.

Aurora implemented the CRT in 2017 from a grant awarded by Department of Justice. The CRT is staffed with one full time sergeant, five Crisis Intervention Team officers, two full time clinicians, and one clinician manager. The future goal is to have a 24-hour coverage. They respond to welfare checks, suicidal parties, substance abuse and follow up referrals from patrol. The clinicians can do a full mental health assessment,

level of care assessment, suicidal screenings, safety plans, case planning, and are able to directly place people in psychiatric wards as well as do on-going case management.

The purpose for CRT is to divert mental health subjects from the criminal justice system. There was an incident involving a theft at a King Soopers in which a party stole Raid and sprayed it all over themselves. The officers responding ticketed them for stealing, not realizing that the party thought he had bugs crawling all over him. These cases can be complex, time consuming, dangerous, liable and can be under public scrutiny.

All clinicians can share information with law enforcement officers; because, they have their history of contacts by using a software program called Julota, this is HIPPA compliant. A satisfaction survey went out to detectives, patrol, PAR (Police Area Representative) and SRO (School Resource Officer). There were some complaints were not enough clinicians and would like more responses. Since the start of the program CRT has contacted 846 people.

Seattle's data was pulled; because Aurora currently doesn't have enough data to show the effectiveness of the program. The cost before the program was \$80 to \$100 thousand. After Seattle placed the program they were able to see a 74% reduction in police resources. These resources included 911 calls, time on scene, and the number of officers responding. The savings estimates are \$10 million deferred annually, \$500 thousand in hours, \$6.5 million in jail and hospital visits, and \$3 million in lawsuits. Houston Police Department data showed 200 diverted calls and \$36,600 saved monthly. It also showed an average of 104 minutes time spent on calls, 57.43 was an average hourly rate for officers, \$199 per call for the two officers required to respond, which equaled to \$477,818 in annual cost. The Houston Fire Department data also showed 50 calls per month diverted, \$1,404 per response saved, and \$842,400 in annual cost savings.

The program's cost effectiveness benefits law enforcement, fire, hospitals, detentions, Medicaid, taxpayers, and those that are in mental health services. Cost alone for one social worker is \$40 thousand a year. Aurora Police Department future goals include training for officers, dispatch, and civilians that interact with mental health subjects. Also putting a clinician in dispatch would help eliminate what calls for services a clinician needs to respond. They're getting ten tablets that will have a test pilot software called Telehealth that will allow patrol to use them if a CRT is not available.

CM Hiltz asked how many teams Aurora has in place. Jacobs advised that five officers, and two clinicians which means that more than half are not doing co-responses. That makes about 20-25% responding to calls, and the rest handled by patrol. CM Hiltz asked why this so disproportionate with the officers and clinicians. Jacobs replied by stating that the CRT partners with Aurora Mental Health, and they are unable to provide the funding for more clinicians.

CM Hiltz has asked if there was any funding for this program such as grants. Jacobs responded that right now the city have grants, but they are not sustainable for long term. Grants are typically to implement a new program, but they don't maintain programs.

CM Hiltz noted that Houston Fire had a bigger return in funds then the police department and asked if there is a plan to work with fire, and medical. The fire department shows a significantly higher investment. Jacobs responded that it is a city initiative. CRT has been working with the fire lieutenant in community health by lending him a case manager one day a week. The lieutenant is needing resources as well to handle these types of calls, and it would be ideal for them to have their own clinician. The calls fire respond on are different than what police respond on. However, police do initiate fire response. The city had Triage which was funded by Lexis Nexis Red Light Camera but was cut by council, so now CRT is handling what Triage did. Chief Gray noted that back in February Lieutenant Haffeman came to a public safety meeting to present

the Community Health Program. That program showed how mental health issues can be reduced in calls as well as those that other health issues like diabetes. Chief Metz advised that some agencies have a fire, medic, police officer and clinician respond together for mental health situations. Chief Metz asked if there was an example of an agency that does the CRT program different than Aurora. An example Jacobs had was Denver and explained that their clinicians ride with any district patrol officer. The downfall is if the officer responds to a criminal case then that clinician is tied up for hours wasting their time and resources.

Outcome

Information only.

Follow-up Action

None.

COLLISION CENTER UPDATE

Summary of Issue and Discussion

This item was requested by CM Richardson. CM Hiltz explained that because he wasn't in attendance at this meeting, the backup would be provided to him for review and no discussion would be needed.

Outcome

Information only.

Follow-up Action

None.

FIRE FLEET SERVICES OVERVIEW

Summary of Issue and Discussion

Deputy Chief of Operations, Stephen McNerny, presented the Fire-Rescue Fleet Services overview to the committee. The frontline trucks are engines, ladders, brush, hazmat, technical rescue, and decontamination. Fire has a new comprehensive program that will last at least the next 12 years and allows for a predictable and reliable fleet. The average apparatus age for engines in 2019 is 6.2 years, ladders is 2.4 years, and 17.7 for specialty trucks. The current replacement plan outlines two new engines every year. This will allow the city to budget accordingly to replace these fleet vehicles. Each year with this program allows the city to replace four to five units a year and that also provides reserve or backup units for the fire-rescue department. Since the fire department does have a high call response these units need to be able to respond without any issues. The new average for fleet is about 15 years of service, eight to ten years frontline service, and the remaining will be as a backup or reserve unit. Most recent units were placed into service at Fire Station No. 8 and No. 9. The fleet now not only provides good service, but they are designed to help those on the frontline. The trucks have steel bumpers, portable ladders inside and protected, better ID graphics to identify the unit, better communication between the crew to help prevent accidents. With Fire Station No. 17 coming online in October there will be 16 engine companies, five ladder companies, three rescues, and three battalion chiefs staffed 24/7.

CM Bergan stated that she visited Fire Station No. 13 and noticed a truck was not in service due to repair. She asked if staff now knows each unit will stay in service. In which McNerny stated with this new program will allow the city to determine when it needs to be replaced. Batchelor stated that the reason we were running into crisis is because they were unreliable trucks. There was no predictability and that is why the

program was implemented. CM Bergan was concern if the truck she saw would break down on a way to an emergency. The lack of time for maintenance and running from crisis to crisis is why trucks break down. In 2020, we'll see a turn-around in the fleet, and be able to provide better service to the citizens, taxpayers and, for the firefighters. Batchelor explained when new trucks were purchased prior to this plan the old equipment would be saved and transferred to the new vehicle. That created problems because when the in-service truck went for maintenance the equipment would have to be moved from one truck to another. Now the new trucks come fully equipped.

CM Bergan asked why the police BEAR was at the station. Division Chief Puscian explained that is just the location the vehicle is stored due to its size.

Chief Gray stated it doesn't just help from a reliability standpoint but ensuring financial stability.

CM Gruber asked if the amount of money that is spent on these vehicles, are they paid through general fund, and others through the capital fund. Batchelor responded that the heavier equipment it is being paid from the fleet replacement fund, and all those are debt financed on a lease-purchase agreement. Ladder trucks are typically \$900,000 to a million other trucks are around \$600,000.

Outcome

Information only.

Follow-up Action

None.

POLICE AND FIRE OVERTIME POLICY

Summary of Issue and Discussion

Deputy Chief O'Keefe presented to the committee police and fire overtime policy. Overtime has been trending down overall for a couple years. The units with the most overtime are patrol, traffic and major crimes units. Statistics show crimes are down in Aurora except for the homicides. These cases take a lot of overtime because of all that is involved. Batchelor advised that the overtime will most likely increase due to the fact of Buckley Air Force Base is close by and it is election year. The annual events for overtime are Immigration and Customs Enforcement (ICE) protests, 4th of July, Pride Fest, Cinco de Mayo, Black Arts Festival, Juneteenth, Hoops Scoop, Drug Enforcement Administration (DEA) drug take back, Martin Luther King (MLK) events, Global Fest, and Pumpkin Chunkin event.

CM Bergan asked who pays for events such as the Pride Fest. O'Keefe advised that Pride Fest, Cinco de Mayo, and Black Arts Festival are all recruiting events and the city pays for them.

CM Gruber noted that the ICE protest only listed 50-75 people expected to show up but many more than indicated showed up. He asked if there was any cost-sharing expected. O'Keefe explained that the police department considered it to be a public safety event and they were not there representing the city as a participant. Costs are covered by the department because they feel that it was necessary for them to be there. Chief Metz advised that the intel the police department received was much higher than what the permit stated. CM Gruber looked at who attended and noted the communist, socialist and Colorado Springs anti-fascist had it on their websites. Batchelor also commented on this stating that the hosts for this event advised that more than 50 people would likely show up giving time for preparation from the police department. O'Keefe advised that as a result of the protest the ICE building putting up a fence surrounding it.

CM Bergan asked for clarification on the overtime cost on events. Asking if the number of people attending such events are below a certain amount then don't, they pay. Which was clarified from O'Keefe that it isn't particularly the number of people who attend but, how many off duty officers are needed for the event. The ICE protest for example was a public safety concern and protection was needed.

CM Gruber stated his understanding on the fence for ICE was that they will have to get a permit, and they are trying to get a variance in order to put it in. Per Batchelor, there isn't a variance that he knows of just that they have been working with the police department to get recommendations. O'Keefe has kept in contact with both sides of the GEO and the city planning department, so this project can keep moving forward.

O'Keefe explained unplanned major incidents drive the cost of overtime. An example would be a suspect having to go to the hospital and cannot be released, an officer must stand guard until that suspect is released from medical care. The other overtime driven cost is homicides and missing person cases. Homicide cases are the most expensive because the intense investigation that goes on. As for missing person cases, there are a handful of intense investigations such as when David Puckett was reporting missing and eventually found.

CM Hiltz asked how much of overtime is paid to backfill comp time. Is the comp time scheduled far enough in advance so as not to cause someone to have to fill the shift on over time? O'Keefe advised that he doesn't have those figures, but there are very limited cases that comp time is required. Officers chose to pick comp time over the overtime because they would rather have the day off. It is easier to deny overtime than it is to deny comp time, and denial of comp time is dependent on organization needs. In order to have a backfill when someone takes comp time, there needs to be less than minimal staffing. Staff has to make a reasonable effort to fill the proposed vacant shift due to comp time and very few times are they legally able to deny the comp time request. The goal is to maintain minimum staffing levels and would be difficult to identify overtime based on backfill needs. Staff is not able to track overtime based on comp leave taken. CM Hiltz clarified her question by presenting that if an officer wanted a Friday off and asked for it less than 24 hours in advance then the shift would need to be backfilled. O'Keefe advised that the police department doesn't track comp time just the overtime. In order to use comp time for days off they have 14 days for it to be approved. Therefore, that allows the person to not abuse it. CM Bergan asked for clarification for denial of comp time. It was clarified that certain requests of comp time can be denied but there cannot be a general blanket denial of all comp time. Commander Puscian added that staff has 14 days to approve comp time, not that the employee must request comp time 14 days in advance.

Chief Gray did not present on Fire overtime due to the request only being specific to Police overtime.

Outcome

Information only.

Follow-up Action

None.

DETENTION CENTER HEALTH HAZARD REPORTING REQUIREMENT

Summary of Issue and Discussion

The Detention Center Health Hazard Reporting Requirement presented by Trevor Vaughn, Manager of Tax and Licensing and Stephen McInerny, Deputy Fire Chief. This reporting requirement is for the safety of first responders responding to detention facilities. This requirement will help to ensure that first responders have knowledge of what they could encounter in regard to contagious diseases or other health hazards in a facility with a confined population. One of the facilities in the city is operated under a federal contract and is not

licensed by the state. Tri-County Health are involved regarding the food service, which includes inspection. McInerny advised that the ordinance requires a 48-hour notification to fire once an outbreak of a disease is known, but universal precautions are always used. However, it is always good practice to have information beforehand. The Fire Department notates in Computer-aided Dispatch (CAD) system what occurs; therefore, it isn't broadcast over the radio, and can be used for future knowledge.

CM Hiltz added that ICE has had this ordinance and her impression is that it doesn't interfere with general operations, or training. ICE did not provide a formal response, statement or questions. This is a local issue that has a nexus to public safety and not an ICE issue. They don't have any questions or concerns on this ordinance. There are five facilities including the Aurora Detention Center overseen by Detention Director DeBoyes. The detention center is always online and aware of needs with contacting Tri-County Health.

CM Bergan asked when the report is sent to the fire chief, does it protect an individuals' privacy. Staff clarified that the information is generic information.

CM Gruber inquired on a list of facilities that detain people such as ICE, Rite of Passage, and halfway houses. According to McInerny the research shows that the detention facilities in Aurora are the GEO ICE facility, Jefferson Hills, Aurora Mental Health Crisis Unit, and our own facilities. Those are identified as institutional and defined by more than five people detained. CM Gruber asked about facilities that have mutual-aid for AFR to respond to, such as the Arapahoe County Jail. Staff advised that AFR hasn't responded to facilities in Arapahoe County. CM Gruber asked if any of the halfway houses have been identified and included in the ordinance. Staff advised a list of centers was not added to ordinance so that it would not need to be amended every time a facility opened or closed. CM Gruber asked if halfway houses were considered detention centers and is questioning the enforcement and penalty for failure to comply. He questions if this is targeted toward one company or a solution to a problem to ensure the safety of first responders. Staff clarified that there would be afforded some discretion on the application of the regulation. DeBoyes explained that a halfway house is not considered a detention facility because they are not prisoners and they can walk away. People are legally required to stay at a halfway house but are not physically restricted from leaving. CM Bergan explained that the purpose is to ensure first responders are not inadvertently exposed to a communicable disease. CM Hiltz explained one facility's lack of reporting brought this to her attention, but it also exposed a missing piece or weakness in the city's code much like they did with the issue regarding massage parlors and marijuana grow houses. This issue affects many people in many different facilities.

CM Bergan asked if schools are required to notify the fire department if there was an outbreak. Chief Anderson stated they should be notifying Tri-County.

CM Gruber asked if the terms of contracted facilities were reported to Tri-County are they supposed to be tracking the diseases. CM Gruber asked how these incidents will be tracked. Chief Gray explained that the notifications weren't happening. There's no guarantee it will happen in the future without this regulation. CM Gruber asked how Chief Gray is going to track this information and who in the fire department will have the responsibility for tracking. Chief Gray stated he would add CAD notes so firefighters can take universal precautions. CM Gruber asked if Tri-County gets contacted before responding to any other incidents. Chief Gray explained that they do not contact Tri-County for all calls, but this would just be an added measure for the first responders' safety.

CM Hiltz added that she talked to Tri-County, and they advised to ensure no release of personal information to comply with HIPPA. She asked DeBoyes if she had an issue reporting this information. DeBoyes said she would not have an issue.

CM Hiltz supports moving this forward and it was approved by the other committee members.

Outcome

Information only.

Follow-up Action

Approved to move forward to Study Session.

MISCELLANEOUS ITEMS FOR CONSIDERATION

None.

NEXT MEETING AGENDA ITEMS

The September meeting will include Dispatch, EMS Call Response and Crew Management Utilization, Police Staffing, Judicial Performance, and Drone Regulations.

The October meeting was confirmed for October 24 at 3pm.

The meeting adjourned at 5:40 pm.

APPROVED: _____
Allison Hiltz, Chair



Public Safety, Courts and Civil Service Policy Committee Agenda Item Commentary

Item Title: Review of 2017 APD Staffing Study
Item Initiator: Deputy Chief Paul O'Keefe
Staff Source: Deputy Chief Paul O'Keefe
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

- Approve Item and Move Forward to Study Session
- Approve Item and Move Forward to Regular Meeting
- Information Only

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

CM Hiltz, chair of PSCCS, requested an update regarding the study conducted in 2017 for police department staffing.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

This informational presentation will provide an update regarding recommendations arising from a staffing study commissioned in 2017. The study reviewed current (at the time) staffing levels, workload/calls for services levels and work schedules. This presentation will present the current status of the recommendations arising from that study.

QUESTIONS FOR Committee

EXHIBITS ATTACHED:



Public Safety, Courts and Civil Service Policy Committee Agenda Item Commentary

Item Title: For an Ordinance Amending Chapter 66, Article II, of the City Code of the City of Aurora, Colorado Related to Adding Alarm and/or Fire Sprinkler Systems to Kennel Facilities
Item Initiator: Clare Miller
Staff Source: Deputy Fire Chief Caine Hills
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

- Approve Item and Move Forward to Study Session
- Approve Item and Move Forward to Regular Meeting
- Information Only

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

Council Member Richardson requested that staff look into implementing a local ordinance similar to a new law in the state of Illinois that mandates alarms and or sprinkler systems in kennels. Illinois' law was passed in response to a January 2019 incident where 31 dogs were killed in a suburban Chicago kennel after a fire broke out. No people were at the kennel and by the time firefighters arrived only a few dogs could be saved. The City does not regulate the operation of kennels, so staff suggests this ordinance be added to the Fire Prevention and Protection Chapter.

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

The proposed ordinance amends the Fire Prevention and Protection provisions in the City Code. It mandates that any kennel not staffed with people at all times dogs or cats are present must have either an alarm system or a sprinkler system. A kennel is any type of business that maintains 3 or more dogs or cats in a facility for boarding. The ordinance is not intended to apply to residential pets kept in their owner's homes. Aurora Fire Rescue will be responsible for inspection and ensuring compliance. Existing kennels will have 12 months from the effective date of the ordinance to comply.

QUESTIONS FOR Committee

Does the Committee support moving this item forward to City Council for their consideration at the next study session?

EXHIBITS ATTACHED:

Kennels Ordinance Final.docx

ORDINANCE NO. 2019-_____

A BILL

FOR AN ORDINANCE AMENDING CHAPTER 66, ARTICLE II, OF THE CITY CODE OF THE CITY OF AURORA, COLORADO RELATED TO ADDING ALARM AND/OR FIRE SPRINKLER SYSTEMS TO KENNEL FACILITIES

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO:

Section 1. That Chapter 66 of the City Code of the City of Aurora, Colorado, is hereby amended to add the following Section:

Sec. 66-40. – Kennel facilities.

- (a) For the purpose of this Section, a Kennel is defined as any business, including a non-profit business, that maintains three (3) or more dogs or cats in a facility for boarding at any time.**
- (b) If not otherwise required by the International Fire Code, all Kennels that are not staffed at all times dogs or cats are on the premises shall be equipped with at least one of the following:**
 - 1. A monitored alarm system; and/or**
 - 2. A fire sprinkler system.**
- (c) A fire inspector employed by the City of Aurora may inspect Kennels for compliance with this Section in the same manner as an inspection for compliance with the International Fire Code, as adopted and amended in this Chapter 66.**
- (d) Kennels existing at the time of this ordinance’s adoption shall have twelve (12) calendar months from the effective date of this ordinance to comply with the requirements of this Section.**

Section 2. That all ordinances, or parts of ordinances, of the city Code of the City of Aurora, Colorado, in conflict herewith are expressly repealed.

Section 3. That, pursuant to Section 5-5 of the Charter of the City of Aurora, Colorado, the second publication of this ordinance shall be by reference, utilizing the ordinance title.

INTRODUCED, READ, AND ORDERED PUBLISHED this _____ day of _____, 2019.

PASSED AND ORDERED PUBLISHED BY REFERENCE this _____ day of _____, 2019.

BOB LEGARE, Mayor

ATTEST:

STEVEN J. RUGER, City Clerk

APPROVED AS TO FORM:

ISABELLE EVANS, Assistant City Attorney



Public Safety, Courts and Civil Service Policy Committee Agenda Item Commentary

Item Title: EMS Call Response (Crew Management and MSU utilization)
Item Initiator: Clare Miller
Staff Source: Rodney Weber, Fire Commander
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

- Approve Item and Move Forward to Study Session
- Approve Item and Move Forward to Regular Meeting
- Information Only

HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

Aurora Fire Rescue staff will provide an overview of EMS Call Response and the dynamics related to how the respective crews manage the incidents.

QUESTIONS FOR Committee

EXHIBITS ATTACHED:



Public Safety, Courts and Civil Service Policy Committee Agenda Item Commentary

Item Title:

The purpose of this item is to provide an overview of Falck's service to Aurora.

Item Initiator: Clare Miller

Staff Source: Rodney Weber, Fire Commander

Deputy City Manager Signature:

Outside Speaker: David Patterson - CEO Falck

Council Goal: 1.0: Assure a safe community for people

ACTIONS(S) PROPOSED *(Check all appropriate actions)*

- Approve Item and Move Forward to Study Session
- Approve Item and Move Forward to Regular Meeting
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HISTORY *(Dates reviewed by City council, Policy Committees, Boards and Commissions, or Staff. Summarize pertinent comments. ATTACH MINUTES OF COUNCIL MEETINGS, POLICY COMMITTEES AND BOARDS AND COMMISSIONS.)*

ITEM SUMMARY *(Brief description of item, discussion, key points, recommendations, etc.)*

QUESTIONS FOR Committee

EXHIBITS ATTACHED:

Falck Aurora EMS Overview.pdf

Aurora's EMS System



FALCK

Proudly Serving Aurora

Since 2015

A Public & Private Partnership



Falck is Selected



In 2015, Falck Rocky Mountain was unanimously selected as Aurora's exclusive 9-1-1 ambulance partner by a panel of subject matter experts through a competitive bid process.

As part of that agreement, Falck committed to reimburse the City nearly \$1.7 million annually. Those funds are used to help support Aurora Fire Rescue's (AFR) Paramedic program and the City's Public Safety Communications Department.

To start the operation, over \$7 million in capital expenditure was needed to secure a building for our local headquarters, purchase ambulances, support vehicles, cardiac monitors, dispatch equipment and IT infrastructure. As the City has grown, so has our team. Since 2015, Falck's Aurora fleet has grown by an additional six ambulances.

Falck Rocky Mountain At a Glance

- ◆ Fleet of 31 Vehicles
- ◆ 175 Employees
- ◆ 42,000+ Emergency Responses Annually
- ◆ 18% Save Rate on Cardiac Arrest

*National Average is
Approximately 8%*

- ◆ Headquartered in Aurora
- ◆ Licensed in Nine Counties
- ◆ \$1.7m Annual Reimbursement to the City of Aurora
- ◆ CAAS Accredited Provider



How Does a 9-1-1 Response Work?



Who's in Charge?

Falck and AFR staff Paramedics with the same level of medical training; AFR maintains ultimate decision-making authority.

Anatomy of a 9-1-1 Call

When a call for a medical emergency is made in the City of Aurora, it's routed through the City's Public Safety Communications Department. Falck's own Dispatch Center simultaneously gets the call information as it is transmitted to AFR. At this point, necessary resources from each organization begin their response to the location, with Falck's crew maintaining radio contact with the City's Public Safety Communications Department, the co-responding AFR team(s) and Falck's Dispatch Center.

Once on scene, the first arriving responders establish contact with the patient and begin their treatment. Depending on the severity of the call, AFR may request the dispatch of additional ambulances and can choose to send AFR personnel to assist the Falck Paramedic on the transport.



Who's on the Ambulance?

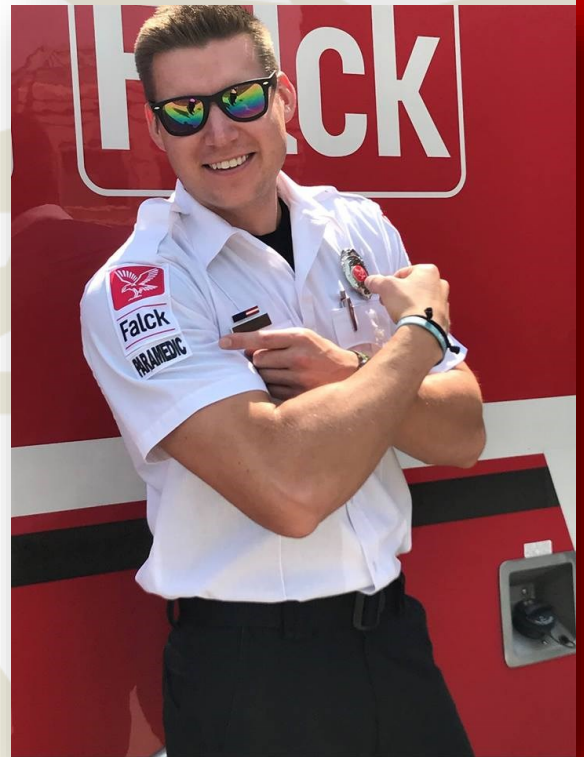


Falck's Dedicated 9-1-1 Ambulances are Staffed with a Paramedic and an Emergency Medical Technician

9-1-1 Staffing

Falck Rocky Mountain staffs a number of dedicated 9-1-1 ambulances based on the prior contract year's transport volume. These ambulances assigned to the City are staffed with a Paramedic and an EMT (Emergency Medical Technician). AFR and Falck units are staffed with Paramedics at the same level of medical training to ensure an ALS (Advanced Life Support) level of service is on the scene of an emergency, regardless of who arrives first.

Aside from dedicated ambulances, Falck Rocky Mountain maintains operational oversight with a Paramedic Supervisor at all times. With a separate response vehicle, Falck's team of experienced supervisors have the ability to respond to any complex incident. The position offers another layer of support for both our team and our partners at AFR and the Aurora Police Department (APD).



Community Engagement

Invested in Aurora

Falck strives to be a part of the communities it serves, and Aurora is no different. Annually, Falck Rocky Mountain provides over 200 hours of in-kind medical standby, show & tells and other community outreach efforts. Our team is proud to partner with numerous charities and organizations ranging from the 7/20 Memorial Foundation to St. Baldrick's.

Another program our team is deeply committed to is UHealth's PARTY (Prevent Alcohol and Risk-Related Trauma in Youth) program. Last year, Falck partnered with the hospital for 30 of these sessions. Through this medium, our team has been able to detail the dangers of drugged, drunk and distracted driving to students in Aurora.



System Funding



Payment For 9-1-1 Transport

Medicaid: \$169.95

Medicare: \$441.03

**Based on 2018 ALS Immediate
Rates set by CMS*

Supporting Aurora's 9-1-1 Ambulance Service

Falck Rocky Mountain is reimbursed solely through user fees and is not supported by taxpayer subsidy. The amount paid for paramedic treatment and patient transport varies greatly depending on a patient's insurance. For example, Medicaid (the single highest payer in the mix for EMS service in Aurora) and Medicare reimburse a fixed amount. These payment sources do not allow patients to be balance billed, which serves to protect the most vulnerable patient populations we serve. Employee wages, benefits, vehicles, rent, maintenance, uniforms, medical supplies, equipment, fuel and the \$1.7 million paid to the City of Aurora annually are completely paid through the funds earned delivering emergency care. In addition, Falck continued our commitment to improving care in Aurora by recently investing over \$600,000 in upgrades for intubation cameras and new cardiac monitor/defibrillators.

The Cost of Readiness

One of the largest contributors to Falck Rocky Mountain's expenses is the cost of readiness. As mentioned earlier, Falck Rocky Mountain has ambulances dedicated to the City of Aurora's 9-1-1 system. Like the Fire and Police Departments, our emergency units must always be staffed to ensure a rapid response time.



System Status Management (SSM)

Dynamic Posting

Falck's fleet of dedicated 9-1-1 emergency ambulances are strategically positioned throughout the city to offer the quickest response time regardless of how many units are currently responding to calls.

This dynamic posting plan utilizes historical call volume information and up-to-date traffic and weather conditions to determine the most efficient posting locations.



Response Time Requirements

To ensure the citizens and visitors of Aurora are met with top-of-the-line emergency medical care, Falck Rocky Mountain is held to strict response time requirements (as noted in the table below). Damages in the amount of \$60 per minute, up to a maximum of \$600, are accrued for each incident in which an ambulance does not arrive on scene prior to the maximum response time. Should an ambulance not be dispatched within four minutes of a request, penalties in the amount of \$1,200 are assessed. Failure to meet these requirements 90% of the time or greater in a month in any zone results in a \$10,000 fine at 89%, and increases by \$2,000 per percent afterwards. For example, if Falck reported 89% compliance in both Urban and Suburban zones in a month, a fine of \$20,000 would be assigned. Falck has never fallen below 90% in overall monthly performance.

ZONE	EMERGENT		NON-EMERGENT	
	STANDARD MINUTES	MAXIMUM MINUTES	STANDARD MINUTES	MAXIMUM MINUTES
URBAN	8	12	11	15
SUBURBAN	14	14	N/A	16
RURAL	N/A	16	N/A	20

Commission on Accreditation of Ambulance Services (CAAS)



CAAS Accredited

- ◆ One of four Falck operations to be CAAS accredited in the U.S.
- ◆ One of five ambulance services in Colorado to be CAAS accredited
- ◆ One of 189 accredited agencies in the U.S.
- ◆ Less than 1% of ambulance providers in the United States

The Gold Standard

CAAS accreditation is designed to help EMS agencies increase organizational performance and efficiency, increase clinical quality, and decrease risk and liability. As of 2019, Falck Rocky Mountain joined an elite group of ambulance operations to be CAAS accredited. With over 40,000 agencies in the United States, less than 1% can represent that they have successfully met this standard. The process was finalized locally after an on-site audit by two independent inspectors reported a perfect score, noting that “no deficiencies were found”.

With this process completed, Aurora is now home to an all-accredited team of first responder agencies, ensuring the citizens and visitors of our city receive the highest level of care, regardless of who is responding.



Non-Emergency Transport

A Helping Hand

Aside from Falck Rocky Mountain's emergency 9-1-1 service, our organization also partners with area hospitals for non-emergent transport. Some patients need a helping hand to get to their next destination, and this is where Falck

steps in. Should a physician determine that an individual needs the assistance of an EMT and/or Paramedic to be safely transferred, they can utilize our BLS (Basic Life Support), ALS (Advanced Life Support), CCT (Critical Care Transport) or wheelchair van services.



Non-Emergency Units

Falck Rocky Mountain has a separate fleet of ambulances for its non-emergency transports. Ambulances displaying a number in the "500s" are BLS, "400s" are wheelchair vans, and those in the "100s" are ALS units. Our ALS transport units have the ability to assist on a non-emergent call requiring a Paramedic, and can also help support the 9-1-1 system in times of unusually high call volume.

Falck Proudly Serves

Centura Health

HealthONE

UCHealth

SCLHealth



FALCK



Alternative Destinations

Many are surprised to learn that ambulance providers (public and private) are reimbursed by payment sources only for patient transports to an ER (Emergency Room). Due to this, hospitals are treating patients that might be cared for more appropriately at a mental health crisis center, detox center, or walk-in clinic. In collaboration with AFR and the Aurora Mental Health Center, Falck Rocky Mountain is working on pilot programs that allow our teams to transport patients to alternate care destinations. These patients are cleared of potential clinical issues requiring an ER. Transporting to alternate destinations helps to get the patient to the right resource while saving the cost and congestion caused by transport to the ER. We are exploring future opportunities (in partnership with the city) to reduce high utilizers of 9-1-1 that may have needs better met outside of the emergency response system.



Practice Makes Perfect



Serving Aurora Together

A coordinated and smooth response between agencies is not something that happens without practice. That's why Falck and Aurora Fire Rescue train together, share the same medical director, purchase the same equipment and conduct standing meetings to review inter-operational efficiency.

With that in mind, we're proud to report that as of June 2019, Falck's field data shows a ROSC (Return of Spontaneous Circulation) rate of 18% for patients experiencing cardiac arrest in Aurora, which is even more impressive when compared to the national average of 8%. In addition to the return of a patient's heartbeat, this patient group also left the hospital with no neurological deficit.



FALCK



FALCK

Falck Rocky Mountain

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