

Public Safety, Courts & Civil Service (PSCCS) Meeting

May 21, 2020

11:00 AM

WebEx Meeting

Access information provided to Internal Staff

Public Participant Dialing Instructions

Dial Access Number: 1-877-820-7831

Enter Participant Code: 254610#

Council Member Allison Hiltz, Chair

Council Member Curtis Gardner, Vice Chair

Council Member Angela Lawson, Member

Assure a safe community for people

- | | |
|---|---|
| 1. Approval of April 16, 2020 Draft Minutes | Council Member Gardner |
| 2. Consent Items | (None) |
| 3. First Responder Recognition | Public Safety Communications Director
Tina Buneta |
| 4. Aurora Fire Community Engagement | Community Engagement Coordinator
Sherri Jo Stowell |
| 5. Domestic Violence Unit Update | Sergeant Todd Alscher |
| 6. Internal Affairs Complaint and
Biased-Based Policing Review | Commander Marcus Dudley |
| 7. Miscellaneous Matters for Consideration | |
| 8. Confirm Next Meeting | Council Member Gardner |

Next Meeting: 6/18/2020 @ 11am – TBD

**PUBLIC SAFETY, COURTS & CIVIL SERVICE MEETING
APRIL 16, 2020**

Members Present: Council Member Curtis Gardner, Vice Chair
Council Member Angela Lawson, Member
Council Member Alison Coombs
Council Member Dave Gruber
Council Member Marsha Berzins

Others Present: J. Batchelor, A. Robnett, C. Andersen, D. Wilson, D. Parker, E. Watson, V. Wilson, F. Gray, H. Glidden, I. Evans, J. Heckman, J. Lanigan, J. Schneebeck, J. Wilton, L. Center, N. Rodgers, S. Day, T. Brown, T. Pulliam, Z. DeBoyes

REVIEW/APPROVAL OF MINUTES

March minutes approved and signed.

ANNOUNCEMENTS

None.

CONSENT ITEMS

None.

STREAMLINED INDIGENCY APPLICATION PROCESS, COVID-19 REDUCTION IN INCARCERATION, AND COMPETENCY PROCEDURE ADDRESSING BACKLOG AND MENTAL HEALTH

Summary of Issue and Discussion

Chief Public Defender Doug Wilson presented this item to the committee. He noted that this item was a collaborative effort with Judge Day, Julie Heckman and Dr. Zelda DeBoyes’ staff. Unlike the state system, which is already overburdened, municipalities don’t have a restoration process set up. When he came on in January there was a backlog of approximately 35 people pending competency evaluations and they were only able to get two evaluations done a month. D. Wilson made a proposal to Judge Day and Julie Heckman to address the backlog of people that were primarily out of custody, incompetent to proceed or incompetency had been raised. If they were found to be incompetent the Public Defender’s Office would then contact Aurora Mental Health for a soft handoff and the case would be dismissed. Of the four that were evaluated, two accepted the offer of mental health evaluation and treatment. The process had just gotten underway when COVID-19 restrictions were issued, so the program has been impacted until court hearings start back up. This program is unique and similarly done in Denver but not many other places around the country. D. Wilson built the program around the model used by Steve Leifman in Miami, Florida. He hopes to expand the program in the future. Judge Day added that he appreciates all effort from everyone to address these issues in a streamlined way. He’s looking forward to getting the program up and running again. J. Heckman added that one prosecution concern with the competency process is that those people found to be incompetent to proceed, whether they voluntarily agree to participate or not, are released back out into the community and do create some continued public safety risk.

CM Lawson asked what the caseload is weekly and monthly. D. Wilson explained he doesn't currently have a case management system and can't provide that information at this time. CM Lawson asked what resources would be needed for the case load when cases start being placed on the docket again. All cases that could not be resolved were moved out 90 days in anticipation of normal business functions by then. Had about 48 or 50 people out on reconsideration of bonds, also filed about 50 motions to reconsider sentences. Many were stipulated and closed and another 40 people were released. Staff is still working and since March 16, they have argued 130 bond reductions or PR bond motions. While PD has cut down on arrests people are still being arrested on Domestic Violence charges. There are about 200 or 225 people that have been able to get out of custody. However, most of the cases have been moved to June or July. He is concerned there will be issues with the July, August, and September caseloads. Suspects they will be getting more clients due to the economic downturn. CM Lawson hopes there will be some strategic planning. He hopes to evaluate cases with the prosecutors and possibly move some of them off the dockets before July. J. Heckman added that the prosecutors are reviewing cases to identify those that can be resolved sooner rather than later.

D. Wilson explained that he noted the number of meetings and court appearances to get counsel appointed could be upwards of six appearances. Staff has streamlined the process and cut down at least two of the appearances. Making the process much more client-friendly and efficient in moving cases through the courts. CM Gardner asked if there would be metrics collected to define success of reductions of failure to appear charges. D. Wilson confirmed this would be the goal in the future.

Outcome

Information Only.

Follow-up Action

None.

FIRE FACILITIES UPDATE

Summary of Issue and Discussion

Public Works Business Services Manager, Elly Watson, provided the facility condition assessment update presentation to the committee. In 2015 they completed a fire station prototype document. They had three new fire station construction plans in process so the prototype document was created to capture best practices in terms of fire station design. They also had remodel funding available for the existing stations. The facility condition assessment report focused on existing stations and how they met the standards identified in the prototype document. The assessment was done with safety of personnel first and foremost. The assessment looked at seven existing stations and noted health and safety improvements such as enclosing and ventilating bunker gear storage. Assessment report had other non-health related recommendations which are not currently funded. Top priorities were at stations 8, 9, and 12. These stations had similar issues and were built before gender diversity and are inadequately sized. Estimate of \$7.6 million needed to renovate the three stations. Recommendation and cost estimates account for allowing a double company at each station. Also, some lower priority recommendation identified such as at Station 2, which needs a kitchen remodel. Station 4 has a very small office that isn't sufficient for staff to do report writing. Station 6 is inadequately sized and would be a larger remodel project. They have implemented the top priority recommendations centered around health and safety leaving the smaller projects. While they aren't currently funded, they are included in the capital improvement master plan.

CM Lawson asked if there have been any considerations made regarding the projects and how they will look in the future operationally given the effects COVID-19 has had. E. Watson explained there hasn't been any discussions regarding the pandemic response related to COVID-19 guidelines, but she thinks the guidelines they've been using such as individual bathrooms and sleeping quarters will meet the standards. Chief Gray

agrees with CM Lawson and E. Watson in that the newer stations provide more safety for members as it relates to communicable diseases. Confirmed they will take this current situation into account as remodels and new stations are built.

Outcome

Information Only.

Follow-up Action

None.

CRIME STATISTICS

Summary of Issue and Discussion

Deputy Police Chief Harry Glidden presented this item to the committee as a follow-up to the presentation from February 2020 to address questions for the committee regarding the demographics of victims. The Public Safety Communications Center dispatched 275,099 calls for service and police on-sighted activity resulted in 85,824. There were 8,047 calls to the language line with 6,660 of those for Spanish speaking citizens. There were 29 homicides in 2019; 16 by gun, 10 by knife, 1 by hand, and 1 by vehicle. Five of the 29 were domestic violence related, two drug related, two gang related, two officer involved, seven unknown to the victim, 16 known to the victim. The demographics of the victims are ten African American adult males, five Caucasian adult males, one African American female, five Caucasian adult females, one Asian adult male, three African American juvenile males, one Caucasian juvenile male, one African American female juvenile, and two Hispanic adult males. The demographics of the suspects are ten African American adult males, six Caucasian males, four Hispanic adult males, two Hispanic juvenile females, two African American Juvenile males, two African American adult females, one Hispanic juvenile male, one Asian juvenile male, and five are unknown. The case status of the 29 homicides include two deemed justified, two suspects are deceased, 18 arrests, one prosecution declined, six remain open/unsolved. There were 14,149 Major Index Crimes reported which was an increase year over year by 1.1%. Of those, major violent crime report was 2,772 and major property crime reported was 11,377. There were five officer involved shooting in 2019; 2 were fatal and 3 were non-fatal. Total arrests for 2019 were 15,038 and tickets issued were 32,767. Total misdemeanor and felony domestic violence cases reported for 2019 are 3,329. Narcotics and drug seizures include 2230.49 pounds of marijuana, 11.51 pounds of heroin, 20.31 pounds of Amphetamine/Meth, 24.69 pounds of Cocaine/Crack, and 16.77 pounds of miscellaneous for a total of 2303.78 pounds. Property and Evidence took in 45,929 items, disposed of 39,886 items, and logged 360 recovered stolen guns. There were seven racial profiling complaints received; five African American males, one Caucasian male, and one African American female. The officers involved in the complaints were fifteen Caucasian males, one Hispanic female, one Hispanic male, and one African American female. Four of the complaints were received online and three were reported by phone. The reported complaints resulted from four traffic stops, one trespass call, one assault investigation, and one welfare check.

CM Lawson asked about the unknown/other references with the homicides and why they are unknown. H. Glidden confirmed the methods were known but the relationships in some were unknown. CM Lawson noted she was concerned with the statistics for the domestic violence. She asked if the offenders were released and going back to the home to cause further violence and how do restraining orders apply. J. Heckman confirmed the municipal cases that come in have full bond hearings, the victims are contacted and offered assistance if they want it and notifications of release. The full bond hearings included considerations for release on their own recognizance. Interim Chief Wilson added that APD is also concerned with the trends and thanks to city management and council, APD has been given five additional FTE's to build the Domestic Violence Unit. The DV Sergeant is currently writing SOP's and contacting other departments for best practices. COVID-19 has impacted his ability to travel and meet with other departments. The complicated dynamics

of domestic violence cases do sometime cause escalation and hope to avoid that going forward. The goal is to build relationships with the victims and provide them the services needed to get them out of the bad situations and bring positive stories back to the committee. J. Heckman commended APD, the DRAT officer that contacts victims, and Sungate for all their assistance. CM Gardner asked how relationships are determined when it's possible they could fall into more than one category. H. Glidden explained that it was his understanding that if there were multiple categories, they would be placed into only one category for reporting purposes. CM Gardner asked for context related to the drug seizure numbers. H. Glidden explained the average dose of heroin is half a gram or less and the average dealer would carry 3 grams. When looking at the number seized it is quite significant. CM Gardner asked why the arrest and summonses numbers were down. V. Wilson explained that many officers were taken off the street to provide emergency response training in response to the protests held in 2019 and any similar events in the future. H. Glidden added that calls for service have an impact on on-sighted activity such as traffic enforcement. CM Lawson asked if the narcotics seized were from Aurora or coming into Aurora. H. Glidden confirmed they were adding that Marijuana was from the city and most others were coming from other cities or states. CM Lawson asked how the racial profiling cases were resolved with the individuals that claimed they were racially profiled and were they investigated by Internal Affairs. H. Glidden confirmed they are reviewed by Internal Affairs. The Racial Profiling complaint line is managed by Internal Affairs. IAB staff reviews the complaint and all available documents and will contact the complainant with their findings. CM Lawson would be interested in seeing the report, resolutions, and if there are options for appealing the decisions on racial profiling complaints. Staff will provide a presentation to the committee from Internal Affairs to discuss the Racial Profiling report and statistics. CM Berzins asked if the drug seizures included fentanyl. H. Glidden explained it wasn't identified for this report and was likely categorized under other. He will provide the information to her.

Outcome

Information Only.

Follow-up Action

Staff will provide follow-up information requested.

CRISIS RESPONSE TEAM

Summary of Issue and Discussion

Sergeant John Wilton provided the Crisis Response Team update to the committee. CRT was created to address the growing number of mental health related calls for service within the city. In October of 2017 APD was awarded a Justice and Mental Health Collaboration Program (JMHCP) grant to implement a co-responder team. The team began working on a full-time basis in March of 2018. Currently there are one sergeant and five officers working with one case manager and four clinicians provided by Aurora Mental Health Center (AuMHC). The co-responder model is designed to divert 911 calls involving a mental health crisis away from a law enforcement response to a more treatment-based response. Embedding a mental health professional allows the most appropriate response. The officer is there to make sure everyone is safe, and the clinician is there to determine the best method of treatment for the subject. Case management is the foundation of success for this model. The purpose of the case manager is to follow-up with the consumer to try to do what is necessary to prevent the subject from re-entering the crisis state. Since inception, there are a minimum of 341 Emergency Department saves. This means the subjects could have been transported to an ED, however, due to the intervention of CRT, an alternative was used. Medical cost savings for these saves adds to approximately \$1.3 million. Alternatives include treatment in place, safety planning, and connection to other services. CRT has also documented 356 jail saves. A jail save is defined as a diversion by CRT from incarceration by a variety of methods, such as working with victims encouraging them not to

press charges, when it is in the best interest of justice to do so. According to the Aurora Jail, the diversion from the jail has had a cost savings of approximately \$32,424 for a minimum of 1-night stay in the jail for each person. Studies show a significant increase in serious mental health issues in young people. According to the American Psychological Association, the rate of individuals reporting symptoms consistent with major depression in the last 12 months increased 52% in adolescents from 2005-2017 and 63% in young adults from 18-25 from 2009-2017. There is also a 71% increase in young adults experiencing serious psychological distress in the previous 30 days from 2008-2017. The rate of young adults with suicidal thoughts or other suicide-related outcomes increased 47% from 2008-2017.

CRT clinicians focus on least restrictive intervention, which are interventions that fall on a continuum spanning safety planning, outpatient services, crisis services (Walk-In Center/Mobile Crisis), CRT, and possibly ED/inpatient/CSU admissions. CRT is considered a higher level of intervention due to PD presence. CRT and crisis services work together to reinforce hospital diversion ideals to reduce cost, increase bed availability, and provide quicker access to needed services. Goals moving forward would be to increase the size of the team to cover all three shifts, seven days a week. To achieve three officers per shift (one per district), would require 15 total officers and at least one sergeant. In order to maintain the co-responder model, an equal number of clinicians would need to be added. With that increase in CRT manpower on the road, the case load for the Case Manager would also increase. Having a Case Manager assigned to each district might be necessary. AuMHC currently runs the WIC/CSU in APD's jurisdiction. These services are ultimately funded by the Office of Behavioral Health (OBH) and managed by Signal Behavioral Health (SBH) in the Denver Metro area. As of the end of the year, mobile crisis will be contracted out to another private agency called Specialized Alternatives for Families and Youth (SAFY), which is a national agency with multiple offices in Colorado. This agency will provide mobile crisis to Adams, Arapahoe, and Douglas Counties. APD is expecting to continue the relationship with AuMHC but has reached out to other organizations such as UHealth, HealthOne, as partners, either to supplement AuMHC or to replace them. The clinical team provides advanced training to the officers on the team. This training has also been offered to other officers as well as civilian staff. The clinical team receives training from PD on self-defense, tourniquet, Oleoresin Capsicum (OC), shoot/don't shoot simulator, radio operation, and personal safety. These trainings are incorporated into the orientation process for new employees.

CM Gardner asked what the plans are for funding going forward to maintain the program. J. Wilton explained the first grant for the co-responder model has been exhausted and ended in December of 2019. The clinical program director is a full-time employee of the City of Aurora. All of the other civilian positions are provided and funded by AuMHC. UHealth has offered to also provide clinicians. Additional grants will be pursued. CM Gardner asked for an update on the telehealth component. J. Wilton explained there wasn't funding available before, but the new grant does provide the funding needed. Discussions are ongoing to determine the best way to deploy the 10 tablets. CM Lawson asked if there has been an increase in call volume during the COVID-19 pandemic. J. Wilton will look into that and get the numbers to the committee. CM Lawson asked if personnel have been affected during the pandemic. J. Wilton advised deployment is still one officer and one clinician and there haven't been any changes to response due to COVID.

Outcome

Information Only.

Follow-up Action

Staff will provide call volume stats to committee.

MISCELLANEOUS ITEMS FOR CONSIDERATION

None.

NEXT MEETING AGENDA ITEMS

CM Lawson would like a presentation from APD on the racial profiling reporting and whistleblower/internal complaint process. CM Gardner would like a presentation from the Domestic Violence Unit in the future and AFR community engagement initiatives for the May agenda. CM Gardner wanted to remind staff he requested case law and background of the Civil Service Commission involvement back in January. Nancy Rodgers will get that information to him directly.

Meeting adjourned at 12:30pm

APPROVED: _____
Curtis Gardner, Vice Chair



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

Item Title: Consideration of Recognition of the Public Safety Communications Dispatch and Call Takers as First Responders
Item Initiator: Dianna Giordano, Director of Human Resources
Staff Source: Tina Buneta, Public Safety Communications
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people--2012: 1.0--Assure a safe community for peopl

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.)*

Consideration of a resolution by the City Council to support and advocate for recognition of the public safety communications under the Federal Standard Occupational Classification System (SOCS) as classifying public safety telecommunicators as "Protective Service Occupations" alongside police, firefighters, security guards, lifeguards and other to better reflect the work they perform; the current "Office and Administrative Support Occupation" fails to recognize their central role in public safety and homeland security, and their specialized training and skills in a stressful environment.

QUESTIONS FOR Committee

Do you support advancing the resolution to the City Council Study Session?

EXHIBITS ATTACHED:

First Responders Public Safety Communications.pptx
Resolution for PSCOMM Classification.docx



Public Safety Communications

First Responder Recognition

May 21, 2020





Public Safety Communications

- Team:
 - Dianna Giordano, Director, Human Resources
 - Tina Buneta, Director of Public Safety Communications
- Objectives:
 - Recognition of the 24/7 critical work performed by Dispatchers and Call Takers
 - Talent Attraction & Retention
- History:
 - H.R. 1629 and S. 1015 – 9-1-1 SAVES Act
 - Introduced March 2019; Require revision of the Standard Occupational Classification System (SOCS) for Public Safety Communications



Critical Functions

Public Safety Communications Professionals:

- play a critical, increasingly direct role in emergency response (NG911, ESINet)
- often the first responders to communicate with citizens in distress, harm, fear, or injury while employing their experience and training to recognize and act on critical information
- trained to offer lifesaving instructions, e.g., CPR, bleeding control, choking, childbirth and airway maintenance over the telephone until paramedics arrive on the scene
- exposed to trauma (distress, active shooter, suicide, hostage, kidnappings, etc.)
 - migration to visual trauma is imminent
- exposed to the emotional and physical impact of the nature to the job compounded by long hours



Summary of Activities

In 2019, Aurora Public Safety Communications:

- Received **478,448** calls from the community
- Provided Emergency Medical Dispatch (EMD) instructions on **30,432** events
 - **6150** (20.21%) of EMD calls were not serious, not life threatening
 - **12,451** (40.91%) of EMD calls were serious, not life threatening
 - **11,831** (38.88%) of EMD calls were life-threatening
 - **699** events of cardiac/respiratory arrest, guided CPR



Life Saving Awards

- Call Taker Jaime Younger – Life Saving
 - July 23rd, 2019: Stroke
- Call Taker Joleen Rinas – Life Saving
 - November 13th, 2019: Bleeding, Head Injury
- Call Taker Paul Ensanian – Life Saving
 - December 5th, 2019: Unconscious, Not Breathing
- Call Taker Jaime Younger – Stork Award
 - December 17th, 2019: Live birth (baby girl)



Current Status & Benefits of the Proposal

- Current Status
 - Classified as “Clerical Workers” - FLSA SOCS
 - Pending 9-1-1 Saves Act House Bill (H.R. 1629 and S.1015)
 - Advocate for SOCS to Recognize as part of the “Protective Services Occupation”
- Benefits:
 - Increased access to mental health services and grants for training
 - Recognition
 - Pride
 - 2nd City in Colorado & Nation to Recognize
 - Many counties have pursued this direction (Pitkin, Arapahoe,



In Summary

- Question for Public Safety, Courts and Civil Service Committee
 - Do you support advancing the resolution to the City Council?

RESOLUTION NO. R 2020-_____

**A RESOLUTION BY THE CITY COUNCIL OF AURORA, COLORADO,
CALLING UPON MEMBERS OF THE UNITED STATES CONGRESS TO
SUPPORT H.R. 1629 AND S. 1015, THE “911 SAVES” ACT**

WHEREAS, the City provides emergency services to the citizens of the City of Aurora, Colorado, including police and fire emergency responses; and

WHEREAS, police and fire emergency responses are supported by dispatchers and call takers in the City’s Public Safety Communications Center; and

WHEREAS, the services provided by the City’s Public Safety Communications employees, including dispatchers and call takers, are vital to providing public safety services to the citizens of the City of Aurora; and

WHEREAS, the federal government’s Standard Occupational Classification System (SOCS) sorts workers into occupational categories for statistical purposes, according to the nature of the work performed and, in some cases, on the skills, education, or training needed to perform the work; and

WHEREAS, America’s 911 telecommunicators are currently incorrectly categorized in the SOCS as an “Office and Administrative Support Occupation,” a category which includes secretaries, office clerks, and taxicab dispatchers; and

WHEREAS, classifying 911 telecommunicators as an “Office and Administrative Support Occupation” fails to recognize their central role in public safety and homeland security, their specialized training and skills, and their uniquely stressful work environment; and

WHEREAS, classifying public safety telecommunicators as “Protective Service Occupations” alongside police, firefighters, security guards, lifeguards, and others whose job it is to protect our communities would better reflect the work they perform, and align the SOCS with related classification systems.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AURORA, COLORADO:

Section 1. The City Council of the City of Aurora, Colorado calls upon all members of Colorado’s Congressional delegation to co-sponsor H.R. 1629 and S. 1015, the Supporting Accurate View of Emergency Services Act of 2019 (911 SAVES Act), which would direct the White House Office of Management and Budget (OMB) to reclassify public safety telecommunicators as a “Protective Service Occupation.”

Section 2. Members of the Aurora City Council will continue to advocate for an accurate statistical classification for 911 professionals to support critical research into the nature and

impacts of 911 jobs, which differ substantially from those encountered by non-public-safety “Office and Administrative Support Occupations.”

Section 2. All resolutions or parts of resolutions of the City in conflict herewith are hereby rescinded.

RESOLVED AND PASSED this _____ day of _____, 2020.

MIKE COFFMAN, Mayor

ATTEST:

STEPHEN 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: Aurora Fire Rescue Community Engagement Program Update
Item Initiator: Danelle Carrel
Staff Source: Sherri Jo Stowell, Community Engagement Administrator
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people--2012: 1.0--Assure a safe community for peopl

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.)*

This presentation was requested by the Committee and provides details related to Aurora Fire Rescue's Community Engagement endeavors.

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

The Community Engagement Division became fully staffed in June 2018, this presentation will serve as an update on added activities, growth of audience engagement and positive outcomes for residents.

QUESTIONS FOR Committee

EXHIBITS ATTACHED:

AFR Community Engagement Presentation.pdf

COMMUNITY ENGAGEMENT

Presented By:
Sherri-Jo Stowell
Aurora Fire Rescue
Community Engagement Administrator



BACKGROUND/HISTORY

- In May 2018 the Fire Chief restructured the department to include the Community Engagement Division.
- Goal of creating a comprehensive outreach plan to meet the department's communication initiatives.





AURORA FIRE RESCUE CHIEF DIRECT REPORTS

**COMMUNITY
ENGAGEMENT
MANAGER**
Sherri Jo Stowell

RECRUITING
RT.

**PUBLIC
INFORMATION
OFFICER**
Lieutenant

**PUBLIC
INFORMATION
OFFICER**
Lieutenant

**COMMUNITY
HEALTH**
Lieutenant

FEBRUARY 2020



BACKGROUND/HISTORY

- New to AFR – Community Health Program with a Lieutenant serving as Community Health Officer
- Recruiter receives ample marketing support from the public information officers who manage social media and promotional activities.
- Cross training and teamwork allows the division to participate in:
 - Recruiting Events
 - Camp Spark
 - Car Seat Installations
 - Shots for Tots



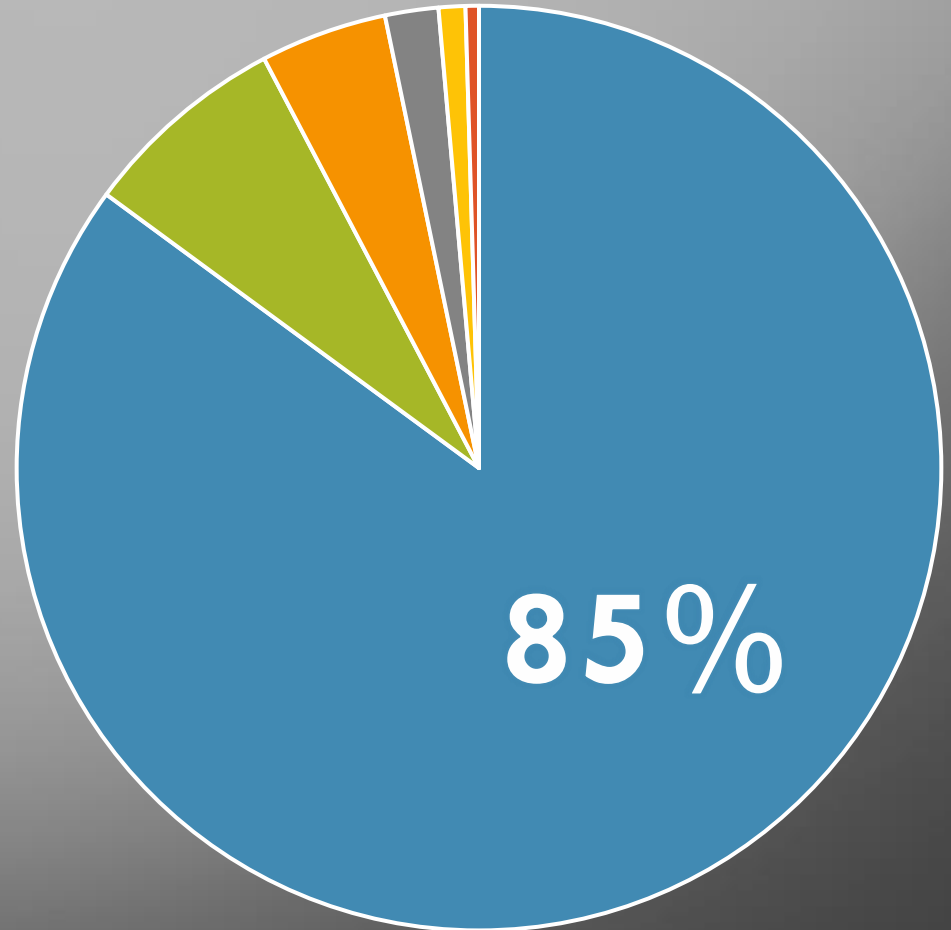
LATEST EFFORTS: RECRUITMENT

- Attract Entry Level Candidates
- Attract Experienced Lateral Level Candidates
- Serve as the Lateral Hiring Manager
- Create community-based programs offering a short-term and long-term strategy for attracting well qualified and diverse candidates to AFR.

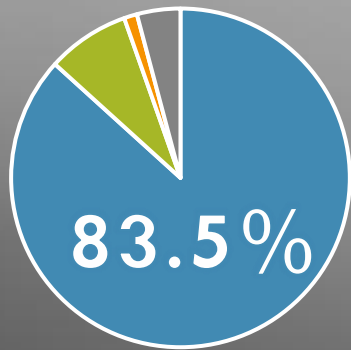


CURRENT COMPOSITION OF DEPARTMENT

What is your ethnic background?



National Statistics

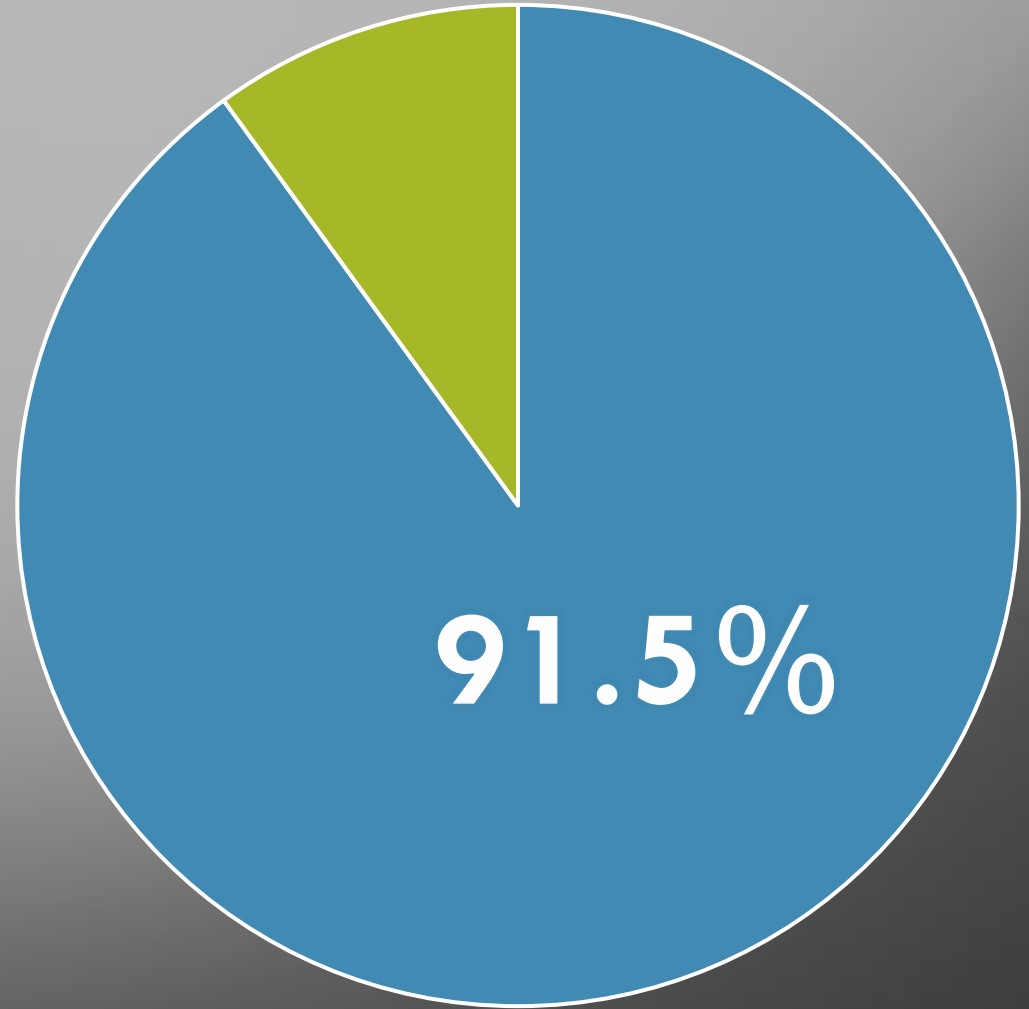


- White 83.5%
- Black 7.6 %
- Asian 1.2%
- Two Or More Races 4%

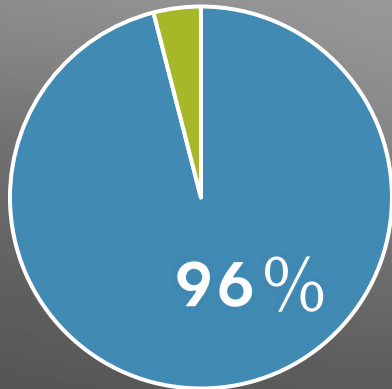
- White 85%
- Black 4.4%
- Asian
- Two Or More Races 7.2%
- Hawaiian/Pac. Islander
- American Indian/Alaska Native

CURRENT COMPOSITION OF DEPARTMENT

Men & Women of AFR



National Statistics



Male Female

Male Female

LATEST EFFORTS: RECRUITMENT

- Identifying target audiences for recruitment:
 - Ready-to-Work Applicants
 - Aurora's Own Backyard
 - Candidates Who Match Our Organizational Values
- Engaging Lateral Committee volunteers
- Making the lateral hiring process more efficient



Aurora, Colorado is Growing and Needs Experienced Firefighters.

Aurora Fire Rescue is hiring candidates with 3 years public safety experience who want to make a lateral move and keep the community safe. Apply now. #JoinAuroraFire

You Didn't Become a Firefighter to Sit Still.

Aurora, CO needs public safety professionals interested in making a lateral move to a department that responds to 50,000+ calls a year. Apply now. #JoinAuroraFire

Top Fire Department Seeking Top Firefighters.

Aurora, CO needs top public safety professionals looking to make a lateral move to a fire department that pays for Paramedic certification. Apply now. #JoinAuroraFire



2018 Lateral Recruiting Ad Campaign
Adrenaline Marketing

LATEST EFFORTS: PUBLIC INFORMATION

- Support the Operations Division in large incidents where public alerts and media briefings are necessary.
- Develop outreach campaigns for recruiting purposes and community risk reduction/safety.
- Build relationships with local journalists.
- Manage community engagement activities like station tours and AFR involvement at events.



LATEST EFFORTS: PUBLIC INFORMATION



Aurora Fire Rescue
Published by Sherri-Jo Stowell [?] · January 17 at 10:10 AM · 🌐

Such a great way to meet our young neighbors! Thanks for letting us build friendships and trust with our #community. The Adopt-A-School program is definitely a success.



DENVER.CBSLOCAL.COM
Aurora Firefighters Head Back To Class With Adopt-A-School Program



aurorafiredpt Aurora Fire Department Station 1

Sharing this #repost from Rescue Technician B. Ross who is moving from Aurora Fire Station No. 1 to a new house. See some of his reflections on his time with #AuroraFireRescue in the comments below.

3w

I'm in my 10th year with Aurora Fire. 8 of those years have been at Station 1. Looking back I truly couldn't have asked for a better opportunity to learn and grow. I was privileged to have worked with some of the finest firefighters that the Fire Service has to offer. As I look back

Liked by 720memorialfoundation and 106 others

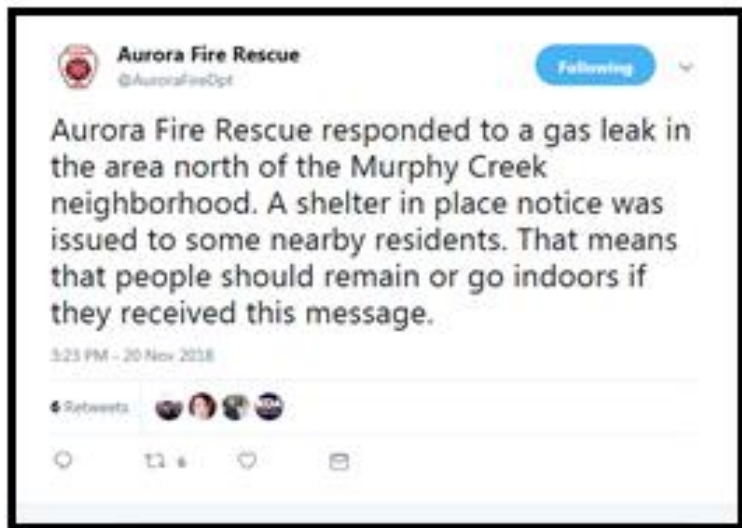
DECEMBER 31, 2019

Add a comment... Post

@AuroraFireDpt

LATEST EFFORTS: PUBLIC INFORMATION

- Provide Accurate, Timely Info
- Be The Trusted Info Source
- Follow Up



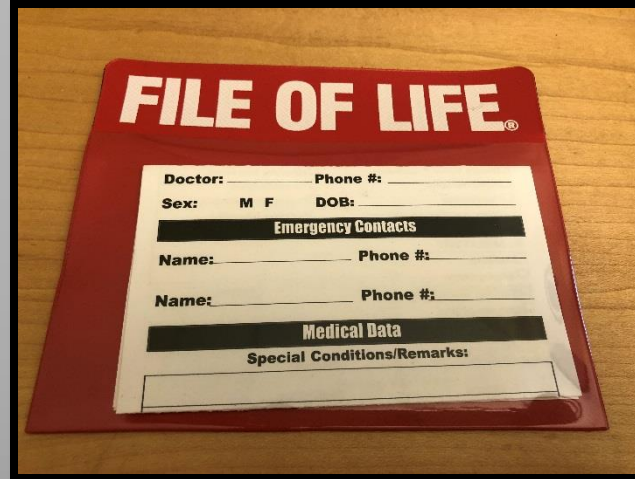
LATEST EFFORTS: COMMUNITY HEALTH



- New position/program
June 2018
- 911 High Utilizer Interventions
- Partnerships for Patient Care
- Follow-Up with Crews



LATEST EFFORTS: COMMUNITY HEALTH



- Oversee Shots for Tots Clinics
- Manage File of Life Giveaways
- Certified Car Seat Technician



COMMUNITY ENGAGEMENT PROGRAMS



ISSUES/OPERATIONAL CONCERNS

- Supplies/Services Funding – Grant Applications
 - Smoke Alarms & Home Fire Safety Messaging (FEMA)
 - Car Seat Program (E-470 Grant)
- Recruiting materials and advertising saw a drastic increase due to one-time funding in 2018 but hasn't been replicated since.
- Preparing for staff turnover coming Summer 2020



NEXT STEPS

- Developing playbooks for each position to provide for continuity of programs.
- Enhancing the lateral hiring process to find cost and time efficiencies for background investigations.
- Building upon the Community Health program foundation with new possible partnerships.





THANK YOU





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

Item Title: Domestic Violence Investigative Unit Update
Item Initiator: Danelle Carrel
Staff Source: Sergeant Todd Alscher
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people--2012: 1.0--Assure a safe community for peopl

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.)*

Update on the progress of the implementation of the Domestic Violence Investigative Unit. Steps completed and steps being worked on along with a timeline.

QUESTIONS FOR Committee

EXHIBITS ATTACHED:

DVIU PP (Branded).pptx

Aurora Police Department Domestic Violence Investigations Unit Update



Sgt. Todd Alscher
Domestic Violence Investigations Unit

Mission Statement:

The Domestic Violence Investigations Unit is committed to the victim's safety, ending the cycle of violence, and presenting a thoroughly investigated case for prosecution.



Staffing Size

DVIU reports to the Metro Division

- 1 Sergeant
- 5 Investigators (mix of Agents and Officer Investigators)
- 1 DRAT Officer: Works with Aurora Municipal Courts

ON-CALL

At least one investigator will be on call at all times. This will include nights, weekends, and holidays. Can be assisted by on-call district investigators should assistance be need.



On-Call

The on-call DVIU investigator will respond to cases when:

- Victim does not have the ability to follow a safety plan
- Suspect is a credible and immediate threat to the victim if not arrested
- Victim sustains serious bodily injury as the result of a weapon
- Victim is admitted to a hospital due to injuries
- Any time a firearm is used during the criminal act

Nothing limits a member of the Aurora Police Department to contact the on-call DVIU investigator and request guidance or review of the case.



Investigations

- All felony level cases where the suspect and victim are or have been in an intimate relationship.
(Excludes Sex Assaults and Homicides. DVIU will assist the Sex Crimes Unit and the Major Crimes Unit in those cases)
- Misdemeanor cases and Protection Order Violations that may lead to stalking charges
- If suspect has 3 or more misdemeanor convictions or has been identified as a Habitual Domestic Violence Offender
- Cases referred to DVIU by the Municipal Courts, County Courts, Victim Services, or other department investigative units.



Partnerships / Consultations / Visits

- Arapahoe County District Attorney's Office
- Adams County District Attorney's Office
- Denver Police Department / Rose Andom Center
- Douglas County Sherriff's Department
- Jefferson County Sheriff's Department
- Gateway Domestic Violence Services
- University of Colorado Hospital: RN Christine Foote-Lucero
- Centura Health: Coordinator of Forensic Program: Lorna Leader (Littleton, Porter, Parker Adventist, and Southlands ER)
- Crime Free Colorado



Partnerships / Consultations / Visits continued

- Vancouver Police Department, Washington
- Philadelphia Police Department, Pennsylvania
- Intervention Inc: Director of Victim Services
Randy Saucedo
- Manhattan Beach Police Department, California
- Grand Prairie Police Department, Texas
- Oklahoma City Police Department, Oklahoma



What are we doing right now?

Victim Services is reviewing all currently used forms related to domestic violence investigations for updates or necessity of use

Victims Services is reviewing and researching Danger Assessments and Lethality Assessments backed by research

Putting together resources and training to assist patrol officers while investigating calls of domestic violence

Researching affordable training for investigators related to Trauma Informed Interviewing and strangulation investigations

Use of “soft interview rooms” when interviewing victims



Soft Interview Room



What are we doing right now? Continued

Assessing ways to provide victims with resources for those who do not want police intervention

Working with IT on ways to make collecting statistics and track domestic violence reports more accurate and efficient

Drafting new standard operating procedures for DVIU and revised department directives which were impacted

SOPs and Directives are under review and awaiting new changes should DV forms be revised and danger / lethality assessments be implemented.



Goals and best case timeline!

- **Late July Early August 2020:** Interview and select the 5 investigators for the unit
- **August 2020:** Provide training and meetings with investigators to include other departments and community partnerships (County and District Attorney's office, Municipal Court, Gateway Domestic Violence Services, etc.)
- **September, October, November 2020:** Test run. Start selecting specific cases to address in a team format to assess shortcomings or need changes
- **December or January 2020:** Full implementation of the unit



Social Awareness and Resource Campaign



Domestic Violence Stats during COVID-19

DV Stats -- Covid 19

Week	Calls For Service			Reports			Arrests		
	2019	2020	% Chg	2019	2020	% Chg	2019	2020	% Chg
2/27 - 3/4	96	121	26.0%	68	83	22.1%	32	28	-12.5%
3/5 - 3/11	134	129	-3.7%	92	68	-26.1%	34	25	-26.5%
3/12 - 3/18	129	127	-1.6%	72	77	6.9%	35	34	-2.9%
3/19 - 3/25	122	141	15.6%	87	85	-2.3%	35	26	-25.7%
3/26 - 4/1	113	151	33.6%	81	73	-9.9%	43	27	-37.2%
4/2 - 4/8	128	171	33.6%	89	88	-1.1%	42	33	-21.4%
4/9 - 4/15	131	157	19.8%	80	75	-6.3%	37	35	-5.4%
4/16 - 4/22	114	144	26.3%	104	83	-20.2%	45	32	-28.9%
4/23 - 4/29	152	150	-1.3%	84	78	-7.1%	38	31	-18.4%
4/30 - 5/6	123	138	12.2%	70	51	-27.1%	31	21	-32.3%





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

Item Title: Overview of Police Complaint Process and Biased-Based Policing Complaints
Item Initiator: Danelle Carrel
Staff Source: Commander Marcus Dudley
Deputy City Manager Signature:
Outside Speaker:
Council Goal: 1.0: Assure a safe community for people--2012: 1.0--Assure a safe community for peopl

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

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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.)*

The presentation will provide an overview of how the police department's Internal Affairs Bureau receives and handles complaints; the ability for complaints to be made anonymously; the volume of complaints received; and a review of biased-based complaints and those identified for referral to mediation as a resolution.

QUESTIONS FOR Committee

EXHIBITS ATTACHED:

May 2020 PSSC IAB PP.pptx


Internal Affairs Bureau



Staffing

- **Commander Marcus Dudley**
- **Lieutenant Chad Cerinich**
- **Sergeant Jason Paulovich**
- **Sergeant John Moreland**
- **Agent Tom Sobieski**
- **Agent David Thailing**
- **Administrative Specialist Gail Grady**



- 
- **The Internal Affairs Bureau is supervised directly by the Chief of Police**
 - Chief (or designee) can monitor or directly supervise investigations at any stage of the process

Duties of the IAB

- Ensure the integrity of the police department
 - Review and track complaints involving department members (Sworn and Non Sworn)
 - Conduct fair and impartial formal investigations of allegations of misconduct (Possible discipline of over 40 hours of suspension up to and including termination)
 - Alcohol/Drug testing on department Members
 - Critical Incident
 - Reasonable Suspicion
 - Mandatory testing of department members

How Complaints Are Received

- In person.
- Phone call (voice mail).
- Written (Letters, email, Fax).
- Online – through police web site (PWR-Public Web Report).
- Complaint made directly to IAB.
- **All Complaints entered into AIM system by any member.**

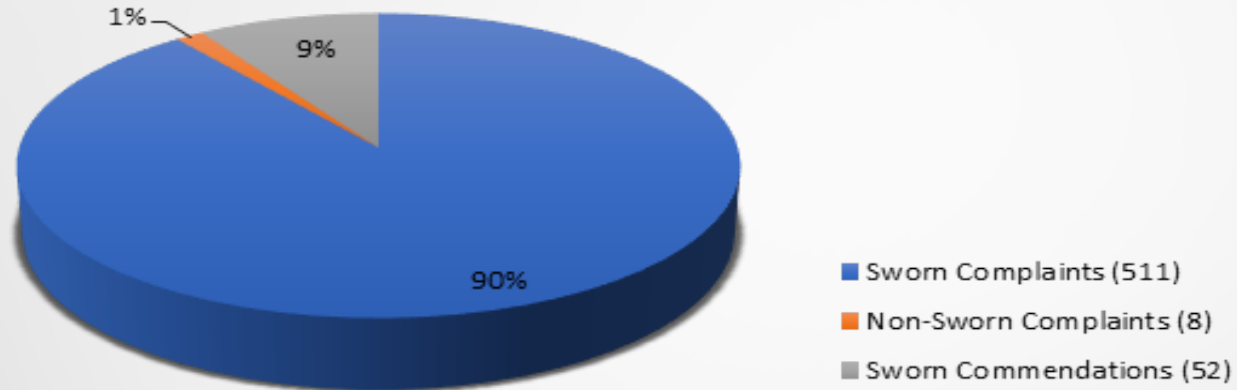
Anonymous (Whistleblower) Complaints

- Allegations from outside and within the department can be reported anonymously to IAB through use of:
 - On-Line complaint system. (Public Web Report)
 - Phone call (voice mail).
 - Written (Letters, email, Fax).
 - Ethical Advocate – City's intranet website.

Complaint Investigative Process

- Line level supervisors can investigate and resolve complaints that do not involve the possibility of formal discipline (below a written reprimand)
- Low level complaints received by IA will be forwarded to the officer's chain of command
- Serious allegations will be referred to Internal Affairs for determination of formal investigation.

2018 Automated Complaints and Commendations



236,646 Total calls for service

519 Total Complaints


2019 Complaints by Source

Total External Complaints
(PWR/Complaints) - 273

Complaints (Internal) – 75

Total Complaints - 348

Total Calls for Service 232,403



Supervisors may correct minor performance issues with:

- Verbal Counseling
 - Training
- Performance Appraisal Entry (Negative)
 - Corrective Action Report

Formal IAB Investigations

- **2018 - 49 Formal IAB Investigations**, *44 resulted in sustained findings* that the member(s) violated APD Directives.
- **2019 - 44 Formal IAB Investigations**, *42 resulted in sustained findings* that the member(s) violated APD Directives.

APD Directive 8.32 Prohibits Bias-Based Policing based solely on a person or group's:

- Race
- Ethnicity
- Gender
- National Origin
- Language
- Religion
- Sexual Orientation
- Gender Identity
- Age
- Disability

8.32.6 Annual IAB Review of Bias-Based Policing Complaints

- 1) Quality of information entered into the Complaint Reports
- 2) Proper utilization of the system
- 3) Adherence to directive
- 4) Citizen Concerns and any corrective measures taken as a result of the concerns
- 5) Recommendations for changes to the system, its usage, agency practices or department directive

Racial Profiling Complaints Received by year

2016	2017	2018	2019
16	12	15	25

Sources of Racial Profiling Complaints

	2016	2017	2018	2019
Public Web Report (PWR) Online	5	5	7	9
Complaint (COM) APD contacted by citizen.	11	7	8	16

Lawful Contacts

- Sworn members must have reasonable suspicion supported by specific articulable facts, that persons contacted regarding their identification; activity or location; has, is or about to commit a violation of the law; or presently constitutes a threat to the safety of themselves or others.

APD Directive 8.32.2

Traffic Stops

- **Issuance of Business Card:** On traffic stops where the driver is neither cited nor arrested, members will, without being asked, provide the driver a Department approved and issued business card (CRS 24-31-309(4)(a)). The business card will contain information including a phone number for which the driver may provide comments to the Department regarding the traffic stop.

Summary of Key Findings

IAB Bias-Based policing

Complaint Reviews 2016-2019:

- No Sustained allegations for violation of 8.32 Bias-based policing Directive.
- Body Worn Camera video available in most cases.
- Majority result from traffic stops.
- Most complaints resulted from lawful contacts based upon reasonable suspicion, probable cause or a dispatched call for service.
- Many complaints made by or on behalf of parties charged with criminal or traffic violations.
- Other Directive violations were addressed appropriately when discovered.

Mediation

- Mediated by “Community Mediation Concepts”.
- Mediation was recommended as a resolution in 3 of the 68 biased based policing complaints from 2016-2019:
- Complainant declined to participate in one case.
- Officer declined to participate in one case.
- One case was successfully mediated.

Mediation Referral Example 1

2016-Complainant felt that her African American husband was not treated fairly while at a coffee shop.

Male was observed acting suspiciously by two Caucasian female police officers at the coffee shop.

One officer spoke with coffee shop manager who conveyed that male's presence made his employees uncomfortable. Manager asked the officer to ask the male to leave.

Officer complied with manager's request. The male left the coffee shop.

The male and his wife ultimately declined mediation

Mediation Referral Example 2

- 2018_African-American father of 13 year old son alleged racial bias after Caucasian officers stopped his son for investigation of narcotics activity after observing the juvenile make what officers believed was a hand to hand transaction along E. Colfax Avenue. Son stated that he was merely shaking hands with an acquaintance. Teen consented to search and was released without charges after no drugs found. Father arrived on scene and spoke with officers. No violations of law or policy by officers. Mediation was offered and agreed to by complainant but officer declined to participate.

Mediation Referral Example 3

- 2018-African-American male driver alleged racial bias by Caucasian Officer who stopped him and cited him for speeding 54 mph in a 40 mph zone after measuring his speed with Laser.
- Driver continued to allege officer fabricated the reason for the stop even after being shown the Laser reading.
- Driver called the officer a “corrupt white person”.
- Both officer and complainant agreed to mediation, which successfully resolved the issue. (See mediator quote next slide).

Quote from Mediator

- *"This was probably one of the most rewarding mediations I had a part in conducting.*
- *The officer explained how he became involved in enforcement because he really does want to be a part of making the community better in many ways.*
- *Both (the officer) and (the complainant) discussed the incident, the perceptions, and how the situation might have gone more productively.*
- *They both acknowledged the good intent of the other, shook hands and walked out together."*