



Police Services Review Project Implementation & Timeline

Public Safety Committee

November 16, 2021

Presented by: María Villagómez, Deputy City Manager



Presentation Overview



**Review of Initiatives approved
in the FY 2022 Budget**



Implementation timeline



Reporting



Next Steps

PROPOSED OPERATING & CAPITAL BUDGET

FY
20
22



Initiatives Approved in the FY 2022 Adopted Budget

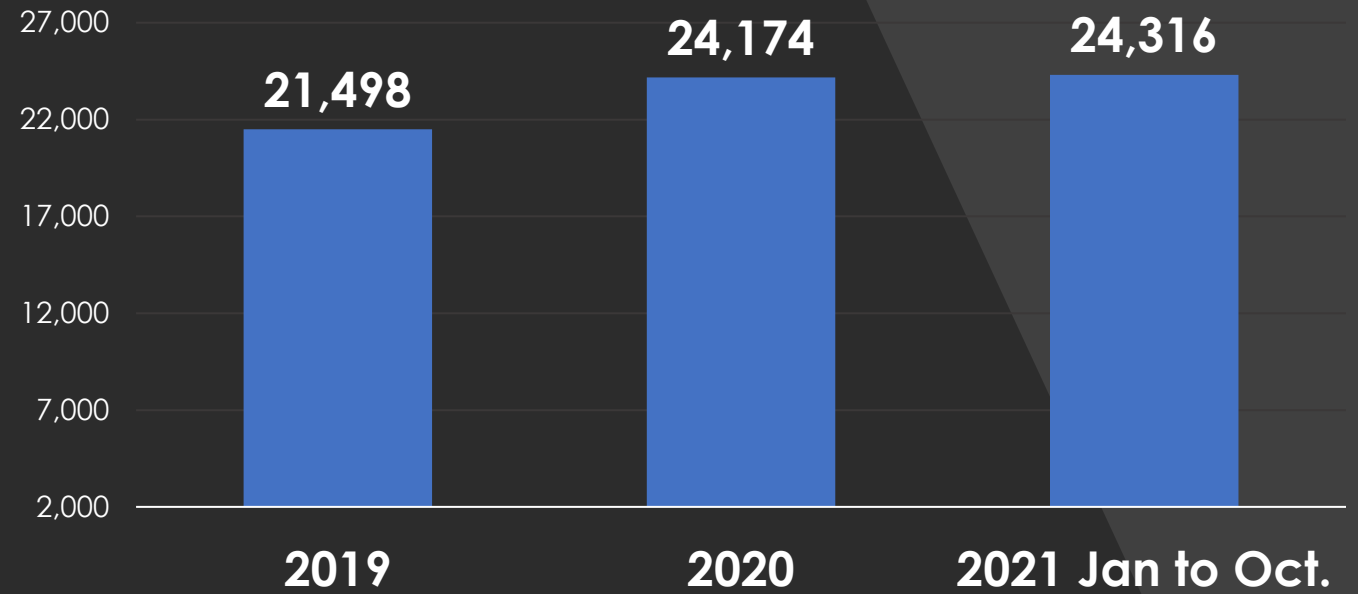
- Response to certain 911 Calls
 - Mental Health
 - Domestic Violence
 - Barking Dogs
 - Property Found
 - Fireworks
 - Loud Music
- Community and Police Relationships
- Police Data & Transparency
- Impact of City Programs on Crime
- Streetlights



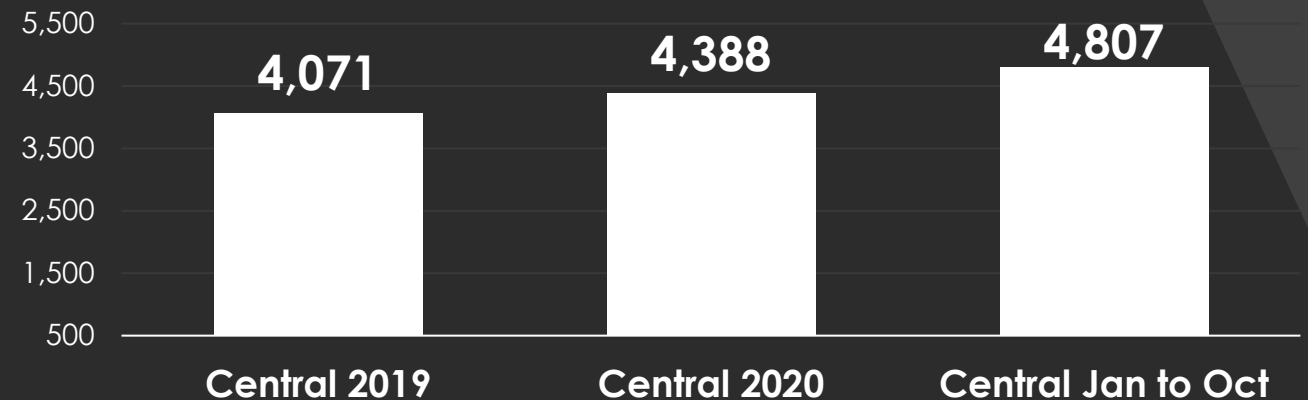
Alternate Response to Certain 911 Calls

Mental Health 911 Calls

All Calls



Central Substation Only



City's Internal Response to Mental Health

Programs

- Escalated Mental Health Calls
- Crisis Intervention Training
- Threat Assessments
- South Texas Crisis Collaborative (STCC)
- Program for Intensive Care Coordination (PICC)

FY 2021 Resources

- SAPD
 - 1 Sergeant
 - 2 Detectives
 - 10 Officers
- Human Services
 - 3 Health Clinicians (contract)
- SAFD
 - 2 Paramedics (Mobile Integrated Healthcare)
- Monday to Friday from 7am to 5pm



Metric	Total
Calls for Service	2,184
Referrals	897
Threat Assessments	510
Threat Assessment Follow-ups	352
Emergency Detentions	71
Escalated Mental Health Crisis Calls	51
Arrests	23
Weapons Seized	108

Mental Health Unit

Metrics for January to October 2021

Program for Intensive Care Coordination (PICC)

- Partnership between
 - SAFD EMS Mobile Integrated Healthcare
 - SAPD Mental Health Unit
 - Southwest Texas Regional Advisory Council (STRAC), and Center for Health Care Services
- Goal
 - Reduce emergency detentions and the subsequent use of emergency and inpatient services
 - Provide ongoing engagement and wraparound care tailored to patient's unique needs

FY 2021 PICCC Program Results

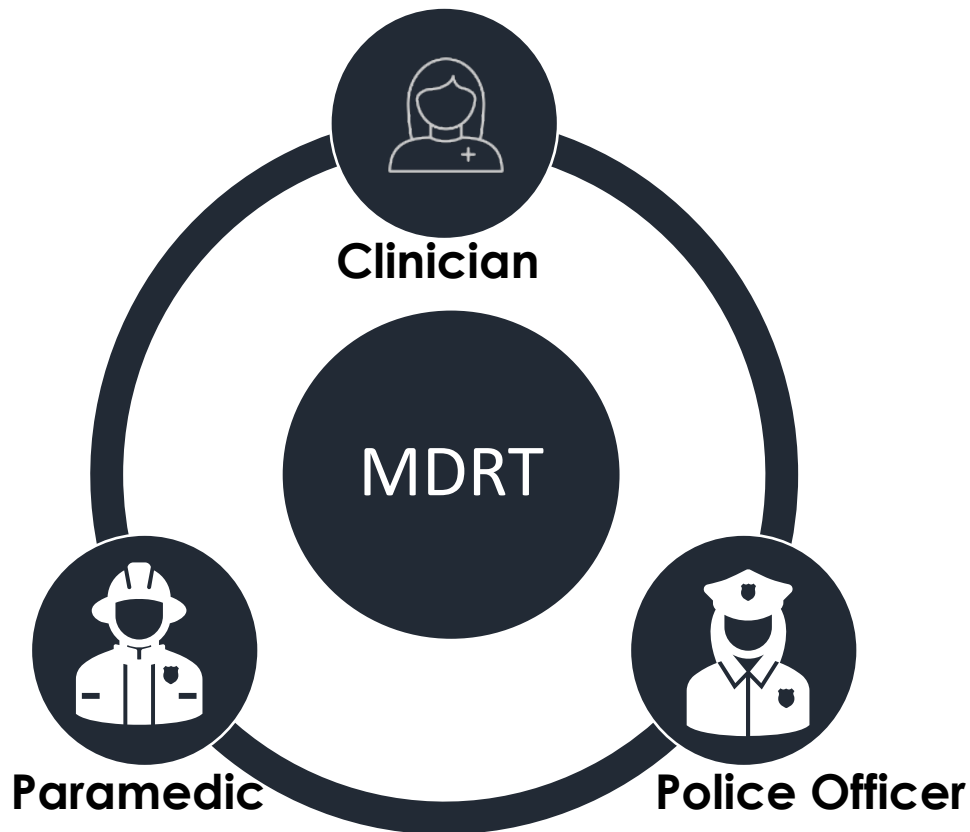
367 Clients – 9,279 contacts

- 92 Active Clients currently receiving assistance
- 275 Inactive Clients
 - 42% achieved reduction in emergency detentions



FY 2022: Strengthen Response for Mental Health Multidisciplinary Response Team (MDRT)

Pilot Program



- Recommended by Meadows Policy Institute
- Focus Area: Central Substation
- Coverage:
 - 1 team
 - 7-days per week || 7am to 11pm (16-hours)
- 911 Call Center
 - 3 Dispatch Clinicians to cover peak hours;
 - Greatest Frequency is between Tuesday and Thursday (10am to 7pm)

Roles of Multidisciplinary Team (MDRT)



Police Officer

- Secure Scene
- Emergency Detention
- Victim Services



Paramedic

- Transportation
- Medical Clearance
- Chronic Care Connection
- Clinic/Surgery Hospital by Ambulance, Taxi Voucher



Mental Health Clinician

- Refer Family to Treatment
- Refer Family to Services
- Link with care
- Connect to Housing Resources/ Hospital Diversion

Multidisciplinary Team Implementation Plan

Contract with STRAC for Clinicians & Retain Meadows Policy Institute to assist with implementation and Evaluation

Launch Team

Dec. 2021

Jan.–Mar.
2022

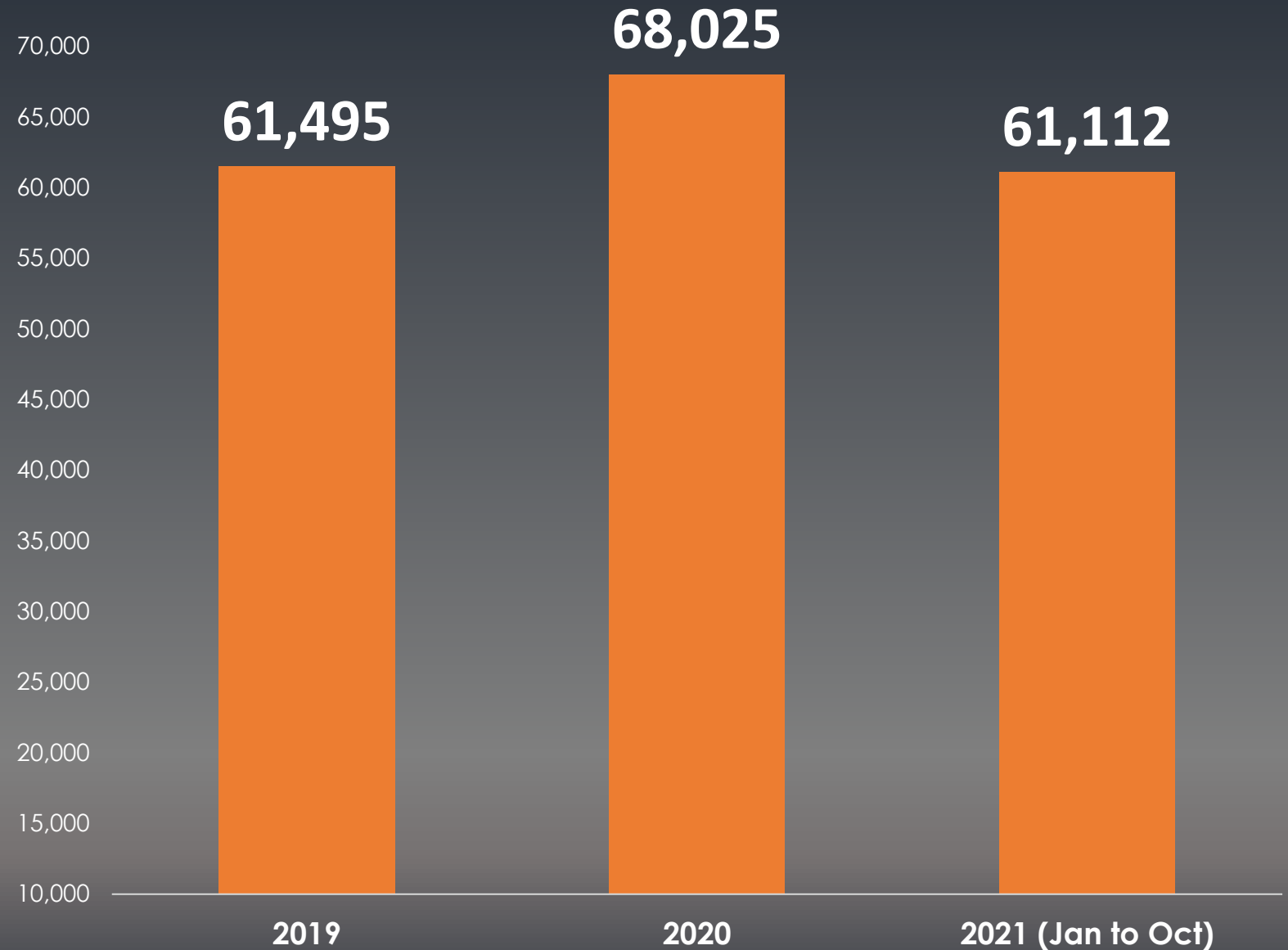
Apr.
2022

May–Apr.
2023

Onboard clinicians, training,
and preparation for team
launch

Ongoing
Evaluation
Year 1

Domestic Violence 911 Calls





Family Violence FY 2021 Resources

- Metro Health
 - 1 Manager
 - 1 Supervisor and 6 Case Managers (began in June)
 - 20 Civilian Advocates
 - Hours: Monday to Friday
7am to 10pm on average,
a few till mid-night
- SAPD
 - 6 Sergeants
 - 47 Detectives
 - 6 Officers
 - Hours: 24/7

FY 2022: Resources added Metro Health

On Scene Enhancement

- Evening and Weekend expansion of Crisis Response Team (South, West, and East Substations)

Case Management Expansion

Data Driven Strategies

- Identify high-risk individuals and intervene
- Support for law enforcement to screen for lethality

Community Education

- Support aimed to assist individuals on how to help survivors



Domestic Violence Program Enhancement Implementation Plan – 34 Additional Positions

On Scene Enhancement

Danger Assessment – Law Enforcement

- Flag High Lethality

Crisis Response Advocates

Danger Assessment

- High Lethality Referral to the Case Manager

Expanded Referral Resources

Case Manager

MOVERS

- Support progression towards empowerment

Stages of Change

- Motivational Interviewing Techniques

Domestic Violence Implementation Timeline

January 2022

Hire and Onboard Crisis Response Team Advocates

April 2022

Hire and Onboard Data, Community Education, and Case Management Teams

Expand Weekend and Evening CRT hours at East, West and Central Substations

March 2022

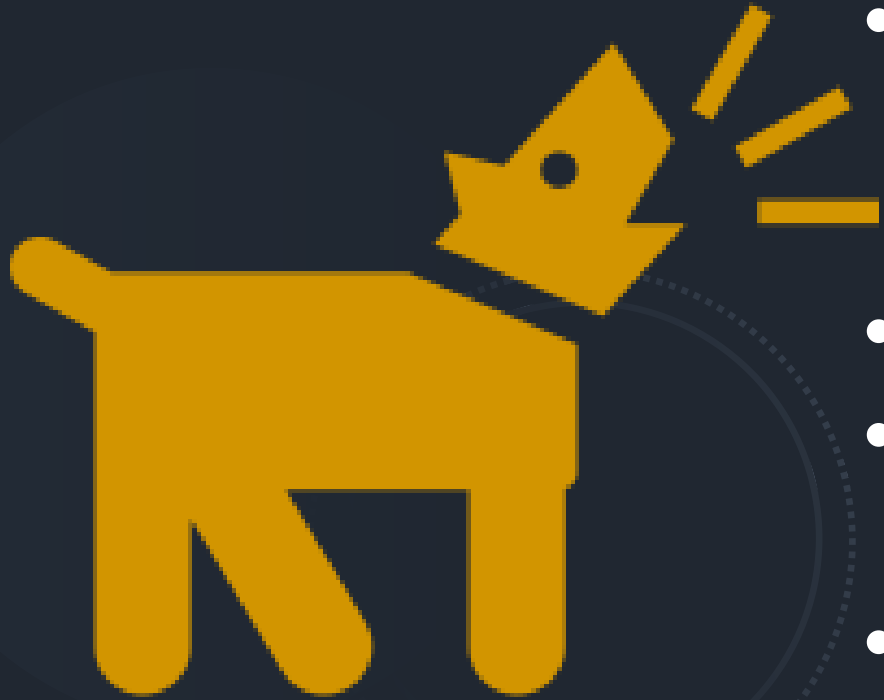
Noise Violations – Calls



- Pilot program from October 2021 to March 2022
- Team of Six Code Enforcement officers responding to noise violation calls received between 8:00pm and 4:00am Thursday through Saturday
- If violation is confirmed, Code Enforcement contacts SAPD to issue a citation

Calls received	2,254
Calls investigated by Code Enforcement	710
Violations confirmed and referred to SAPD	106
Citations issued by SAPD	58

Barking Dogs - Calls



- 9,800 estimated calls will transfer to Animal Care Services (ACS)
- Budget added 4 positions
- Personnel to be on-board by Dec. 2021/January 2022
- Transition of non-violent animal related calls: January to March



Property Found Calls

- 5,600 calls received annually on average
- Satellite Found Property storage units will be added to the East, North, Prue, South, and West substations
- Property Room staff will collect, and transport found property to Property Room
- Civilians will begin collecting certain found property by March 2022



Fireworks Calls

- Fire Department's Arson Division will handle calls during New Year's and 4th of July
- Emergency Calls will continue to be handled by SAFD and SAPD



Community and Police Relationships

SAFFE PROGRAM

- SAFFE fosters strong partnerships with neighborhoods, businesses, and schools to proactively address crime and quality of life issues
- 112 Officers in FY 2021
- 12 New SAFFE officers will be added to program in January 2022 (2 per Police Substation)
- Will enhance presence in neighborhoods and promote greater collaboration with community

Service Area	SAFFE Officers
Central	25
East	22
North	18
Prue	19
South	20
West	20
Total SAFFE in FY 2022	124



Crime Prevention Program

- FY 2022 Budget includes \$250,000 for continuation of crime prevention program initiated in 2021
- Funded from Confiscated Property Fund
- Enable community agencies to work in partnership with the San Antonio Police Department ("SAPD"), to address, reduce and prevent crime within the City
- Request for Proposal will be released in December 2021

SAPD Website Enhancements

- February 2022: New sa.gov main site will be launched and residents will be invited to provide feedback for enhancements to the overall site
- Between February and May, incremental changes to the SAPD site will be made including reporting, data quality, Open Data Portal access as well as gather community feedback
- May 2022 the new SAPD website will launch under the new architecture and format
- Continuous improvements will be made based on community feedback.



Analysis: How City Programs Contribute to Crime Reduction

- Tackling the social and economic conditions that foster crime and victimization is an effective way to reduce crime
- Early intervention (upstream) is key as there is a large overlap between victimization and offending
- Metro Health will lead effort to analyze impact of the quality of life of residents to include crime
- SAPD will support with crime data, trend analysis, and subject matter expertise
- Workplan to be completed by March 2022

Police Staffing Analysis

- Police staffing models in the U.S. are generally determined by one of five common methods
 - crime trends
 - per-capita approach
 - minimum-staffing levels
 - authorized/budgeted levels, and
 - least-commonly, workload-based models to make staffing decisions
- A third-party expert consultant on staffing models will be retained
- Goal is to have a staffing model completed by June 2022, however this may change once consultant is on board





Streetlight Index Development Services

- . 2 positions added expected to be on board in January
- . Identification of streetlight gaps has begun with anticipated completion of June 2022
- . Coordinating with CPS to obtain their performance in repairing broken streetlights. Their goal is 95% within 7 days. In October, they were at 65%



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