

Subject: Police Community Engagement Division and Management of Quality-of-Life Complaints

**FY 2023 Proposed Budget
Budget Work Session Follow-up**

3/18/2022

The following information is provided in response to a request made by Ms. Cristol at the work session on 03/01/2022, regarding the following question:

Pg 344 of the proposed budget cites that “the Outreach Team continues to handle many citizen and County quality of life complaints... mediation of disputes, connection with County services, crime prevention through environmental design, and enforcement.” To what extent are we – as a community or as government – relying on one of our most staffing-challenged departments to handle requests or needs that could be better routed through the County Manager’s Office (specifically the constituent ombudsman function) or departmentally? What is the hand-off from ACPD to the CMO / other agencies and is the Outreach Team trained and empowered to effectively and quickly re-route constituent needs without investing what the budget document describes as “a considerable amount of dedicated outreach time” to resolve them?

As part of the Community Engagement Division created by the County Manager, the Outreach Team performs critical work in accomplishing the Division’s mission. They free short-staffed patrol officers from responding to many important but non-critical quality of life complaints that can be time consuming to resolve. They use holistic and efficient problem-solving techniques, frequently interacting with both other County agencies and external partners while being fully empowered to make appropriate referrals. Although a new division, they have not been substantially burdened by unsuccessful handoffs where the capacity to handoff exists.