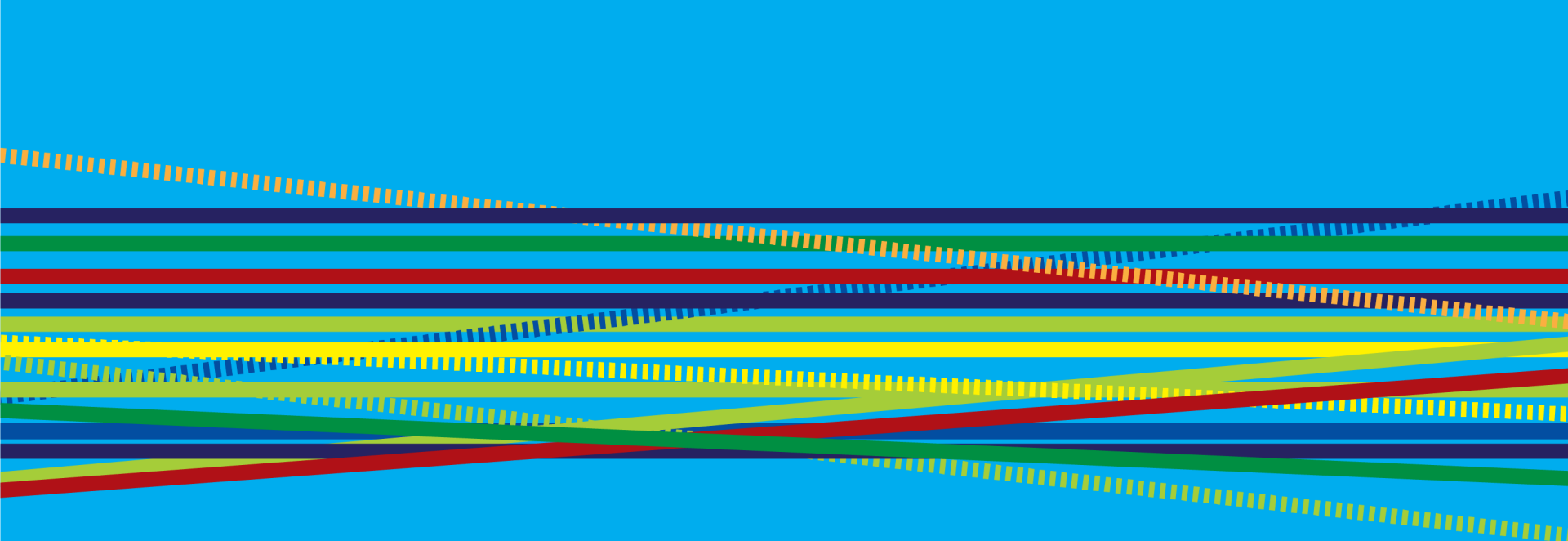




Department of Public Safety Implementation Plan Update

*Operations, Safety, and Customer Experience Committee Meeting
July 16, 2026*



Developing and Integrating the Care-Based Services Division Framework

- DPS's Care-Based Services Division will house **Metro's four care-based programs**: HOME, Metro Ambassadors, Crisis Response Teams, and Community Intervention Specialists.
- **Staff have initiated several key steps in developing the crisis response program, including:**
 - hiring a Senior Director for program oversight – **Completed FY26 Q1**
 - researching evidence-based practices – **Ongoing**
 - developing an operational manual and standard operating procedures – **Completed FY26 Q4**
 - identifying and integrating HIPAA compliant practices – **Ongoing**
 - developing job descriptions – **Completed FY26 Q4**
 - identifying essential crisis response training – **Ongoing**
 - developing an onboarding program – **Ongoing**
 - begin recruiting of crisis response teams – **Ongoing**

Hiring & Recruitment Progress

Care-Based Services Personnel

- Metro is recruiting two Deputy Executive Officers (DEOs) — one to oversee the Ambassador and Community Intervention Specialist (CIS) programs, and the other to oversee the Homeless Outreach Management and Engagement teams and Crisis Response Teams.
- Two Clinical Manager positions for the Crisis Response Teams were posted in June, which will mark the first Crisis Response team program hires since the Senior Director joined earlier this year.

Sworn Officers

- Key command positions were recently filled in the Administrative Services Division, including Deputy Chief and Transit Police Sergeant.
- A dedicated recruitment microsite (www.joinmetrodds.com) launched in late May and generated significant interest, receiving over 900 applications within the first 24 hours
- **Staff is targeting the hiring of 40 lateral officers by the end of the calendar year, consistent with the approved FY27 budget.**

Zones & Deployment

- A zone-based deployment model will provide greater efficiency, flexibility, and responsiveness while allowing officers to become more familiar with the communities and areas they serve.
- Staff developed **seven geographic zones** across the Metro system.
 - Establishing geographic zones is a critical step in the deployment model, as the zones will serve as the foundation for determining initial staffing and deployment levels.
- To support this effort, weekly integrated deployment meetings have been established with all public safety layers to evaluate the current deployment of all personnel, assess the rationale for existing assignments, and make deployment adjustments to improve efficiency and the best usage of resources.

Contracts

- Metro retained DeltaWRX to conduct a comprehensive technology assessment, including an evaluation of existing systems, identification of operational gaps, and recommendations for technologies required to support a fully functioning police department.
- The assessment identified both short-term and long-term needs, including solutions for Computer-Aided Dispatch (CAD), Records Management Systems (RMS), radio communications, 911 call handling, and other critical public safety technologies.

Stakeholder Coordination

- **A strategic engagement plan for Chief Scott** ensures he engages with riders, key internal and external stakeholders, and media and keeps the public informed about the new Department and the progress the agency has made towards creating a comprehensive and integrated public safety ecosystem.
- Engagements included, but not limited to:
 - Technical Advisory Committee on April 1
 - On-the-Move Presentation on April 3
 - Public Safety Advisory Committee on May 7
 - Annual Older Adult Transportation Expo on May 15
 - KCBS Interview on May 28
 - Daily News Interview on June 11
 - KJLH Steve Harvey Show Interview on June 25
 - Spectrum News Interview on July 2

Next Steps

- Continue to actively engage employees and the public during the implementation of the DPS.
- Continue to expand recruitment and hiring strategy to meet FY27 hiring goals