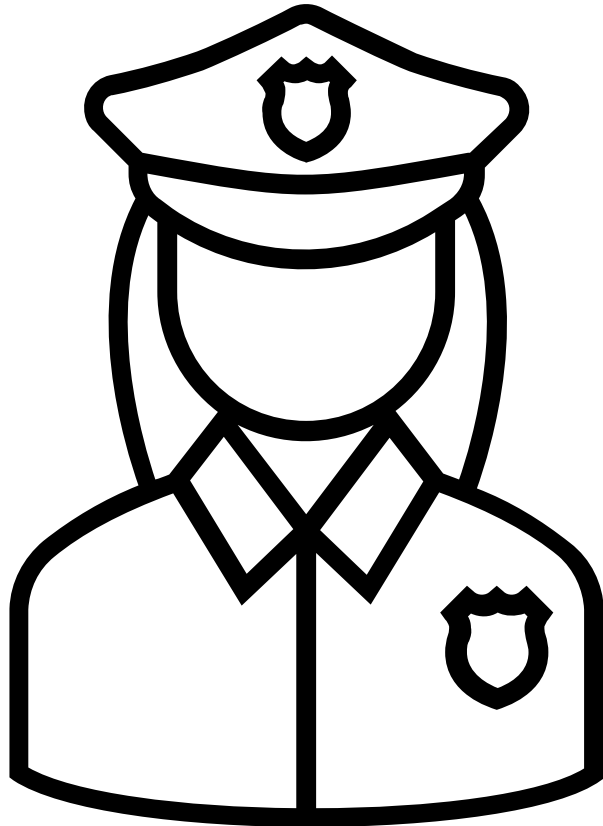




Staff Update: Non-Sworn Activities at APD

James Mason | Assistant Chief | June 2, 2025



Resolution 20241024-084

Directs APD to report on opportunities for implementation of programs or strategies for utilizing non-sworn personnel to perform certain functions that are currently performed by APD officers, such as:

- Vehicle crash reports
- Special event staffing
- Mental health calls
- Vehicle abatement
- Burglar alarms

Resource Optimization

APD has experienced staffing challenges for several years and has made strides to optimize resources through business process improvements and the reallocation of sworn and professional staff.

APD continues to evaluate additional opportunities for enhanced customer service and public safety through further reallocations of personnel, collaborative partnerships, and advanced technology solutions.



Implemented Use of Non-Sworn Resources

Full- and part-time temporary employees are utilized for a variety of job functions in APD investigative and specialized units. A few examples include:

- Sex Offender Apprehension and Registration (SOAR)
- Recruiting (background investigators)
- Sex Crimes
- Domestic Violence

7 FTE'S added to the Training Academy help manage:

- Field Training Program
- Facilitation of Cadet Training
- Updates to lesson plans to align with TCOLE
- Roster submissions to TCOLE

Implemented Use of Non-Sworn Resources

APD Public Information Office

- Made up of a majority of professional staff
- 1 Corporal assigned to unit
- Rotating on-call auxiliary sworn staff

Real-Time Crime Center (RTCC)

- Made up of a majority of professional staff
- 1 Lieutenant position assigned to unit as the Watch Commander

Special Events Staffing

- High utilization of Reserve Officers reduces the need for sworn overtime
- Can coordinate with other City departments (ex: Transportation Public Works) to staff barricades



Implemented Use of Non-Sworn Resources

Telephone and Online Reporting

- Non-emergency police reports can now be filed online or through an AI-generated 311 system
- APD is evaluating the feasibility of expanding the number of call types that would qualify to be reported without an initial police response
- Non-sworn employees verify and approve reported information before it is auto-transcribed into the Records Management System (RMS) and routed for investigation
- Continued system improvements will reduce the need for an initial police officer response or Austin Energy (311) call-taking services



Non-Sworn Response Efforts In Progress



Mental Health Response

- APD patrol officers currently co-respond on a variety of mental health calls for service across the city with varying degrees of priority/acuity (low/high)
- APD, EMS, OCMO, Integral Care, and other partners are collaborating on the development of an alternative response model pilot program that will deploy specialized teams to work collaboratively with the goal of improving outcomes for individuals experiencing a mental health crisis
- While this model will utilize sworn officers, APD hopes the dedication of staff to this response team will help free up patrol resources for other call types

Non-Sworn Response Efforts In Progress

Drone Program

- APD is currently in the initial phases of developing a drone program that would equip staff with the technology needed to evaluate whether particular calls for service require a sworn police response or the deployment of additional resources (ex: SWAT, Fire, EMS)
- Drones can be deployed for a variety of uses and can enhance police services by reducing response times and expediting the clearance of calls for service
- Other benefits of drones include improving officer situational awareness and community safety by utilizing drones as a de-escalation tool



Non-Sworn Response Efforts Under Review

Vehicle crash reports

- Challenges due to state law and 10-day requirement to file collision reports with TxDOT
- Severity of crashes – some require police response (unsafe scenes, serious injuries, suspicion of criminal behavior)
- Investigative function would be performed by sworn police officers
- Not recommended at this time – will continue to explore options for a non-sworn response

Vehicle abatement

- Challenges include safety concerns for non-sworn responders and obtaining access to private property for nuisance vehicles
- State law requires proceeds from vehicle auctions to be provided to the law enforcement agency entering the item into auction
- APD will explore improvements to the reporting process or assignment of calls to expedite a service response

Non-Sworn Response Efforts Under Review

Burglar Alarms

- APD recognizes the prevalence of false alarms which can delay a police response to other calls for service
- Sworn police officers are best positioned to respond to burglar alarms due to inherent safety risks
- Not recommended at this time – will continue to explore options for a non-sworn response including drone technology

BerryDunn Workload Analysis

- APD contracted with Berry, Dunn, McNeil, & Parker, LLC (BerryDunn) to perform a targeted operational review and workload analysis of several of APD's core functions to determine where there are redundancies or operational inefficiencies.
- The final report will identify where additional opportunities may exist to improve services and organizational capacity through the expansion or merging of certain workgroups, the procurement and implementation of new technology resources, or recommended modifications to department policies and procedures.
- This work remains ongoing and APD leadership will continue to provide regular updates to Council.

Questions?

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