

**Support Services Division
December 2009
Monthly Report**

This report is an analysis of statistical information occurring during the month of December involving the numerous functions of the Support Services Division. The intent is to produce a report that is informative yet limited to information that is useful to the recipients of the division's services.

In January 2009 members of the Support Services Division established a list of seventeen goals that we hoped to complete during the calendar year. As the year comes to an end it is time to assess the progress made. Through the year quarterly reports have been attached to the division's monthly reports detailing advancements toward achieving our aspirations. The table below indicates the year-end status of each goal.

Goal	Complete	Incomplete	Comment
Increase training for Booking personnel	X		
Improvements to Firearms Training Facility	X		
Passage of Alcohol Server License/Training	X		
Improve Vehicle Maintenance Facility	X		
Increase the number of volunteer hours at the LEC	X		
Make crime mapping available on website	X		
Develop internet safety programs for schools	X		
Establish physical fitness program		X	In Progress
Implement CopLink/MODEX Program	X		
Establish CompStat type program (IRIS)	X		
Become MIBRS compliant		X	In Progress
Develop state compliant mobile accident rpt.		X	In Progress
Implement property room bar-coding	X		
Develop counseling trng. for Comm. Ctr. supervisors	X		
Reduce turn around for audio recording requests	X		
Achieve 100% compliance in MULES audit		X	N/A
Obtain full staffing in the Communications Center	X		

In the course of working towards achieving our established goals, and handling the day to day demands of our assignments there were other accomplishments that occurred that stand out as significant events for 2009.

**Support Services Division
2009 Significant Events**

- **Field Force/Civil Disturbance Training**

The department conducted this training filling a gap in our response capabilities that had existed far too long. This was a basic course concentrating on formations such as forming a skirmish line, and working in cadence to achieve a physical and mentally intimidating barrier for the rioters to contend with, forming arrest teams, and gas mask drills. The Training Unit intends to build upon this initial training and include it into the annual training curriculum.

- **A new organizational strategy that combines intelligence information and crime statistics to address crime, (IRIS) was introduced to the department.**
 The strategy has been named IRIS, Informed Response through Intelligence and Statistics and is intended to provide a more efficient and effective manner of identifying problem areas within the city and developing action plans to address them. To date we have seen individual officers use the information pertaining to their assigned areas and establish action plans to focus on local problems. The goal is to expand this approach to address issues on a larger scale involving reallocation of resources to specifically identified problem areas, and monitor progress to make necessary adjustments until the problems have been resolved.
- **Implemented bar-coding in the department property/evidence room.**
 Bar-coding hardware was purchased and software was installed in the property/evidence room computer allowing for improved inventory control efficiency. Our staff received training and the system was put into operation. The system has performed flawlessly since going on line in March of 2009.
- **Phase II Wireless**
 Our Communications Center achieved Phase II Wireless compliance in July of 2009. In the first month that incoming call information was provided by all of the cellular service providers in the area, it was revealed that 71% of the total 911 calls received in the Communications Center were from cell phones and it is anticipated that percentage will continue to grow in the coming months.
- **911 Education Program**
 Senior Communications Operator Dawn Kneib developed and began presenting a 911 for Children program at area schools. The program has been very well received by students and school officials. Requests for the program have been so overwhelming that two additional dispatchers have been trained on the material to meet the demand. This is the type of community interaction that not only promotes the image of the department today, but has the potential to provide tremendous dividends in the future as these children grow older with a better understanding of how to properly access emergency services. For her efforts Senior Operator Kneib was named Missouri Telecommunicator of the year by the Missouri Association of Public Safety Communications Officials.
- **Technology Grant**
 The department received award documents in September 2009 on a U.S. Department of Justice Technology grant in the amount of \$1,195,000 for interoperable data systems. The grant will allow us to bring the Buchanan County Sheriffs Department and Missouri Western State University Department of Public Safety up to the same level as the St. Joseph Police and Fire Departments regarding mobile data capabilities. It will also allow us to update and add functions to our present system. The project is being coordinated and administered by members of the Support Services Division.
- **Range Improvements**
 As one of the division goals an improvement project for the department's Firearms Training Facility was completed this fall. This was a project that had been in the planning stages for some time and should benefit all commissioned members of the department and bolster the image of the St. Joseph Police Department among other law enforcement agencies in the area. All of the labor was provided in-house, and the project was completely funded by

existing budget accounts and some grant proceeds. The result is a facility that we are extremely proud of, and is a valuable asset to our training curriculum.

- **Alcohol Server Licensing**

In the continuing effort to combat underage consumption of alcohol the department began a yearlong endeavor to amend the City Code to include a provision that required all who serve or sell alcoholic beverages to obtain a server license issued by the City of St. Joseph. A prerequisite to obtain the license is to attend an approved server training program such as the one provided by the St. Joseph Police Department. Sgt. Larry Stobbs Jr. was instrumental in the passage of this ordinance and spent months attending meetings with all of the various affected parties to answer questions and address concerns they may have. Since the passage of the new ordinance, Sgt. Stobbs has been working on implementation of the program and adding features to the department website to make the program function as smoothly as possible. In addition the actual server training has been completely revised and was presented for the first time on November 18, 2009.

The division is proud of the work that was accomplished in 2009, and will continue to work in the coming year toward completion of the unrealized goals of 2009, but it is now time to prepare for 2010. Members of the division were asked to offer ideas and suggestions on what we should concentrate our efforts towards next year, and from this input a new list of goals has been established for the next twelve months.

Support Services Division Goals Calendar Year 2010

- Establish and implement language resource to deal with emergency calls that involve language barriers.
- Develop a more suitable Annual Performance Evaluation document for personnel in the Communications Center.
- Establish a procedure to utilize features available on the Stancil Recording System to review call taking for quality assurance and evaluation of Communications Center personnel.
- Increase the amount of public information provided related to Communications Center procedures.
 - Create a children's section on the department website with information from the 911 Education Program.
 - Develop a public service announcement to educate the community on 911 and how it should be used.
- Expand the IRIS strategy to integrate traffic accident information with criminal statistics and intelligence information to develop a DDACTS, (Data-Driven Approach to Crime and Traffic Safety) methodology for problem solving.
- Develop a bicycle safety program that ties into the use of the city's urban trails system that would be readily available for presentation by crime prevention or other department personnel at various functions.

- Network neighborhood groups to allow information sharing on successful approaches to problem solving in their areas.
- The Support Services Division will take the lead on establishing a Child Abduction Response Team (CART) by recruiting, evaluating, and training volunteers for the program. Members of the division will work closely with the Family Crimes Unit Supervisor of the Detective Division to achieve this goal.
- The Training Supervisor will develop a Career Development Program in which individual career goals are established at the time of the employee's annual performance evaluation, and this information will be the basis for determining additional training needs to help the employee succeed.
- Upgrade the Armor's database to include individual records for each department weapon, and take advantage of the new cleaning equipment in the armory to initiate a realistic weapons maintenance program.
- Complete phase II of improvements at the Department Firearms Training Facility to include;
 - Replace the roof on the shelter house
 - Establish a permanently positioned Hogan's Alley area that would be available for use on approved open range days for individual training intended to improve target recognition and reaction time.
 - Place a flagpole at the range entrance to alert anyone that approaches that the range is in use and not safe to enter.
- Complete the Interoperability Project by bringing BCSD and MWSU Police Department up to the same level as the St. Joseph Police and Fire Departments regarding mobile data capabilities.

Communications Center

On December 9th a widespread power outage created challenges for the Communications Center, case in point, on an average December day (24 hours) dispatchers can expect to receive approximately 150 incoming 911 calls and 400 calls coming in on the administrative lines. On the day of the outage the Communications Center received a total of 245 calls on the 911 lines and 667 administrative calls which translates to a 40% increase in the total number of calls received. The staff on duty at the time handled the situation in a professional manner as usual.

The first major snow storm of the season occurred on December 24th, and the staff once again experienced difficulties with transmitting the Phase II notification to the public via the Cablevision Emergency Alert System (EAS). The problem was determined to be a known error with their equipment/software provider. Cablevision did provide an alternative temporary solution and are currently working on a permanent remedy for their next software release that should resolve the problem.

An end of year review of workload indicators such as telephone calls in the Communications Center reveals as expected that August had the highest call activity while the month of February was the least active.

**Communications Center
2009 Telephone Activity**

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
911 Incoming	4,349	4,048	4,940	4,624	4,581	4,918	5,394	5,186	4,807	4,338	4,456	4,490
911 Outgoing	247	245	339	308	340	432	376	296	310	248	233	252
911 Conference	66	43	75	42	47	60	40	40	55	87	58	36
911 Transfer	0	0	0	0	0	0	0	0	0	0	0	0
Call Back	112	122	164	188	164	217	161	135	147	120	119	90
Adm. Incoming	13,235	12,845	14,108	14,459	14,892	14,175	15,087	14,976	14,153	13,214	12,738	12,626
Adm. Outgoing	4,232	4,044	4,497	4,609	4,740	4,519	4,942	5,215	4,705	4,475	4,379	4,935
Adm. Conf.	704	633	598	749	839	725	805	977	944	966	789	768
Total =	22,945	21,980	24,721	24,979	25,603	25,046	26,805	26,825	25,121	23,448	22,772	23,197

Department Training

Department Training Supervisor Sgt. Marla Wilson coordinated the applicant testing that was conducted at the St. Joseph Civic Arena on December 2nd. Of 112 applicants 62 signed up to take the written test. From that group 37 completed the exam with two failures. From the 35 that received passing scores on the written exam, 34 attempted the physical agility test of which 32 passed.

During the month she arranged makeup classes for the last session of department training. In her recruiting duties she registered to represent the department at three career fairs in 2010.

Crime Prevention

Crime prevention activities slowed during the month of December when the majority of the organized neighborhood groups chose not to meet, and schools were operating on the holiday schedules. Both Sgt. Gilpin and Sgt. Ketchem provided presentations to various groups on holiday safety tips.

Crime Analysis

With all of the data compiled for 2009 we can now state that violent crimes have increased approximately 12% as compared with the previous year. This increase is attributed in large part to a 15% rise in robberies along with an increase of 13% in aggravated assaults. Aggravated assaults were consistently higher from March through July of 2009 compared to last year, and an additional 22 robberies occurring in January, June, and July caused the percentage increase in that crime.

Part I property crimes increased by 3% in 2009, while stealing, motor vehicle theft, and arson fell slightly. However, a 25% increase in burglaries offset the gains in other areas.

Updated 2008-2009 Index Crimes Comparison

	Murder		Rape		Robbery		Aggr Assault		Burglary		Auto Theft		Theft		Arson	
	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008
Jan.	0	1	2	1	13	3	14	14	90	67	18	22	211	226	1	0
Feb.	0	0	2	1	7	6	22	22	63	38	21	12	144	132	3	1
March	0	0	1	1	13	10	28	10	71	36	14	18	170	183	3	3
April	0	0	1	0	8	5	26	21	57	47	14	14	191	188	1	3
May	0	0	0	1	8	8	27	24	73	64	19	22	209	213	0	2
June	0	0	0	0	10	6	37	17	77	64	20	21	189	242	5	1
July	0	0	0	0	14	6	42	17	89	75	19	16	257	230	5	4
Aug.	1	1	0	2	8	10	23	24	91	82	17	33	262	297	0	1
Sept.	0	0	0	4	8	10	25	30	119	88	10	23	256	239	1	2
Oct.	1	1	2	1	3	8	17	35	92	74	23	12	237	257	2	5
Nov.	0	0	1	2	10	12	25	23	70	66	8	15	214	202	0	4
Dec.	0	0	2	2	5	9	20	33	69	69	10	17	216	200	3	6
YTD Tot.	2	3	9	15	102	93	286	270	892	770	183	225	2340	2609	21	32

One of the goals of the Support Services Division for 2009 was to enhance public information by providing crime data through web based information systems. A major step towards achieving this occurred on December 15th when we integrated our Records Management System with CrimeReports.com. After a period of testing and adjustments, we went live on the system on December 31st. This integration allows us to display current crime reports from our department on a Google map through this website. The site is available for anyone to use free of cost to them. Once we are satisfied with the manner in which the information is displayed the information will be embedded into the department website.

The final analysis for 2009 response times to priority I calls reveals that the figure has remained below the target time of 11 minutes for the entire year.

Priority 1 Response Times

