

**Support Services Division  
March 2009  
Monthly Report**

This report is an analysis of statistical information and events occurring during the month of March 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.

**2009 Support Services Division Goals  
First Quarter Progress Report**

The end of March coincides with the end of the first quarter of the calendar year, and a good time to examine the progress made toward meeting the division's 2009 goals. Overall our objectives are being met and our efforts are on target. To more thoroughly scrutinize the status we will examine each of the seventeen goals and evaluate our current position.

**Goal: Increase the level of training provided to booking personnel.**

Booking employees have been encouraged to sign out training CDs from the training office. Suggested topics include;

- Cultural Diversity 8 hours
- Preventing Misconduct 8 hours
- Report Writing 8 hours
- Use of Force 8 hours
- Blood Borne Pathogens 2 hours
- Emotionally Disturbed Persons 2 hours
- Tactical Lifesaver 4 hours

(Immediate response for injuries, etc.)

The courses can be completed at their own pace as time permits. When the training funds for FY10 are allocated, additional training for booking personnel will be researched.

**Goal: Improve the building located at the outdoor firearms range to make it more useable for department training and make improvements to the range parking lot.**

This goal is somewhat dependant upon weather conditions suitable for construction activities. It is anticipated that the majority of work toward accomplishing these objectives will occur within the second and third quarter of the year.

**Goal: Revise the alcohol server training program we provide and work towards a city-wide mandatory server training program.**

Sgt. Stobbs in partnership with the Missouri Division of Alcohol and Tobacco Control has updated the server training program and continues to provide classes to large groups. Discussions have been held with the City Customer Service and Legal Departments on the topic of amending licensing ordinances to include mandatory server training as a provision of obtaining a business license involving the sale of alcohol. The next step in the process will be to present the issue to the City Public Safety Committee.

**Goal: Improve storage in the garage so that employees can properly store materials and supplies.**

New storage units have been fabricated using labor provided by division personnel and funds from existing accounts within the division's FY09 budget. These units have been installed replacing existing cabinets that were in very poor condition. The service area received a thorough cleaning by fleet maintenance personnel and procedures have been put in place intended to maintain the more professional appearance of the facility.



Before



After

**Goal: Increase the use of volunteers working inside the Law Enforcement Center.**

A recruiting campaign was conducted early in the year, consisting of information posted on the department website and the city's television channel as well as flyers posted at various locations throughout the city. As a result 12 new volunteers have been added with five more volunteer applicants in the processing stage. To date in calendar year 2009 volunteers have completed 203 hours of service with the department. Our intention for the next quarter is to survey all divisions of the department to determine additional needs for volunteer assistance to expand the program.

**Goal: Provide crime statistics mapping on the department website to allow watch groups to monitor what is occurring in their areas.**

Sgt. Gordon and Sgt. Gilpin have created a map layer covering the neighborhood watches and homeowner associations. Sgt. Gordon has also been working with the city's Information Technology Department to provide web information for crimes and arrests specific to geographic areas. Once that becomes operational, Sgt. Gordon will work with the city's GIS Manager, to display relatively up to date crime information in the form of an online map.

**Goal: Increase our crime prevention efforts in local schools by developing new programs in internet safety. (Also provide classes on this topic aimed at parents.)**

Sgt. Gilpin has met with members of the department's Electronic Crimes Unit to discuss development of internet safety programs suitable for various age groups. Also, related to this topic, Senior Communications Operator Dawn Kneib has developed an instructional program for elementary school students, specifically first and third grades designed to instruct the children in the proper use of 911. This program although in the very early stages has received tremendous response from local schools.

**Goal: Begin the physical fitness training program to eventually lead to mandatory testing.**

Training supervisor Sgt. Marla Wilson, who serves a member of the Physical Fitness Committee, reported that the committee has made some recommendations to Chief Connally reference suggested standards that could be used, courtesy of the Cooper Institute, and whether to make the program voluntary or mandatory. Another meeting of the committee has been scheduled for mid-April.

**Goal: Implement the CopLink/MODex Program.**

Public Safety Network Administrator Tabby McClanahan and Crime Analyst Sgt. Ron Gordon have continued to work with program technicians. Verification of the department's data that was submitted to Knowledge Computing has been underway since early March. It is anticipated that the department will have full access to the information through CopLink by the end of May 2009.

**Goal: Produce the appropriate materials regularly to support the beginning of a COMPSTAT type program.**

After examining many examples of these types of programs, we decided on a patrol district based system using a combination of our intelligence report and statistical information utilizing maps and text to describe recent criminal and suspicious activities. This new organizational strategy was introduced to the department supervisors at the supervisor retreat held March 20, 2009. The presentation included the district reports coupled with information on problem oriented policing and the SARA model. The strategy has been named Informed Response through Intelligence and Statistics (IRIS). There was constructive discussion at the retreat, but we anticipate that IRIS will continue to evolve to meet department needs. Crime Analysis produced and distributed the first set of IRIS district reports on February 20<sup>th</sup>. The release of the reports has been synchronized with the release of the intelligence report from Captain Powell. Three sets of reports were completed before the end of March. The next step in the process will be to establish a reporting format to allow for tracking and evaluation of the effectiveness of specific problem solving activities.

**Goal: Work with our Mobile Field Reporting to make our crime reports MIBRS compliant.**

Sgt. Gordon has been working with our RMS tables to reflect the appropriate MIBRS codes. It is anticipated that this process will be complete by the end of April. At that time internal testing on case reports will begin and adjustments will be made to the tables as needed. It will be necessary to add some fields to the Mobile Field Report Forms to ensure that the proper information is obtained. Fortunately division members involved in the original form design had the foresight to include most of the IBR fields in the original field reports, making the task time consuming but not overwhelming.

**Goal: Work with the Mobile Accident Report to become state compliant.**

The problems with the accident report have been forwarded to New World software engineers, and we will continue to monitor their progress on the corrections.

**Goal: Implement property room bar-coding.**

On March 30, 2009, a representative from New World Systems arrived to install the bar-coding software and equipment. Training was provided to our staff and the system was immediately put into operation. This project was completed using funds from the division's existing budget.

**Goal: Develop a subordinate counseling training course for communications center supervisors.**

There has been no progress on this goal to date.

**Goal: Reduce turn around time for audio recording requests in the Communications Center.**

The installation of the Sentinel Patriot 10-4 recording system has resulting in simplified retrieval and nearly immediate turn around on audio recording requests. This goal can be considered complete.

**Goal: Work toward 100% compliance in the upcoming MULES assessment.**

The shift supervisors in the communications center jointly developed a process to assist our Terminal Agency Coordinator with validations. Basically, during times of lower call load the supervisors assigned packets to operators to be completed prior to the end of shift. This approach has proven very effective and will greatly assist us in meeting our goal. In addition a meeting has been scheduled between the Communication Manager and the Municipal Court Administrator to discuss the process for warrant validations. An in-house audit of MULES compliance in mobile data has been completed, and continued spot checks will be conducted to be certain that there is no unauthorized activity from the vehicles.

**Goal: Obtain full staffing in the communications center.**

This is proving to be a more difficult goal to achieve than originally anticipated. This year we have added four trainees to the staff, and anticipated the return of operator Jeff Stevens in the spring. Unfortunately, two of the newly hired trainees were unable to complete the CTO program. In addition Communications Operator Sharon Atkins announced her plans to retire effective April 1<sup>st</sup>, and Jeff Stevens has stated that he does not plan to return to the center following completion of his military obligations. Currently the center is short four operators. These positions have been posted and we hope to fill the vacancies within the next two months.

### **Communications Center**

Progress continues on the phase II wireless project. On March 24<sup>th</sup> AT&T Mobility conducted the first wireless testing on the new 911 system. Three days later Intrado, a firm contracted by U.S. Cellular and Verizon began testing for those two providers. We now are receiving latitude and longitude information from all three of these firms' cellular customers. We have already benefited from the availability of this information by locating two juveniles engaged in 911 abuse.

Each of the three shift supervisors this month administered the MULES recertification of all commissioned personnel. By having the communications center supervisors provide the training/testing, the task was completed on shift eliminating any overtime expense for the department, as well as saving the cost of sending each officer to MSHP.

A backlog of stolen property including firearms that had not been entered into the system was dealt with this month. Within a week of beginning the project dispatchers had entered hundreds of article bringing us up to date on the entries.

Personnel issues of interest during the month included the retirement of Communications Operator Sharon Atkins. Effective April 1<sup>st</sup> Sharon retired after thirty years of dedicated service to the center. She was the last of the dispatchers that made the move to the LEC from the station at 710 S. 9<sup>th</sup> Street. She will be greatly missed. Communications Operator Elizabeth Murphy has been transferred to day shift to cover staffing needs.

Nicole Rudisill was presented the Chief's Commendation in a brief ceremony held in the Communications Center. Dispatcher Rudisill was recognized for her exemplary performance that assisted members of the Patrol Division in arresting a violent felon.

### **Department Training**

The department training office has been a very hectic place during the month. Sgt. Marla Wilson has handled the logistics for a series of courses provided by NCBRT involving the use of the department training room, the support services division conference room, and numerous other sites away from the LEC. These outside instructors have commented how impressed they have been with Sgt. Wilson's efficiency and the quality of our facilities, and have expressed an interest in returning to provide another course designed for Transit operators in the future.

In addition, as a member of the department recruiting team, Sgt. Wilson attended career fairs at Northwest Missouri State University and Missouri Western State University this month.

### **Crime Prevention**

Activities for the Crime Prevention Unit for the month of March include:

**March 3<sup>rd</sup>** Sgt. Ketchem provided a presentation for the Community Police Advisory Board explaining the upcoming Joint Citizen's Academy.

**March 5<sup>th</sup>** Sgt. Ketchem attended the meeting of the Museum Hill Neighborhood Watch Group held at 15<sup>th</sup> & Francis. The topics of discussion consisted of; identity theft and the Joint Citizen's Academy.

**March 9<sup>th</sup>** Sgt. Ketchem provided a security survey for Kovac's Grocery located at 22<sup>nd</sup> & Frederick.

- March 11<sup>th</sup>** Sgt. Ketchem Attended the meeting of the Sherwood Neighborhood Watch Group held at 31<sup>st</sup> & Edmond. Following the usual discussion, Sgt. Ketchem provided information reference the upcoming Joint Citizen's Academy.
- March 11<sup>th</sup>** Sgt. Gilpin provided a personal safety presentation for forty seniors at Bishop LeBlond High School.
- March 12<sup>th</sup>** Sgt. Ketchem provided a security survey for Carnegie Baptist Church, 6520 Carnegie Street.
- March 12<sup>th</sup>** Sgt. Ketchem participated in a focus group discussion on housing issues and community diversity sponsored by the local Realtors Association.
- March 12<sup>th</sup>** Sgt. Ketchem attended a meeting of South Side resident's held at the Four Square Church 22<sup>nd</sup> & Mason. The topic of discussion was the upcoming National Day Out.
- March 17<sup>th</sup>** Sgt. Gilpin presided over the monthly meeting of the department's Chaplain Corps. Steve Crawford resigned his position, leaving the group with seven members.
- March 17<sup>th</sup>** Sgt. Gilpin met with the security guards of Brittany Village to discuss drug activity in the complex.
- March 18<sup>th</sup>** Sgt. Gilpin met with members of the local Boy Scout Council to discuss starting an Explorer Group at the department.
- March 18<sup>th</sup>** Sgt. Ketchem attended a public meeting held at Huffman United Methodist Church, 28<sup>th</sup> & Renick. The topic of discussion was identity theft.
- March 18<sup>th</sup>** Sgt. Gilpin provided a tour of the department's facilities for a group visiting from Norway.
- March 20<sup>th</sup>** Sgt. Ketchem provided an interview for KQ2 on the topic of credit card fraud.
- March 23<sup>rd</sup>** Sgt. Gilpin attended the neighborhood meeting of Myrna Manor North a homeowners association that is moving toward becoming a neighborhood watch group.
- March 23<sup>rd</sup>** Sgt. Gilpin provided a tour of the department facility for a Boy Scout group from St. Francis School.
- March 26<sup>th</sup>** Sgt. Ketchem provided a public presentation at the Downtown Public Library on the subject of personal protection.

**March 31<sup>st</sup>** Sgt. Ketchem met with a group at 803 S. 13<sup>th</sup> Street interested in restarting a neighborhood watch group.

## **Grants**

Department Grants Coordinator Sgt. Larry Stobbs Jr. has entered into a very busy period. The Recovery Act signed into Federal law has placed several billions dollars into various law enforcement programs.

The department is working on a Cops Hiring Grant with the intention of hiring six additional officers. The grant pays the first three years of salaries and benefits and the city must agree to fund the fourth year. If the department receives a grant under this program, the total dollar amount will be over \$900,000. This is a lengthy application process and Sgt. Stobbs has completed approximately 80% at this time.

Sgt. Stobbs is also working on a separate hiring grant for civilian support personnel but only the preliminary work has been completed so far.

The Missouri Department of Transportation has released grant applications for out traffic safety programs, and the department will be asking for funding levels similar to what we received in the last two years of funding.

Notice has also been received that the department has been approved for our Enforcing Underage Drinking Laws Grant. This grant funds underage drinking enforcement in Andrew and Buchanan Counties. In addition we now have every law enforcement agency in those two counties involved in the program.

The department has been notified that we have received \$109,894 in funding from the Edward Byrne Memorial Grant Program. At a meeting of the command staff a list of equipment that we will purchase utilizing the grant was developed. A public comment hearing that is a requirement of the grant process has been scheduled for April 1<sup>st</sup>. The items that the department is planning to purchases with the proceeds of this grant include:

Item	Quantity Approved	Unit Price	Total Cost
Handheld Radio	6	\$4,000.00	\$24,000.00
POST Training for new Officers	3	\$4,567.00	\$13,701.00
Electronic Control Device (Taser)	10	\$1,149.75	\$11,497.50
CSI Equipment (1 kit per shift)	3	\$950.00	\$2,850.00
Canine	1	\$7,000.00	\$7,000.00
Canine Door Poppers	3	\$700.00	\$2,100.00
A/C Battery Charges for In Car Cameras	12	\$484.00	\$5,808.00
In Car Video Camera	2	\$4,250.00	\$8,500.00
CSI Cabinet Filters	1	\$2,525.00	\$2,525.00
Ultraviolet SLR Lens	1	\$4,495.00	\$4,495.00
CSI Camera Equipment	6	\$1,547.00	\$9,282.00
Macro Ring Light Flash	1	\$750.00	\$750.00
Camcorder	1	\$500.00	\$500.00
Surveillance Cameras & Equipment	1	\$2,967.00	\$2,967.00
Computer Scanner	1	\$170.00	\$170.00
Digital Publishing Software	1	\$788.00	\$788.00
Ultrasonic Weapons Cleaner	1	\$5,905.00	\$5,905.00
Tire Changer	1	\$3,145.00	\$3,145.00
Tire Balancer	1	\$3,995.00	\$3,995.00

### Crime Analysis

On March 20<sup>th</sup> the department supervisors were officially introduced to the latest organizational strategy that combines intelligence information with crime statistics to provide a more effective manner of identifying problem areas within the city. The strategy has been named IRIS, Informed Response through Intelligence and Statistics. Department Crime Analyst Sgt. Ron Gordon has increased the frequency of the release of information and made the IRIS report available to all personnel either by accessing the W: drive or from the MDT in the patrol vehicle. Supervisors have been encouraged to regularly review the information contained in the report with the officers in their team and apply problem solving tactics to identified hot spots.

Running total of Part I offenses as compared 2008/2009.

	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		5		21		47		14		188		3
May		0		1		8		24		64		22		213		2
June		0		0		6		17		64		21		242		1
July		0		0		6		17		75		16		230		4
Aug.		1		2		10		24		82		33		297		1
Sept.		0		4		10		30		88		23		239		2
Oct.		1		1		8		35		74		12		257		5
Nov.		0		2		12		23		66		15		202		4
Dec.		0		2		9		33		69		17		200		6
YTD Tot.	0	3	5	15	33	93	64	270	224	770	53	225	525	2609	7	32