

# CITY COUNCIL STUDY SESSION

**TO:** Mayor and City Council  
**FROM:** Mari E. Macomber, City Manager *MEM*  
**SESSION DATE:** March 5, 2012  
**TIME:** 4:30 pm  
**PLACE:** Kirksville Fire Station

## **AGENDA:**

- **VIEW NEW FIRE TRUCK**
- **POLICE DEPARTMENT UPDATE**
- **EVALUATION PROCESS**
- **REVIEW CITY COUNCIL AGENDA**
- **REVIEW NEWSLETTER (includes miscellaneous topics)**

## **VIEW NEW FIRE TRUCK**

We took possession of the new fire truck on Saturday, February 11. Since that time, Fire Department personnel have been organizing equipment on the truck and learning the operations of the vehicle.

We will be meeting at the Fire Station on Monday to give the City Council the opportunity to look the truck over, get a feel for the equipment that has to be transported with the truck, and ask questions.

Included with this Study Session Cover Report is a Staff Report from Fire Chief Randy Behrens. This report provides more information about the process and

**Recommendation** – No recommendation.

## **POLICE DEPARTMENT UPDATE**

While we were taking time to show off the new fire truck, I thought the City Council might like to see the latest communication improvements provided to assist the Police Department with the work that they perform. Chief Hughes will be in attendance to show the Council this equipment. He will also take time to outline the department's operational goals for the year and review the 2011 annual report.

**Recommendation** – No recommendation.

## **EVALUATION PROCESS**

The last few months of the fiscal year, Council members took the time to provide feedback to the City Manager regarding performance and Council expectations. There was a lot of good feedback. But the summary results were not clear in terms of the priorities the City Council deemed important.

The Mayor asked that I present a proposed process that the City Council could use that

would allow for a summarization of the City Council feedback and expectations for the next year.

I would like to present a proposed instrument and process that the City Council could consider and modify as you see necessary.

**Recommendation** – The City Manager will provide a process and instrument for the Council to review with the expectation that direction on how the Council wishes to proceed is communicated.

## **REVIEW COUNCIL AGENDA**

### **REVIEW NEWSLETTER – March 2, 2012**

#### Attachments

- Staff Report – Fire Chief Randy Behrens
- Staff Report – Police Chief Jim Hughes
- Police Department Operational Goals
- 2011 Annual Report

## **KIRKSVILLE CITY COUNCIL STUDY SESSION ATTACHMENT**

**SUBJECT:** New Engine 504, Rescue Pumper

**STUDY SESSION MEETING DATE:** March 5, 2012

**CITY DEPARTMENT:** Fire Department

**PREPARED BY:** Randy Behrens

### **Fire Department Rescue Pumper / Multi – Functional Vehicle 504**

The current funding for the purchase of Fire Department Pumpers/Trucks is \$100,000 a year through the Capital Improvement Sales Tax. Engine 504 is the second vehicle that was purchased through the Capital Improvement Sales Tax. The last purchased apparatus (ladder truck) was paid off in October of 2011.

On September 30<sup>th</sup>, 2010, the Fire Department Truck Committee began the very long process of evaluating which engine company should be the first to be replaced. Out of these meetings, Engine Company 504 was selected due to various factors.

The Fire Department's Truck Committee then began doing research of rescue pumpers, this included looking at current standards and literature from different manufactures and visiting other Fire Departments to look at their rescue pumpers. This allowed the Truck Committee to put together the specifications for a Rescue Pumper.

The Fire Department's Truck Committee completed, advertised and mailed specifications to several fire apparatus manufacturers for the Rescue Pumper in April, 2011. Upon review of all proposals submitted, the Truck Committee recommended the purchase of a Ferrara Rescue Pumper from Fire Master Fire Equipment for \$594,453.

Certain design guidelines were established by Chief Behrens regarding the Rescue Pumper. One of the major issues to be addressed was amount of space in the compartments for tools and equipment. The Truck Committee met this criteria by building mock compartments out of wood and placing existing equipment currently carried on this pumper into the those compartments to assure adequate storage and fit.

Some of the major components of the Rescue Pumper include:

*Light Tower*

*Hydraulic generator also capable of powering rescue equipment*

*Compartment spacing*

*Brackets to hold equipment*

*500 gallon tank*

*33' in length*

*30 gallon Firefighting Foam tank*

*Event Data Recorder*

*Mobile Camera for backing up and seeing vehicles when turning right*

As a result, the new Rescue Pumper to replace Engine 504 arrived on February 11, 2012, and the

last 10 days have been spent changing out equipment, familiarizing ourselves with the new apparatus, and driving and pumping the new Fire Rescue Pumper.

The Truck Committee's hard work and dedication in designing and researching a new Rescue Pumper is to be commended as the newly delivered Engine 504 Rescue Pumper meets and/or exceeds those specifications.

A new truck committee will be formed again in 2016 to start the process of researching and putting together another apparatus bid specifications for delivery sometime in 2017.



## KIRKSVILLE CITY COUNCIL STUDY SESSION ATTACHMENT

**SUBJECT:** Police Update

**STUDY SESSION MEETING DATE:** March 5, 2012

**CITY DEPARTMENT:** Police

**PREPARED BY:** Chief Hughes

New Records Management System - In February of 2011, the Police Department went to bid on a new Computer Aided Dispatch and Records Management System. The old system was purchased in 1998; was DOS based and needed to be replaced. After the City replaced the Department computers, and started using Windows 7, the DOS based program would not run in that environment.

Three bids were obtained for a system that was “hosted”, meaning that we would pay a fee for the use of the software instead of owning it. This would save thousands of dollars on having to purchase upgrades. In the hosting environment the upgrades were built in to the monthly fee. Three bids were obtained. In May of 2011, Council approved the bid from ITI Information Technologies Inc. of St. Louis, Mo. The Adair County Sheriff’s Department was currently using the system and Truman State intended to convert to the new ITI system.

Due to setup, conversion of some data and waiting to gain access to the MULES system with the state, ITI did not come on-line until December 13, 2011. The process included switching the Police Department’s computers back to Windows 7 from Windows XP, as well as establishing connections to the State and ITI servers. The new system runs an integrated dispatch center with all agencies receiving calls in their own records management data bases. Those data bases are then accessible by all departments by permission.

Lap Tops in Patrol Cars – During this same time the department received a grant from the Missouri Police Chiefs Association. This grant placed computers in all of the department patrol cars to include mounting brackets and one year of wireless service, at no cost to the city. The transition to the computers in the cars, and ITI, now allow officers to have instant access to records and reports from the field as well as being able to run drivers licenses and license plates from traffic stops in their cars. The system greatly reduces mistakes and keeps officers on the streets.

Goals – Although the Police Department is primarily focused on problem solving and the perceptions of safety within the community, it does track a number of specific performance measures/service indicators. In addition to smaller unit goals, the Department focuses on three different sets of across-the-board goals. Each set of goals is established to address an identified community/department need and evaluate effectiveness.

1. Within broad parameters (e.g. no budget increase, no decrease in street staffing, must be consistent with core values/mission), each year, in December, a representative group of employees get together to set the overall **operations goals** for the coming year.
2. The department has identified approximately 25 performance measurements to achieve established **Council goals**.
3. **Administrative goals** for the Chief.

The Department would like to hit each of these targets dead center. However, perfection is not attainable. With that in mind, the department has been remarkably successful in achieving its goals. Copies of each of these documents are attached.

Annual Report – In its most basic form the Department publishes a one page spread sheet entitled “Annual Report.” This report tracks, over a 10 year period, items of most interest to its citizens. Numbers for 2011 are within expected parameters.

A copy of this report is attached.

## POLICE DEPARTMENT 1020, 1022, 1023, 1024

KEY PERFORMANCE MEASURES/SERVICE INDICATORS	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Budget 2011
<b>COUNCIL GOAL: QUALITY OF LIFE</b>					
<b>Type of Measure: Effectiveness</b>					
Arrests/protective custody detainees	307	447	414	374	1,300
Offenses per 1,000 population	32	56	43	***	150
% of thefts and vandalisms cleared	29%	29%	26%	26% **	29%
% of Part 1 crimes cleared**	44%	36%	38%	32% **	35%
% of property crimes cleared	29%	25%	27%	26% **	30%
Foot patrols	99	155	148	79	405
Community information releases	62	55	37		104
Guest editorials	2	3	2	1	12
% of fraternities adopted	0	0	0	0	40%
Public presentations	18	7	10	11	25
Officer-initiated activities as % of all police activities	62%	51%	48%	53%	48%
Traffic stops/enforcement efforts	919	873	754	858	3,000
Summons issued	391	308	422	524	1,150
DWI arrests	11	13	10	6	70
Citizen commendations	105	118	54	42	*
Citizen complaints	0	0	0	0	*
% of citizens satisfied (at acceptable/average or better)	N/A	N/A	N/A	N/a	*
<b>Type of measure: Workload</b>					
Accidents	154	153	166	198	669
Injury accidents	5	10	18	14	64
<b>FISCAL RESPONSIBILITY AND EFFICIENCY IN GOVERNMENT</b>					
<b>Type of Measure: Effectiveness</b>					
% of performance evaluations completed within 30 days of due date					95%
P.O.S.T. training hours	107	327	235	358	400
In-service training hours	458	560	301	101	1,093
Other training hours					250
Policies review and tested	0	0	0	20	27
% of files completed for State of Missouri accreditation standards	41%	3%	8	8%	95%
Staff hours in development of and/or working in the DNA lab	15	20	5	0	160

\*Part I crimes are murder, rape, robbery, aggravated assault, theft, Theft of motor vehicle and arson.

\*\* THIS IS A YEAR END TOTAL

\*\*\* DUE TO COMPUTER CHANGE OVER THIS DATA WAS NOT CAPTURED.

## **Operations Goals 2011**

Implement a monthly review of all officer activities so that the productivity will be consistent throughout the year, and maintain officer initiated activities at, or above, the levels established in the 2010 goals. **A**

Continue to educate through roll call and in-service training; Scheduled roll-call training will be provided at least once a month, using approved training outlines. **A+**

Weekly PATC Legal Bulletin updates will be covered at roll call. **A**

Continue to enhance communication and improve community/customer service through multimedia resources including Nixle and other internet services, which will help target those not represented in Nixle. **B+**

Concentrate efforts on reducing motor vehicle accidents by identifying the high accident areas and increasing enforcement/education efforts in those areas. **B**

### **OVERALL GRADE A-**

## **Administrative Goals – 2011**

Begin new three year policy review cycle. **A**

Policy/procedure testing. **B**

Continue State Accreditation process. **C**

Pursue interagency efficiencies. **B**

Develop and conduct Citizens Academy. **A+**

### **OVERALL GRADE B+**

## **Operations Goals 2012**

Maintain officer initiated activities at, or above, the levels established in the 2011 goals.

In conjunction with the new records management system, focus on improving/enhancing the quality of police reports and updating those reports in a timely fashion.

Improve communication with victims.

Continue to educate through roll call and in-service training.

**KIRKSVILLE POLICE DEPARTMENT  
ANNUAL REPORT**

YEAR	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	10 Year Average
CALLS FOR SERVICE	22252	21953	21,791	20,200	19,367	18,202	18,478	15,958	19,470	22,927	20,060
KIRKSVILLE POLICE DEPARTMENT CLEARANCE RATE (Part I Crimes)	32%	34%	32%	41%	41%	35%	36%	37%	38%	38%	36%
TOTAL ARRESTS	1542	1162	1440	1417	1280	1096	1219	1048	1,302	1,348	1,285
USE OF FORCE REPORTS	67**	32	28	28	30	36	40	37	47	27	37
TOTAL TRAFFIC STOPS	3740	3433	2845	3021	2415	2144	2841	1788	2,547	3,065	2,784
TOTAL MISDEMEANOR CITATIONS	1645	1134	1133	1242	973	1033	1371	1147	1,907	2,621	1,421
BURGLARIES	90	81	78	56	63	81	85	90	104	81	81
RAPE	4	8	7	14	11	6	5	3	2	3	6
AGGRAVATED ASSAULTS *	17	14	14	34	47	43	36	47	46	27	33
SIMPLE ASSAULTS	88	78	101	108	120	114	105	212	260	211	139
PROPERTY CRIMES	617	593	591	446	569	554	532	444	653	632	563
DRIVING WHILE INTOXICATED	40	56	85	44	45	47	49	70	70	63	57
MINORS IN POSSESSION OF ALCOHOL	77	66	77	78	68	65	114	67	86	160	86
PROTECTIVE CUSTODY (Drug & Alcohol Holds)	57	61	104	94	134	94	214	262	225	209	145
THEFTS	543	538	521	466	535	506	434	532	530	548	515
DOMESTIC VIOLENCE CALLS	287	282	219	226	225	162	216	146	162	166	209
ACCIDENTS	671	707	669	676	735	685	708	612	612	445	652
INJURY ACCIDENTS	47	59	64	57	59	70	61	61	60	57	60
FOOT PATROLS	481	367	378	363	338	315	499	502	495	481	422
PRESS RELEASES	237	222	31	24	28	45	35	35	25	10	29

\* Excluding Domestic's (which are counted in another category)

\*\*There was an Administrative change in tracking use of force reports in 2011