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MAR 11 2011
City Manager's Office

SENT TO COUNCIL:



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Christopher M. Moore

SUBJECT: Operations and Performance
Changes in the Police Department

DATE: March 10, 2011

Approved

Date

3/11/11

INFORMATION

The purpose of this memorandum is to outline operational changes at the Police Department regarding the Bureau of Investigations (BOI), Air Support, and Police Administration Building hours of operation (Main Lobby).

The next "shift change" will occur on March 20, 2011. This is an opportunity for the Department to implement operational restructuring opportunities in service areas to realize some additional efficiencies and proactively prepare for potential staff reductions in the Police Department as part of the 2011-2012 budget process.

Operational Changes within the Bureau of Investigations

The Police Department is preparing to consolidate several investigative functions. These consolidations will create efficiencies and allow the Department to cross train staff in preparation of potential reductions in the Bureau.

Aspects of the Narcotic Covert Investigations Unit (NCI), Vice Unit and Mobile Emergency Response Group and Equipment Unit (MERGE) were determined to have some job responsibilities that could be transferred or combined to one Unit to conduct fugitive apprehension, narcotics investigations and vice enforcement. The new Covert Response Unit (CRU) would continue to be responsible for the NCI duties in regard to narcotics enforcement and would also be responsible for the additional responsibilities of covert vice investigations, long-term surveillance, and fugitive apprehensions. This would consolidate all of these responsibilities into one Unit within the Police Department. Fugitive apprehension more readily belongs under the purview of the BOI, as the BOI generates the warrants for the suspects that need to be located and taken into custody. CRU would also conduct long-term surveillance to further an investigation as requested by various BOI units.

Rotation of staff at the March shift change will allow for early implementation of the proposed restructure and creation of CRU, allowing personnel time to train on the specialized team tactics required to effectively and safely take violent fugitives into custody as well as cross train to take

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on the vice responsibilities. The MERGE Unit will assist in the training of CRU and will transition the fugitive apprehension responsibilities to CRU by July 2011.

The Department acknowledges the budget condition and that there are many variables that may impact the reductions that are approved by Council; however, the consolidation of functions within the CRU creates efficiencies the Department would like to implement regardless of additional reductions in the Bureau.

Air Support

As already reported through an Information Memorandum dated February 24, 2011¹, the Department is moving forward to ground the helicopter effective March 2011 shift change as a pilot program to gain a full understanding of the impacts of eliminating this service. While grounded, the Department will work to identify the impacts and service delivery alternatives, including collateral assignment and contract pilots.

Police Administration Building Main Lobby Hours

In order to improve the efficiency of the Police Administration Building (PAB) Main Lobby staffing and maintain customer service hours to the community seven days a week, a new service delivery model has been developed. This model will improve the way the Main Lobby is staffed by allowing more officers to be present during peak times. The new model provides supervision for all of the officers during their entire shift and reduces overtime for backfill or extended hours. The new staffing model requires a reduction in overall hours of operation. The Main Lobby hours of operation would change from 8:00 a.m. - 7:00 p.m. to 8:00 a.m. - 5:00 p.m., with the following impact to the public:

- The Report Counter is currently open from noon to 4:00 p.m. on Monday, Wednesday and Thursday, and from 8:00 a.m. to noon on Tuesday and Friday. This service will not change.
- The Vehicle Records Unit Auto Desk is currently open from 8:00 a.m. to 6:00 p.m. Monday through Friday and from 10:00 a.m. to 3:00 p.m. Saturday and Sunday. The new hours would be changed to 8:00 a.m. to 5:00 p.m. during the week, with no changes on the weekend.
- The Warrants Unit is currently open Monday through Thursday from 8:00 a.m. to noon and 1:00 p.m. to 4:00 p.m. This would be unchanged.
- The Fingerprint Counter is currently open 8:00 a.m. to 4:00 p.m. on Monday, Tuesday, Thursday and Friday, and Wednesday from 1:00 p.m. to 7:00 p.m. The new operational plan would change Wednesdays to fall in line with the rest of the week, from 8:00 a.m. to

¹ The Information Memorandum can be viewed at:

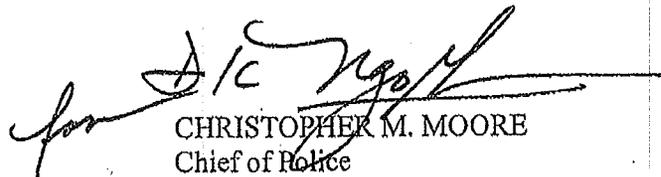
<http://www.piersystem.com/external/content/document/1914/1025095/1/02-24-11%20Police.PDF>

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4:00 p.m. The number of hours available to the public will remain, but the times available will be adjusted.

- There would be no changes to the availability of the Permits Unit with the proposed hour changes to the Main Lobby.

These operational changes will be discussed at the Public Safety, Finance and Strategic Support Committee meeting on March 17, 2011. This information memo is provided in advance to provide sufficient notice to the public and City Council.


CHRISTOPHER M. MOORE
Chief of Police

For any questions, please contact Deputy Chief Dave Hober at 277-4002.

CMM/LP