



City of Madison

City of Madison
Madison, WI 53703
www.cityofmadison.com

Meeting Minutes - Approved PUBLIC SAFETY REVIEW BOARD

Wednesday, April 16, 2008

5:00 PM

Room GR-27, City-County Building
210 Martin Luther King, Jr. Boulevard

CALL TO ORDER / ROLL CALL

Present: 6 -

Eli Judge; Larry Pasha; Tyrone W. Bell; Michael S. Scott; Terry E. Moen
and Amy R. Smith

Excused: 1 -

Paul E. Skidmore

Others Present: Assistant Chief John Davenport, MPD, Jim Keiken, MFD,
Captain Carl Gloede, Ald. Zach Brandon

The meeting was called to order by Chair Moen at 5:00 p.m. Chair Moen mentioned that a new committee member will be appointed by the Common Council and will be at next meeting. He is a small business owner.

10022

Report: Madison Police Department

- a. Self Report System
- b. Updates to MPD Website

A motion was made by Chair Moen, seconded by Smith, to move Item 7 up on the agenda. The motion passed unanimously by voice vote.

1. 10022 Report: Madison Police Department
 - a. Self-Report System
 - b. Updates to MPD Website

Chief Davenport asked Captain Carl Gloede to discuss the updates to the Self-Reporting System and MPD website. Capt; Gloede said the self-reporting system has undergone significant changes. They had hoped to have a press conference on it by this time, but didn't want to take the spotlight off the other significant current events that have occurred recently. Now when phone calls come in, they go to either a live person or to a machine that will give a live call back within a short period of time. The number changed over about a week and a half ago (although the number itself remained the same). Between 8 a.m. and 4 p.m., callers will get either a live person or the machine, but will get a call back the same day. That report is immediately entered as the officer is talking to the caller, who will receive a case number immediately. The case is uploaded and in the system within 24 hours and available for use by the police department. This is great progress from what it used to be, which was 4-6 weeks. They've gotten over 250 calls on the new system already, and received positive feedback from people, most of whom were surprised to get a "live person". Mostly staffed by light duty staff, which is good, as they then make good advocates for mobile field reporting. Another phase due to be complete is the website electronic form. Sarah Edgerton and her staff in City IT are working on this, and modeled it on what other law enforcement agencies

are using. But created our own so it can be maintained and updated in a more timely fashion than if we went with another company's software. It should be ready April 21, and will have a press conference to unveil it to the public. People will gravitate toward one method or the other: those comfortable with computers will use the online phone; others will be more comfortable calling the self-reporting phone number. It is his belief that numbers of report will increase, but it will not be an actual increase in incidents; just an increase in the number of incidents reported, because this system is more user-friendly, people will be more inclined to actually use it. Also, with this system incidents can be more easily tracked. It draws from the same numbers as the CAD system, but has a "tag" on the back of it, tagging it as a self-report. It also tracks that they received a call back. Amy stated that it will be interesting to see how Capt. Gloede's predictions come out. It will look like crime has risen; and will have to be prepared to answer to that. Amy asked if we are confident we will have a fully supported system using in-house IT staff? Capt. Gloede said yes; it's not a complicated system; it's a basic framework. He feels that staff between MPD and IT can maintain it at a reasonable cost. Amy asked if the quality of the information is better with this system? Capt. Gloede responded yes; there's no question. With the old form, you got just a shell of the information. But with the new system, PD officers ask for more detailed information. Larry asked if calls from the system will feed back into the general database? Capt. Gloede responded not immediately, not until there's a call back and an officer gives a case number over the phone. But it will happen more quickly with mobile field reporting, either at a desk or laptop in a squad car, and the beauty of it is that it's something they've already used. Mike asked about the ways in which the various systems inter-relate. For example, a citizen calls in about an incident they think is relatively minor, but it could be of special interest to PD—may be more important and significant than the citizen realizes. Is there flexibility in the system—a mechanism for getting info into the field immediately; something like "instant messaging"? Capt. Gloede responded that's the beauty of this system, as they're working in this mobile system. They can send or receive messages. The officers have the street smarts to direct it to 911/dispatch if necessary. Mike asked if it was a seamless fit with the 911 Center. Capt. Gloede responded that he's working with Rich McVicar on it. Calls still come into the 911 Center. What's different is that instead of the self-reporting call going to a machine and sitting there, they get a live person to talk to much more quickly. Chair Moen mentioned that the only issue for her is the support of the system; so that if someone "key" in IT left, others can fill in. Capt. Gloede then moved on to talk about the update of the MFD website. Because of the self-report updating, they are updating some parts of the website in its current format. Information to the public is in new format. Once the new self-reporting system is officially pushed out, then will clean up the rest of the website (again working with Sarah Edgerton and others in IT on that). It will take a little longer—sometime in the fall—to be complete. Chief Davenport said that Ald. Zach Brandon asked about a mapping system like San Diego has, where people could email in and get an automated response about crime patterns in their neighborhood. Capt. Gloede said that is called eWatch, and is done by zipcode. It gives out general information; can't give out more detailed information because they don't want to jeopardize a case. Tyrone asked how this would be different from the newsletters currently being sent out? Capt. Gloede said that eWatch is just a listing; the newsletters are more detailed.

SECONDARY ROLL CALL: Paul E. Skidmore arrived at the meeting at 5:25 p.m.

Present: 7 -

Paul E. Skidmore; Eli Judge; Larry Pasha; Tyrone W. Bell; Michael S. Scott; Terry E. Moen and Amy R. Smith

APPROVAL OF MINUTES

A motion was made by Pasha, seconded by Scott, to go back to the previous item agenda, approval of previous month's minutes.

Chair Moen stated that there were some errors in previous month's minutes:

--Under PUBLIC COMMENT, Lucy Zweep's statement should read that the "vehicles burn no fossil fuel..."

---PSRB members' question should read, "how safe these were on roadways with other motor vehicles?"

---The vote on the electric vehicles was actually 3 to 3: (Ayes: Terry Moen, Mike Scott, Eli Judge; Noes: Amy Smith, Paul Skidmore, Tyrone Bell).

Mike asked if the erroneously recorded vote will influence Council's decision; it was decided that it would not.

---Mike also mentioned that with the platinum bike issue, he had concerns at the last meeting that weren't reflected in the minutes; concerns about bike parking furniture.

With that the motion was made by Moen and seconded by Judge, to approve the March minutes "as amended". The motion was passed unanimously by voice vote.

PUBLIC COMMENT

There was no public comment.

REFERRALS FROM COUNCIL

07734

SUBSTITUTE - Creating Sections 27.05(2)(aa), (bb), (cc), and (dd) and Section 29.20(21) of the Madison General Ordinances to require bulbs with an energy efficiency of at least thirty (30) lumens in some common areas and dwelling units in residential buildings.

Attachments: [07734-Version 1.pdf](#)
[07734-Version 2-SUB.pdf](#)

This Ordinance was rereferred to the PUBLIC SAFETY REVIEW BOARD meeting of May 13, 2008.

A motion was made by Judge, seconded by Pasha, to move this referral to the next meeting, as the people who were to speak on the subject were unable to make it tonight. Chair Moen mentioned that next month's meeting is very full already. The motion was passed unanimously by voice vote.

09487

Accepting the report entitled "Property and Evidence Storage and Retention Report."

Attachments: [Evidence comparison 2003 - 2008.pdf](#)
[EvidenceGrowth.pdf](#)
[Final Draft - Police Evidence Storage and Retention.pdf](#)

This Resolution was Return to Lead with the Following Recommendation(s) to

the BOARD OF ESTIMATES: To endorse recommendation to Council, and further recommend MPD do a more expansive study of storage and disposal according to national standards. Also the June 30th date is untenable. Capt. Bach said it will take a couple of months; probably 6 months after hire date to get the new supervisor completely up to speed.

Paul mentioned that Jeanne Hoffmann was unable to be here this evening. Chief Davenport stated that Captain Bach and Larry Nelson were both here to speak on the issue. Amy stated that the report was a thoughtful planning document and she appreciated all the work that went into it. She had a question on resources: are we comfortable that we've exhausted all sources of funding for this system? Capt. Bach: We're mandated to maintain evidence for as long as a case is open. We have limited space for biological evidence (especially as many items have to be refrigerated for frozen) and there's also the issue of storing large items that have DNA evidence on them. We need to add additional refrigerated space (ideally walk-in type coolers, etc.). We're not only maintaining more evidence, but taking in more, also. We are currently at 68,000 pieces of evidence and growing. And there is no reason to believe intake will diminish; it will probably increase. As far as funding sources, he is not aware of any at the federal or state grant level. Not a definitive answer, but he's not aware of any available funding. Larry Pasha said he also liked the report, but was looking for a fiscal note; he saw numbers on staffing, but any ballpark figure on cost? Larry Nelson said he talked to Gary Hamblin at WI Dept. of Justice. We have 5 facilities scattered about; need a good centralized approach. Wanted to get it across to this committee and Common Council that this is one of those "not-so-visible" public services that needs to be addressed. Need to have a centralized storage area. Also, the cost of storage can exceed the value of an item, for example, with bicycles: what can go back into service or recycled? Also met with PD, and the facility on Vondron Rd. has a lease decision coming up with the property owner in September. From a facilities management standpoint, trying to get employees out of a garage environment. Really wants to get the Common Council to look at this issue. Mike said that the public generally doesn't fully appreciate this issue until something goes bad. He'd like to see a push toward the "gold standard" of property & evidence collection and storage. What does constitute the "gold standard"? Capt. Bach said that Milwaukee has a stand-alone facility for all evidence, with a "drive-through" service. But one stand-alone building would be very expensive to get. We do have some commitment to get better space as CCB remodeling occurs. Ideally, it would be a centrally-located, stand-alone facility. Mike asked if leasing parts of such a facility to other municipalities might offset the cost? Chair Moen said that perhaps there is a way of tying aspects of this project to OJA dollars; there could be funding opportunities there. She also stated that it might help to talk to people who actually work in the crime lab and see how they need evidence to be kept—maybe there are other methods, ultimately smaller, or newer technology. Capt. Bach also mentioned "green bikes" and other ways of exploring getting rid of the bikes that are not auctionable; rehab & sell them? Chair Moen asked Larry Nelson what the air quality issues were? Larry Nelson responded that lack of ventilation and the fact that it is adjacent to the garage. There are also plumbing issues; the plumbing in the CCB is very old. Amy stated that in speaking about the "gold standard" is there a way of not only identifying what evidence we are storing and maintaining now, but is there some method of projecting what we will have in the future? That would be more effective in establishing need. Also, encourage developing methods for mitigating what needs to be kept. Performance measures—laying those out

will add clarity to the issue. Defining “what does success look like?” Those things will really help those people who decide funding matters make a fully informed decision. Mike said that there is a great deal of expertise and national standards out there. He also asked who is currently the direct supervisor of Property Storage? Capt. Bach responded that that position is vacant right now. Jim Nikora had been the Property Room Supervisor, but he retired about a month ago. Hope to have someone in place by June 1st. Chair Moen asked what was the recommendation of the Committee? Paul said he recommended action to accept the report and adopt the accompanying resolution (resolution to be sent to Common Council). Mike said he accepts the report, but recommends that MPD do more exploration for a better system. Capt. Bach responded that the intent when hiring a new Property Room Supervisor is to look for someone with that expertise. And that there may also be some reorganization of the department. The Property section may be moved over to the Records section. Larry asked if there was accreditation status: is there a readily available source to get national guidance for standards? Mike said there are other sources, too. Eli asked if June 1st (when the new supervisor would start work) was enough time? Chair Moen said she would like to modify—broaden—the scope of the project to include looking at standards, reasonable time frame. Mike said the new supervisor should be involved in that process; should link the timeline to the hiring of that supervisor.

REPORTS

08207

City Planning/Environmental Design

A motion was made by Judge, seconded by Scott, to table this item, so that Item 8 on the agenda could be discussed first to accommodate City staff that were in attendance. The motion was passed unanimously by voice vote.

Chair Moen mentioned the presentation that Mike gave at the last meeting. What we need from Planning is a detailed timeline: when would it start, who's involved, maintenance function. With the timeline, where do Police and Fire have input and who are the people who would do it? She suggests setting up a smaller subcommittee to work with Planning. She doesn't want the excitement to go away. Mike said that Brad Murphy's staff (Planning) might have more input. Brad said that it would be good if Mike could do the same presentation to others; the Development Assistance Team is comprised of 15-20 staff members from 12 or more City agencies. It would help for anyone involved in development to hear the presentation—crime prevention through environmental design. There are lots of steps in the process—from planning to active construction. Larry asked about plans for the Allied Dr. neighborhood—were supposed to have crime prevention measures through environmental design built in; was that not done? Still involved? Brad said that yes, and that team meets monthly. Larry asked if they have the level of knowledge of what's involved in this? Brad said yes, and that PD is involved as well. Not sure who's been trained; would have to see if any planners have had formal training in this. It would be good to involve people who have had specific training in this. Mike said it's one thing to have basic knowledge, but not enough; we need a high level of expertise. Police & Planning intersection is new ground for the City. What we need first is to get people together. Chair Moen said we do need to know important points: who's doing what, are they trained in it, etc. Mike said he's not sure if this committee can take the lead on

this; maybe the Mayor's office should? Larry asked about a timeline. Chair Moen said there is a lot of pre-planning involved with this. Tyrone suggested a representative from the Mayor's office should get involved. Amy said it's a question of role. This issue aligns with the Mayor's office. We should encourage conversation and make a concerted effort. Mike said it would be good for this committee to be the catalyst; provide some pressure, but City staff needs to run with it. Brad says the Development Assistance Team meets every Thursday from 9:30-11:00; Mike should let him know when he can come speak to them, and also give the presentation at the staff meetings of all three sections (meet every 6 weeks or so). Chief Davenport suggested maybe having Joel Plant designated for oversight responsibility—he's a direct link to the Mayor and link to City agencies. When that presentation is scheduled, can Planning Staff also be present at the same time so Mike doesn't have to give the presentation several times? Chair Moen said Larry Pasha will take that idea back to the Mayor's office.

DISCUSSION ITEMS

08204

Standing Committee Report: 911 Center Committee

A motion was made by Judge, to put agenda item #6 back on the table; the motion was passed unanimously by voice vote.

Paul said that one issue he's heard is one of protocol. He's been approached by police officers regarding the 911 Center about things such as: giving instructions to patrol officers that's inconsistent with MPD protocol, places where the City doesn't necessarily have jurisdiction, where there's a traffic accident the dispatcher can tell them to move the vehicle off the road, dropped calls, calls not properly dispatched by civilian dispatchers, calls recorded but not dispatched, or not followed up on. It would be appropriate to have a County employee make a presentation and have a discussion with Police & Fire; work with Lt. Strassburg and his committee. Chief Davenport said he met with Joe Norwich & Rich McVicar regarding dropped calls. They were really receptive (and not defensive) and said they'd take steps to correct this. Even when PD is on "priority call only" status, calls still need to be recorded. They had been given a memo with a list of expectations. At a minimum, they should take the information and put it into the CAD system and let people know what's going on (depending on how busy they are). When citizens call 911, sometimes they think they're talking to PD and when they get a reception that is less than cordial, to them it reflects on PD. Lt. Strassburg's committee is following up. PD used to do their own dispatch with senior officers with a lot of experience who would triage calls. Now 911 Center does it, and City of Madison makes up about 60% of their business. Chief Keiken stated that Fire is a bit different in that there is a much more structured script for 911 dispatchers to follow for Fire & EMS calls, and there have been dispatchers retrained and/or dismissed as a result. They need to realize that sometimes they can't always just follow the script. Chief Davenport said that the staff at 911 is trained to be able to take any station. He asked them to consider, as a minimum, to have a dedicated "City of Madison Staff"—staff specifically dedicated and trained to City of Madison protocols. The response from 911 was that there would be a financial impact to that; and they're short-staffed as it is. They do hope to hire six more staff by the end of May, though. Chief Keiken pointed out that there is also a tremendous amount of turnover there. There is high stress, overtime requirements, and many 911

employees use the job as entry into other County employment and they transfer out as soon as they get a chance. Chair Moen asked if 911 operators have to be certified or just trained? Chief Keiken said they get training and have to maintain a certain competency level, but he doesn't know if they have a national certification. Paul pointed out that EMS calls are subsequently analyzed by the Medical Director; is there any analysis or quality control for PD calls? Also, does Middleton do their own dispatch? Chief Keiken said, that yes, sometimes 911 calls are routed and some departments do their own dispatching. Chair Moen said that when we went to central dispatching, the quality for the county (i.e., surrounding communities) went up. Chief Keiken added that the quality went down for the City, though. Chief Davenport agreed. He said the Chief has set up a tour of the 911 Center; if anyone is interested in touring the center, he'll send them the date & time. He also added that some other issues are ambient noise, quality of equipment; there are a number of things that need to be looked at, but they are willing to address the issues. Chief Keiken said that the Center has to be strongly financially supported; the CAD system is out of date, the physical structure needs to be updated, and there are security issues. Mike said that there is also a problem with the failure to appreciate what ought to be analyzed and scrutinized. A lot is very contextual—judgment calls that can't be put in a book. Paul agreed that there needs to be discussion on context; it is reasonable to have an ongoing discussion with the director of the center. There should be a similar level of protocol with PD as there is with EMS.

Chair Moen reiterated that next month's PSRB meeting agenda is very full; almost all Fire items.

ADJOURNMENT

Meeting adjourned at 7:00 PM.