

JOURNAL OF COMMISSION WORK SESSION
March 17, 2015

City Commission Work Session
Civic Center, Commission Chambers

Mayor Winters presiding

CALL TO ORDER: 5:30 p.m.

ROLL CALL: City Commissioners present: Michael J. Winters, Bill Bronson, Fred Burow, Bob Jones and Bob Kelly.

STAFF PRESENT: Deputy City Manager; City Attorney; Directors of Fiscal Services, Park and Recreation, and Public Works; Police Chief; Police Captain; Communications Manager; and the Deputy City Clerk.

**** Action Minutes of the Great Falls City Commission. Please refer to the audio/video recording of this meeting for additional detail. ****

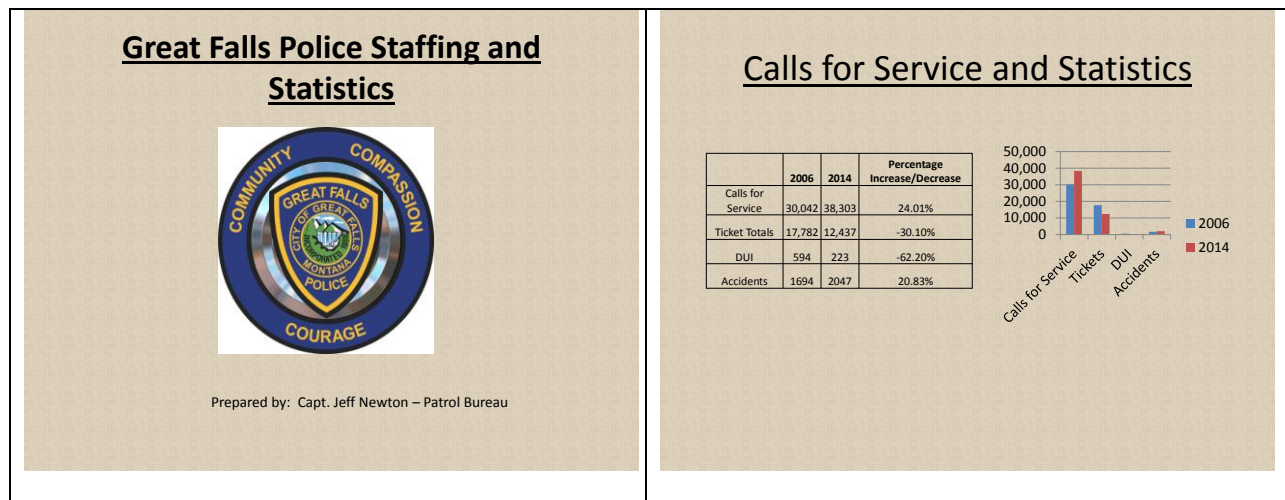
1. PUBLIC COMMENT

There were no comments from the public.

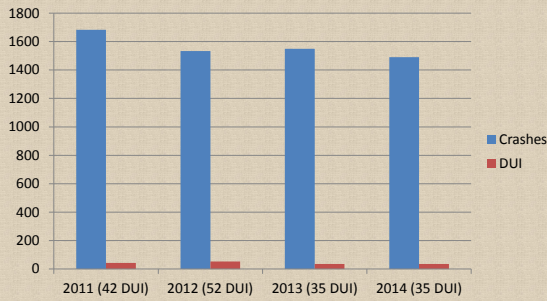
2. POLICE UPDATE

Police Chief Dave Bowen introduced Patrol Bureau Commander Captain Jeff Newton and Communications Manager Bill Hunter. He noted the intention of the presentation was to provide a snapshot of first responders, current capacity, calls for service trends, and needs moving forward. Calls for police service have increased, and all calls for service start at the 9-1-1 Dispatch Center.

Captain Newton provided and discussed a PowerPoint presentation on the Patrol Bureau.



DUI Related Crashes



** These totals do not include hit and runs or crashes not requiring a state report.

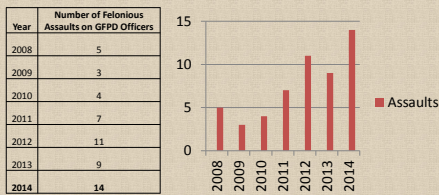
City Expansion – Impacts on Patrol Bureau

	2006	2014	Percentage Increase/Decrease
Great Falls square miles	19.9	22.6	13.56%
Calls requiring back up	14,909	23,963	60.72%
Narcotics Offenses	255	281	10.10%
Assaults on Officers	**67	**14	** -79.1%

** Coding of assaults was different in 2006 than 2014. Felony assaults, misdemeanor assaults and resisting arrest were combined in 2006.

** 2014 had the highest number of felonious assaults on GFPD officers in the last 7 years.

Felonious Assaults on Officers



Response Times – From Paris Gibson Square

Location	Response Averages
Ivy Drive	10 3/4 min.
Balsam	5 1/2 min.
MAFB	9 min.
Eagles Crossing	6 min.
Whispering Ridge	9 min.

**Times are based upon non-emergency driving, good weather conditions.

Average Response Times – Calls (2014)

- PFMA (Domestic) 3:51
- Injury Crash 3:54
- Non Injury Crash 4:06
- Family Disturbance 4:43
- Disorderly Conduct 2:40

*** Average of 10 random calls, various times of day, various times of year.

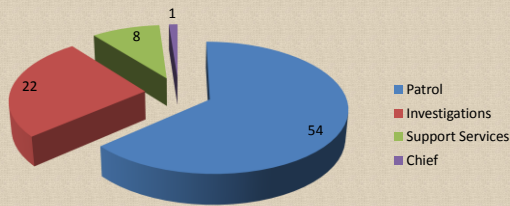
*** No fixed starting location, unknown if it was a code response.

Personnel

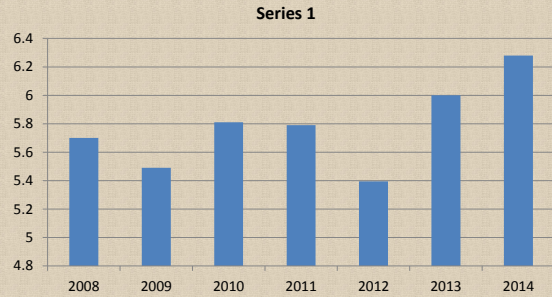
Personnel Allocation	2006	2014	Percentage Increase/Decrease
Chief	1	1	N/A
Patrol Bureau	46	54	14.90%
Investigations Bureau	19	22	13.70%
Support Services Bureau	12	8	-33.40%
CALEA	2	0	-100%
TOTAL	80	85	7%

** Note: The majority of the personnel are in the core functions of Patrol and Investigations.

Current Personnel Allocations with the GFPD



Average Daily Staffing – Patrol Officers



** These staffing totals include the K9 officer.

Officers per 1000 Population

- 2.4 officers per 1000 nationally.
- 1.7 officers per 1000 western United States.
- FBI recommends 1.7 officers per 1000 residents.
- Montana averages 1.73 officers per 1000.**
- Great Falls averages 1.4 officers per 1000.

** Montana currently has 1,761 sworn officers, including State Agencies, University and Airport Police.

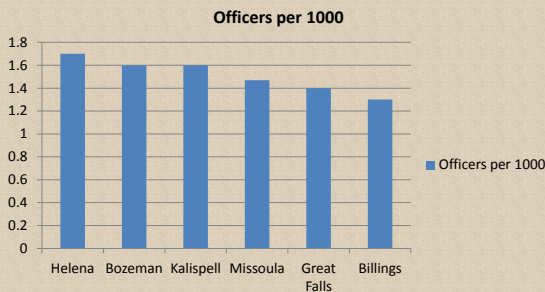
** This does not include Tribal agencies – didn't report their data to the MBCC.

Population densities/Sworn Officers - 2013

- | | | |
|---------------|-------------|---------------|
| • Montana | - 1,015,165 | 1,761 Sworn** |
| • Billings | - 109,000 | 141 Sworn |
| • Missoula | - 69,122 | 102 Sworn |
| • Great Falls | - 59,351 | 85 Sworn |
| • Bozeman | - 40,000 | 65 Sworn |
| • Helena | - 29,500 | 51 Sworn |
| • Kalispell | - 21,800 | 35 Sworn |

** This includes state agencies, excluding Tribal LE

Officers Per 1000 Population



What does this all mean?

- Crime trends are cyclical - processes
- More demands on patrol officers
 - multiple officers on calls
 - technology
 - legislative changes
 - requirements/needs from prosecutors
 - documentation

<p><u>COPS Officers – Where allocated</u></p> <ul style="list-style-type: none"> • 1 BRIC – very positive response from community. • 1 ICAC – Investigations would like to see one additional ICAC investigator and 1 additional SRO for elementary schools. *** • 2 Patrol <p>*** Predicated upon funding from GFPS</p>	<p><u>Long Term Planning to meet FBI Benchmark for Staffing Levels</u></p> <ul style="list-style-type: none"> • Currently – 85 sworn officers (1.4 per 1000) • 95 Sworn officers (1.6 per 1000) • 101 Sworn Officers (1.7 per 1000)
<p><u>Goal</u></p> <ul style="list-style-type: none"> • Add 6 patrol officers over 5 years – 2 per team. • Take department to 91 sworn officers (still under FBI recommendations). • Full staff of 13 patrol officers per team (includes 1 K9 per team). • Full staff of 4 Swing team members. 	<p>Questions/Comments?</p>

Captain Newton noted the March 17, 2015, *Tribune* article commending Business Residential Involving Community (BRIC) Officer Tad Kimmet.

Communications Manager Bill Hunter provided and discussed a PowerPoint presentation on Dispatch.

<p>9-1-1 Dispatch Center Personnel Review</p> <p>Comparison Data Includes:</p> <ul style="list-style-type: none"> Gallatin County Missoula County Yellowstone County Cascade County Flathead County 	<p>Duties of a Great Falls/Cascade County Dispatcher</p> <ul style="list-style-type: none"> • Receive and process 9-1-1 calls from 9 different 9-1-1 trunk lines. • Receive and process both emergency and non-emergency calls on 11 different Admin lines and extensions. • Receive and process Alarm calls on 2 separate telephone lines dedicated to Alarm notification. • Know how to deal with distraught, panicked, scared, angry, and abusive callers, to determine location and nature of any emergency, or threat to life, limb, or property. • Based upon the location and type of call, prioritize and determine the proper response for 2 Police agencies, 4 Fire Stations, 16 Volunteer Fire Departments, 5 Ambulance Services (including one helicopter), 9 Quick Response Units, and one Search and Rescue Team. • Coordinate support/mutual aid activities for outside agencies, such as Montana Highway Patrol, Montana National Guard, Montana Department of Natural Resources (DNRC) for fire support, Malmstrom Air Force Base, US Marshall Service, I.C.E., Border Patrol, Department of Homeland Security, Salvation Army, Red Cross, State and local DES, and any other requested entities.
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Duties of a Great Falls/Cascade County Dispatcher

- Maintain status, track, be in contact with, and know the capabilities of all units on assignment, from all response agencies.
- Monitor radio traffic on 8 Police trunked radio channels, 7 Fire trunked radio channels, 3 Interoperable Countywide channels, 2 State Wide Interoperable channels, 11 County use channels, and 13 Statewide Mutual Aid channels. Also be able to communicate with other agencies such as Park & Recreation, Public Works, and any other agency requiring assistance.
- Perform National Crime Information Center (NCIC) and Criminal Justice Information Network (CJIN) requests and queries, respond to hit confirmations from other jurisdictions, maintain and track active warrants, and communicate with Jail staff in providing information on suspects in custody.
- Perform Emergency Medical Dispatch (EMD). Determine priority of the medical emergency, dispatch appropriate response, and provide life saving or sustaining instruction to the caller until emergency medical teams arrive on scene.
- Provide notification for special teams, call outs, or second/third/fourth alarms.
- Operate and maintain proficiency in at least 9 separate computer systems and programs.

Purpose

- Dispatchers are critical to the criminal justice system
- Dispatchers are critical to the emergency medical response system
- Dispatchers are critical to the emergency fire response system
- Dispatchers are critical to all aspects of Public Safety
- Based upon the critical nature of the 9-1-1/Dispatch operation, does researched data

Method

- Areas surveyed included:
 - Gallatin County
 - Missoula County
 - Yellowstone County
 - Cascade County
 - Flathead County
- Each area was given an identical survey

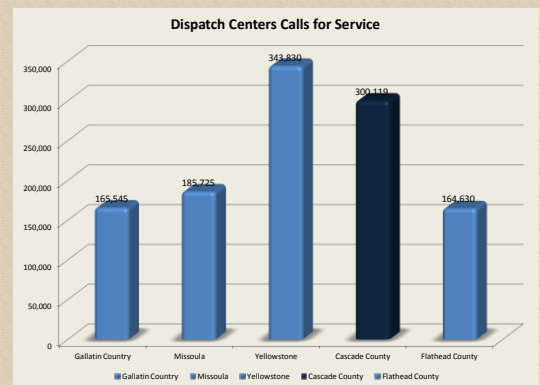
Survey Questions Compared

- Number of Calls to the Center
- Number of Dispatch Consoles
- Number of Full Time Dispatchers
- Number of Part Time Dispatchers
- Starting Full Time Salary
- Minimum Manning for Days
- Minimum Manning for Afternoons
- Minimum Manning for Nights
- Hours in a Shift

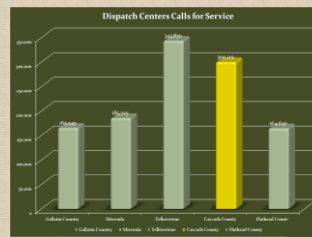
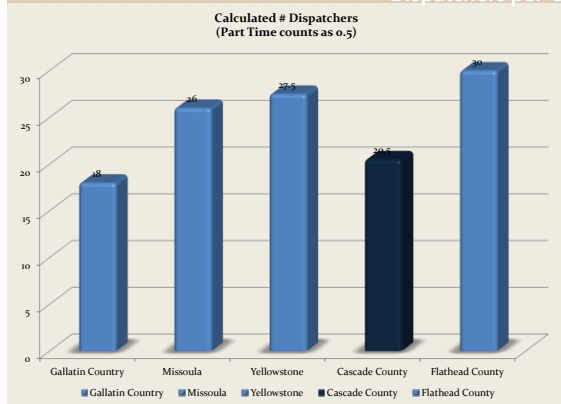
Extrapolations Based on Responses

- Calculated Number of Dispatchers (Part Time Counts as 0.5)
- Number of Calls Per Dispatcher
- Difference between the Number of Calls Per Dispatcher from the Average

If we look at each Center's total Calls for Service (Demand):

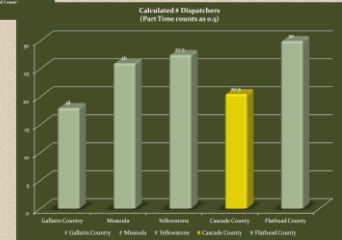


And look at the total number of Dispatchers per Center

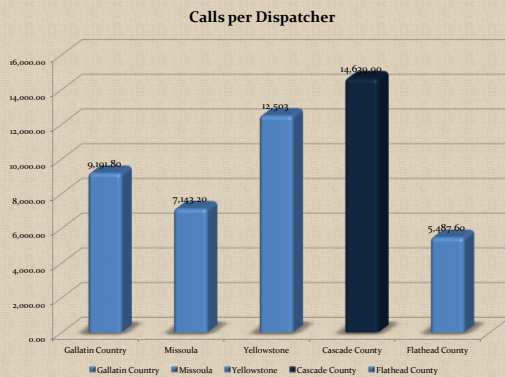


If we consider these together...

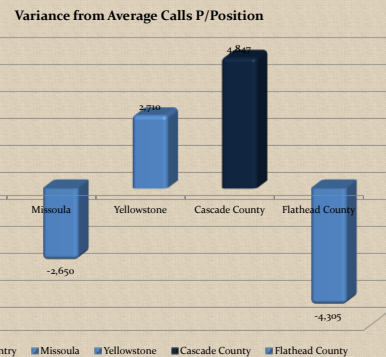
We can plainly see that the Cascade County/Great Falls Center is lagging behind in number of personnel.



If we consider the demand on each Dispatcher...



And Finally, if we consider the variance from the average calls per Dispatcher per Center...



What does this show?

- Clearly Cascade County dispatchers are handling far more calls per employee than any other comparable jurisdiction.
- These statistics do not reflect the additional amount of time each dispatcher spends responding to units in the field, entering information into the system, and monitoring other ongoing calls and activities.

Questions?



Comments?

Mr. Hunter noted when all dispatch lines are maxed out and a 911 call comes in that is not answered, there is no response. The 9-1-1 Dispatch Center receives approximately 100 calls per day.

Commissioner Kelly requested results of the questions from all of the counties surveyed. Mr. Hunter responded that he would provide that information to the Commission.

Chief Bowen reported the 9-1-1 Dispatch Center costs are generally split 33 1/3% among the Police Department, Fire Rescue, and Cascade County, except for salaries. The City pays more in salaries because the number of calls for service far exceeds what the County is tasked with.

Discussion followed on the impact federal and state agencies have on the workload at the 9-1-1 Dispatch Center.

Chief Bowen noted the budget in recent years has not allowed additional dispatch staff, but he plans to make that a priority this year. He also noted the 9-1-1 Dispatch Center staffing and facility affected the drop in the ISO rating. The new 9-1-1 location has resolved the facility aspect, but the staffing has yet to be resolved.

Commissioner Bronson questioned if data was available to determine what demographic drives the larger volume of calls in this area. Mr. Hunter responded that he does not have that information.

3. DISCUSSION OF POTENTIAL UPCOMING WORK SESSION TOPICS

Deputy City Manager Jennifer Reichelt provided a handout Master Work Session Topic List. A Port Authority meeting is planned at 5 p.m. prior to the April 7th Work Session. Topics for the April 7th Work Session agenda include a brief Planning and Community Development presentation on how the CDC arrived at some of their decisions, a discussion on CDBG grants in advance of the April 21st public hearing, and a discussion on principles of the AgriTech TIF development agreement.

Ms. Reichelt noted the City Commission is the Port Authority, and the first item will be the election of Commissioner Kelly. Also, a landscape agreement with Talus Apartments will be brought before the Port Authority at the April 7th meeting.

Ms. Reichelt also noted the Airport update is scheduled for the April 21, 2015, Work Session.

ADJOURN

There being no further discussion, Mayor Winters adjourned the informal work session of March 17, 2015, at 6:21 p.m.