



***KETTERING POLICE DEPARTMENT***

***2019 First Quarter Updates***

## Employee Relations/Management /Team Work

**Goal 1** Improve relations and interactions among all levels of KPD employees while increasing job satisfaction by building a strong teamwork approach and promoting career development. Goal Manager: Chief (Team - Lt. Sanders)

**2019**

**Objective 1: Increase levels of trust between employees and supervisors.**

**S-1: Supervisors will develop ways to acknowledge the exceptional work by employees and positive things happening in and around the police department.**

Improvement in Guardian Tracking entries with a goal of increasing the recognition of positive performances by 10%: Progress Reviewed Quarterly by Lieutenants. Sgt. Price will establish base line of positive entries made in Guardian Tracking in 2018.

Q1: 2018 (total) vs. 2019 Q1 – **Established by Sgt. Price and presented to Command Group**

Q2: 2018 (total) vs. 2019 YTD

Q3: 2018 (total) vs. 2019 YTD

Q4: 2018 (total) vs. 2019 YTD

Monthly newsletter recognition by the Chief to focus on recognizing outstanding team work shown by individuals and or groups.

Q1: **Monthly newsletter recognition is on going**

Q2:

Q3:

Q4:

Community Relations will solicit volunteers and plan an awards / employee celebration for the end of 2019:

Q1: **We have volunteers lined up, and will meet early May to start planning the banquet.**

Q2:

Q3:

Q4:

**S-2: Create two focus groups, sworn and non-sworn, to focus on objectives for long term and short term goals.**

Q1: Identify the focus groups leaders **In Progress**

Q2: Establish questions / survey that will be asked of the groups

Q3: Distribute questions / survey

Q4: Analysis the results

**Objective 2: Increase communication between employees and supervisors.**

**S-1: Develop professional relationships with employees to share ideas/needs with supervisors.**

Supervisors are to inquire monthly with employees to solicit ideas and project feedback with a goal of reestablishing linear communication

## 2019

between patrol, first line supervision, and command. The ideas gathered by supervisors will be reported during staff meetings along with the follow up that was completed. Direct feedback will then be given to the employees to include definitive answers as to acceptance or denial on projects/ideas.

**Set a goal for the number of ideas that are presented to the command staff**

Q1: ideas presented / % towards goal **In progress**

Q2: ideas presented / % towards goal

Q3: ideas presented / % towards goal

Q4: ideas presented / % towards goal

Meet once a month with patrol officers' union and once a quarter with communication operators' union. (establish an outline for the meetings i.e. issues / concerns, ways command and union can help with those concerns, positive things, ideas / suggestions from the unions (see above goals).

Q1: **Meetings are held once a month with Patrol Union and quarterly with Communications Union – notes located in S Drive.**

Q2: # of meetings- ideas that came from those meetings.

Q3: # of meetings- ideas that came from those meetings.

Q4: # of meetings- ideas that came from those meetings.

**S-2: Develop a mentoring / career development program.**

Q1: **Identify group of employees to develop the program – Completed – current members are Chief Protsman, Lt. Moore, and Capt. Burian.**

Q2: Create outline for career development and mentoring program.

Q3: program presented at a group meeting

Q4: final draft completed and presented

## Community/Problem Oriented Policing

**Goal 2: Work in cooperation with the community to enhance safety and make Kettering an outstanding place to live, work, and play. Goal Manager: Capt. Burian, (Team - Lt. Smart, Lt. Moore, Lt. Gabrielson, Lt. Lambert, Lt. Sanders (CR) )**

### 2019

**Objective 1: Develop a more formal approach to Problem Oriented Policing methods within the City of Kettering by the end of 2019.**

- By the end of the 1<sup>st</sup> quarter, team will identify specific training needed and how to implement the training.
- During the 2<sup>nd</sup> and 3<sup>rd</sup> quarter, team will implement training for supervisors and officers.
- By the end of the 4<sup>th</sup> quarter, team will design a specific POP process for the department, in part based on the training and input received.

**Q1 Update: Multiple delivery methods of POP initial training were considered to include assignment of POP guides from the POP Center to specifically target the basics of SARA, training at the Spring Command Retreat, Rollcall Training and/or classroom training on overlap times, and/or finding a suitable online training course for POP. Due to schedule and manpower, the most effective way to cover the basics appears to be an online course offered by the DOJ/COPS office. The selected course is: Community Policing Defined (expect 8-12 hours of course work)**

Q2:

Q3:

Q4:

**Objective 2: After proper training, implement and utilize the new Accurint crime mapping program to effectively target patrols and enforcement activity. End of 3<sup>rd</sup> Q.**

- By end of 2<sup>nd</sup> quarter, Implement use of the system based on training received and date inputted.
- By the end of 2<sup>nd</sup> quarter, Supervisors will assign resources as needed using data from Accurint.

**Q1: Training has been provided and use is just beginning, with Watch Commanders reporting out at Staff Meetings.**

Q2:

Q3:

Q4:

**Objective 3: By the end of the third quarter, measure and analyze the effectiveness of our Community Outreach programs (seek ways to improve, identify who we are underserving)**

- By end of 2<sup>nd</sup> quarter, team will work with J. Ruppert to develop a survey through Survey Monkey to determine if needs being met.
- By end of 2<sup>nd</sup> quarter, redevelop question on blue survey to better fit KPD needs and to again determine areas of under service. This may possibly be incorporated into on line survey

**2019**

**Q1: M. Burian has had discussions with Jean regarding survey. Will be developing a list of current programs and then a list of questions to put on survey**

**Q2:  
Q3:  
Q4:**

**Objective 4: By end of end of 3<sup>rd</sup> Quarter, integrate two additional SROs for Kettering Middle School and Van Buren Middle school. (Community Relations Section)**

**Q1: The selection process for new the two additional SRO positions, as well as a replacement for an opening due to retirement, is on-going. The openings were posted in Q1, and candidates are to be selected Q2. Training and integration is planned for Q3.**

**Q2:  
Q3:  
Q4:**

**Objective 5: Continue to develop and improve community outreach programs such as National Night Out. (Community Relations Section)**

**Q1: Planning is underway for several community events already. We have added two new events already, Kids Fishing Derby and HoneyFest. And plan to keep seeking opportunities for engagement.**

**Q2:  
Q3:  
Q4:**

**Objective 6: Continue to maintain strong presence on social media but reaching 15 thousand followers on Facebook by end of 2019. (Community Relations Section)**

**Q1: We have a plan to increase the number of posts compared to 2018, with our goal an average of 5 per week. In addition the “polar vortex” post in Q1 reached national media, increasing our followers to over 13,000. We are also creating engagement by posting K9 Ox’s training and development, and will document his “graduation”.**

**Q2:  
Q3:  
Q4:**

**Objective 7: Successfully implement Community Cat program by end of year. (Community Relations Section)**

**Q1: The legislation for the program was completed and read into law by City Council in Q1. We are awaiting the contract to be signed by the City and SICSA to implement the trap-neuter-release program.**

**Q2:  
Q3:  
Q4:**

### Goal 3 Technology

Improve the performance of our current systems and enhance service through the proper use of cutting edge technology.

Goal Manager: Capt. Gangwer (Team - Lt. Kavanaugh, City IT Dept.)

#### 2019

Objective 1: Work towards implementation of Spillman CAD/RMS system with a go live date in February 2020.

(Training to take place throughout the year)

Q1: **IT information sharing with Spillman**

Q2:

Q3:

Q4:

Objective 2: Implementation and proper utilization of Accurint Crime mapping from technological standpoint.

(By end of second quarter)

Q1: **:Crime Mapping in. Training has begun**

Q2:

Q3:

Q4:

Objective 3: Research use of Muni-Codes for city ordinance look up.

(By end of 1<sup>st</sup> Quarter)

Q1: **City is looking for city-wide solution**

Q2:

Q3:

Q4:

Objective 4: Research and select the next generation of cruiser laptops.

(By end of 1<sup>st</sup> Quarter)

Q1: **To begin in 2<sup>nd</sup> Quarter (More than likely staying with Toughbooks)**

Q2:

Q3:

Q4:

## Goal 4 Accreditation

Achieve Law Enforcement CALEA Accreditation with Excellence by end of 2019.

Goal Manager: Sgt. Price (Team - Jean Ruppert, Mary Azbill)

### 2019

Objective 1: Meet monthly with Executive Command to share information and keep communication open

Q1: **Met in January and Feb 2019**

Q2:

Q3:

Q4:

Objective 2: Utilize the 2015-2019 checklist to track proofs required for year 4 (2018.19)

Q1: **completed**

Q2:

Q3:

Q4:

Objective 3: Complete recommended changes from previous year CSM review by Q1.

Q1: **complete-no recommendations for yr3**

Q2:

Q3:

Q4:

Objective 4: Upload LE proofs to P-DMs for period 2018.19 (year 4) and 100% of files reviewed by CSM review (June 2019).

Q1: **in progress**

Q2:

Q3:

Q4:

Objective 5: Complete and submit all CIMRS (statistics & status) information by April.

Q1: **gathering statistics -in progress**

Q2:

Q3:

Q4:

Objective 7: Send email out for proof assignments for year 1 (2019.20) by Oct 1.2019 (LE)

Q1: **N/A**

## 2019

Q2: N/A

Q3:

Q4:

**Objective 8: Complete the 2019 GO folder for 100% of CALEA LE standards version (6.7) by Q4.**

Q1: **LE Completed the GO review of v 5.2.3 to 6.7**

Q2:

Q3:

Q4:

**Objective 9: Input 100% of 2019.20 proofs to P-DMS by Q2.**

Q1: **in progress**

Q2:

Q3:

Q4:

**Objective 10: Attend 4 SOAR meetings a year**

Q1: **Attended Feb meeting**

Q2:

Q3:

Q4:

**Objective 11: Send Citizen satisfaction survey and analyze results by Q3**

Q1: **mailing in process- online survey avail.- Feb/ Mar**

Q2:

Q3:

Q4:

**Objective 12: Obtain LE reaccreditation with excellence from CALEA in November 2019.**

Q1: **N/A**

Q2:

Q3:

Q4:



## Goal 5 FACILITY AND EQUIPMENT

Improve the effectiveness and efficiency of our employees by providing the best possible equipment and facilities so they may provide superior service to our community.

Goal Manager: Capt. Gangwer, (Team - Lt. Kavanaugh)

### 2019

Objective 1: Work with selected architect on the design and remodel of police facility. Include input from all areas and personnel.  
(Ongoing through several design meetings throughout the year)

Q1: **Two meetings with App. Station 3 schematic completed (for move during construction)**  
**Meeting with Heapy Engineering conducted**

Q2:

Q3:

Q4:

Objective 2: Purchase and outfit new marked cruisers for patrol.  
(End of 1<sup>st</sup> Quarter)

Q1: **All cruisers in. They are in various stages of completion**

Q2:

Q3:

Q4:

Objective 3: Purchase SWAT vests and outdated soft body armor.  
(End of 1<sup>st</sup> Quarter)

Q1: **Details of vest being vetted**

Q2:

Q3:

Q4:

Objective 4: Begin process of purchasing rifles with ultimate goal of one rifle per officer  
(End of 2<sup>nd</sup> Quarter)

Q1: **We ordered 5 more rifles in Q1, delivery expected mid Q2, bringing us to 20 RRA patrol rifles. We will review funds later in the year to see if any available for additional rifles.**

Q2:

Q3:

Q4:

**2019**

## Goal 6 RECRUITMENT AND HIRING (Support)

Hire the most qualified people based on education and experience and do so in a timely fashion.

Goal Manager: Lt. Kavanaugh (Team - Sgt. Gaudette, Officer Sanford)

### 2019

Objective 1: Develop long term recruitment plan, anticipating future retirements. A five year plan being the basis.

(End of 1<sup>st</sup> Quarter)

Q1: **Making efforts to anticipate future openings and the hiring needs related.**

Q2:

Q3:

Q4:

Objective 2: Investigate the possibilities of altering and/or updating current testing procedures.

(End of 1<sup>st</sup> Quarter)

Q1: **Two test dates conducted rather than one. Discussions ongoing re: National Testing Network, however, denied at this time**

Q2:

Q3:

Q4:

Objective 3: Commit to procuring a recruitment team dedicated to promoting KPD and maximizing outreach to potential candidates.

(End of 1<sup>st</sup> Quarter)

Q1: **Recruitment team was formed and trained by HR. Outreach efforts included approximately 49 in service police academies and several LE career days. Several colleges also attended to directly speak to CJ students**

Q2:

Q3:

Q4:

Objective 4: Develop advanced means to attract candidates (social media, promotional video, advertising) (End of 1<sup>st</sup> Quarter)

Q1: **Added emails to several colleges across the state. More sites utilized**

Q2:

Q3:

Q4:

Objective 5: Obtain approval for third party assistance in testing to widen the pool of potential candidates. (End of 1<sup>st</sup> Quarter)

Q1: **Discussed but denied by HR**

Q2:

Q3:

Q4:

Objective 6: Complete the hiring process for new officers and fill all vacancies

(By end of 3<sup>rd</sup> Quarter)

Q1: **Testing completed. Over 220 applicants tested. 212 passed**

Q2:

**2019**

**Q3:**

**Q4:**

## **Goal 7 MANPOWER (Operations/Support)**

Provide the best possible service to our citizens by maintaining staffing/manpower levels which are consistent with workload demands and based on population trends.

**Goal Manager: Chief Protsman (Team - Capt. Gangwer, Capt. Burian)**

### **2019**

**Objective 1: Conduct department wide manpower assessment to determine if additional staffing should be added to the police department authorized strength.**

**Objective 2: Conduct workload assessments for Operations section prior to distributing watch selection forms to determine officers assigned to each watch, Day off schedules, minimums. Assessment to include the following:**

- Analyze number of incidents by hour of day & day of week.
- Analyze average time required to handles calls/incidents/tasks.
- Examine time lost through days off, holidays, and other leave as compared to total time for each assignment.
- Examine any population trends that may impact staffing needed.

**Q1: A comprehensive report regarding current staffing. This report was sent to the City Manager to assess current staffing levels.**

**Q2:**

**Q3:**

**Q4:**

**Objective 3: Each year, examine workloads and tasks for the following Support sections to ensure staffing is adequate:**

- Communications Center
- Jail
- Property Room
- Court Security
- Records Section

**Q1: Not yet completed**

**Q2:**

**Q3:**

**Q4:**

## Goal 8 TRAINING (Support)

Improve the performance of our employees by providing relevant training opportunities related to each employee's job assignment throughout their career. This includes both in-service and outside training.

Goal Manager: Lt. Kavanaugh (Team - Sgt. Gaudette, Officer Sanford)

### 2019

Objective 1: Complete all KPD/CALEA mandatory training

- Determine required KPD in service and annual training and set deadlines for completion.
- Continue to use scenario based training during in-service to provide most realistic and relevant training as possible.

Q1: **Spring In Service Planned and Scheduled. Scenario training scheduled for Fall Training and possibly others based on scheduling**

Q2:

Q3:

Q4:

Objective 2: On a monthly basis, P&T and Watch Commanders will identify relevant topics to be covered in roll calls. This will be documented on monthly reports.

Q1: **Discussions with Training Team are ongoing**

Q2:

Q3:

Q4:

Objective 3: Strive to send at least one Records Specialist to Open Records training on an annual basis.

Q1: **One will be attending this year**

Q2:

Q3:

Q4

Objective 4: Begin the advanced training through Spillman Technologies for entire department for new CAD/RMS system.

Q1: **Oversight from Spillman representative to be conducted in April**

Q2: **Initial training begins in July**

Q3:

Q4: