

CITY OF RANCHO CORDOVA



CONCURRENT MEETING CITY COUNCIL/SUCCESSOR AGENCY TO THE COMMUNITY REDEVELOPMENT AGENCY (CRA)/RANCHO CORDOVA FINANCING CORPORATION (RCFC)

City Hall
2729 Prospect Park Drive, Rancho Cordova

Tuesday, August 23, 2016

5:30 PM – Special Meeting
American River North Community Room

AGENDA

1. WORK SESSION - CALL TO ORDER/ROLL CALL

Council Members Budge, McGarvey, Skoglund, Terry and Mayor Sander.

2. PUBLIC COMMENT

At a special meeting, citizens wishing to address the Council for any matter on the agenda may do so at the time the matter is discussed. Under the provisions of the California Government Code, the City Council is prohibited from discussing or taking action on any item not on the agenda.

3. SPECIAL MEETING ITEM

3.1 **Subject:** Public Safety Goals, Priorities and Policies.

4. ADJOURNMENT

ADDITIONAL INFORMATION

In compliance with the Americans with Disabilities Act, if you need a disability-related modification or accommodation, including auxiliary aids or services, to participate in this meeting, please contact the City Clerk's Office at (916) 851-8720 at least 48 hours prior to the meeting.

CERTIFICATION OF POSTING OF AGENDA

I, Mindy Cuppy, MMC, City Clerk for the City of Rancho Cordova, declare that the foregoing agenda for the Tuesday, August 23, 2016 Special Meeting of the Rancho Cordova City Council/Successor Agency to the CRA/RCFC was posted and available for review on Saturday, August 20, 2016 at City Hall of the City of Rancho Cordova, 2729 Prospect Park Drive, Rancho Cordova, California, 95670. The agenda is also available on the city website at www.cityofranchocordova.org.

Signed Saturday, August 20, 2016 at Rancho Cordova, California.


Mindy Cuppy, MMC, City Clerk

MEMORANDUM

DATE: August 23, 2016
TO: Honorable Mayor and Council Members
FROM: Cyrus Abhar, City Manager



SUBJECT: PUBLIC SAFETY GOALS, PRIORITIES AND POLICIES

The City of Rancho Cordova has retained Joseph Brann & Associates, a public safety consulting firm, to assist the City with a review of the Rancho Cordova Police Department's progress in pursuing the Council's public safety goals and determining future priorities. The City had previously called upon Mr. Joseph Brann in 2004 to assist with negotiating the initial police services contract with the Sacramento County Sheriff's Department.

The consultant team has conducted interviews with members of the City Council, several City staff and the Rancho Cordova Police Department. The consultants have also completed a preliminary review of police services and are prepared to report back on their initial observations and findings related to our previously determined goals and performance indicators, which have been included in our contracts with the Sacramento County Sheriff's Department.

The discussion will include a review of our public safety goals and performance metrics as well as discussion concerning any changes or refinements the Council may want to undertake in the future.

ATTACHMENTS

1. Goals and Performance Measures.
2. PowerPoint Presentation.

Goals and Performance Measures

City Goals for Police Services

1. Ensuring Order and Civility in Public Places
2. Reduction of Crime and Victimization
3. Holding Offenders Accountable
4. Efficient and Effective Use of Resources (Operational and Financial)
5. Using Authority and Force Fairly and Effectively
6. Quality Service/Customer Satisfaction

Performance Measures for Each Goal

Ensuring Order and Civility in Public Places

- Neighborhood revitalization activities (code enforcement, Weed & Seed grant, POP projects, changes in property values)*
- Traffic safety
 - Accident rates – fatal, injury and non-injury
 - Traffic citations
 - Traffic calming measures
 - Special programs (DUI, seatbelt enforcement & child restraint)
- School safety*
 - Reported crime in schools
 - Public perception of safety in schools
 - Special programs (gang education, youth mentoring)
- Park safety*
 - Usage of space
 - Reported crime in parks
 - Public perception of safety in parks

Reduction of Crime and Victimization

- Part 1 and Part 2 Crime rates per capita (citywide and by beats, neighborhoods)
- Reporting of crime & fear of crime (use of alternative measures such as victimization, fear level, domestic violence and public health surveys)*
- Reduction in repeat calls for service (by category and specific locations)
- Crime prevention initiatives (measuring crime reduction, target hardening programs)*
- Crime Prevention Through Environmental Design (CPTED)*

Holding Offenders Accountable

- Arrest data – felony and misdemeanor
- Filing rates*
- Conviction rates*
- Clearance rates for crime category
- Gang related enforcement/court and probation conditions

ATTACHMENT 1

- Parole and probation searches and arrests
- Diversion programs (drug courts, family violence treatment programs, etc.)*

Efficient and Effective Use of Resources (Operational and Financial)

- Response time to emergency (life threatening and crimes in progress) calls for service
- Response time to non-emergency calls for service
- Alternative methods of service delivery
 - Civilian employees
 - Volunteers
 - Self-reporting (Internet, mail)
 - Telephonic response
 - Referrals
- Percentage of discretionary patrol time available*
- Resources used for repeat calls for service (by type & location – such as false alarms, domestic violence, chronic nuisances, etc.)*
- Financial accountability
 - meeting budget goals
 - overtime management
- Risk management (vehicle accident rates, lawsuits)*
- Problem-solving initiatives*
- Community goals (community engagement in goal setting, beat meetings)*
- Formal program evaluations*

Using Authority and Force Fairly and Effectively

- Use of force rates (officer involved shootings, less-than-lethal force, physical force)
- Complaints related to force and abuse of authority
- Other citizen complaints
- Officer-initiated activity levels (vehicle stops, suspicious person stops)
- Confidence/trust levels between community and police department*
- Racial profiling data*
- Pursuit analysis

Quality Service/Customer Satisfaction

- Customer satisfaction surveys*
- Service related complaints
- Feedback systems regarding public perceptions
- Community participation in problem identification and solutions*
- Accessibility

* Denotes measures that are non-traditional or not commonly employed by most police agencies

ATTACHMENT 1

Rancho Cordova City Council

Work Study Session
August 23, 2016

Today's objectives

- Briefly review prior work & decisions made concerning Rancho Cordova public safety priorities
- Examine tracking of goals & performance measures
- Review consultant's findings from interviews and document reviews
- Discuss “gaps” and opportunities
- Reaffirm or modify goals
- Clarify the course of action the Council desires to pursue

Traditional Policing Model vs. Contemporary Model

Traditional

- Activity driven
- Response oriented
- Enforcement based
- Labor intensive
 - Police resource reliant
- Inefficient/costly

Contemporary

- Data driven
- Solution oriented
- Prevention & Enforcement Balance
- Resource leveraging
 - Of other service providers & community
- Cost efficient and more effective

Performance Measures/Metrics

- Many myths and assumptions drive policing strategies and policy decisions:
 - Police staffing levels correlate to crime levels
 - Random patrol is effective
 - Crime suppression is more effective than prevention
 - Response time is always important
 - Police agencies employ modern technology and data systems

Importance of Asking the Right Questions

- Do we have accurate, timely and reliable data?
- Is it meaningful? Are we measuring what matters? (outcomes/results vs. inputs/activities)
- Are current strategies and tactics reducing crime and service demands?
- What are the true costs?

Ranch Cordova's Public Safety Goals

- Ensure Order & Civility in Public Places
- Reduce Crime and Victimization
- Hold Offenders Accountable
- Provide Efficient and Effective Use of Resources
- Use Authority and Force Fairly and Effectively
- Provide Quality Services/Customer Satisfaction

Performance Measures Example: “Ensuring Order and Civility ...”

Neighborhood revitalization activities (code enforcement, Weed & Seed grant, POP projects, changes in property values)

Traffic safety

- Traffic citations

- Traffic calming measures

- Special programs (DUI, seatbelt enforcement & child restraint)

School safety

- Reported crime in schools

- Public perception of safety in schools

- Special programs (gang education, youth mentoring)

Park safety

- Usage of space

- Reported crime in parks

- Public perception of safety in parks

COUNCIL INTERVIEWS: Findings/Observations

RCPD Strengths

- Excellent job in providing traditional enforcement services
- Personnel are knowledgeable and familiar with community
- Pleased with POP and Crime Suppression efforts
- POP & patrol officers appear to be aware of community issues and concerns

RCPD Strengths (Cont.)

- Chief is engaged /committed/available
- Anecdotal and issue specific information is provided and Chief is responsive to questions
- Routine communications between the City Manager and the Police Chief appears to be good

Weaknesses Discussed

- Lack of geographic accountability: appears to stem from a deployment strategy that is inconsistent with Community Policing principles
- Lack of commitment to and understanding of importance and role of Neighborhood Watch (focus may be on RCPD issues/priorities rather than community concerns)

Weaknesses (Cont.)

- Lack of attention to measuring/reporting on goals
- Expectations about Call Center services not being met: lack of feedback, sympathy & unresolved issues
- Appearance that the SSD PIO and RC PIO may sometimes operate at cross-purposes – better communication needed

Communications

- The Council has not been provided routine updates and evaluations regarding their public safety goals/priorities
 - Focus of Public Safety reports has been almost exclusively on budget issues
 - There is a desire to have more geographically specific crime data and information provided

Recurring Community Concerns

- Homeless/panhandling issues
- Petty theft in business district
- Property crimes
- Substance abuse
- Lack of response to issues & calls the public has been encouraged to report
- Perceptions of crime/disorder/safety issues along Folsom Blvd.
- Regional transit safety concerns

The Gaps

Opportunities/Need For Improvement

- While good at reactive policing, need to devote more attention to prevention, coordination with other agencies and proactive strategies
- Would like to see more community engagement by officers
- Desire to have POP & Patrol officers get out of the car and increase positive interaction with the community (focus on “service, friendliness and proactive policing”)
- Do a better job of “closing the loop” and follow up with complainants

Opportunities (Cont.)

- More engagement by Patrol with Code Enforcement
- Desire to better understand how traffic enforcement priorities are determined and evaluation of impact of enforcement activity
- Inconsistency in quality among SROs
- Data Collection/Analysis/Reporting that is responsive to the community's needs and the City's expectations

Review of Goals and Performance Measures

Discussion Items

- Are the City's Council's previously established goals still relevant?
- If so, are the performance measures still appropriate? Are any changes or modifications needed?
- Does the Council want to establish minimal expectations for RCPD to provide recurring reports on their progress in achieving the Council's goals?

Further Questions/Direction?