



**CITY OF VALLEJO
AD-HOC CITIZENS PUBLIC SAFETY ADVISORY COMMITTEE**

**WEDNESDAY, JULY 25, 2012
6:30 p.m.**

AGENDA

**CITY COUNCIL CHAMBERS, 2ND FLOOR
555 SANTA CLARA STREET, VALLEJO**

This AGENDA contains a brief general description of each item to be considered. The posting of the recommended actions does not indicate what action may be taken. If comments come to the Committee without prior notice and are not listed on the AGENDA, no specific answers or response should be expected at this meeting per State law.

Those wishing to address the Committee on any matter for which another opportunity to speak is not provided on the AGENDA but which is within the jurisdiction of the Committee may address the Committee during the "COMMUNITY FORUM" portion of the AGENDA.

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Requests for disability related modifications or accommodations, aids or services may be made by a person with a disability to the City Clerk's office no less than 72 hours prior to the meeting as required by Section 202 of the Americans with Disabilities Act of 1990) and the federal rules and regulations adopted in implementation thereof.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL

4. COMMUNITY FORUM

Anyone wishing to address the Committee on any matter not listed on the agenda but within the jurisdiction of the Committee to resolve, may speak after stating his/her name and address for the record.

5. CONSENT CALENDAR AND APPROVAL OF AGENDA

A. APPROVAL OF MINUTES OF JULY 11, 2012 MEETING

6. OLD BUSINESS

7. NEW BUSINESS

A. REPORT FROM THE CITY COUNCIL PUBLIC SAFETY COMMITTEE

B. PRESENTATION REGARDING THE POLICE DEPARTMENT WEB-SITE

- a. Greg Taylor of Vallejo Police Department is scheduled to make a presentation. (15 minutes)

C. PRESENTATION REGARDING EMERGENCY MEDICAL SERVICES IN VALLEJO

- a. Mike Humphries of Vallejo Fire Department is scheduled to make a presentation. (15 minutes)

D. REPORT FROM VALLEJO POLICE DEPARTMENT

- a. Brief update on department activities and initiatives. (10 minutes)

E. REPORT FROM VALLEJO FIRE DEPARTMENT

- a. Brief update on department activities and initiatives. (10 minutes)

F. SUBCOMMITTEE REPORTS

- a. Reports from subcommittee chairpersons.

G. SURVEY OF RESIDENTS REGARDING PUBLIC SAFETY ISSUES

- a. Discussion of whether to survey residents regarding public safety issues. Staff report enclosed.

H. LENGTH OF REPORTS FROM POLICE DEPARTMENT AND FIRE DEPARTMENT

- a. Discussion of whether to limit the length of time allotted to the standing reports from the Police and Fire Departments.

I. PUBLIC HEARINGS REGARDING PUBLIC SAFETY ISSUES

- a. Discussion of whether to conduct public hearings to solicit input on public safety concerns.

J. AGENDA TOPICS FOR FUTURE MEETINGS

- a. Discussion of draft schedule of agenda topics for future meetings and by motion adopt schedule of agenda topics. Staff report enclosed.

K. WRITTEN COMMUNICATIONS

- a. Written communications are enclosed.

8. ADJOURNMENT

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CITY OF VALLEJO
AD-HOC CITIZENS PUBLIC SAFETY ADVISORY COMMITTEE
COUNCIL CHAMBERS
July 11, 2012

Minutes

1. CALL TO ORDER

The meeting was called to order at 6:30 p.m. by Chairperson Schivley.

2. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was recited.

3. ROLL CALL

A roll call was conducted:

Present: Kathy Beistel, Karol Heppe, Kevin Kelley, Joanne Schivley, Robert Schussel, Burky Worel, William Tweedy, Sid DeJesus and Pat Dunn.

Absent: None.

Staff present: Craig Whittom and Alan Cohen.

4. COMMUNITY FORUM

Speakers: Graham Schildmeyer

5. CONSENT CALENDAR AND APPROVAL OF AGENDA

Moved by Committee member Worel and carried unanimously by members present, the agenda and the Consent Calendar was approved with revisions to the minutes of June 6, 2012 to correct the spelling of Commissioner Kelley's name.

A. Approval of Minutes of June 20, 2012 Meeting

Action: Approved minutes

6. OLD BUSINESS – None.

7. NEW BUSINESS

A. REPORT FROM THE CITY COUNCIL PUBLIC SAFETY COMMITTEE

No report.

B. PRESENTATION BY DR. MARK CORREIA

Due to an unexpected conflict, the speaker was not present.

C. REPORT FROM VALLEJO POLICE DEPARTMENT

Committee member DeJesus made a report.

D. REPORT FROM VALLEJO FIRE DEPARTMENT

Committee member Dunn made a report.

E. SUBCOMMITTEE REPORTS

Operations Subcommittee - Committee members Worel and Heppe provided reports.

Communication Subcommittee – Committee member Beistel provided a report.

Finance Subcommittee – Chairperson Schivley provided a report.

F. AGENDA TOPICS FOR FUTURE MEETINGS

The schedule of agenda topics was discussed.

Moved by Committee member Worel to maintain the present order of the agenda in which the speaker precedes the reports by the Police and Fire Department representatives.

Action: Motion approved.

Yes: Heppe, Kelley, Schivley, Schussel, Worel.

No: Beistel, Tweedy.

G. WRITTEN COMMUNICATIONS

Written communications were acknowledged.

H. REPORT OF MEMBERS OF THE COMMITTEE

Comments were made by members of the Committee.

8. ADJOURNMENT

The meeting was adjourned at 8:40 p.m.



NEW BUSINESS G

Date: July 25, 2012
TO: Ad-Hoc Citizens Public Safety Advisory Committee
FROM: Craig Whittom, Assistant City Manager *aw*
SUBJECT: SURVEY OF RESIDENTS REGARDING PUBLIC SAFETY ISSUES

RECOMMENDATION

Discuss the survey of residents by the Committee and taken action if desired.

DISCUSSION

The Committee has requested this agenda item to discuss the survey of residents as a component if the committee's work. Input submitted by committee members on this topic is attached including the survey distributed by Committee member Tweedy for discussion.

Staff does not believe a survey of resident opinion on police services is specifically addressed within the three part charge in the resolution establishing the committee. Establishing a statistically relevant form of survey will take a significant level of time and effort.

An alternative approach recommended by staff is to solicit input from the public through the Open City Hall tool on the City website.

<http://www.ci.vallejo.ca.us/GovSite/default.asp?serviceID1=1022&Frame=L1>

Staff could develop the request for input. Committee background information and the resolution with the three charges to the Committee could be included. Input on each of these topic areas would be requested. Staff could work with the Committee to publicize this means of providing input to the Committee.

DOCUMENTS ATTACHED

Input from Committee members regarding the survey.

Information on surveys

After a couple quick searches, I couldn't find suggested questionnaire length by type of survey. Here are some ideas to start the discussion.

2-4 questions - Transactional Survey - A quick follow-up to a standard service interaction, such as a retail purchase, a customer service call or a billing inquiry, designed to provide ongoing measurement of service quality. Reasons to exceed this length: measuring conformance with a Service Level Agreement or analyzing behavior patterns to shape better experiences in the future.

5-10 questions - Event Evaluation - A more detailed follow-up than a transactional survey, acknowledging the respondent's investment of time and providing them an opportunity to rate speakers, venue and logistics. To be used to guide future event planning.

10-20 questions - Customer Satisfaction - An automated follow-up to a purchase, after the recipient has had enough time to use the product for a while. Provides the customer the opportunity to rate the product across the broad areas that comprise the overall product experience.

20-30 questions - Planning - An opportunity to gather detailed feedback of possible future direction for a product or service, to help the sponsoring organization prioritize.

50-70 questions - Major Account Review - An annual assessment of customer satisfaction with an organization's largest customers, often with multiple individuals across multiple departments. For really long surveys, consider using an executive interviewer conducting face-to-face or telephone surveys to gather the results.

70-90 questions - Employee Satisfaction Review - An annual or biennial measure of employee satisfaction, designed to prioritize HR initiatives and measure employee engagement.

SAMPLE/DRAFT

City Of Vallejo Public Safety Survey

The Vallejo City Council Ad-Hoc public safety committee needs your input.

Please complete the following survey so that you can assist the committee in making informed decisions on what you would like in regards to public safety.

1. What is your age
2. What is your sex
3. Do you think Vallejo has enough police officers and firefighters
4. Do you feel safe
5. How long have you lived in Vallejo
6. Does Vallejo need more than 5 fire stations
7. Does Vallejo need more than 15 firefighters on duty per day.
8. Would you like to see community based policing return
9. Does Vallejo need police officers in the schools
10. Would you be willing to pay for more police officers and firefighters through a special tax
11. Should the City Council budget more money to fund public safety, even if it might eliminate some special programs.
12. Have you ever used police or fire services
13. Which one
14. Rate your experience from 1-10
15. How long did you have to wait for service
16. Do you think the police and fire departments are well run.
17. Would you like to get information about the police and fire departments on Facebook or on the Internet
18. Have you attended the CERT Training that the fire department offers for free
19. Would you sign up for emergency notifications if the police and fire departments offered them.
20. Would you like to be a police volunteer
21. Would you like to be a fire department volunteer
22. Do you think the police and firefighters are paid too much for what they do.
23. Would the City of Vallejo benefit from establishing a "Beat Health" Unit to combat neighborhood blight issues?
24. Do you believe that conducting DUI Checkpoints will make you community safer?
25. Is there a need for more traffic enforcement in your area?
26. Are you satisfied with the response time of your police department?

27. Is it beneficial to hire officers from the community through programs like Cadets and Explorers?

28. Would you feel safer if Officers were assigned to the local high schools?

29. Do you feel that the City of Vallejo needs more uniformed officers patrolling the street?

30. Is there a need for officers to target the gang problems in the community?

31. Should the City utilize some of the empty office space to open sub-stations throughout the City?

32. Are you satisfied with the level of service you are provided when you call for the police?

33. Do you feel that Police Officers are respectful to your needs when they respond to calls for service?

34. Has the "prostitution" problem in the downtown area improved?

Please take a moment to either fill out and return this survey or go online at city of Vallejo web site and fill out the survey online. Please complete and return by July 1, 2012

Remember your input is vital to improving public safety in the city of Vallejo. You are the reason we have this Ad-Hoc public safety committee.

June 8, 2012

Craig,

I would recommend with this potential survey, that a hybrid survey between the following models "Customer Satisfaction" and "Planning be developed". I would also suggest that Police and Fire have separate surveys so responses could be clearly defined by the citizen taking the survey.

- **Customer Satisfaction:** Provides the citizen with an opportunity to rate/speak to the service which has, is, and will be provided.
- **Planning:** Gives us the opportunity to evaluate responses based upon what is of higher priority.

It has been my experience in drafting surveys, taking surveys, and evaluating the responses from surveys, the attention span for an effective survey, especially one like this should consist of no more than 30 questions.

With regard to the content of some of the questions being asked, I think it would be helpful to explain some of the content, and/or define acronyms or labels used so the survey taker (average citizen) could have a clear understanding of the question being asked (perhaps through an attachment to the survey)

As an example:

- Question 6: Explain that each fire station is comprised of 3 Firefighters so question 7 could be answered with some degree of clarity.
- Define the term C.E.R.T. (Community Emergency Response Team)

Define what Community Based Policing is: **BEAT HEALTH**

Community policing is a value system which permeates a police department, in which the primary organizational goal is working cooperatively with individual citizens, groups of citizens, and both public and private organizations to identify and resolve issues which potentially affect the livability of specific neighborhoods, areas, or the city as a whole. Community-based police departments recognize the fact that the police cannot effectively deal with such issues alone, and must partner with others who share a mutual responsibility for resolving problems. Community policing stresses prevention, early identification, and timely intervention to deal with issues before they become unwieldy problems.

With regard to how the police related questions are formatted, may I suggest the following?

- Question 3: Enough Police Officers, combine question 29, Drop-down narrative response with word limitation
- Questions 4: Do you feel safe? Define where, **In your home, In the community,**
- Questions 9: and 28: Redundant, Officers in schools, Yes/No, perhaps include a drop down for a narrative response with word limitation.
- Question 10: Would you be willing to pay for more police officers and firefighters through a special tax? Hasn't that question been answered? **Measure B?**
- Question 11: "**Special Programs**" should be defined so the survey taker will have something measurable in relation to their response
- Question 12/13: Should be combined with a drop-down Yes/No or specific to Police/Fire
- Questions 14: Experience to Police, Fire, Both? We will need to know which service provider is being rated. Combine question 32, 33
- Question 15: Wait for service related to Police or Fire or both, combine question 26
- Question 16: Police and Fire well run? Should include a drop-down with narrative response and word limitation
- Question 20, 21, Would you like to be a police volunteer, placed at the end of each police and fire survey
- Question 24: Define DUI (should not assume everyone knows, Driving Under the Influence)
- Question 27: Beneficial to hire "Police Officers" from the community through police sponsored programs like the Cadets, and Explorers.
- Question 34: Prostitution Improved Yes, No, narrative response word limitation.

The goal in relation to this survey is to determine what the citizens of this community want, or expect from public safety. How funding should be allocated to enhance, promote, and encourage the quality for everyone. If you would like for me to draft additional questions, please let me know.

I hope my response is helpful to this process.

Thanks

Sergeant Sid DeJesus



NEW BUSINESS J

Date: July 25, 2012
TO: Ad-Hoc Citizens Public Safety Advisory Committee
FROM: Craig Whittom, Assistant City Manager *aw*
SUBJECT: AGENDA TOPICS FOR FUTURE MEETINGS

RECOMMENDATION

Discuss and approve by motion agenda topics for upcoming meetings.

DISCUSSION

Staff has prepared a draft schedule of agenda topics. This schedule will be updated regularly by the Committee.

DOCUMENTS ATTACHED

Draft Agenda Topics

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Ad Hoc Citizens Public Safety Advisory Committee – Draft Agenda Topics

July 25, 2012

August 8, 2012

Presentation regarding City of Vallejo Internal Affairs Division - Sid DeJesus

Presentation regarding Fatal Incident Protocol - Solano County Deputy District Attorney Don du Bain and Solano County District Attorney's Office Chief Investigator Kurtis Cardwell

Police Department POST study – Presentation

Verbal Subcommittee reports

August 22, 2012

Citizen police review - Michael Rains of Rains, Lucia and Stern

Citizen police review - Barbara Attard.

Verbal Subcommittee reports

September 5

Interim Police Chief Joseph Kreins

Representatives of City Police Review Commissions

Review of current and future trends in public safety compensation methodology.

Review of written Subcommittee reports for Resolution First Priority Study Area (Operations)

September 19

Review of written Subcommittee reports

Review of written Reports Resolution Second Priority Study Area (citizen review) and Third Priority Study Area (trends in compensation)

October 3

Final review of written Report to City Council