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DETROIT BOARD OF POLICE COMMISSIONERS

SPECIAL MEETING

MONDAY, FEBRUARY 6, 2012, 11:30 AM

1300 BEAUBIEN, ROOM 328-A

DETROIT, MICHIGAN

1 COMMISSIONERS:

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3 GEORGE ANTHONY, Secretary

4 DONNELL R. WHITE, Chairperson

5 JEROME L. WARFIELD, Commissioner

6 JESSICA TAYLOR, Commissioner

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10 DETROIT POLICE DEPARTMENT COMMAND STAFF:

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12 CHIEF RALPH L. GODBEE, JR.

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1 Detroit, Michigan
2 Monday, February 6, 2012
3 About 11:52 a.m.

4 COMMISSIONER WHITE: Let me say good
5 morning, afternoon to everyone. Welcome you to a
6 special called meeting of the Board of Police
7 Commissioners dated for Monday, February 6, 2012.

8 My name is Commissioner Donnell White,
9 I have the pleasure of serving as Chairman for
10 the Board of Police Commissioners and today I'm
11 joined with my colleagues Commissioner Jerome
12 Warfield, Commissioner Jessica Taylor and
13 representing the staff for the Board of Police
14 Commissioners is Executive Secretary Mr. George
15 Anthony.

16 Mr. Anthony, can you please introduce
17 our staff?

18 SECRETARY ANTHONY: Thank you,
19 Mr. Chair. For the record, George Anthony,
20 Secretary to the Board. Staff present is
21 Director Dalph Watson from Police Personnel,
22 attorney Celia Banks Washington who is the
23 attorney to the Board, Mr. Robert Brown who is
24 our office manager, Sgt. Alan Quinn who is
25 recording our proceedings and Mr. Dale Rose from

1 Hanson Court Reporting Service.

2 COMMISSIONER WHITE: Thank you,
3 Mr. Secretary. I certainly would like to note
4 the presence of Chief Godbee. Thank you for
5 being with us today, Chief.

6 CHIEF GODBEE: Mr. Chair, how are you?

7 COMMISSIONER WHITE: I'm well, thank
8 you, sir. At this time I would ask if
9 Commissioner Warfield can lead us in an
10 invocation.

11 COMMISSIONER WARFIELD: Let us pray.

12 (INVOCATION GIVEN).

13 COMMISSIONER WHITE: Thank you, sir.
14 Just for the benefit for those of you who do not
15 have an agenda, we will have a department
16 presentation followed by a discussion from the
17 Board and then opinion by counsel Celia Banks
18 Washington followed by public comments and then
19 adjournment, so we'll move in that order.

20 Chief Godbee?

21 CHIEF GODBEE: Thank you very much.
22 First of all, I want to reiterate to this body we
23 appreciate the opportunity to present
24 procedurally we will take reports in a different
25 manner, so I'm anxiously awaiting the opinion of

1 your counsel, but we're not reorganizing the
2 department, we're not restructuring. It's a
3 different manner by which we will take police
4 reports and the administration of the department
5 is under the purview of the Chief.

6 However, anytime we have an opportunity
7 to present to the public, we're certainly glad to
8 do so.

9 I just wanted to present that small
10 preamble before we got into the implementation.
11 With that, there are some things relative to what
12 we're presenting today that led us to the
13 decision to take police reports in a different
14 manner.

15 Within that construct, it allows us to
16 potentially put between 100 and 150 officers that
17 were behind desks back into active policing which
18 we think is the deliverable that this change in
19 procedure will give us.

20 With that, we have Commander Todd
21 Bettison and Mr. Jim Wilkins, our Six Sigma
22 coordinator who will talk us through some of the
23 preliminary findings from the pilot we ran at
24 Northeast District.

25 Commander Bettison?

1 COMMANDER BETTISON: Thank you, Chief.
2 Good morning, Board.

3 CHIEF GODBEE: And Commander Russell
4 Decrease also.

5 COMMANDER BETTISON: Good morning,
6 community. Like the Chief was saying, with the
7 economic downturn with what's going on adding
8 additional officers to the street and being able
9 to take reports for non-emergency incidents we
10 are able to do two things.

11 Add officers to the street and take the
12 reports and make it more convenient and easier
13 for the community, for the citizens.

14 You've heard a lot about it, our
15 Telephone Crime Reporting Unit. Could someone
16 hit the lights so we could see that a little bit
17 better? That gives you an idea of what our
18 Telephone Crime Reporting Unit looks like. We're
19 enhancing that, we adding extra staff, we're
20 hiring civilian TCOs to take non-emergency police
21 reports via our Telephone Crime Reporting number
22 that we've given out, 313-267-4600 and also with
23 our Virtual Precinct model when citizens go to
24 the station they will be able to pick up the
25 telephone and it directly connects to the Call

1 Center right there.

2 We have excellent trained staff. Also
3 with me I have --

4 CHIEF GODBEE: Commander, slow down.
5 Is the Telephone Crime Reporting Unit a new unit?

6 COMMANDER BETTISON: No, it's not, no,
7 it's not. It's been around. What we're doing is
8 we're enhancing that unit with extra staff so
9 that they will be able to handle the call volume
10 that's coming from the precincts.

11 CHIEF GODBEE: Is the Telephone Crime
12 Reporting operator a new position?

13 COMMANDER BETTISON: No, it's not. The
14 position of the individuals that man the Call
15 Center are called TCOs for short. That's the
16 acronym Telephone Crime Operators and we just
17 posted for that position.

18 Next slide. The presentation contents.
19 We're going to talk about our goals and
20 objectives, pilot successes, timeline for
21 implementation of activities and then on January
22 9 we did a press conference. That's when we
23 kicked off the Virtual Precinct Pilot at the
24 Northeastern District.

25 Some of the things we'll be

1 highlighting as far as successes and stats,
2 number of overtime hours worked, total number of
3 accident reports taken, number of precinct visits
4 by citizens, calls transferred from 9-1-1 to TCRU
5 that didn't require the presence of a two-man
6 unit or wasn't designated or deemed in the
7 category as an emergency, number of CRISNET
8 reports taken by the TCRU TCOs meaning -- a
9 CRISNET report is actually a police report.

10 So when a citizen makes a police
11 report, we term it CRISNET.

12 Number of additional personnel on
13 patrol and future metrics to be analyzed and
14 process improvement activities because continuous
15 improvement is our goal and objective.

16 At this time I'm going to turn it over
17 to Deputy Chief Tolbert. He's going to run
18 through things relative to Patrol Operations
19 Bureau.

20 DEPUTY CHIEF TOLBERT: Good morning for
21 a minute. We're excited in Patrol Operations.
22 Actually we didn't have to do a lot. Most of the
23 heavy lifting was done through data analysis,
24 through Commander Bettison's, Commander
25 Decrease's shop.

1 We just had to look at how we would
2 apply any operational changes and how we would
3 get the manpower. Obviously, this wasn't done in
4 a vacuum. There was a -- it started off as a
5 matter of fact with a study done by Assistant
6 Chief Logan who looked at the type of duties that
7 our officers are doing and obviously we looked at
8 it, we found that there are instances where we
9 believe that officers who are sitting in a
10 station waiting on a crime to occur and take a
11 report will be better served if they were out in
12 front of that trying to prevent that crime from
13 happening in the first place.

14 And if a crime does occur, our overall
15 objective is to get people to be able to make a
16 report in a more convenient and a more conducive
17 way where it's not so -- it's not hindering them
18 at all to make a report, and therefore the
19 Virtual Precinct and we use it through the
20 technology developed process where citizens can
21 make a report on certain non-emergency crimes
22 without a police response and that will be broken
23 out later with the Commanders Decrease and
24 Bettison and Mr. Wilkins.

25 Also through data collection we

1 determined that DPD employs 71 people in
2 patrol-related administrative duties. Patrol-
3 related administrative duties, these are like
4 clerks, these are people who sit behind a desk.
5 These are the people who are waiting as an extra
6 clerk in a precinct waiting for something to
7 happen to come into the precinct for someone to
8 take a report.

9 We've also identified approximately 119
10 people -- and these numbers change daily due to
11 retirements and transfers -- on various
12 non-patrol-related administrative duties.

13 The non-patrol-related duties would be
14 your vehicle maintenance officers. These are
15 officers whom we -- their job is to take care of
16 the fleet, so we try to find efficiencies of how
17 we can take these people, maybe scale down the
18 number of people doing it and add more people to
19 patrol.

20 Through all these, by combining and
21 eliminating these duties we expect to deploy, as
22 the Chief said, 100, 150 officers to the street
23 from these various duties. We are reducing
24 officers sitting at the station waiting to take a
25 report to two to three per shift depending on the

1 physical makeup of the facility at this point.

2 A review of Communications Operations
3 which will also be talked about later, we expect
4 to realize a significant reduction in calls per
5 service and they'll explain what that means
6 because we're looking at all our processes and
7 seeing how we can eliminate the ability for an
8 officer to respond to a particular call for
9 service if there's another way, why tie up an
10 officer if there's another way we can get that
11 done.

12 The added numbers to personnel and the
13 reduced non-emergency requests for service will
14 result in more resources to engage in a
15 preemptive enforcement strategy. Preemptive
16 enforcement strategy, on the front end where
17 we're looking at crime, and then it all depends
18 on deployment.

19 The Chief and AC has directed -- once
20 we realized these people, they're going to be
21 drilling down very hard on what these people are
22 doing. You can't get these people and say well,
23 I've got more people. Well, what are they doing?
24 How many man-hours are you putting them in a
25 particular area in which you say you have a

1 problem? What are the results?

2 So now you drill down exactly to what's
3 going on, what are you doing and are the results
4 working, and if not we have a measuring -- we
5 have a metric of measuring.

6 With this we expect to have an
7 immediate impact on crime. I'm going to turn it
8 over now to Commander Bettison for the pilot
9 successes.

10 COMMANDER BETTISON: Before we get into
11 our pilot successes, I want to introduce you to
12 our master black belt, Mr. Jim Wilkins, and he
13 has a master black in Six Sigma. And for the
14 community, I'm not talking about karate or
15 martial arts. That's what I originally thought
16 it was at first.

17 However, Six Sigma is a way of
18 analyzing data and process improvement metric
19 that basically manufacturing would traditionally
20 use and it was a methodology that allowed the Big
21 3 and General Electric and some of the other
22 businesses to really improve processes and
23 deliver a quality product.

24 So Chief Godbee instructed myself to --
25 and the committee to work on process improvements

1 within the department and to bring this method,
2 the Six Sigma model, to the Detroit Police
3 Department and we want it to be one of the first
4 departments to actually merge the two so that we
5 could work on metrics and process improvement.

6 And thus far it's been successful and
7 we're one of the first law enforcement agencies
8 in the country to bring that business model as
9 far as metrics and process improvement to law
10 enforcement.

11 So our pilot successes. The
12 Northeastern District command, one of the things
13 we wanted to do is assemble all the stakeholders
14 initially. That's exactly what we did. We
15 brought everybody in so that before we kicked off
16 the pilot we would know exactly what to expect
17 and identify issues early in advance to ensure
18 that we were on target.

19 Reduce the number of walk-ins into the
20 district station. Another thing, increase the
21 number of cars and officers on patrol. Several
22 key secondary metrics show signs of improvement.

23 By adding additional officers to the
24 street and taking officers from behind the desk
25 we believe that we will reduce the number of

1 overtime hours and you'll see that we actually
2 did that. And then another key component is --
3 which is very important -- reduce the number of
4 citizen complaints and we actually got zero
5 citizen complaints as a result of this pilot.

6 And during the pilot over at the
7 Northeastern District we received testimonies
8 from various citizens saying basically what took
9 so long, and that this process was easier, it was
10 faster, it was more convenient.

11 And then also the 9-1-1 operators at my
12 Call Center, they received satisfactory comments
13 from citizens saying that with the new processes
14 of accepting UDAs via the telephone whereas
15 before we would direct citizens after their
16 vehicles were stolen to come into a district
17 station. We used to receive a lot of citizen
18 complaints in the area of, "How can I actually go
19 to the district station and my vehicle was
20 stolen, how am I going to get there, a cab or bus
21 or what?" Next slide.

22 Our implementation timeline. We didn't
23 do this in a vacuum. We looked at best
24 practices. We commenced kicking off looking at
25 best practices back in January, 2011. Six Sigma

1 Pilot Project. One of the projects dealt with
2 enhancement of TCRU and provided recommendations
3 to expand the role of TCRU.

4 Back in July working with Mr. Jim
5 Wilkins we actually had four pilot projects that
6 we kicked off. One of them was over in the 8th
7 Precinct and it dealt with reduction in alarms.

8 The other one was in Northeastern
9 District and it dealt with Telephone Crime
10 Reporting Unit and also transferring calls
11 directly to TCRU to provide better service.

12 We had another pilot over in the
13 Eastern District that dealt with in-car reporting
14 and a project in the 6th Precinct that dealt with
15 AVL, GSP locators as far as showing where the
16 vehicles would be.

17 But based off the projects the project
18 that was most successful was the one in the
19 Northeastern District and the recommendation that
20 came out of that pilot project was to enhance and
21 expand the role of our Telephone Crime Reporting
22 Unit and based off of that pilot or that project
23 that's exactly what we're doing today, and it
24 helped lead to one of the main components of the
25 Virtual Precinct model.

1 Northeastern District Virtual Precinct
2 Model of course was kicked off January 9 and
3 we're proposing that we go city-wide with the
4 Virtual Precinct rollout on February 7.

5 At this point I'm going to introduce
6 Mr. Jim Wilkins, our master black belt in Six
7 Sigma and he's going to walk us through the
8 results of the pilot program and the actual
9 metrics on it.

10 Mr. Wilkins?

11 MR. WILKINS: Thank you, Commander.
12 First things first. Good afternoon. My name is
13 Jim Wilkins, I'm from a company called SEI
14 Consulting. We specialize in Six Sigma as well
15 as other process improvement methodologies.

16 I've been working with the Chief for
17 about a year and a half now and I'm proud to say
18 we've been able to have some significant
19 improvements to providing better services to the
20 city.

21 I've been asked to go over part of the
22 data analysis that we've been able to gather and
23 analyze from the pilot project. I should mention
24 this is preliminary data because the pilot itself
25 did not come to an end until this weekend, so

1 naturally the data -- all the data has not been
2 collected nor has it been analyzed, but you'll
3 see some significant improvements to various
4 metrics.

5 But before I do that, I'd like to call
6 attention to two inspectors who were responsible
7 for the heavy lifting so to speak at
8 Northeastern, Inspector Allen and Inspector
9 Sroka. They actually led this implementation or
10 this pilot program.

11 So having said that, let's talk a
12 little bit about what the data is saying. The
13 first slide I'm showing you here is talking about
14 the number of emergency overtime hours by week
15 and basically this is one of those niceties, side
16 benefits, coming out of the pilot.

17 What this slide is showing you is that
18 we've seen a 70.5 percent reduction in overtime.
19 This is emergency overtime hours for the past two
20 weeks or the latest two weeks versus the
21 beginning week of the pilot. So a 70.5 percent
22 reduction in overtime. Now, this is an important
23 slide.

24 One reason is related to this idea. If
25 you look at this slide, this is basically showing

1 you the efficiency or, if you will, to give it
2 another word productivity.

3 Productivity can be defined as the
4 amount of work done versus the amount of hours to
5 get that work done. If that ratio is increasing,
6 productivity is increasing and if productivity is
7 increasing, that basically means that we're doing
8 more with less.

9 Now, that's a charge or a challenge
10 that the Chief and his staff have been asked to
11 accomplish for a while now. So looking at this
12 slide, we can say that we're actually finding
13 ways to increase productivity, the amount of work
14 done versus the amount of hours required to get
15 that work done. We're becoming more efficient,
16 so this is a very big deal. Side benefit, very
17 big deal. So now if anybody asked here's
18 evidence we're doing more with less. Next slide.

19 Here's another important slide. It's
20 related to the total number of accident reports
21 by platoon and you'll see this is a first week of
22 the pilot program, second week of the pilot
23 program. 1, 2 and 3, those are the three
24 platoons operating throughout that week.

25 And a couple of things jump out at you.

1 Number 1, look at the 1st Precinct. Not a lot of
2 activity. Now, if I had -- or if the precinct
3 had a fully staffed complement of officers to
4 address those complaints, there would have been a
5 lot of people with time on their hands.

6 So one of the things that we're seeing
7 out of this is that we can start to balance the
8 workload so to speak with this new concept
9 Virtual Precinct and the expansion of TCRU. So
10 what this slide is basically showing you is that
11 we've got a 44.4 percent increase in the number
12 of accident reports taken by TCRU.

13 Now, another big thing that comes off
14 of this slide in terms of the analysis relates to
15 the idea is that these reports are now taken by
16 TCRU. That provides convenience for the citizen
17 because now they don't have to come to the
18 precinct and make out a report or stand in line
19 to make out that report, they can simply call it
20 in. So that's convenient on their part, but on a
21 secondary issue now since TCRU is taking these
22 reports you don't have to get the officers
23 involved. So that's, again, freeing up ways --
24 or freeing up time, if you will, for the police
25 to go out and do what they're supposed to be

1 doing and that's to prevent crimes.

2 Here's another slide that shows you
3 basically the Northeastern District visits for
4 two weeks. This was the first week in the
5 precinct, January 9, the second week of the
6 precinct January 16. Now, the important thing
7 that's coming off here besides the idea that 44.4
8 percent of the visits are increasing in the lobby
9 relative to TCRU phone usage, but if you look at
10 this slide basically you've got some categories
11 here.

12 Here's a category for TCRU reports,
13 people coming in to the precinct to make a report
14 that additionally would go to TCRU. There's
15 accident reports here. IOU which typically is a
16 pass-through and a couple of other ones.

17 But basically half of this pie chart
18 that you see here existing relative to visits are
19 now taken by TCRU or TCO operators which means
20 what. The police don't have to deal with it, the
21 precinct doesn't have to deal with it.

22 And if you look at this idea about the
23 TCRU reports being -- or the reports being taken
24 by TCRU, it provides convenience for the citizen
25 at large because they don't have to stand in line

1 again. So this is a huge part -- a huge deal
2 associated with Virtual Precinct. Next slide,
3 please.

4 Here's the number of calls transferred
5 from 9-1-1 to TCRU, so calls come in to 9-1-1,
6 depending on the emergency or the type of call, a
7 lot of them now are being transferred directly to
8 TCRU. Again, what does that do for you? It does
9 not require officers to become involved or the
10 precinct to become involved, and you can see from
11 this slide we've seen an increase of about 111
12 percent.

13 Look at the jump going from last year
14 to this year for the second, third and four weeks
15 of January which represents the first, second and
16 third week of the pilot. So, again, we're
17 freeing up time for operators -- excuse me, POs,
18 police officers, to do what they're supposed to
19 be doing.

20 Here's the second piece of what's going
21 on with regards to TCRU. Again, capturing the
22 same we've got 72.5 percent increase in the calls
23 2011 versus 2012 for the first three weeks of the
24 pilot. This also means that now the reports are
25 going directly to the TCRU, the precincts don't

1 have to be involved with those types of reports
2 and it's freeing up time for police officers to
3 go do what they're supposed to be doing.

4 This last slide -- and this is
5 basically where the rubber meets the road so to
6 speak, this whole premise behind the Virtual
7 Precinct model was to put more boots on the
8 ground so to speak. This is just one week of the
9 impact of the Virtual Precinct model and this is
10 broken up by platoon, Platoon 1, 2 and 3. And
11 you can see from this graph that we've had an
12 increase in the number of officers, boots on the
13 ground so to speak, that are out there fighting
14 crime.

15 On the Platoon 1 you'll notice there's
16 a small decrease and that was due as the caption
17 is saying here, that decrease is caused by leave
18 time. Without those two data points on Saturday
19 and Sunday they will have averaged around three
20 and a half to four more officers boots on the
21 ground for Platoon Number 1.

22 As it stood, we saw a 6.4 percent
23 average increase of officers on Platoon 2 and 5.6
24 additional police officers on Platoon 3. So with
25 data like this, it gives me great confidence that

1 this model Virtual Precinct will work and will
2 provide the Chief with 100 to 150 patrol officers
3 that are out helping to solve the city's crimes.

4 Any questions?

5 COMMISSIONER WHITE: Mr. Wilkins,
6 before -- if we could go back to that last slide
7 certainly could you talk a little bit about what
8 exactly this axis is, your X and Y axis, what are
9 we measuring in this particular -- I see the
10 number of police officers. What is
11 "observation"?

12 MR. WILKINS: Oh, this is each day, so
13 this would be Monday, Tuesday, Wednesday,
14 Thursday and Friday, Saturday and Sunday. And
15 that's actually the number of police officers on
16 the Y scale, so this is time -- actually even
17 though these numbers are going up sequentially,
18 this is also Monday, Tuesday, Wednesday and
19 Thursday and so on.

20 COMMISSIONER WHITE: Okay.

21 CHIEF GODBEE: And, Mr. Wilkins, if I
22 can add, there's an unanticipated benefit to the
23 Board that's not indicated in any of these
24 slides. The more traffic we push through
25 Telephone Crime Reporting relative to reports

1 from an investigative standpoint if there's an
2 allegation of demeanor or service, those calls
3 are recorded.

4 Right now, a lot of the interactions
5 that you have relative to visits to precincts are
6 basically one-on-one encounters where the
7 officers were versus the citizen, but with our
8 Telephone Crime Reporting all those calls are
9 recorded, so I would believe based on that
10 hypothesis, Number 1, lowering the traffic in the
11 precincts is probably going to have a reduction
12 in citizen complaints relative to those
13 interactions in the precinct.

14 And then if there's a service or
15 procedure complaint relative to the service that
16 is given, you'll have a recorded transaction.

17 MR. WILKINS: Excellent point. So a
18 couple of continuous improvement -- I should say
19 ongoing continuous improvement activities.

20 What I've recommended to the pilot team
21 as well as to the other precincts that are going
22 to roll out the Virtual Precinct model tomorrow,
23 continue to document and record data on key
24 metrics to gauge the full impact of the Virtual
25 Precinct model. We haven't seen the full

1 implementation -- or the full impact of all
2 activities related to the enhancement of the
3 Virtual Precinct model, at least to this point.
4 We should get much better gains.

5 Also, one other thing I'd like to
6 mention to the Board, besides some of the metrics
7 that you saw presented here, we're also going to
8 evaluate other customer or citizen-related
9 metrics like complaints as well as satisfaction,
10 customer satisfaction as well.

11 Continue to conduct meetings with the
12 citizens to basically get better or more buy-in
13 because at the very beginning of this rollout
14 there was a lot of negativity associated with it,
15 but the more -- but the more you understand what
16 the purpose is, putting more boots on the ground,
17 the more you'll start to buy into the model
18 itself.

19 And then one other thing that we're
20 going to try to do to improve efficiency is to
21 implement -- and I think that's already in place,
22 right, or going to be in place this week -- the
23 implementation of telephone prompts to basically
24 direct a caller. If your call is related to
25 this, it will automatically switch you to a

1 particular department, so that will speed up the
2 process as well, okay.

3 CHIEF GODBEE: And just before Q&A,
4 Mr. Chair, if it please the Board, just a last
5 point. It's important to note we're not
6 reorganizing or restructuring at this point.

7 However, given the continuous process
8 of improvement as we engage Mr. Wilkins there
9 probably will be some restructure and
10 reorganization from a process improvement
11 standpoint.

12 Right now we're just looking at
13 administrative processes that we can gain greater
14 efficiencies, but at some point we actually have
15 to physically restructure some things.

16 We're not at that point yet, but it's
17 quite possible as we continue this engagement
18 that it will be some time in the future.

19 COMMISSIONER WHITE: Thank you, chief.
20 At this time we'll have some discussion from the
21 commissioners.

22 Commissioner Warfield, any questions?

23 COMMISSIONER WARFIELD: Thank you,
24 Mr. Chair, a few questions. It was, I believe,
25 Commander Bettison who talked about the jobs that

1 they've posted that are being added to that unit.

2 Approximately how many jobs do you
3 think -- or how many people will you hire as a
4 result of that?

5 COMMANDER BETTISON: Through the Chair,
6 Commander Bettison. It's going to be 29 TCO
7 positions.

8 COMMISSIONER WARFIELD: Are those
9 officers or are they civilians?

10 COMMANDER BETTISON: Civilian
11 employees.

12 COMMISSIONER WARFIELD: And those are
13 posted right now, currently posted?

14 COMMANDER BETTISON: Yes, sir.

15 COMMISSIONER WARFIELD: A couple other
16 things real quick. Actually some of them were
17 answered through our Sigma black belt, so I
18 appreciate that.

19 Could you define for me what is the
20 definition of "emergency overtime"?

21 CHIEF GODBEE: Emergency overtime is a
22 situation that exists, through the Chair, wherein
23 we have less than, I think, two hours notice that
24 we have an anticipated need for additional
25 personnel. Anything in excess of two hours will

1 be called pre-scheduled overtime and for
2 pre-scheduled overtime there's a roster that we
3 must go through prior to assigning the overtime
4 opportunity.

5 COMMISSIONER WARFIELD: And for the
6 stakeholders that were called together when this
7 was going on, who was invited to that meeting
8 from the Northeast District?

9 I'm assuming it was stakeholders in the
10 Northeast District?

11 COMMANDER BETTISON: Absolutely and the
12 most qualified best person to answer that
13 question would be Inspector Allen. He actually
14 called together the stakeholders.

15 Inspector Allen?

16 INSPECTOR ALLEN: Good morning,
17 Inspector Dan Allen, Northeast District.

18 Inspector Sroka and I felt that
19 important from the very onset to involve everyone
20 that would be associated with this project, and
21 to that end we called in our union people, we
22 called in the officers that would be affected,
23 those inside positions, we called in most
24 importantly our community groups, so we were able
25 to roll this out.

1 We sat down with these folks at the
2 conference table and we were able to field their
3 questions. That added the transparency that we
4 needed and that gained us the buy-in that we
5 needed to make this the success that it has been.

6 So we have had and experienced great
7 success with that and I would add -- and I don't
8 want to go too much off the script -- we really
9 never kept records or kept track of the amount of
10 walk-ins that we had to the station.

11 We had people sign in, but we never
12 tabulated that number. So we did and we've got
13 some pretty shocking results. On the midnight
14 shift and the afternoon shift there have been
15 days -- and quite a number of days -- where we
16 have had zero foot traffic. So from an
17 efficiency standpoint, I have an officer at the
18 door to screen someone who never comes and I have
19 an officer to take reports from someone who never
20 comes. Again, we didn't keep track of these
21 things before.

22 Now, when we do get people coming into
23 the station previously I had one officer to take
24 a report, so if three or four people did happen
25 to come in at the same time, which can happen,

1 they had to wait in line behind that person
2 because there was one officer there to take the
3 report.

4 Now we have three phones, so if three
5 people come in they're going to be serviced right
6 away. And, again, I don't mean to deviate from
7 the script, but these are things -- these are
8 just things that we found and, again, some we
9 found by accident.

10 COMMISSIONER WARFIELD: You had
11 mentioned, Lt. Allen [sic], some of the concerns
12 that the citizens had in your stakeholders
13 meeting. Can you just mention some of those
14 concerns and how they were addressed if you
15 remember any of them at all?

16 INSPECTOR ALLEN: I think when the
17 media first reported on this they put some
18 misinformation out and they used some terminology
19 that we don't use, i.e. that the precincts were
20 closed. That station is never closed and access
21 is never denied to anyone that would come to our
22 doors requesting any kind of assistance.

23 But, again, and it was important,
24 that's why when you brought the citizens to the
25 table and they were able to express that concern

1 to us, we were able to dispel that false notion
2 that had already been put out there. So that
3 station remains a safe haven for the community
4 and always will.

5 COMMISSIONER WARFIELD: Let me ask you
6 this on that point just as a follow-up. I think
7 it was the night that the press conference was
8 done at the station or the night after that, one
9 of the local stations reported and had some
10 citizens there reporting that there was an
11 excessively long time before someone came on the
12 phone and answered their inquiry.

13 Are there time issues? Are there time
14 issues as it relates to how long it takes for
15 that call to get answered or was that just an
16 anomaly because the program had just began?

17 INSPECTOR ALLEN: Well, there have been
18 some kinks, but when you say "call", you mean the
19 call from the citizen to the front desk or the
20 call to TCRU?

21 COMMISSIONER WARFIELD: If I remember
22 correctly, in the report the citizen was there
23 waiting on the phone and I'm not sure if it was
24 to the front desk, nor am I sure if it was to
25 TCRU, but they were waiting on the phone and

1 they --

2 CHIEF GODBEE: Through the Chair also,
3 that was a call to the front desk and the prompts
4 that Mr. Wilkins has referred to that will direct
5 a person to the right number will really erase
6 some of the issues of the call to the front desk.

7 As it goes to calling TCRU, I think the
8 average wait time has been about 20 seconds
9 before you get an operator.

10 COMMISSIONER WARFIELD: Great. I
11 appreciate the fact that there's probably going
12 to be less reports, through the Chair, taken at
13 the desk and I certainly appreciate the fact that
14 there will be more boots on the street. We
15 absolutely need that.

16 However, if I remember correctly that
17 last community meeting we had some citizens who
18 had concerns about how they were treated once
19 they're in the station at the desk and one
20 gentleman who was, I believe, a former airman in
21 the Army felt he was sorely mistreated.

22 And what we don't want to do is
23 transfer officers from the desk to the street
24 where they encounter more citizens who will
25 potentially have more interaction with those

1 citizens and I just hope that, again -- and I
2 know, I've said it before, the vast majority of
3 our officers in the department do an outstanding
4 excellent job every day.

5 But I just want to make sure that in
6 transferring individuals from the station to the
7 street that they understand that the care and the
8 concern of our citizens and the respect that they
9 deserve is very important and we hold those to be
10 very sacred and even as we review cases now that
11 come across our desk, and Chief, you know we have
12 just a few where our frequent fliers and we
13 definitely don't want to increase that number of
14 frequent fliers and have them more -- to have
15 more interaction with citizens, but we keep a
16 tight wrap on that.

17 CHIEF GODBEE: Yes, sir.

18 COMMISSIONER WARFIELD: That's all I
19 have. Thank you, Mr. Chair.

20 COMMISSIONER WHITE: Thank you,
21 Commissioner Warfield. Commissioner Taylor?

22 COMMISSIONER TAYLOR: I just have one
23 question and may have been answered in part, but
24 I would like to know is there any challenges that
25 you foresee the citizens having with this

1 process?

2 CHIEF GODBEE: Through the Chair,
3 potentially just the different service delivery
4 model. It's different. I mean, this is the way
5 we've done business -- I'm coming up on my 25th
6 year with the department and this is the way
7 we've always handled police reports.

8 So I think the education, utilization
9 of Channel 10 and community engagement to help
10 people become acclimated to what service they
11 will receive when they come to the precinct,
12 that's a leadership challenge that I think
13 Inspector Allen and Inspector Sroka have
14 challenged very forthrightly and head on,
15 particularly with Kimberly Jackson, the president
16 of the Northeastern District Police Community
17 Relations who's been very helpful in citizens
18 understanding the different services.

19 COMMANDER BETTISON: Through the Chair,
20 I'd just like to add that we're presently working
21 with our Audio-Visual Department to actually make
22 a video, a tutorial, showing citizens exactly how
23 the use the Virtual Precinct, so I'm currently
24 working with Sgt. Quinn.

25 CHIEF GODBEE: And on that point, the

1 term "Virtual Precinct", Virtual Precinct is a
2 methodology, it's the use of the Telephone Crime
3 Reporting Unit. The reason why we -- the
4 terminology Virtual Precinct, Milwaukee,
5 Wisconsin, they did the same thing by utilizing
6 restricted-duty officers to staff what they term
7 as a Virtual Precinct.

8 We already have the existing
9 infrastructure. There are a lot of things that
10 the Detroit Police Department has done right in
11 the past, but have gone by the wayside. We
12 talked about civilianization. We have already
13 had that civilian capacity, but typically in past
14 budget administrations with different
15 administrations when there was a cut to avoid
16 cutting police they cut civilians as opposed to
17 doing a cost benefit to see what the civilian was
18 performing to better make sure that we have more
19 boots on the ground.

20 So we've been more thoughtful in that
21 analysis, so basically we're utilizing a tool
22 that we already have in our toolbox.

23 COMMISSIONER WHITE: Thank you, Chief.
24 Anything further, Commissioner Taylor?

25 COMMISSIONER TAYLOR: No.

1 COMMISSIONER WHITE: Thank you very
2 much. I have a few questions, some of which have
3 been answered and some of which I need a few
4 additional points of clarification.

5 Just for the record, as it relates to
6 new precinct hours, where does that stand?

7 CHIEF GODBEE: Precinct hours are 24
8 hours a day seven days a week 365 days a year.
9 That construct has not changed.

10 From 4 PM to 8 AM the only difference
11 is as opposed to a police officer face to face
12 taking a police report from you, you will utilize
13 a telephone to talk to Telephone Crime Reporting
14 Unit.

15 So the hours of operation are seven
16 days a week, 24 hours a day, 365 days a year.

17 COMMISSIONER WHITE: That's a
18 clarification that leads to my next question. Is
19 the Virtual Precinct what we're calling this
20 initiative as we go forward because I do think
21 there is a misnomer.

22 As I stated earlier on in this process
23 and I was in agreement with the direction we were
24 moving, but in disagreement in how we were
25 communicating it out and how particularly the

1 media was communicating it out, that the
2 precincts would be closed, but in fact as you
3 stated seven days a week 365 days a year, so how
4 do -- what do we call this initiative as we talk
5 about it amongst our individual circles?

6 CHIEF GODBEE: It's a Virtual Precinct
7 methodology, I think that's fair to say. I mean,
8 that nomenclature, it is what it is. Without
9 making a broad brush generalization on the media,
10 there was a channel who thought they had a scoop.
11 There were people that gave them information that
12 they felt would help better protect their job
13 inside, so the alarmist of closing the precincts,
14 it caught hold. They source everything they
15 want. They call my cell phone, they follow me,
16 but on that one particular issue they didn't
17 decide to source, they decided to run with it and
18 they were wrong.

19 So to that end it's just continual
20 community education, but continuing to do the
21 right thing. If nomenclature becomes an issue, I
22 ain't married to it. If I got 150 police
23 officers on the street, they can call it hickory
24 dickory dock, I don't care.

25 The important thing is that the

1 methodology -- and I don't mean that flippantly
2 -- but I'm not married to the terminology, but
3 since we've started down that road, since it's
4 been successful in another community and it is
5 just a reinstatement or a re-polishing of what we
6 already have, and further communications, we have
7 known and parenthetically Telephone Crime
8 Reporting Unit.

9 COMMISSIONER WHITE: Thank you, and
10 Chief, for the record we're not saying that
11 precincts are closed at any point in time?

12 CHIEF GODBEE: Yes, sir, I know you're
13 not.

14 COMMISSIONER WHITE: No, I mean as a
15 department, we're not indicating --

16 CHIEF GODBEE: Absolutely not.

17 COMMISSIONER WHITE: No precincts are
18 closed?

19 CHIEF GODBEE: As a matter of fact, we
20 want to encourage our communities to utilize that
21 precinct and district as a community center for
22 their functions, for block club meetings, the
23 same things that they would be utilizing the
24 community rooms for, we want to encourage them to
25 continue to utilize it for that.

1 COMMISSIONER WHITE: Thank you, Chief.
2 Some of what was talked about on how we're
3 communicating this program was already talked
4 about. I heard the implementation of a new video
5 coming which should be running on Channel 10.

6 But if you could talk a little bit
7 about what is inside the precinct. What will an
8 individual see as relates to is there a
9 one-two-three step process that is visible or
10 what will individuals see when entering the
11 precinct that will instruct them on what they
12 should do next?

13 COMMANDER BETTISON: Chairperson, what
14 we've done is we've created signage, so when the
15 citizen walks in there's different size signs
16 posted that directs them and illustrates how to
17 utilize the telephone bank as well as officers
18 there available if further assistance is needed.

19 So when you walk into the -- if you
20 looked at the Northeastern District, for example,
21 the sign is posted on the outer door area right
22 at the front desk, there's signs posted above the
23 telephones as well with a step by step telling
24 the citizens how to utilize that.

25 And we still have two persons manning

1 the front desk area as well, a supervisor and a
2 report officer, there to be able to give them
3 additional instructions.

4 CHIEF GODBEE: The one thing that's
5 consistent, through the Chair, is that the
6 officer in charge of the station desk is a
7 supervisor and that has not changed. So it's
8 their responsibility to ensure that as citizens
9 enter our precincts and districts that they're
10 given any additional instruction that the signage
11 does not provide.

12 Also, I believe the signage is
13 bilingual to deal with members of our community
14 who may not speak English.

15 COMMISSIONER WHITE: Thank you for
16 that, Chief. Forgive me if I overlooked it in
17 the data, but as it relates to the number of
18 visitors to the station between 4 and 8 PM, has
19 that been modified?

20 COMMANDER BETTISON: We have --

21 COMMISSIONER WHITE: The pilot?

22 COMMANDER BETTISON: We did and we're
23 -- we have to break it down actually by shift.
24 We looked at the total numbers and one of the
25 things that we looked at, it was a big category

1 as far as others, and by doing this pilot as far
2 as metrics, it actually gave us lessons learned,
3 so we're -- as we implement it city-wide we'll go
4 back and look at -- and better categorize that
5 category.

6 Some of the things that fell into other
7 things was sex offender registry with individuals
8 coming into the precinct to register. Another
9 category would be on citizens utilizing the
10 district or precinct for custody-related issues
11 where you're dropping off a child to the mother
12 for visitation. And that was done around the
13 clock, but we did learn some lessons and we will
14 with our continuous improvement process measure
15 categories more specifically, sir.

16 COMMISSIONER WHITE: And, Commander,
17 just for clarity the slide that showed
18 Northeastern District visits week of January 9
19 versus January 16, those are visits from the 4 to
20 8 AM window -- 4:00 PM to 8:00 AM window or is that the
21 total visits for the day?

22 COMMANDER BETTISON: If I'm not
23 mistaken, that was the total visits for that day.

24 COMMISSIONER WHITE: Thank you for
25 that. As relates to the timing, and I know,

1 Chief, we're moving towards getting out of
2 detainee visits, but certainly will detainee
3 visits be impacted by this new standard?

4 CHIEF GODBEE: No, sir. Those are a
5 part of our reasons why someone may visit a
6 precinct or district, assuming they have a
7 holding cell. I think five of our eight
8 facilities have holding cells.

9 COMMANDER BETTISON: Correct.

10 COMMISSIONER WHITE: And are detainee
11 visits at a 24-hour window? Is that a 24-hour
12 process that individuals can visit?

13 CHIEF GODBEE: Currently it is. We
14 look at other communities, they have windows for
15 visitation, but right now as it stands it's still
16 24 hours.

17 COMMISSIONER WHITE: It's not impacted,
18 okay. And we reference best practice
19 communities. That was Milwaukee, Wisconsin?

20 COMMANDER BETTISON: That was one right
21 there, Milwaukee. We've looked at Nashville. In
22 even local communities, Flint PD and Inspector
23 Rivers is here. Her shop with Planning
24 Inspections actually looked at those communities
25 and Inspector Rivers.

1 INSPECTOR RIVERS: Good afternoon.
2 Inspector Robin Rivers. When this idea came
3 about through the Assistant Chief he asked Labor
4 Relations to do some comparable along with
5 Planning and we did do that. It wasn't ill
6 advised and in fact I was actually personally in
7 Nashville, Tennessee and it was on a Saturday. I
8 actually went up to the door and it was locked.
9 A scout car pulled up shortly thereafter and I
10 asked him the question, "Are you closed on the
11 weekends? He advised me that they were and the
12 sign was posted on the door "Monday through
13 Friday 9 to 5".

14 So then that spurred me to check into
15 other agencies. As the commander had indicated,
16 Wisconsin does it. In Houston the mini station
17 is 9 to 5. San Antonio, San Diego, San Jose,
18 Indianapolis is 7 to 11. Columbus, Taylor,
19 Michigan, Flint, and just a number of others that
20 when I ask the question -- I actually in
21 Nashville I asked the officer because when you
22 have a paradigm change even I thought that was
23 strange because all my career I was used to being
24 24 hours.

25 And so when I asked them and I found he

1 was to give me a curious answer why -- I asked
2 him, "You're not open 24 hours?" and his
3 response was, "You are?"

4 And he talked about the savings and how
5 they're able to put more officers on the street
6 and how the traffic in the evening is not enough
7 to lose that type of manpower to the street.

8 And sometimes as a community and as a
9 body as a whole we get stuck in a box, but it
10 really is becoming the practices throughout the
11 country, it really is.

12 COMMISSIONER WHITE: Thank you,
13 Inspector.

14 CHIEF GODBEE: We're not quite ready to
15 move to the 24 hours or the closed concept yet.
16 It's not anything I'm prepared to do.

17 COMMISSIONER WHITE: Thank you, Chief.
18 If I could backtrack, I overlooked a question as
19 related to the average caller time. I heard the
20 wait time was 20 seconds. Have we measured how
21 much time an individual caller is spending on the
22 phone to complete that process?

23 COMMANDER BETTISON: I'm going to have
24 my subject matter expert, Sgt. Shirley Jones,
25 come to the mic right now and she's been assigned

1 to the unit for -- and running it for -- I'll let
2 her tell you exactly how long, but she'll be able
3 to break that down and we have a system that's
4 similar where all the data is captured there.
5 That's how we actually are able to keep track of
6 that.

7 SGT. JONES: Good afternoon. I'm Sgt.
8 Shirley Jones from Telephone Crime Reporting. As
9 the commander indicated, I've been at Telephone
10 Crime Reporting the majority of my career. I am
11 in my 26th year. Prior to becoming a police
12 officer I was a telecommunications operator for
13 five years.

14 The average call wait time is
15 approximately 20 seconds. That amount of time
16 varies depending upon the time of day, the
17 manpower that we have scheduled and the volume of
18 calls that are coming in at that particular time.

19 There are certain periods of the day
20 where we experience longer call wait times and
21 there are other times when it's shorter. During
22 the midnight shift the majority of people are
23 asleep, so we don't get that much traffic.

24 During the day shift between the hours
25 of 2 PM to 6 PM we get the most volume because

1 that's when the majority of people are getting
2 off work, getting off school -- getting out of
3 school and they have time available to handle
4 that kind of business when it doesn't interfere
5 with the rest of their lives.

6 Specifically the amount of time that a
7 person spends on a call will depend on what
8 they're trying to report. Sometime citizens just
9 call for information, could you give me the
10 number to this place or I want to know if this
11 person is under arrest, and other times they're
12 trying to report an accident, which is a lot more
13 extensive than just a call for information.

14 So the time that a call takes could
15 vary from anywhere to a minute if they just want
16 information or a phone number to -- we've seen
17 them take a half an hour. Sometimes people's
18 homes are broken into and they have a detailed
19 list of the items already prepared that they want
20 to add to that report.

21 COMMISSIONER WHITE: Thank you.

22 SGT. JONES: You're welcome, sir.

23 COMMISSIONER WHITE: Last question
24 before I wrap up here. The expected 150 officers
25 that were projected to be available for the

1 street for these various duties, individuals who
2 are assigned to administrative functions were
3 included in this number, is it those individuals
4 who are restricted duty and if so, how will they
5 be reallocated out?

6 CHIEF GODBEE: Restricted-duty people
7 now are utilized to supplement the positions at
8 Telephone Crime Reporting Unit until we're able
9 to fill the requisition for the TCOs.

10 Additionally, some of the current
11 report clerks will fill in the gap until we have
12 that unit up and functioning. We have to also
13 look at the competency of the person to take the
14 report.

15 The reason why the TCOs are more
16 efficient, their typing skills are typically
17 better, so manipulating the crisnet report for
18 them is much simpler. There are some officers
19 that are restricted due to they've never used
20 crisnet, so their learning curve is much steeper,
21 so every restricted-duty officer is not really --
22 have a competency we need.

23 So between those two entities, that's
24 how we're filling the gap until we're able to
25 fill the requisition with the TCOs.

1 COMMISSIONER WHITE: Thank you, Chief.
2 Anything further, Commissioner Warfield?

3 COMMISSIONER WARFIELD: Just a couple
4 of follow-ups with Commander Bettison. You had
5 mentioned the sex offender register.

6 So are those individuals still able to
7 get registered and is there a window of time when
8 they need to come in?

9 COMMANDER BETTISON: Yes, sir, they're
10 still able to get registered and there is a
11 window of time. That window has passed right now
12 and I'm not sure of the exact window, how the
13 schedule is via the State.

14 COMMISSIONER WARFIELD: Okay. Same
15 thing with the custody drop-offs. Are those
16 still able to happen?

17 COMMANDER BETTISON: 24/7.

18 COMMISSIONER WARFIELD: Great, thank
19 you.

20 COMMANDER BETTISON: What we did,
21 through the Board, is we looked at best practices
22 and then tailor-made our plan for the citizens of
23 Detroit, taking the best of the best.

24 So we will not limit access to the
25 districts and precinct stations to our citizens.

1 Only thing that's limited as far as report
2 taking.

3 COMMISSIONER WHITE: Anything further,
4 Commissioner Taylor?

5 COMMISSIONER TAYLOR: No.

6 COMMISSIONER WHITE: Thank you,
7 Commander, et al, and Chief, thank you very much.

8 CHIEF GODBEE: Thank you, sir.

9 COMMISSIONER WHITE: Counsel?

10 MS. WASHINGTON: Through the Chair,
11 Chief, you made me feel so important waiting an
12 opinion -- but I have to first say that all
13 opinions with regard to legal issues come through
14 the Law Department, so this is not and certainly
15 is not my opinion.

16 But last week -- I believe it was last
17 week that it was put on the record that the Board
18 asked me to research an issue specifically
19 whether the department needed the approval of the
20 Board to switch to the Virtual Precinct model.

21 I had the pleasure of sitting in a room
22 with four other lawyers for four hours. It was
23 extremely -- it was intellectually challenging.

24 And let me -- again, before I even get
25 into that, I don't believe -- and I'm not

1 speaking for the Board, I'm certainly not
2 intending to do that, but I don't believe that it
3 was the Board's intention to interfere with the
4 Chief's plan or implementation of a Virtual
5 Precinct model.

6 I think the Board is keenly aware based
7 on my understanding -- and again this is the
8 first time that I've presented this, so there's
9 been no deliberation behind the scenes -- never
10 the intention to interfere, just to make sure
11 that everybody follows the Charter.

12 And, again, as I said, after spending
13 an afternoon with all the lawyers we went through
14 the old Charter and the new Charter and first of
15 all -- and I'm going to read the opinion to make
16 sure -- Inspector Allen said that I don't go off
17 script, but that there are -- it's not as cut and
18 dry as maybe the Board would understand it to be,
19 or that the department would understand it to be,
20 that there's very few operations or functions
21 that are purely operational or purely
22 organizational. I think that that was an
23 important distinction.

24 So if you will allow me. Again, the
25 issue was whether the department needs the

1 approval of the Board to switch to the Virtual
2 Precinct model. In making this determination we
3 reviewed the 1997 and the 2012 charters.

4 Under the 1997 Charter in Section
5 7-1102 the Board of Police Commissioners headed
6 the police department. Section 7-1103(1) read
7 the Board shall,

8 "In consultation with the Chief of
9 Police and with the approval of the
10 Mayor establish policies, rules and
11 regulations."

12 Section 7-1106 of the '97 Charter
13 further provided that the Chief of Police,
14 "Shall administer the department under
15 the policies, rules and regulations
16 established by the Board and shall, 2,
17 recommend rules, regulations and
18 procedures to the Board for its
19 approval."

20 The City has always interpreted these
21 provisions to mean that the Chief of Police had
22 the authority to make decisions regarding the
23 operations of the department, and that the Board
24 of Police Commissioners had decision-making
25 authority over matters which impact the

1 department organization.

2 The latest charter revision commission
3 amended the above sections of the 2012 Charter.
4 Section 7-802 of the 2012 Charter now reads that,

5 "The Board of Police Commissioners has
6 supervisory control and oversight of
7 the police department as set forth in
8 this chapter."

9 Section 7-803(1) provides that the
10 department shall, "In consultation with the Chief
11 of Police and with the approval of the Mayor
12 establish policies, rules and regulations."

13 Section 7-806 of the 2012 Charter
14 further provides that the Chief of Police,

15 "Shall administer the department
16 consistent with the policies, rules and
17 regulations established by the Board
18 and shall organize the department with
19 the approval of the Board."

20 Subsection 2 of Section 7-806 provides
21 that the Chief shall, "Recommend rules,
22 regulations and procedures to the Board for its
23 approval."

24 Subsection 4 of Section 7-806 provides
25 that the Chief has the authority to, "Direct

1 employees in the performance of their duties."

2 When taking these two sections together
3 the Board of Police Commissioners has to consult
4 with the Chief regarding adoption of policies,
5 rules and regulations and secure mayoral approval
6 and that the Chief has to administer the
7 policies, rules and regulations established by
8 the Board which the Chief can recommend and
9 organize the department with the Board's
10 approval.

11 Unfortunately, Board, neither the
12 provisions of the 2012 Charter nor their
13 commentary offer any real assistance or insight
14 in defining what types of matters are purely
15 "organizational" within the sole purview --
16 excuse me, purely "operational" within the sole
17 purview of the Chief or purely organizational
18 within the sole purview of the Board of Police
19 Commissioners.

20 Because of the changes that will occur
21 when DPD adopts the Virtual Precinct model, there
22 are arguments which tend to support the
23 conclusion that this situation is really a hybrid
24 which will cause both operational and
25 organizational changes.

1 A review of the DPD policy manual
2 reveals that the Board of Police Commissioners
3 had not adopted any rules or a policy regarding
4 the hours of operation for DPD precincts or
5 districts.

6 Therefore, the Board may not be able to
7 successfully claim that adoption of the Virtual
8 Precinct model constitutes a change in policy.
9 The Chief would in all probability respond to any
10 such claim that the hours of operation of police
11 precincts are thus department procedures within
12 the purview of the Chief of Police to modify and
13 direct.

14 And again I would emphasize that the
15 Charter does not speak to the word "procedures".

16 However, based on BOPC or the Board's
17 position in the past where similar instances have
18 come up, for example changing from precincts to
19 districts or districts to precincts, those types
20 of changes have been brought before the Board for
21 vote.

22 The 2012 Charter unfortunately failed
23 again to offer any clarity with respect to
24 specific functions of the Chief and of the Board.

25 While the Commission changed the

1 language, the Charter Commission, changed the
2 language from stating the Board, "Heads DPD" to
3 the Board now has supervisory control and
4 oversight of the department, again this does
5 nothing to definitively answer the question.

6 In short, it is a hybrid -- if there is
7 an "in short", there is a hybrid of the two.
8 There are no purely operational or organizational
9 changes and if the Board and if the Chief -- I
10 think both sides understand that there must be
11 some dialog and there must be some consultation.
12 I don't think that's an issue.

13 But again the only reference that we
14 have, Mr. Chair, is past practice.

15 COMMISSIONER WHITE: Thank you,
16 counsel. Questions, Commissioner Warfield?

17 COMMISSIONER WARFIELD: No, none.

18 COMMISSIONER WHITE: Commissioner
19 Taylor?

20 COMMISSIONER TAYLOR: No.

21 COMMISSIONER WHITE: Thank you for
22 that. At this time we'll move for public comment
23 for individuals who are wishing to address the
24 Commission specifically as it relates to the
25 Virtual Precinct model. I would like to hear

1 from you at this time.

2 Please come forward. For the record,
3 please state and spell your first and last name.
4 Be mindful of the two-minute allotted time.

5 Any comments? Any comments. Good
6 afternoon.

7 MS. SMITH: Good afternoon. Thank you.
8 I'm Mary Jo Smith. I bet you can spell it. I'm
9 president of the University District Radio Patrol
10 and as some to you know from the meeting in the
11 12th Precinct I spent a lot of time doing things
12 connected with the police department.

13 I'm not remotely distressed by the idea
14 of Virtual Precinct. What has been a nightmare
15 to me from my perspective is the abysmal lack of
16 correct information, and I don't see that people
17 in our neighborhood yet understand what's
18 happening.

19 I see two questions remaining that I
20 get asked a lot and I have no answers for. Has
21 this change also altered how you make a police
22 report if your vehicle is stolen? Previously you
23 had to go into the precinct and sign affidavits.
24 If that's changed, that's something I'd like to
25 know to be able to tell people.

1 And the other thing that concerns me,
2 it sounded today as though police will no longer
3 respond to traffic accidents.

4 CHIEF GODBEE: Traffic accidents where
5 there is not injuries and the vehicles are
6 drivable, those will be taken by phone. That is
7 the best practice across the country.

8 Secondly as it goes to stolen cars,
9 those reports will, again, be taken by phone with
10 the requisite information that the Telephone
11 Crime Reporting Unit officers will apprise you of
12 which will be registration, proof of insurance.

13 The affidavit that has previously been
14 filled out in person will be read verbally and we
15 will have a manner by which we can capture it on
16 tape which will give the same effect.

17 MS. SMITH: Good, thank you. The one
18 thing --

19 CHIEF GODBEE: Which we hope is more
20 convenient for the citizen.

21 MS. SMITH: Oh, it would have to be,
22 especially if you don't have a vehicle.

23 The other thing I would like to say,
24 having been with all sorts of people having
25 conniptions with the rollout of the verified

1 response for burglar alarms, and knowing that I
2 really liked the idea because my experience said
3 it was only a plus, and this which also has the
4 opportunity to be a plus, can we please do better
5 on the PR rollouts of these things.

6 If I had been able when this happened
7 to say to people, "No, you don't get it. Virtual
8 Precinct means there's another one, another
9 precinct on the telephone live and ready for your
10 call," that's so much better and so much more
11 realistic than saying your police precinct is
12 going to shut the doors at 4 o'clock in the
13 afternoon and roll up the sidewalks and come back
14 tomorrow at 8.

15 CHIEF GODBEE: Duly noted, but please
16 appreciate the police department did not give
17 that information out.

18 MS. SMITH: I understand that.

19 CHIEF GODBEE: Fox 2 did -- and I'll
20 name them now that you've asked, Fox 2 thought
21 they had a scoop and went with it.

22 Ill advised and it caused a panic
23 throughout the community. Hence, that's why we
24 -- they tried to preempt our announcement and
25 they did it incorrectly.

1 MS. SMITH: I understand that, but
2 I think that we as a community with all our
3 facets, Police Board of Commissioners, citizen
4 groups, has other options for more effective
5 response.

6 CHIEF GODBEE: Agreed, agreed, but
7 please appreciate when they let the genie out of
8 the bottle incorrectly I have no control over
9 that.

10 MS. SMITH: No, I understand that.
11 I've been torpedoed myself in other situations,
12 but I think there could have been other responses
13 and I think since this one happened, maybe next
14 time we can do better.

15 COMMISSIONER WHITE: Point well taken.
16 Thank you very much.

17 Are there other comments?

18 MR. WELBORNE: Good afternoon,
19 Commission and the Chief. My name is Bill
20 Welborne. I'm the president of City-Wide. I got
21 a couple of things I'd just like to bring up
22 that's been brought to me.

23 A lot of people ask me about the time,
24 4 o'clock. They want to know if the time could
25 be extended to 6:30. To me, 4 o'clock is okay

1 but a lot of seniors -- I met with a lot of
2 seniors last week and they were concerned about 4
3 o'clock. I don't know why.

4 CHIEF GODBEE: What is the concern
5 about 4 o'clock?

6 MR. WELBORNE: They just said -- they
7 thought it was too early.

8 CHIEF GODBEE: Too early for what?

9 MR. WELBORNE: For the precincts to be
10 closing up from 4 to 8.

11 CHIEF GODBEE: The precincts are not
12 closed.

13 MR. WELBORNE: They're not closed, I
14 know that, but that's the understanding they're
15 getting.

16 CHIEF GODBEE: Okay, but now you got to
17 correct them and say the precincts will not, are
18 not, shall not be closed.

19 MR. WELBORNE: Yeah, I told them that,
20 but is there any plans also to come out to the
21 different community relations meetings to explain
22 to these people what's going on.

23 CHIEF GODBEE: That's why we have very
24 talented precinct inspectors and that will be
25 their charge.

1 MR. WELBORNE: Okay, that's what I
2 wanted to know about because I've tried -- I
3 explained it to them, they don't want to take it
4 from me and since I'm the president of City-Wide
5 I got all the precinct presidents there at one
6 time and I can tell them what's going on, but
7 when you deliver it to the people, it's a
8 different thing.

9 CHIEF GODBEE: Absolutely, but that's
10 what we do.

11 MR. WELBORNE: I'm glad to see that
12 you're tightening up on man-hours. That's one
13 thing I believe in. When I was in the military,
14 man-hours meant a lot to me. If you get more
15 done with less, it's the best thing in the world.

16 CHIEF GODBEE: Yes, sir.

17 MR. WELBORNE: And I compliment you for
18 that.

19 CHIEF GODBEE: Thank you, sir.

20 COMMISSIONER WHITE: Thank you,
21 President Welborne. Any other comments? Any
22 other comments? Any other comments?

23 Seeing none, Commissioners, before us
24 is a model for the Virtual Precinct pilot and at
25 this time the Chair would entertain a motion to

1 approve the department's Virtual Precinct model
2 as presented by the Chief.

3 COMMISSIONER WARFIELD: Sir, I move
4 that this Board approve the Virtual Precinct
5 model as put forth by the Chief of the
6 department.

7 COMMISSIONER TAYLOR: Second.

8 COMMISSIONER WHITE: It's been properly
9 moved and supported. Any discussion? Chief,
10 during discussion I certainly want to say I
11 commend you and the department for thinking
12 outside of the box and coming up with a creative
13 way to move this department forward, as you
14 stated, in a climate of diminishing resources to
15 give a better service model to the citizens of
16 Detroit.

17 CHIEF GODBEE: Thank you, sir.

18 COMMISSIONER WHITE: And I also would
19 echo the sentiments of some of our community
20 members that I think we all can share in the
21 responsibility in how we communicate this process
22 out.

23 That's something to the benefit of the
24 community something as great as this initiative
25 should not be thwarted by a lack of communication

1 out to individuals because there will be those
2 who seek to tear this process down for lack of
3 communication and lack of proper information as
4 we move forward.

5 So, again, I commend you for an
6 excellent presentation and wish you much success
7 as this program begins to roll out.

8 CHIEF GODBEE: Think you, sir.

9 COMMISSIONER WHITE: Any other
10 discussion? Seeing none, all those in favor?

11 COMMISSIONERS: Aye.

12 COMMISSIONER WHITE: Opposed? Thank
13 you very much. Chief, I also will put forth as a
14 request that the Board receive a presentation 30
15 days after implementation of how we're doing
16 across the city so we can continue to monitor the
17 success of this program as we move forward.

18 CHIEF GODBEE: Sir, I would request we
19 do it at a community -- the evening meeting, the
20 first evening meeting after that 30 days so there
21 will be a wider audience.

22 COMMISSIONER WHITE: Let's just take a
23 quick second to come up with a date now. March
24 8, is that enough time to gather data to see?

25 CHIEF GODBEE: Yes, sir, I think we'll

1 be able to close out our pilot information and
2 also have substantive data relative to the
3 city-wide implementation, and specifically how
4 many officers we've freed for police service.

5 COMMISSIONER WHITE: Thank you, Chief.
6 At this time there's no further business before
7 this body. Chair will entertain a motion for
8 adjournment.

9 COMMISSIONER WARFIELD: So moved.

10 COMMISSIONER TAYLOR: Second.

11 COMMISSIONER WHITE: It's been properly
12 moved and supported. Any discussion? Seeing
13 none, all those in favor?

14 COMMISSIONERS: Aye.

15 COMMISSIONER WHITE: Opposed? Thank
16 you, thank you everyone.

17 (Proceedings concluded at
18 1:06 p.m.)

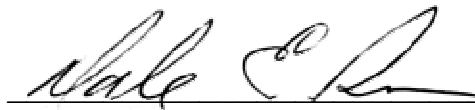
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