

# **Townsend Police Department**

## **Chief's Report**

**December 1 – December 31, 2017**

## **Activity Summary**

### ***Staffing***

One officer is still on medical leave and expected to be on leave for at least the next several months.

Several qualified applicants submitted for the open patrol position and we are moving toward the background process.

Officer James Landi has submitted his resignation and has accepted a patrol officer position with Stowe MA Police Department. His last official day with TPD will be 1/21/18. We wish him well.

### ***Administration***

The department submitted its capital request and completed its budget for FY19. To prepare with communications related budget concerns, the police department collaborated with the fire department on the Communications budget. We are prepared to make presentations as requested.

During the budgeting process we discovered that the prior administration failed to properly update salaries based on the contract and wage scale. We have worked to correct this situation by amending the wage scales, built FY19 utilizing the correct scales, and are in the process of evaluating the budget impact for FY18.

A meeting was held with the Animal Control Officer (ACO) to review the required monthly reports and call in procedures. In the upcoming months we will work to have the ACO integrated into the Regional Dispatch Center to streamline the process and to better capture animal control calls for service information.

The tow bid only received one application. Harbor Auto Body applied, the Shepherd family has decided against towing. I spent time calling tow companies to determine interest in towing and the response was limited. Harbor Auto Body was unable to tow for a specified period of time. We were left with an emergency situation to get a backup company for a week in December. This was taken care of and as of this report Harbor Auto Body is the tow company being utilized.

This month we continued the re-organization to provide coverage for the front desk. The Administrative Assistant's office is now located on the first floor. While discussed at the December meeting, it is important for the community to know that having dispatch on site or off site does not change the level of service provided in an emergency situation. Even if dispatch was on site, they would not be in a position to go outside to help someone and an officer would still need to be dispatched to come to the station.

### ***Grants***

The department scheduled several patrols related to a Highway Safety reimbursement grant received. Submission of reimbursement will occur in January and a notice of grant acceptance will be provided to the board. The rest of our grant request is pending federal budget approval.

Provided a letter of support to continue with the COIN grant.

### ***Events Attended and Meetings Conducted (highlights)***

I attended the Police Assisted Addiction Recovery Initiative (PARRI) meeting. This event highlighted programs that are addressing substance use disorder in communities. It was a terrific forum to learn emerging strategies that can be applied locally.

I met with the principal and assistant principal at Hawthorne Brook to discuss safety, police presence, active shooter concerns/training, security and cameras.

Met with a community member to discuss ideas for school based / youth programming.

I attended a community dinner at the Methodist Church and several community holiday events including the Tree Lighting, Library/Senior Center Festival, and holiday fairs at the Congregational Church and High School. The Deputy attended a community dinner at the Baptist Church.

NM Cares canceled their December meeting, so I will attend the January meeting.

The Deputy and I have been attending meetings related to the Nashoba Valley Regional Emergency Communications Center. Our new phone system, cameras and Records Management system are in the process of being installed. Department members will receive training on the new equipment and software in the coming months. The records management installation is particularly difficult and involves a significant data conversion. We are slated to be fully implemented and to "Go Live" with the new software on June 4.

The Community Outreach Initiative – COIN. Attended the COIN meeting in Ayer regarding the hiring of staff for our regional grant as part of our ongoing effort to address substance use and provide outreach to those in need in our community.

### ***Operational Changes***

The department administration has been reviewing reporting systems, processes, prior recommendations and paperwork flow over the past several months. We have made a number of changes and improvements to enhance the efficiency, documentation, preservation and accuracy of work being conducted within the department. I have listed a number of these changes below and we will continue to review all processes within the department and bring them up to industry standards.

Detail, overtime and timesheets have been revised to better account for time worked. Detail officers are now required to sign in and out with dispatch for details. Overtime was not scheduled in PLANIT (the department's scheduling software) which has been corrected. PLANIT had now been set up to track internal trainings and both planned and unplanned overtime. A memo was issued to all department members emphasizing the importance of not compounding or pyramiding time.

The review of the department salary schedule found that changes in status for employees had not been done routinely. After a lengthy process, involving TPD staff and the Town Treasurer, all salaries have been adjusted properly. This review also found that holiday pay wasn't being paid consistent with the collective bargaining agreement (time and half for 6 major holidays vs. for all holidays).

A review of the detail account found that there was over \$40,000.00 in detail billing that had not been sent out. This has been resolved by contacting the vendors and billing for the details. An accounts receivable type ledger system is now in place to track invoices to ensure payment.

As best we can tell, performance evaluations have not been completed in the department since 2015. A plan is in place to have all employees evaluated prior to March 1<sup>st</sup>.

License to Carry information had not been correctly entered into the local database. This has been corrected

Motor Vehicle Accident Reports had not been filled with the State for several months. This has been corrected.

A review of an Evidence and Property audit conducted by an outside agency in late summer 2016 revealed that no actions were taken on the recommendations provided. The issues in the report appear to be clerical in nature (poor use of existing software) and we plan on conducting a complete audit of property once the new Records Management System is up and running. As discussed above, the installation should be complete by summer.

Protective Orders from the Courts had not been entered into our local records management system. A complete audit/analysis was done of the procedure and the process has been corrected to ensure proper documentation of service and related information.

A new ledger system has been designed to track department related expenses and these ledgers are reconciled with town accountant reports on a monthly basis.

The department had not been in compliance with the State Required Ticket Auditing process for some time. We are in the process of developing a procedure for these audits and to correct this issue.

We will continue to evaluate all processes within the department to bring them up to acceptable standards.

Chief Rick Bailey