

## Police Commission Meeting September 1, 2021 6:30pm Glendale City Hall

### Present:

Mark Ferguson (Glendale Police Chief)

Mary Viergutz (Commissioner)

Paul Kranz (Vice Chair, Acting Chair)

Eric Zentner (Secretary)

Richard Brady (Matrix Representative, joining on zoom)

### Absent Excused:

Joe Zancanaro (Chair)

Tomika Vukovic (Commissioner)

The meeting was called to order at 6:31 pm

The minutes of the August 2<sup>nd</sup> meeting were approved.

### Chief Ferguson gave the following update:

He said we have 2 vacancies now: a Sgt (since April) and the community outreach officer. Captain Brower retired, but we can't replace him until his payout is done. The chief is hoping to hear from the city on how many positions we can fill. He's hoping to replace the Sgt. Right away so we should discuss procedures for hiring soon.

The chief said, like everywhere else in the county, we've been experiencing a lot of vehicle thefts. We had 66 in 2020 and 78 in 2021 so far.

We've also been getting a lot of guns off the street. 39 in 2019; 75 in 2020; 64 in 2021 so far. These are guns left laying around or in possession of someone who should not have had a gun in the first place.

Mary said it seems like there's no deterrent to keep kids from stealing cars. She asked if any jurisdiction is doing anything about this. Chief Ferguson said that this is a matter of state statute; Glendale can't control the deterrence.

### Matrix presentation:

Richard Brady, of Matrix gave the following presentation: He said they started the report in the spring and completed it about a month ago. It was presented to the common council and now he's presenting it to the police commission.

It was primarily a staffing study but taking into consideration the community-oriented policing, community support, transparency, etc. They did

interviews, ride-alongs, and a community listening session (which wasn't well attended) so then they also conducted an online survey.

They got 192 responses on the survey, overwhelmingly positive. People feel safe and think the department is responsive. But half the respondents still believe crime is getting worse, but they still think the department is addressing problems in the community.

They found patrol officers have an extraordinary capacity to handle workload and be proactive. Only 29% of their time is used to handle community-generated calls for service. About 38% of their time is used engaged with the community (including when they initiate the contact). Officer-initiated activities are as common as responding to calls for service. Matrix determined that we do have the capacity to reassign two officers; one as community outreach and another to focus on hotels etc.

Regarding detectives, they found that detectives function without direct supervision. Case loads are low enough that we could assign a Sgt. Detective to manage the detectives and ensure accountability and balance caseloads. They also recommend buying case management software (or at least using Excel) to manage cases.

They reported that public support at the counter has two classifications doing the same thing, so they should be merged. Also, these positions are not supervised directly; the Executive Assistant should provide that.

We could keep patrol cars an extra year (4) and add another vehicle.

Regarding policies and training, we could focus more time of the Support Services Captain on addressing policies and plans on diversity, equity and inclusion. We also need to be more transparent on policies, training, data and policing outcomes. Richard also recommended that we change our pursuit policy to be more restrictive, and that ours is out of step with our neighbors. We should not pursue for minor traffic violations, especially because of the risk for officers, the pursued, and innocent bystanders.

Regarding organizational structure, we do well developing managers like sgt's. We have some supervisors managing only a couple people and others supervising many. The top managers need more time for community interaction and executive management. We could reassign Lieutenants to spread out management. We could also replace two lieutenants with sergeants, which would be similar to other departments.

Richard also said that the police commission should act more in an advisory capacity on policies to the extent allowed by Wisconsin law. While the Common Council has oversight, they have a lot on their plate, so we should have closer involvement. We could be a sounding board about reviewing and updating

policies. The council would still be the decider, but we'd be a great sounding board.

Richard stopped to take questions, and Mary asked about what they think officers should be doing more than they are now. Richard said in 2019 officers did 7000 activities, about 5000 of which were traffic stops. He said that especially since we don't have a community outreach officer, we need to engage with the community more. They could deploy themselves in area where there are likely to be burglaries.

Eric asked about transparency and what we should be sharing. Richard said we could share about trainings, policies, results of complaints, discipline, and activities within the department. Mary mentioned that Glendale has a Facebook page that gives weekly crime reports. She asked about whether they mean in a forum like that and asked about the privacy implications of this. Richard said the information we share could be statistical, not personal.

Paul said he was hesitant to share training information. He said he wasn't sure that will help the community and it might disadvantage officers. He asked why we might want to share that. Richard said they aren't suggesting sharing tactical or undercover information. Rather we should share that they're being trained in diversity, LGBT issues, etc. Paul asked about more restrictions on pursuits and whether it's actually as risky as it seems. Richard said chases have a low probability of disaster but a higher risk of something terrible happening. It might only be once every ten years, but when it does, it might be millions of dollars and loss of life, and do we want that for a broken taillight or running a stop-sign? Paul said he'd like to see more statistics on this.

Mary said she'd gotten the impression that the report says we're top heavy in terms of management and asked Richard to expound on that. Richard said that having as many lieutenants as we do gives us more years of experience, but many of their duties are things commonly handled by sergeants. He said if we don't get rid of some lieutenants, then we should reassign to prevent redundancy or overlap.

Paul asked Richard to email us the presentation. He said he would be glad to and the Chief offered to pass it along to commissioners if he doesn't have the individual commissioners' email addresses.

Richard then left the zoom meeting and Mary asked Chief Ferguson if these were just suggestions and the council has the authority to actually make changes. The chief agreed with this.

Chief Ferguson said he thought the way Matrix got their numbers was a bit suspect, for example they thought there were 7,000 activities when GPD records said we had 17,000. He said we are looking at case management software. He thought that their data analysis was lacking, but other than that, most of what they're recommending are things the chief agrees with or they were already

considering. He said we are strong proponents of constant supervision; there will always be a lieutenant and a sergeant or two sergeants. Many times a lieutenant is doing the job of a sergeant (the on-scene supervisor). He said the 3 ways to avoid problems are: 1. Policies, 2. Supervision; 3. Training.

The chief said we do have a lot of pursuits. Our pursuit policy has been reviewed by our insurance attorneys. The more restrictive the policy it is, when something big happens, we're not able to pursue. The policy is: if the need for immediate intervention outweighs the risk, they pursue. They also use stop sticks and p.i.t. maneuver. For traffic violations (if it's just traffic violation), if another officer is ahead with stop sticks, they'll do that, but if there isn't, they usually terminate. He said that supervisors review chases and then decide if it's justified or not, and then they share that with all the officers so everyone knows.

The chief said we have used software that helps us download data from phones (after we get a warrant to search a phone). The phone companies keep updating their privacy technology, and the software companies try to catch up. Greenfield has a very expensive crime lab that has this software, and we've signed on to this for only about \$4,000 per year (versus \$30,000 to subscribe to the software).

We are not scheduling our next meeting yet because Joe and Tomika aren't here, and we don't have an immediate need.

Respectfully submitted,

Eric Zentner  
Secretary