

# Public Safety Master Plan



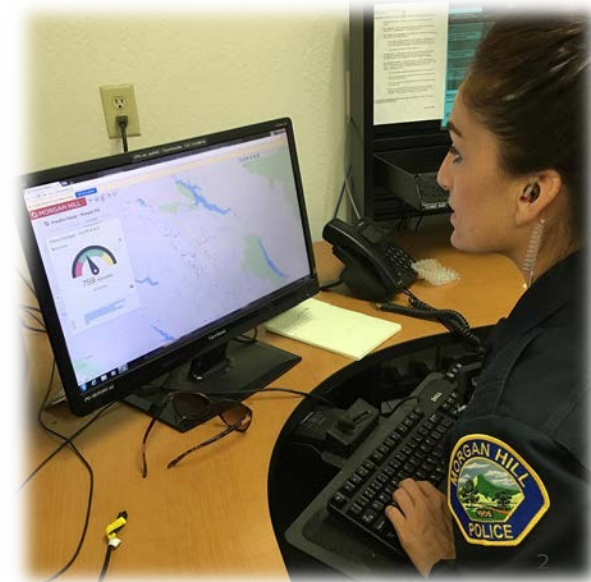
**Police Chief David Swing**  
**Fire Chief Derek Witmer**



**February 22, 2017**

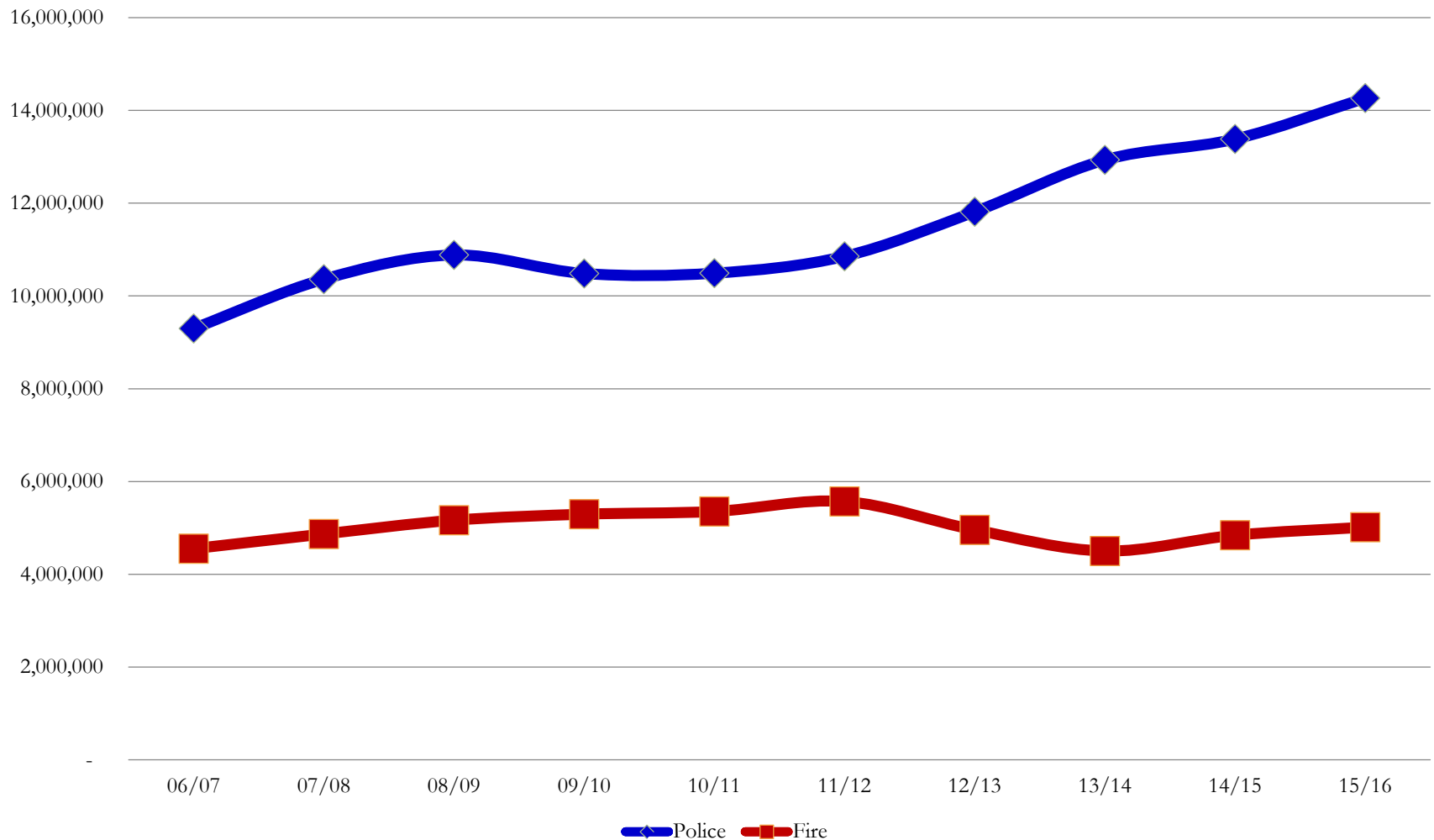
# Master Plan Purpose and Goals

- Contracted with CPSM
- Evaluated operations and staffing of both Departments
- Requested a benchmark for future staffing



# Highest Priority

Total Departmental Expense



# Community's Quality Of Life Service Needs and Priorities

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- In a prior survey, residents identified the following quality of life service priorities:
  - Rapid response to 9-1-1 emergencies
  - Maintaining the number of police officers on neighborhood patrols
  - Maintaining crime prevention and investigation programs
  - Maintaining fire protection
  - Maintaining city streets and roads, and repairing potholes
  - Maintaining the long-term financial stability of the City

# Community Survey Results

**Q1 What issues do you feel Morgan Hill is facing today that pertain to public safety?**

Answered: 548 Skipped: 1

Red Lights Big City Parking Lots Monterey Rd  
Growth Dark Downtown Unsafe Safety  
Stop Signs Traffic Young  
Home Burglaries Casing Theft  
Law Enforcement Crime New Years  
Increase Growing Community  
Illegal Fireworks Kids Morgan Hill Bad Guys  
Housing Speeding and Reckless Driving Walking Residents

# Community Survey Results

**Q3 Please provide what you feel should be the primary areas of focus for the Morgan Hill Police Department in order to address public safety issues in our community.**

Answered: 524 Skipped: 25

MH PD Population Growth Law Enforcement Increase Staff  
Morgan Hill Hire more Officers Safety  
Doing a Great Job Gang Communication  
Neighborhood Youth Patrols  
Illegal Fireworks Crime Parking Lots Police  
Break Traffic Social Media Presence  
Running Red Lights School New Parking  
Home Burglaries Stolen Vehicles Calls Road

# Introduction

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- Policy Considerations
- Purpose and Goals of PSMP
- Key Findings and Recommendations
- Policy Discussion



# Policy Considerations

- What criteria should the Council consider to determine if/when the third fire station is needed?
- What is the desired patrol saturation index (PSI)?

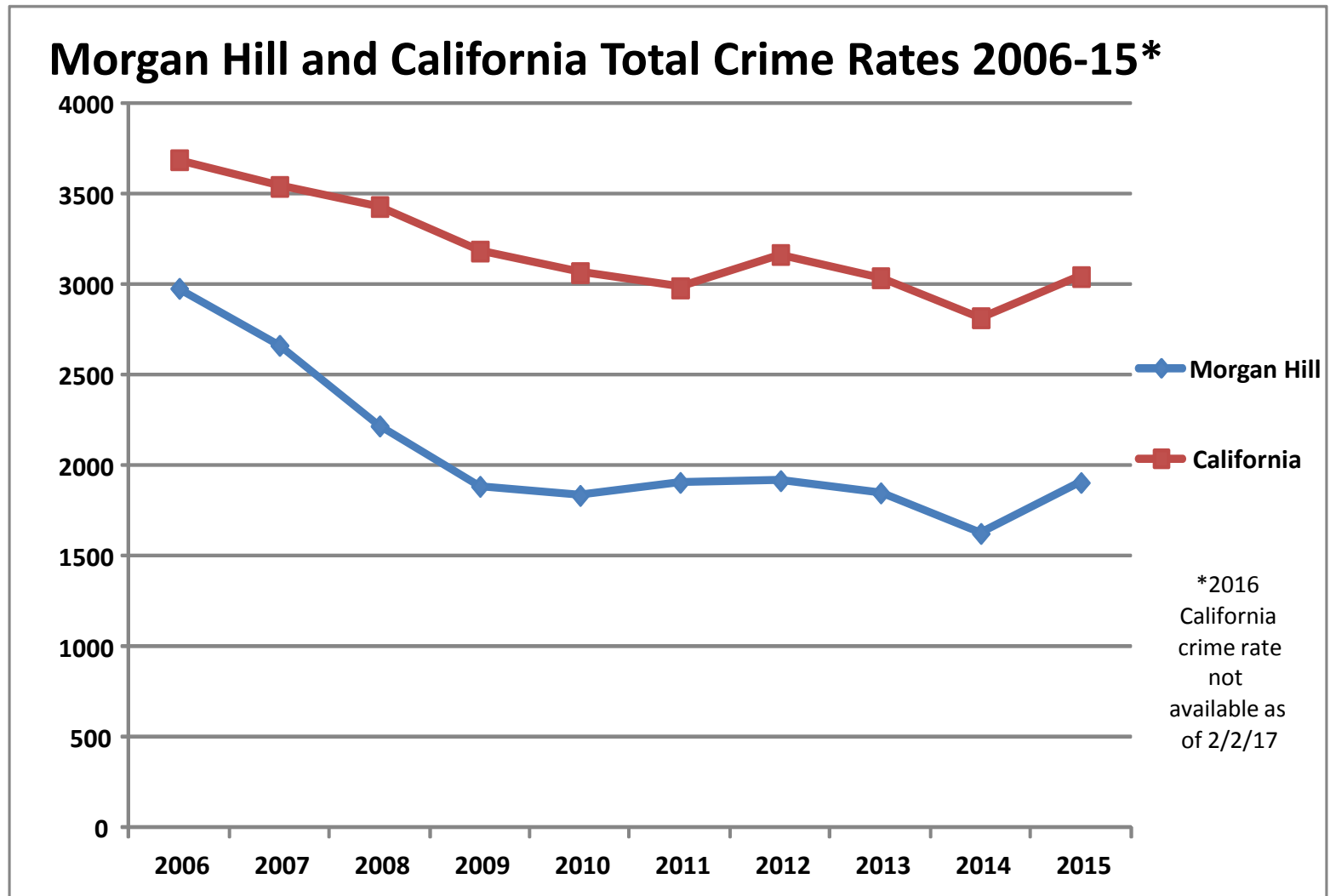




# Findings and Recommendations

- Well managed, service oriented, outstanding customer service, and engaged in community
- Crime rate, call for service demands, and staffing levels are below average of other cities
- Workload is higher than average
- Lengthy response times to calls for service

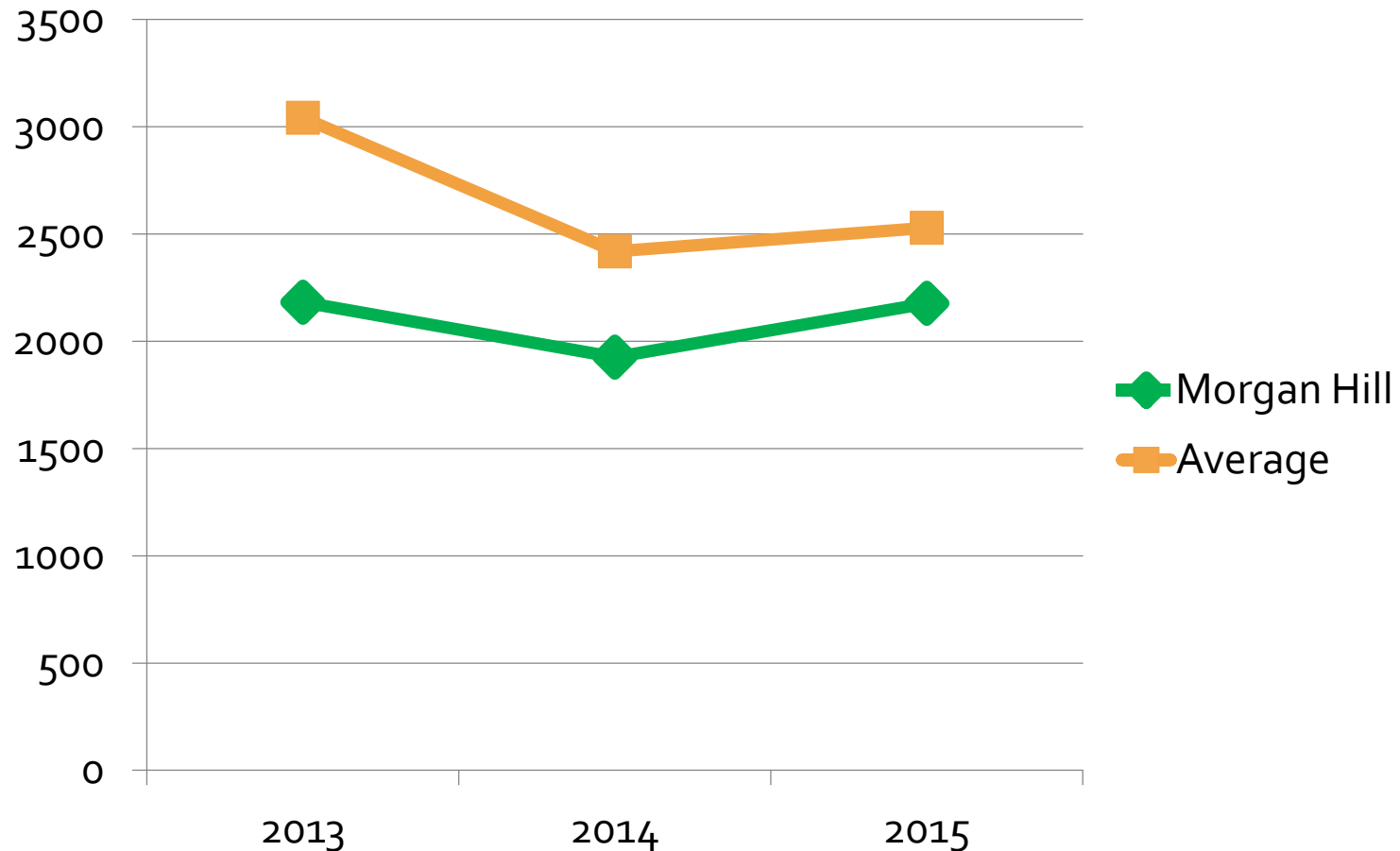
# Crime Rate and Staffing



# Crime Rate and Staffing



## Crime Rate per 100,000 Population



# Crime Rate & Staffing

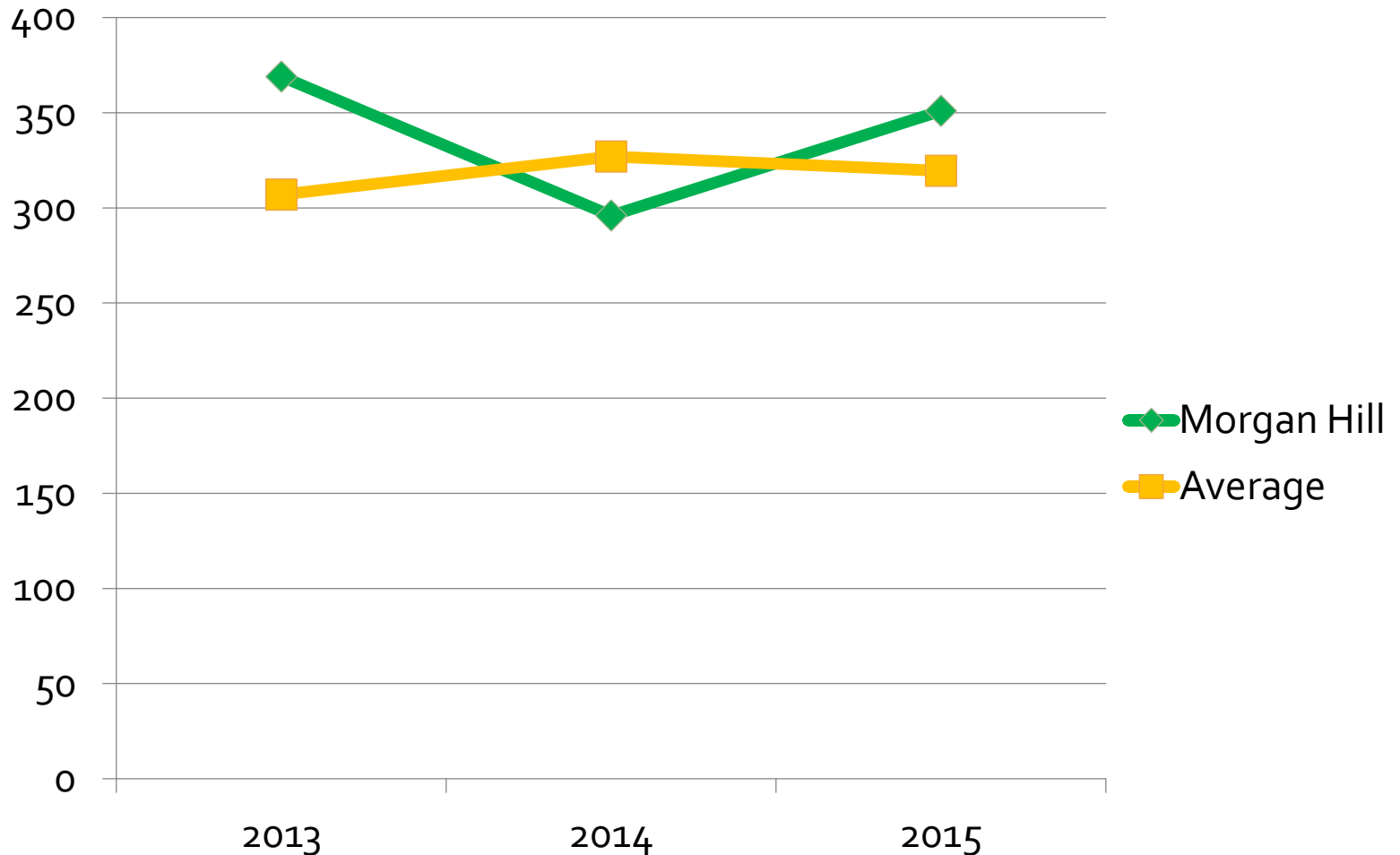


City or Town	Population	Officers
Mountain View	77,914	96
Milpitas	72,606	82
Palo Alto	64,403	90
Gilroy	53,000	60
Morgan Hill	42,068	39
Campbell	41,119	42
Los Gatos/Monte Sereno	30,391	39
Los Altos	30,288	30

# Workload Information



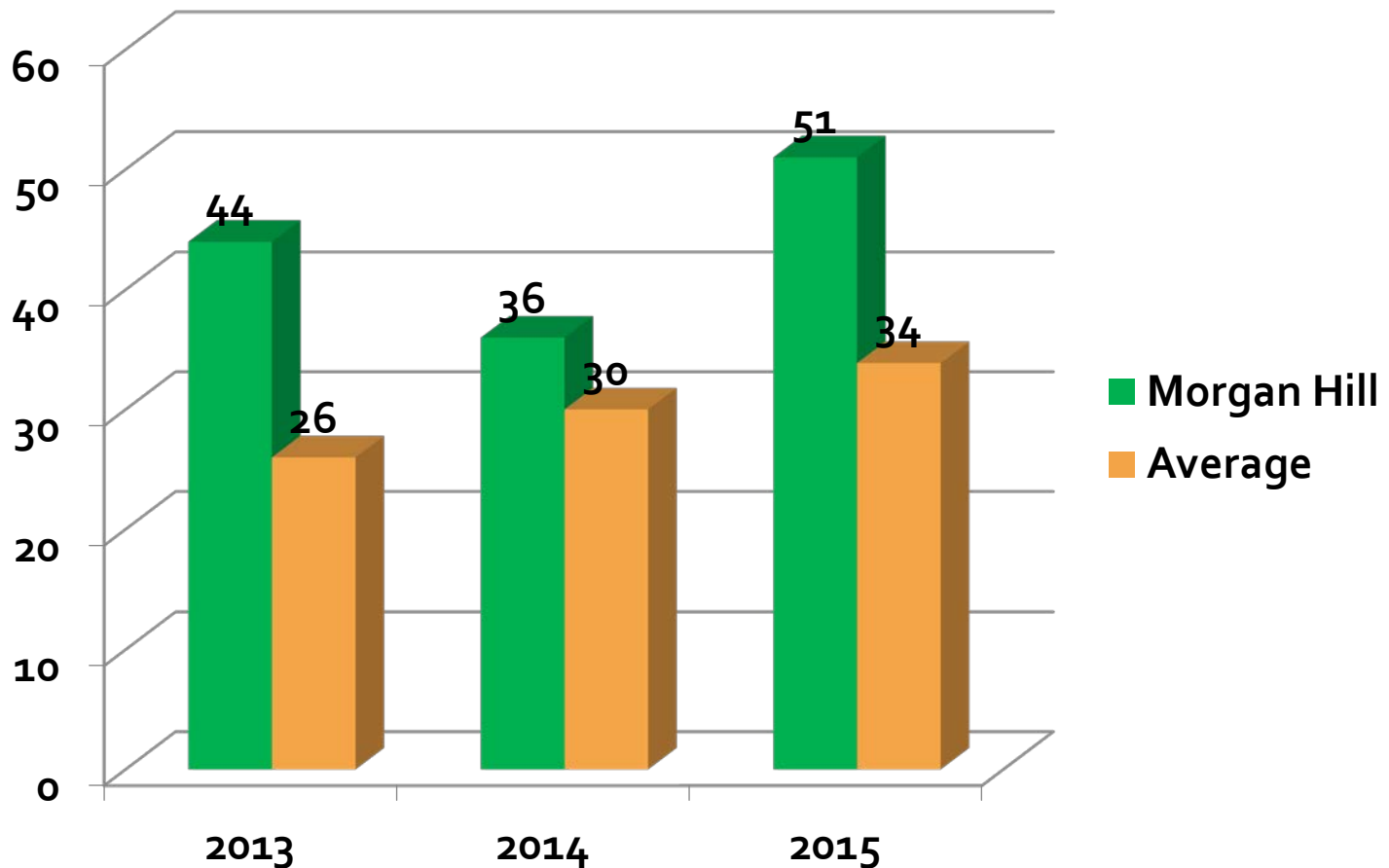
## 911 Calls per Officer



# Workload Information



## Arrests per Officer



# Findings and Recommendations

- Implement a Professional Standards Unit
  - Evaluating three options at this time
- Improve Internal Communication through quarterly “State of the Department” meetings
  - Implementing biannual end of shift events





# Findings and Recommendations

- Identify and minimize out-of-service time
- Recreate Street Crimes Team
- Identify “dispatch delay” and call prioritization



# Findings and Recommendations

- City should continue contract relationship with Cal FIRE – one of the best CPSM has seen
- Maintain Advanced Life Support (ALS) first responder services
- Maintain use of volunteers to assist with larger or extended events



# Findings and Recommendations

- **Content and Property Loss – Structure and Outside Fires**

Call Type	Property Loss		Content Loss	
	Value	Calls	Value	Calls
Outside fire	\$172,620	18	\$84,020	13
Structure fire	\$11,500	3	\$8,560	4
Total	\$184,120	21	\$92,580	17

2015 data



# Findings and Recommendations



- Cal FIRE should conduct a risk analysis on certain commercial buildings
- Work with County EMS in modifying response protocols for non life threatening calls
- Morgan Hill and the District should consider fire accreditation in the future

# Findings and Recommendations

- Improve incident reporting level of review to ensure completeness and accuracy
- Expand performance measures to monitor a full range of performance outcomes
- MHFD and District should consolidate fire prevention efforts



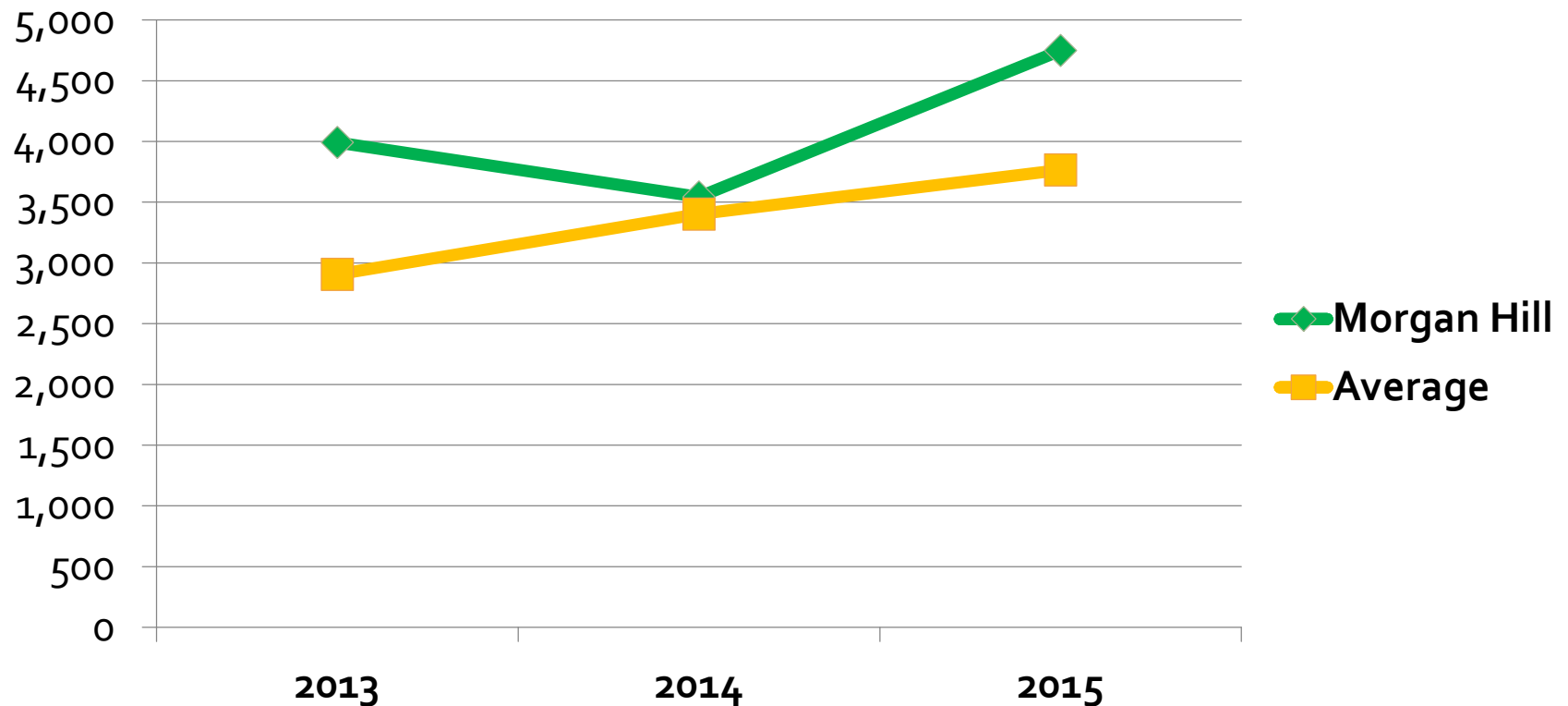
# Findings and Recommendations

- Build training and tactical strategies around an exterior transitional attack
- City and District should evaluate options for greater efficiencies in Fire/EMS dispatching



# Challenges and Opportunities

**Arrests per 100,000 Population**





# Challenges and Opportunities

- 31% increase in Fire and EMS calls since 2013
- 10% increase in burglaries last year



# Challenges and Opportunities

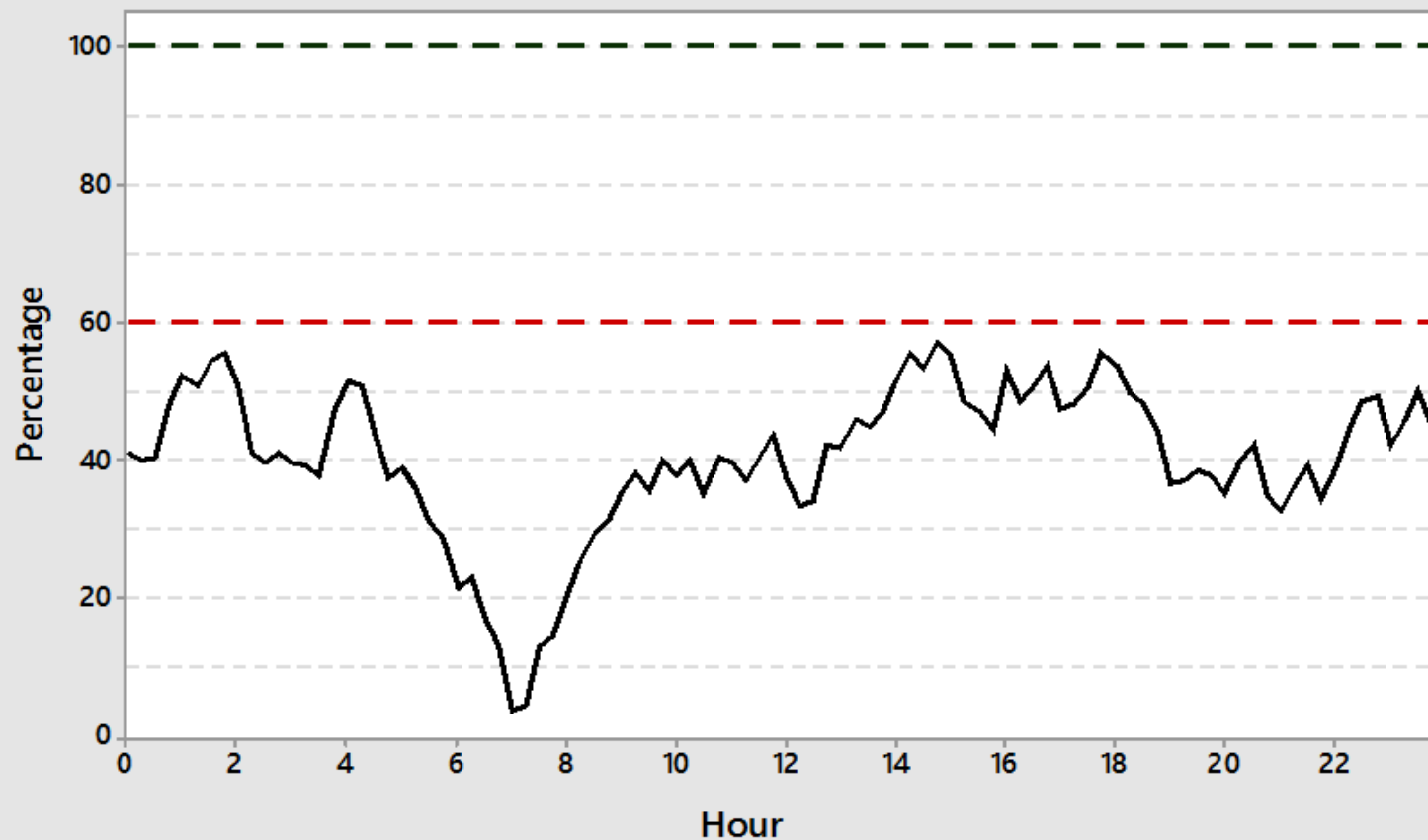
Increased calls = decreased proactive and community policing time

Year	Radio	Proactive
2014	21,855	15,472
2015	21,626	15,982
2016	25,290	14,623



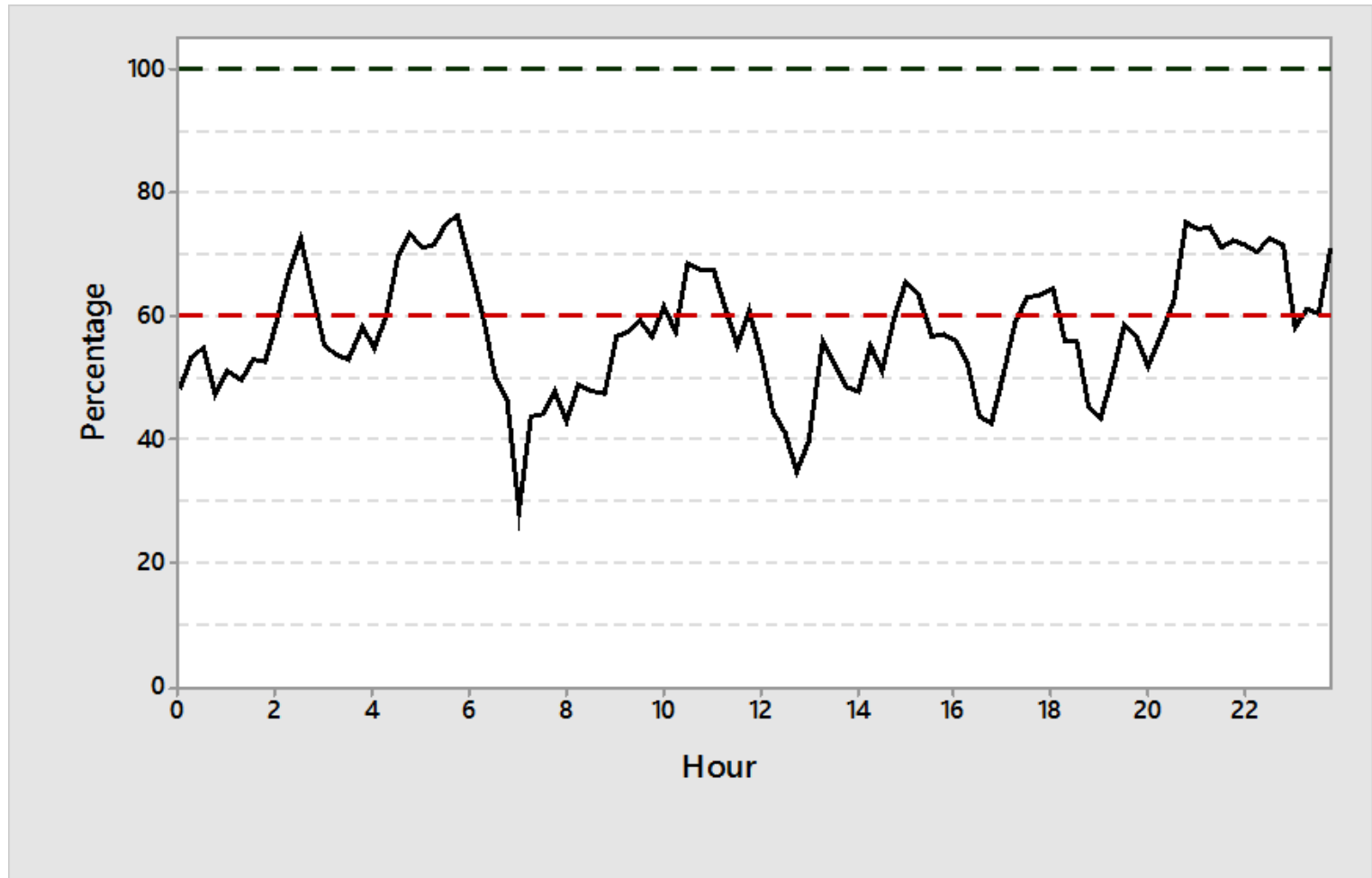
# Challenges and Opportunities

Weekdays, Winter

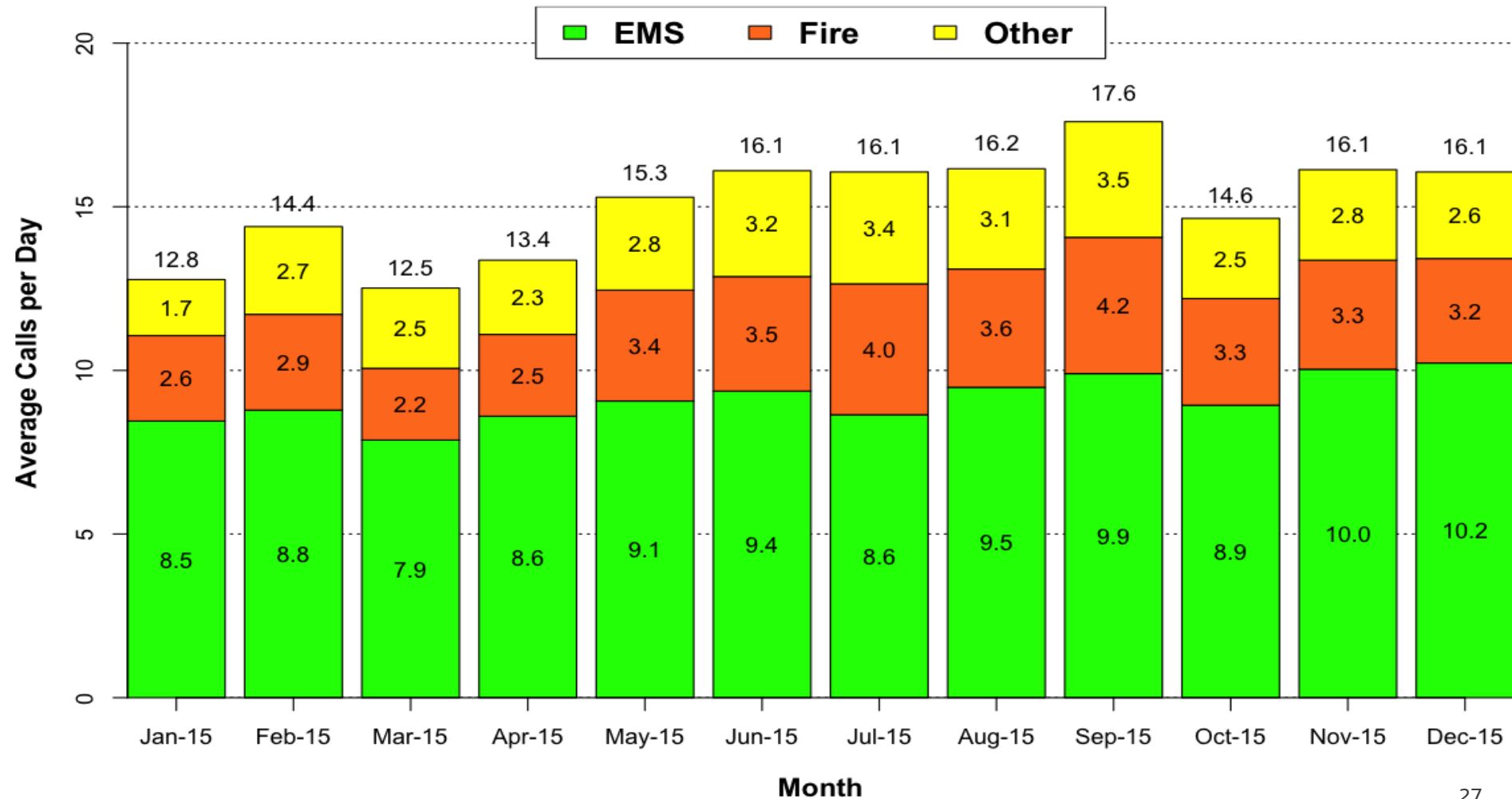


# Challenges and Opportunities

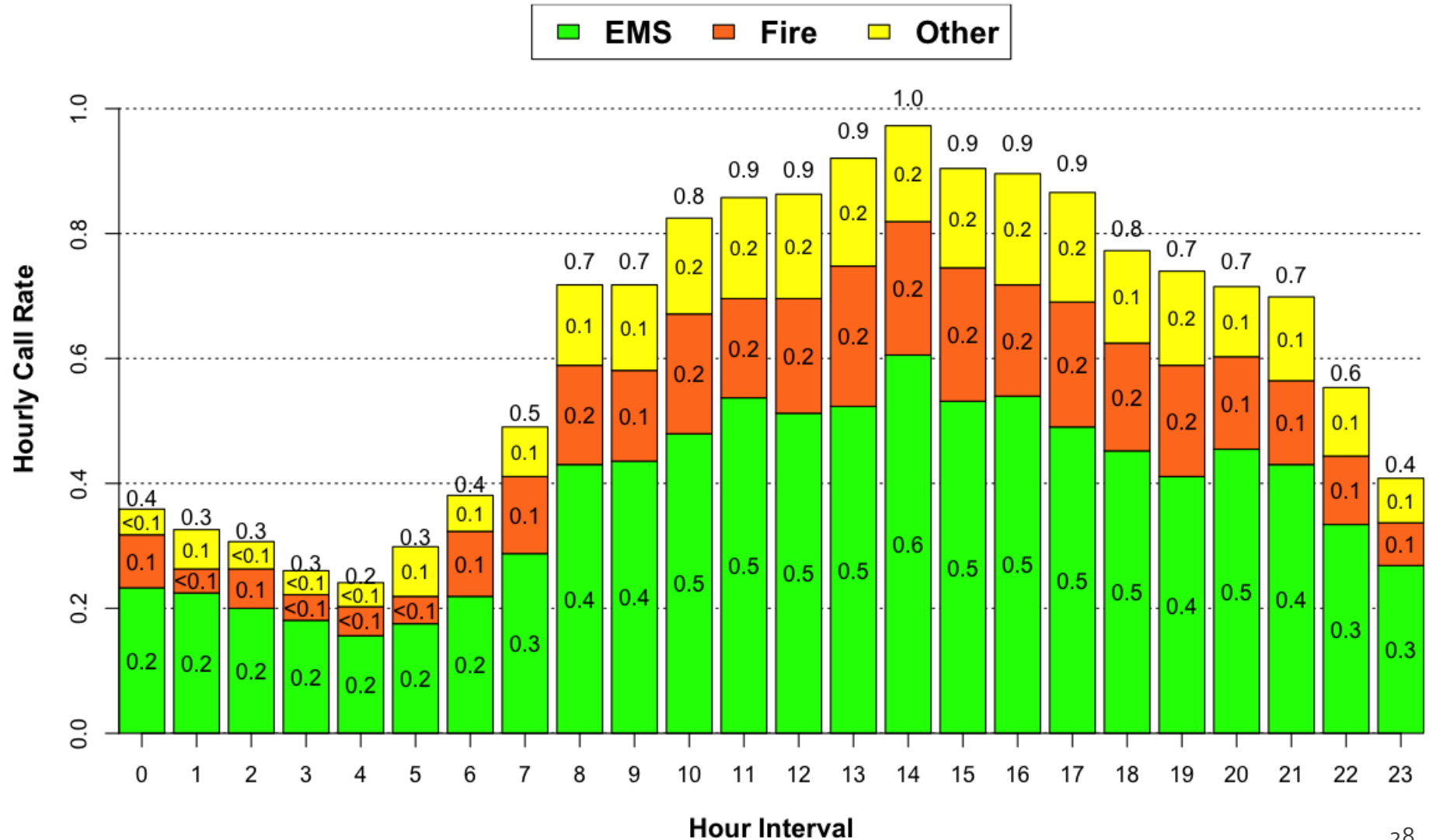
Weekends, Summer



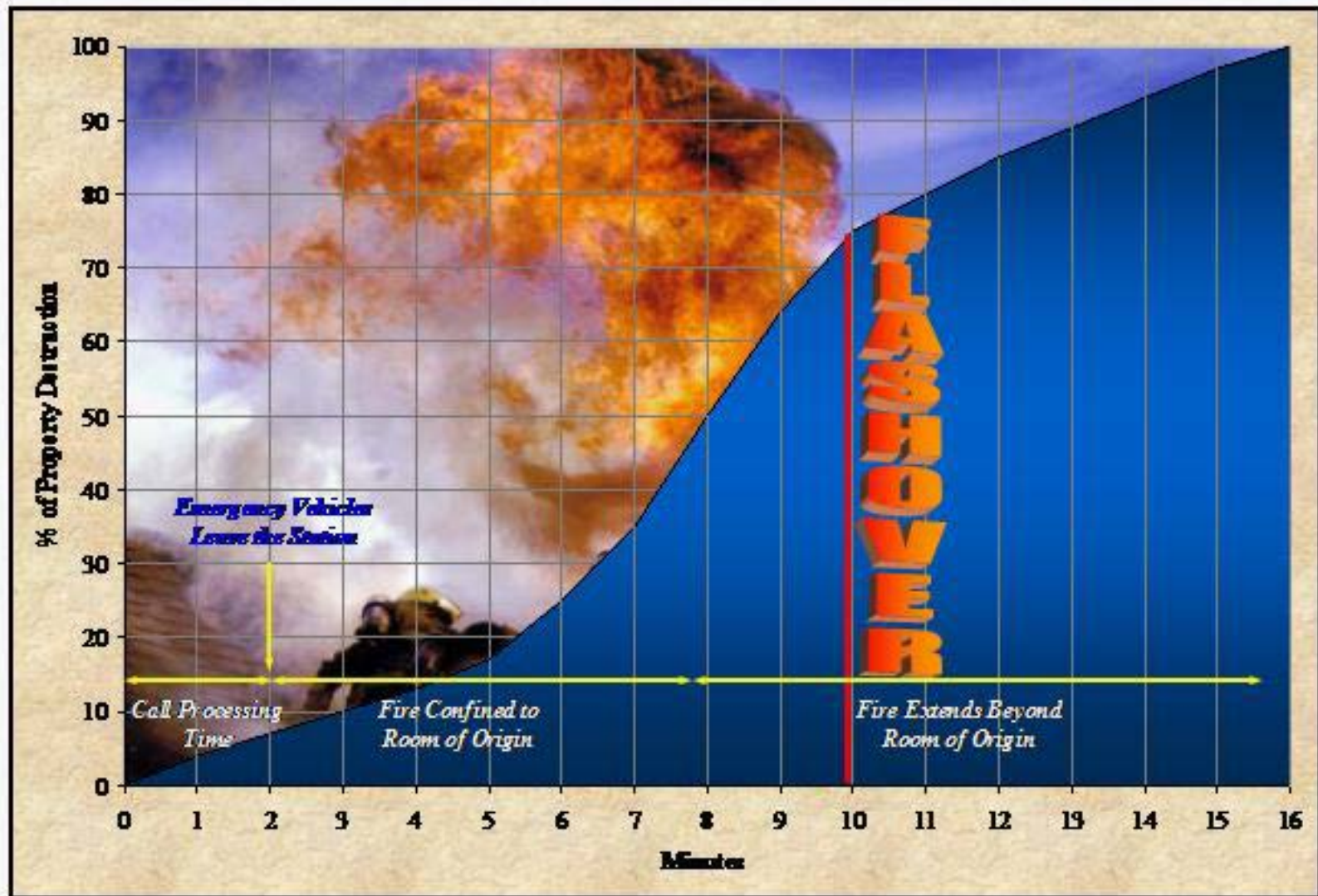
# Calls by Day and by Hour



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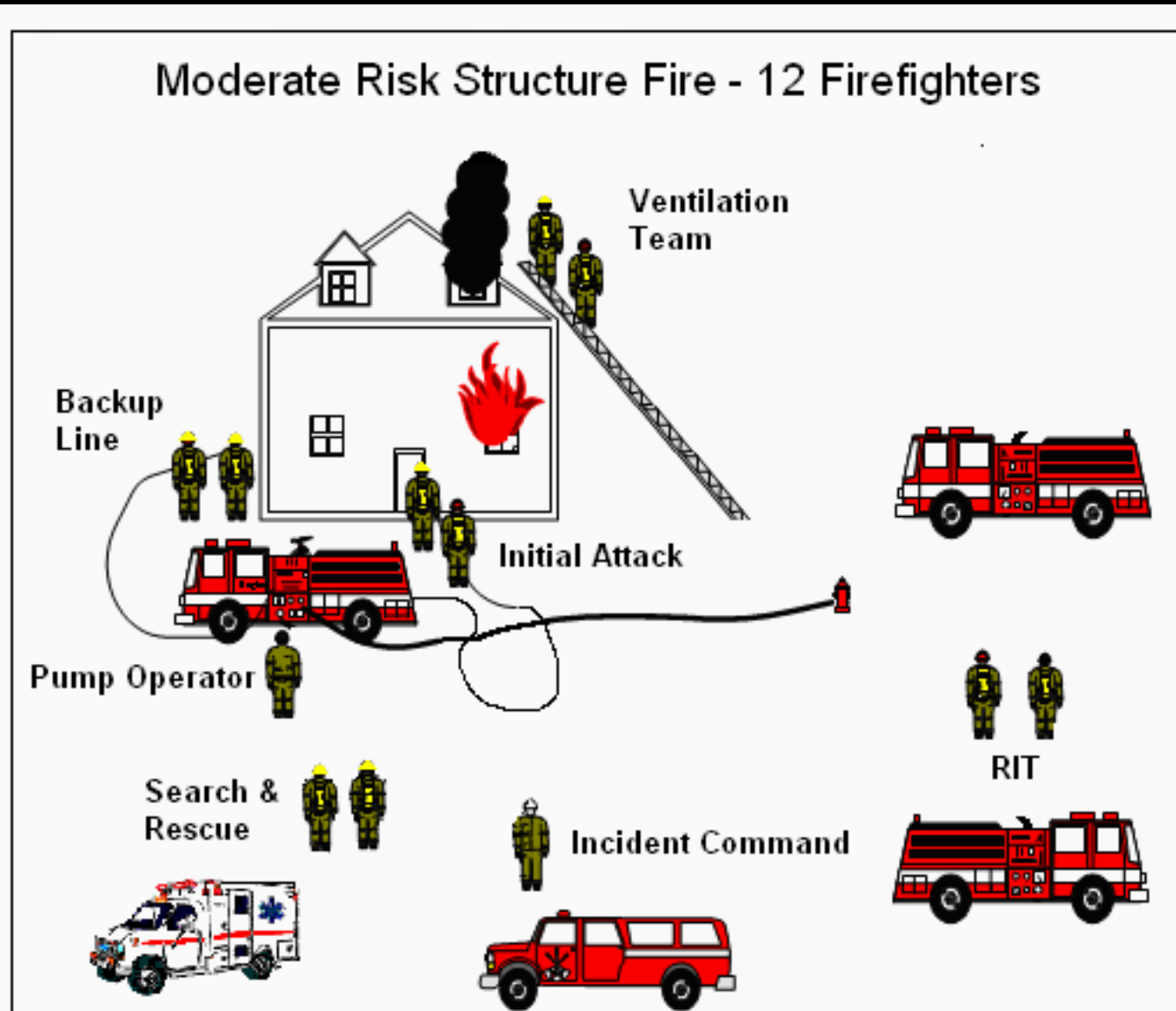


# Response Times and Staffing

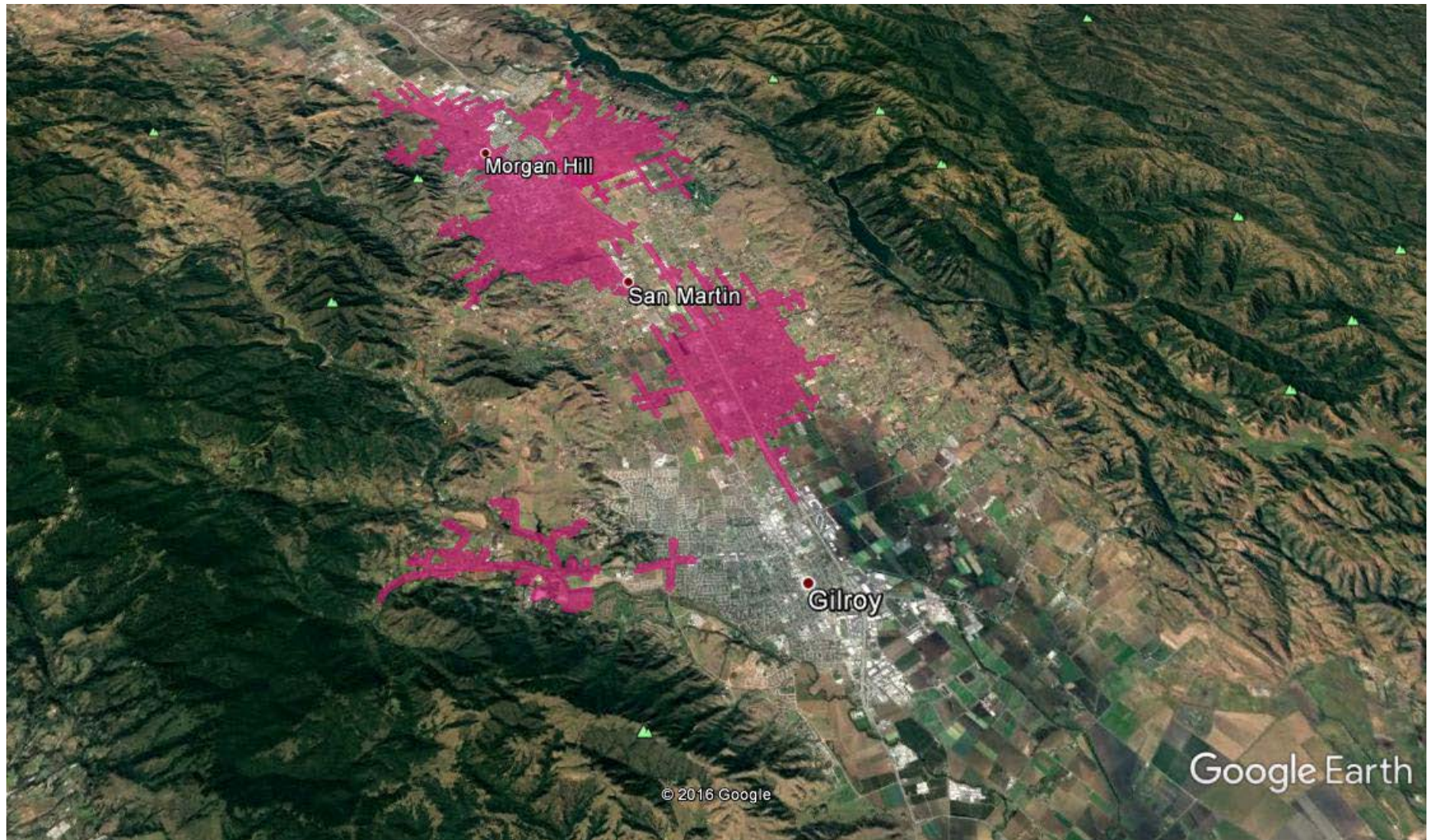




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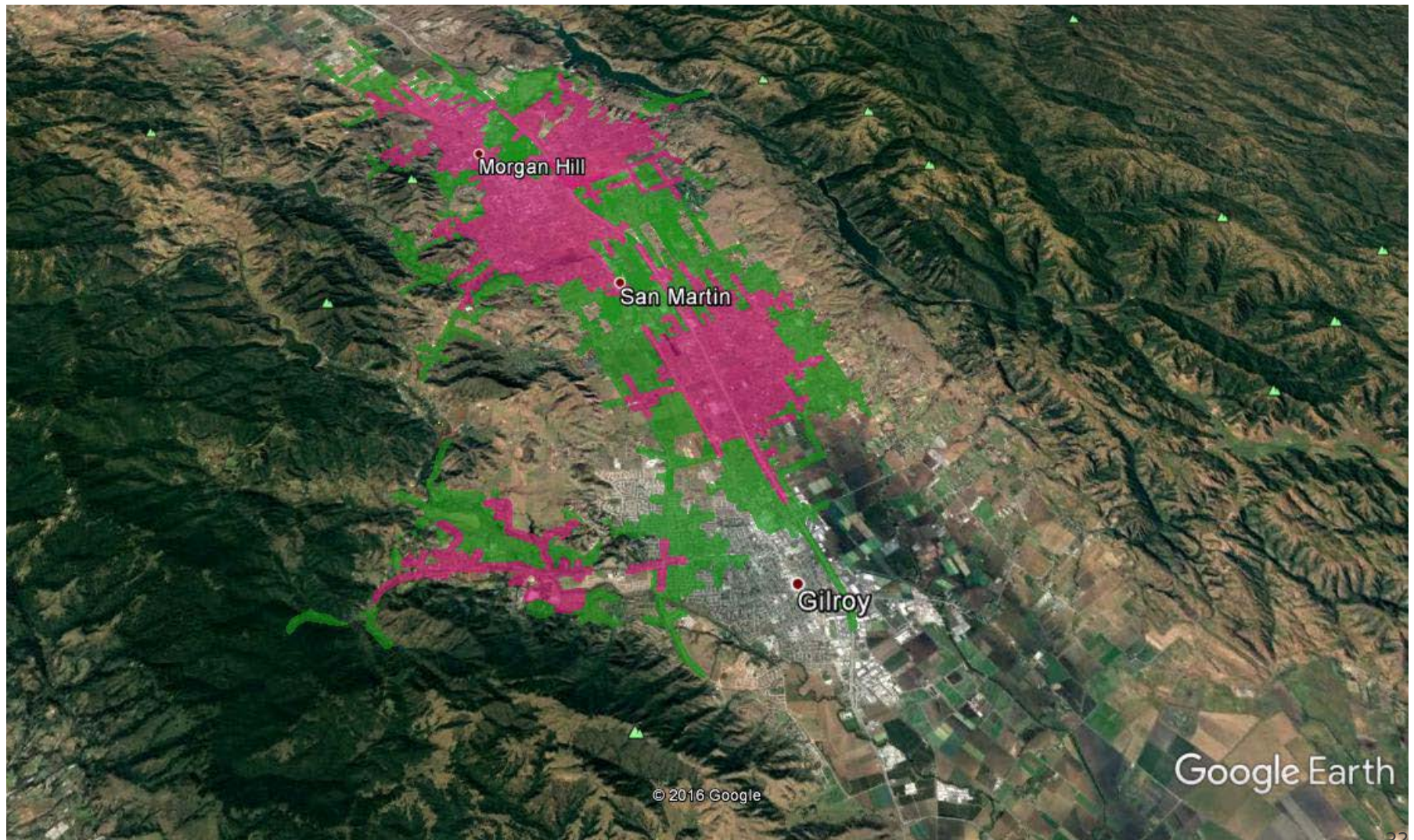


# 4 Minute Response Zones



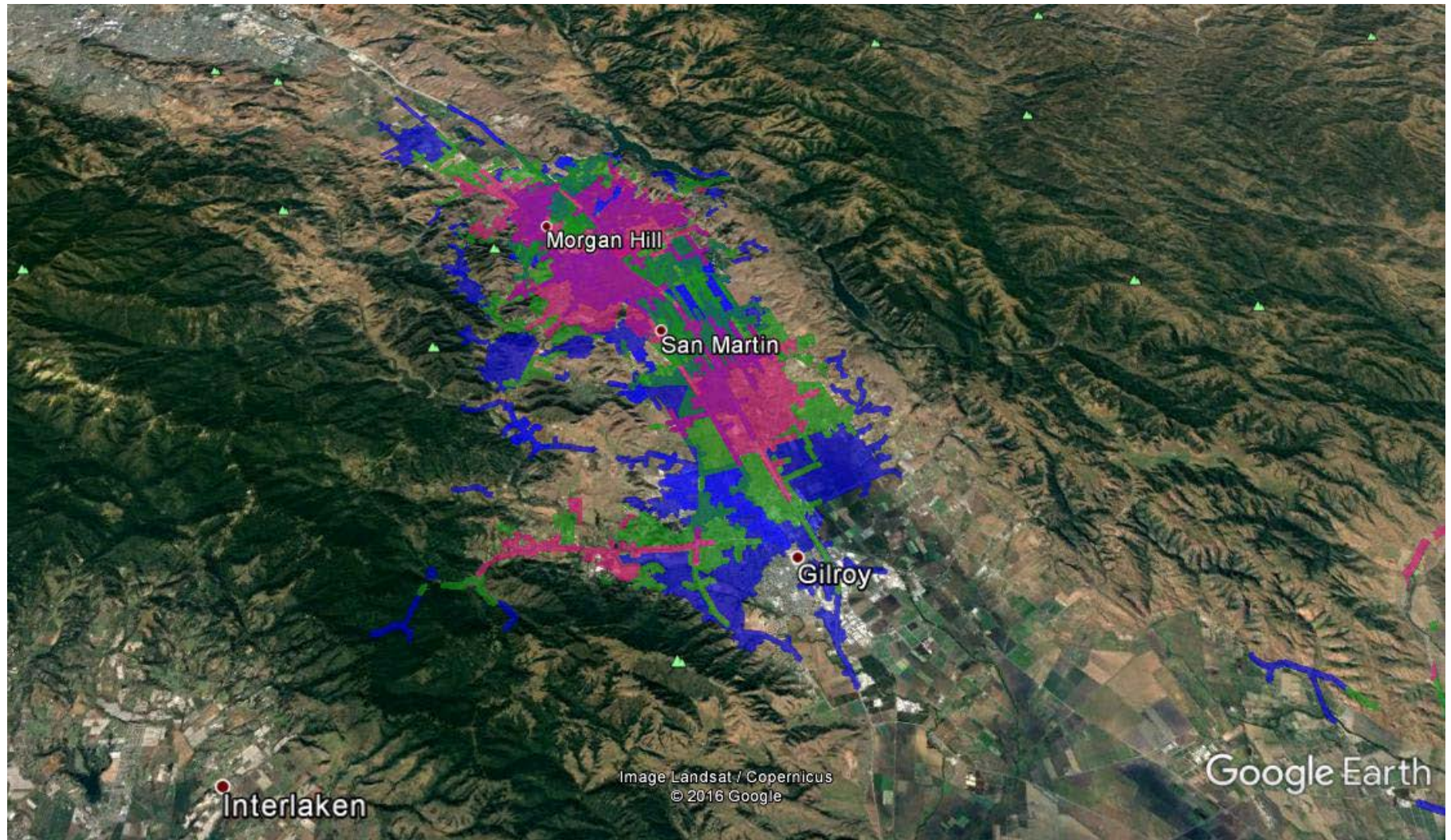


# 4 and 6 Minute Response Zones





# 4, 6, and 8 Minute Response Zones



# Third Fire Station

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- Meet service demands
- Butterfield site (currently community garden)
- Capital and operations cost
- Review staffing, response times, and other performance measurements



# Policy Considerations

- What criteria should the Council consider to determine if/when the third fire station is needed?
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