



City of Seat Pleasant

Office of the City Administrator

A SMART CITY OF EXCELLENCE

“Seat Pleasant offers Smart City Services that are better, faster and personalized making it a City for me using information and communication technology, with the internet of things”

Department Name: POLICE

Date of Report: 04/26/2017

Reporting Period: March 24, 2017 through April 21, 2017

Summarize significant department progress for the reporting period that is indicative of providing services that are better, faster and personalized.

Our department continues to move towards a better, faster, more personalized Smart City approach using the internet of things. We continue to work on shaping our internal structure, processes, and policies to become more efficient in our service delivery to our residents and visitors.

- **On April 1st** the Police Department participated in the 6th Annual Seat Pleasant Elementary Autism Conference. Our officers played in a basketball tournament against the staff and students.
- **On April 4th**, the entire department participated in “Animal Catch Pole” training given by the Prince George’s County Department of Animal Management. The AC Officers taught our entire department how to humanely use our new catch poles to control loose animals until the arrival of animal control. This was a department mandated training since the department has recently purchased catch poles to be deployed in the field.
- **On April 8th**, the Police Department participated in the Citizens for Public Safety Advisory Council (CPAC) Public Safety Forum. This event was held at the Seat Pleasant Activity Center. The police department did a presentation on services offered by our agency, resources available, and where we are headed in the future.
- **On April 8th**, Chief Martin participated in a panel discussion on the Netflix Original Series “13th”. The forum was to discuss the disparages in the judicial and prison system.
- **On April 25th**, the entire department to include civilian staff attended mandatory de-escalation training. The training was to teach each employee conflict de-escalation with citizens we encounter in everyday situations.

Notable Criminal Incidents:

- **April 1st – Armed Robbery:** On April 1st, the Advance Auto Parts located at 5944 Martin Luther King, Jr. Highway was robbed at gun point. Two males entered the businesses brandished a handgun and demanded money. This investigation is still on-going.
- **April 14th – Attempted Arson:** On April 14th Officers were alerted for the attempted arson of the playground located at the Eastern Avenue Apartment complex. Officers found lighter fluid on the playground with several partially burned papers. No physical damage was done to the playground equipment.
- **April 14th – Arson:** On April 14th, an officer on routine patrol came across the Seat Pleasant Fit & Fun Park located at Seat Pleasant Drive & 71st Avenue on fire. Witnesses stated that several teenagers were on the playground when they set a fire under some of the equipment which then started to burn out of control. Eventually the entire playground become succumb by flames. The fit & fun park is estimated at a total loss of approximately \$55,000.

Analyze department improvements that are needed and/or achieved based on the Smart City model.

Our department experienced daily complaints from citizens about not accepting payments for police services directly at our customer counter. Through dialogue with our finance department, consultation and approval of our City Administrator we we're able to fix this barrier. Our department along with the finance department now accept credit card payments on-site using the Square Up application. This smart technology allows for virtual terminal payments right on-site at the police customer counter. Daily receipts and revenue reports are generated by the system and distributed to the necessary staff via email nightly. Utilizing the Smart City model customers have the option to be "green" and receive their receipts for services via email or text message instead of a printed copy. We have also removed the barrier of having to create an online account on the City's website to make payments, this was both time consuming and inefficient for customers.

Indicate problems identified, barriers encountered and solutions reached.

Due to the City Charter we are required to send all citizen notifications via certified mail, this includes but not limited to impoundment notices, code violations, property receipts, and tag confiscation notices. This task required the departments administrative assistants to print out the documents, label mailing envelopes, fill out certified mail green cards, USPS signature cards, and stamp them in finance to be mailed. We discovered a totally online certified mailing system developed in conjunction with the USPS. This information was presented to the City Administrator for review and approval. The City Administrators office determined that this was a vital tool to be used city wide. We now simply login to a special website, enter the mailing information, and sheet print outs and we place it in the front of a window envelope and give it to our postal carrier daily. We have eliminated the need to fill out multiple USPS postal cards, write out or print envelopes, and we don't have to make trips to the local post office to mail. Additionally, this is a cost savings for the entire government. A typical certified mail letter cost the city \$6.59, doing the e-certified mailing cost \$4.61, essentially saving the government \$1.98 per letter mailed. The Police Department along with Code Enforcement averages about 45 letters mailed weekly.

Identify goals for the next reporting period.

Goal: Continue reviewing and rewriting the department’s general orders.

Goal: Preparation for the arrival of the new police fleet.

Goal: Policies, procedures, and start training for the motors program.

Goal: Realignment of the Code Enforcement Division and processes.

Supporting Documentation: Source: Office of the City Treasurer

Revenue

FY <u>16</u> Budget (Previous Year)	FY <u>17</u> Budget (Current Year)	FY <u>17</u> Actual (Current Year)
Not available at time of report	Not available at time of report	Not available at time of report

Expenditures

FY <u>16</u> Budget (Previous Year)	FY <u>17</u> Budget (Current Year)	FY <u>17</u> Actual (Current Year)
Not available at time of report	Not available at time of report	Not available at time of report

Attachments:



”CPAC Public Safety Forum” – April 8th



”13th Panel Discussion” – April 8th



”13th Panel Discussion” – April 8th



” Autism Walk – April 1st”



” Autism Walk – April 1st”



“De-escalation Training – April 25th”