

STATE OF KANSAS)
WYANDOTTE COUNTY)) SS
CITY OF KANSAS CITY, KS)

SPECIAL SESSION, MONDAY, JULY 17, 2017

The Unified Government Commission of Wyandotte County/Kansas City, Kansas, met in Special Session, Monday, July 17, 2017, with eleven members present: Bynum, Commissioner At-Large First District (left the meeting at 7:09 p.m.); Walker, Commissioner At-Large Second District; Townsend, Commissioner First District; McKiernan, Commissioner Second District; Murguia, Commissioner Third District; Johnson, Commissioner Fourth District; Kane, Commissioner Fifth District; Markley, Commissioner Sixth District; Walters, Commissioner Seventh District; Philbrook, Commissioner Eighth District; and Holland, Mayor/CEO, presiding. The following officials were also in attendance: Doug Bach, County Administrator; Angie Lawson, Deputy Chief Counsel; Casey Meyer, Attorney; Gordon Criswell, Melissa Sieben and Joe Connor; Assistant County Administrators; Bridgette Cobbins, Unified Government Clerk; Kathleen VonAchen, Chief Financial Officer; Debbie Jonscher, Deputy Finance Director; Reginald Lindsey, Budget Manager; Budget Staff; Chief Jones, Fire Department; Chief Ziegler, Police Department; Deputy Chief Garner, Police Department; Greg Lawson, Police Department; Jeff Fisher, Executive Director of Public Works; Alan Howze, Chief Knowledge Officer; Emerick Cross, Commission Liaison; Rocki Mayes, Executive Asst. to County Administrator; Maureen Mahoney, Asst. to Mayor/Chief of Staff; and Officer Doug Bailey, Sergeant-at-Arms.

MAYOR HOLLAND called the meeting to order.

ROLL CALL: Murguia, Johnson, Kane, Markley, Walters, Philbrook, Bynum, Walker, Townsend, McKiernan, Holland.

NOTICE OF SPECIAL MEETING of the Unified Government of Wyandotte County/Kansas City, Kansas, to be held Monday, July 17, 2017, at 5:00 p.m. in the 5th floor conference room of the Municipal Office Building for a Budget Workshop.

CONSENT TO MEETING of the governing body of Wyandotte County/Kansas City, Kansas, accepting service of the foregoing notice, waiving all and any irregularities in such service and in such notice, and consent and agree that we, the governing body, shall meet at the time and place therein specified and for the purpose therein stated.

AGENDA

❖ PUBLIC SAFETY

- FIRE STATIONS (KANE)
- NE PATROL STATION (BYNUM)
- TRAFFIC UNIT RELOCATION (BYNUM)
- POLICE BODY CAMERAS & FIBER
- 311 PROJECT



Doug Bach, County Administrator, said tonight's workshop is mostly focused on Public Safety items. As you will note we have topics of fire stations, patrol stations, our Body Cameras & Fiber Project, and then 311. That is the focus for this evening as we go forward.

FIRE STATIONS

We will move right into it starting with the fire stations which were requested by Commissioner Kane. I did ask Mr. Connor and the Chief just to give us a quick run through of what we have in the budget and then we will go to the commissioner from there.

FIRE DEPARTMENT PROJECTS

- 2017 – PIPER FIRE STATION \$4M (P. 407)
- 2019 – NEW FIRE STATION \$4M (P. 407)
- 2021 – NEW FIRE STATION \$4.5M (P. 407)

- FUNDING FOR DESIGN & LAND ACQUISITION IN 2018, 2020, & 2022 (P. 400)

Joe Connor, Assistant County Administrator, said the slide we have here depicts the budget page and the dollar amounts that we have proposed in the 2017-2018 budget for fire station builds and also for design and land acquisition. What we have done is staggered the build with the design in the following year. You build one one year and design one the next year, build one and keep going down that path. We feel that is a more sustainable solution to building a fire station every other year as opposed to every year and it's something that is very achievable we think and this is in conjunction with our Public Works Department, it's going to help us with that and this is something we've gone over with the Chief as well. Budget wise that is what we're proposing and I didn't know what else to report on at this point so I would stand for questions.

Commissioner Kane asked are we going to break ground by the end of this year or no. **Mr. Bach** said I think the kicker on that is we have options on property that we are working to acquire though our options are conditional upon other options that could have an impact on us. I don't know if we can provide a lot more detail at this point. **Chief Jones, Fire Department**, said being in the land acquisition phase I think that is being finalized. There are still some confidentiality aspects of that so as far as going into too much detail on that I think that's looking very positive and that could be determined here shortly. We are also beginning the design phase of that project so I think that can come together quickly but it is dependent upon the finalization of the land acquisition. Hopefully, that could occur but I can't say we will break ground before the end of the year because there are things that we're dependent upon that may take a little longer than expected. **Commissioner Kane** said I like the idea that we're at least trying to design it before we get the final property. I think that's a really good idea. **Mr. Connor** said that's kind of the process we want to try to establish as we go on down in the years and design and build, design then build so that will give the Fire Department kind of a cadence with how to move things forward.

Chief Jones said I think taking on the task of multiple fire stations being designed and built over a period of time I think what we learn in this initial phases of this process will determine a lot of our activities going forward in the future. If there is a chance maybe through that the process could be accelerated or some things as far as projects are added maybe looking towards 2021. You know the possibility of if we could take on and build a fourth station or do we look at it as every other year type of process. The need we have out there, of course, is more

than just these three fire stations but I think how we get started is how this thing goes and we will learn a lot in this process because frankly it's been awhile since we've built a fire station.

Commissioner Philbrook said I just want to make sure I understood exactly as a big picture what you guys are saying. You're already in the design phase. Is that correct for this one out west? **Chief Jones** said yes. **Commissioner Philbrook** said so how long does the design phase usually take? **Chief Jones** said finalizing the land acquisition phase is kind of getting that taken care of, but we're not waiting to do what's necessary so that we can anticipate and work through a proper design so when the time comes we're ready to go. We're doing that simultaneously. There is a process regarding the design phase, what it involves, and the different types of design build or having an architect involved and all that is what we're working through right now.

Commissioner Philbrook said we don't have to have the design totally finished before we do a shovel turning to say we're actually going to be building. Is that correct? **Mr. Connor** said right and that's part of the land evaluation that we're undergoing right now to make sure it's going to fit, it's going to work, are there any major issues, any major hurdles; right now we're not seeing too many. Once we make that decision then it's like the Chief said, we're following up with what's the station going to have in it, what features will it have, how many bays will it have and all those different details. **Commissioner Philbrook** said I understand you have to know exactly where you're putting it so you know where you have the land and how it has to lay and all that, I understand that. You also have in process right now what you really want out there as a minimum and what the maximum and somewhere in-between is probably what we're going to be getting. **Chief Jones** said I think we've done a good job in estimating the approximate cost you know through the budget process and I think what we will find is it will all probably come together in regards to available monies to do the project and the structure and function of that facility and what's appropriate in regard to our resources out in that area. **Commissioner Philbrook** said and as you say you're being appreciative of the fact that you guys haven't determined a new one in a long time and you want to be careful about what you're doing and be realistic about the money and so on and so forth and I appreciate that. I know Commissioner Kane appreciates that because he wants money for other stuff too like the rest of us.

NE PATROL STATION TRAFFIC UNIT RELOCATION

Mr. Bach said next we have two topics requested by commissioners. One was regarding a Northeast Patrol Station and the other was regarding a Traffic Unit Relocation. Neither of these are ones that we have anything in the budget on so I don't have anything to present.

Commissioner Bynum said starting with the Northeast Patrol Station; it's a concept that Commissioners Townsend and Johnson and I had talked about among ourselves and also had mentioned publicly at a variety of different meetings. Ideally we would create a Northeast Patrol Station north of Washington and east of 635 and if you can picture that area it's a significant chunk of geography that currently has as its patrol station Police Headquarters at 7th & Minnesota. I had gone through the Police Study that was completed several months ago and just had met with the Chief and Commissioner Johnson and we had a good meeting last week. I had just brought to him some pages out of that study that I think speak a little bit to the need possibly for us to seriously consider making plans to build an East Patrol Station somewhere in that geography.

One of the pages in the study references that East Patrol had handled 62% more calls than the Midtown Patrol. East Patrol had handled 29,875 calls for service which ended up being 62% more than the Midtown Station. Just the rating of the headquarters building itself in the

Police Study it rated all of our facilities and of course we know that we have two that are new and in really good shape and several that are old, but that headquarters building had been noted as not a lot of room for expansion there. I don't find the parking to be extremely conducive to public participation with the police so for me it's a matter of building a station much like the South Patrol did with the process that they went through and the community input that was achieved. You know having not only adequate parking but room for the community to participate inside the building with the Police Department. My request really is just that we're going to begin our Northeast Master Planning process in earnest probably in the next 30 to 60 days and I would really like for public visioning on a Northeast Patrol Station to be a part of the master planning process, not so much that I'm making a request for money in the '18 Budget. I think it could be a real catalyst for a variety of reasons, not just serving the needs of our department but serving the needs of the community so I just want to keep it on radar. I think we will ask our consulting firm that this be very much a part of the master planning process and, Chief, I didn't know if you wanted to chime in on any of this or either of the commissioners that have talked about it.

Commissioner Johnson said I think from the beginning when we talked about the Northeast Master Plan my sense was that we should have a police station in the northeast. When I look at the map I'm a little surprised that we don't already have one there. In essence as we talked about, it would serve two districts, District 4 and District 1. When I look at the statistical report that we receive from you those are two of the districts that have some of the highest number of crimes and particularly when you look at the number of violent crimes in particular. I'm convinced that as we talk about development east of 635 we've got to consider the realities of safety and even the perception of safety in every area of our county. I hear Commissioner Bynum talk every once in a while and she mentions the word equity and I think that this is as much an issue of equity as the struggle that we are currently in in terms of finding a grocery store that will provide fresh food. I look at this in the same context of that so as we're moving forward with the development of the master plan there is no doubt in my mind that public safety is going to come up. It's going to come up as part of what we ought to do, what people need to see and I think while we need to continue to have this forward looking conversation, as I would phrase it, concerning having a police station in terms of what that might cost, where the best

location would be so once it comes up as I predict it will soon in that conversation, we will be at least a little bit more prepared to have that discussion. I appreciate you meeting with us and giving us some real honest feedback and I look forward to having further conversations about it.

Commissioner Philbrook said I know it's not my area but as I think about the Northeast Master Plan which we're in dire need of so we can actually plan far ahead as well as soon, I wonder when we talk about safety if we're maybe considering putting both Fire and Police integrous. We're going to do some change around on fire stations anyway, if we're going to be doing some changing and some building, why not get the best bang for our buck and integrate that possibility. If that's a problem, okay, fine; but just wondering if that couldn't be done.

The other thing is that I know there has been a lot of comment over the last four years about not having enough fire and police, not that people are saying that Fire is not doing a good job, they are, but if we start changing things around we want to make sure that people are covered. That's where I come from. I want us to get the best bang for our buck is what I'm after.

Commissioner Townsend said my central comment about this is that with the Northeast Master Plan, that plan was to focus primarily on economic development opportunities and possibilities. While I think this may be a good idea I certainly don't want that Northeast Master Plan with the economic development focus that it was geared to have to be thrown off track with this issue. This is so major that I think it would probably be in our best interest if we had a separate analysis of that. Certainly it should be a part of that conversation and forward thinking, but just so it's clear from my perspective when I brought that forward it was really about economic development and so if this can be some part or consideration fine. I think ultimately that may need a separate track on its own. I don't believe this would contemplate also when we sent that out for an RFP as part of the scope.

Commissioner Johnson said I would just respond to that. I think this is part of that. I think one goes with the other as we talk about economic development and I agree that in terms of prioritization that discussion needs to be had, you know, what goes first but I don't know that you can adequately talk about economic development in a realistic perspective without addressing the need of safety or the perceived safety that's provided by a station that is there. In

fact, that comment has been brought back to us when we talk about economic development and developers have asked the general question of how do you solve for crime while a station in and of itself does not do that. I think it helps to address that by at least having it part of the discussion in terms of where it might be, what place does it inline, so to speak, as we talk about development so I would say you can't have one without the other just in response.

Mayor Holland said I do know that as we're looking at new public infrastructure whether it's fire stations, police stations; we need to be thinking about those strategically in a context of economic development. We did that at Indian Springs, a \$5.5M Transit Center that includes our Midtown Patrol was contemplated for exactly that reason in terms of how to leverage economic development. The South Patrol is leveraging that economic development and vice-versa for security around the shopping areas so I think as we think about economic development we have to think about public safety and the impact, the positive impact that a Public Works project has on economic impact. If we're going to invest \$4M in a new fire station, and we need to do 10, I mean our fire stations are in deplorable condition; if we're going to build a new fire station in an area we want to leverage it around a map that's generating economic development and not just put it on an island. We want to put it somewhere where it's going to help leverage additional activity. I think including this in the conversation in the Northeast Master Plan is critical and layering in the conversation about fire stations as well is critical and so I think it's very appropriate as this comes on line to make sure that is discussed.

Commissioner Townsend said I do agree it should be part of the discussion, but when we're actually talking about where and the level of detail so that we get the right place and the right time that may require a whole separate thing and that was my point. We've got the Northeast Master Plan for that and it certainly should be a part of the conversation, but to do justice by this if we want this that may take its own study or focus.

Chief Ziegler, Police Department, said I do like the idea of the public safety stations. If you build Fire/Police combos, I do like that but outside that I really don't have any comment on the subject.

Commissioner Walker asked have you ever in your experience anywhere in the metropolitan area seen Police and Fire in the same building. **Chief Zeigler** said the West Patrol. **Commissioner Walker** asked how has that worked out. **Chief Zeigler** said I think the problem with West Patrol right now for us is it's too small. We've outgrown that space and when they built it I think just on the contingency that the Police Department would never grow with personnel but it's been fine, been good neighbors, we get along great with the firemen. **Commissioner Walker** said I was going to suggest that in most communities where I've been the reason they don't build them—there is a reason they don't build them together. That I'm sure has something to do with the friendly adversarial nature of police and fire. Chief, do you drive anywhere, and I'm not talking about just here in the inner-city area, I'm talking about out south; they don't build fire and police together, there is no reason they can't. It seems like it would be economically at least the cost of a bigger piece of ground. **Mayor Holland** said I don't think we're going to make that decision today. **Commissioner Walker** said I'm not going to be here to worry about it but who are you going to call when they get to brawling over something, who do you call? **Mayor Holland** said the Sheriff. **Commissioner Walker** said just kidding.

Mayor Holland said Traffic Unit Relocation. **Mr. Bach** said we currently rent space up on Leavenworth Road. I will say I would like to have our officers in better space. Probably the big picture here that we've looked at, it probably goes a little bit on the end of the conversation we were just having; that in noting that we have several fire facilities up along Leavenworth Road that there may be a great opportunity in the acquisition of land in the change of one of those stations. That it would either be a joint facility or at least land where I could look at a bigger long-range picture and that's one reason I haven't pushed hard or I've been a little reluctant to invest a lot of money. The Chief and I have had some pretty big discussions on potential relocation of the Traffic Unit because I do not feel like we have a real strong landlord in the way they care of the property today and I do like to make sure our officers have good facilities to be in. However, trying to be forward thinking about how I could put that together with a greater project and that's why there is nothing in the budget now to do anything with the Traffic Unit and that's where it sits today.

Commissioner Bynum said the reason I had requested this is because the shopping center at 6000 Leavenworth Road where the Traffic Unit has been since 1995 is pretty pitiful. When I met with the Chief I was telling him my story of my history of taking the job at the Leavenworth Road Association after my predecessor had done all of the work to get the Traffic Unit located there and then I got the honor of joining the police to cut the ribbon. I'm well aware of that facility and in 1995 it was very nice because it was completely renovated space and it was brand new within that old shopping center. That is not the case today. It did not revitalize that shopping center in any way. I think we're asking for a commitment to find a better place for the Traffic Unit but keep it on Leavenworth Road. I had actually sent Chief Zeigler like five different photographs over the weekend of buildings and locations on Leavenworth Road that could be potentially looked at. I also like the bigger picture, the more long-term picture, of possibly a police/fire combo in that area because we know we have two stations there. I would say Fire Station #4, I think it's 4 at 81st & Leavenworth Road, would be one of the fire stations that is kind of most desperate for being built brand new. That to me, a police presence and a fire presence already existing on Leavenworth Road, both in conditions that are less than ideal I think lends itself to an immediate look at maybe a police/fire combo. What I really want us to get is the Traffic Unit out of that location on Leavenworth Road.

Commissioner Walker said I would ask the rhetorical question, when we're taking about these new fire stations and police stations, does anyone every think about putting anything in Turner? I say that somewhat in just because I'm made that a refrain but I've got two of the oldest most decrepit fire stations sitting in my district or my home of my district. There are plenty of newer fire stations that have been built in all of your other districts except maybe Piper. You talk about moving the Traffic Unit; I just ask the question what would be wrong with the Traffic Unit being located out in Turner? I mean the idea is that we're all supposed to share equally in this in the benefits of consolidation and no offense to Commissioner Murguia, but she stole my fire station in Turner and now it's down in Argentine, no police, but she would steal a fire station if she could too. I think consideration should be given not to one exclusive area. It's been up there since '95, maybe there is a better place to put it and I will tell you that ground is a lot cheaper out where I am than out in Piper.

Commissioner Philbrook said when I was first elected and I already knew that was a terrible location for anybody to be in to do business. It was like I wanted to go in and, guys don't take this personal, but I wanted to call the State on them and say come down and inspect this thing because it might have creepy crawly things in here and all kind of diseases that we don't want our men working in. That is one nasty building. Having said that, I don't think that anybody should have to work in that building and I think he is probably one of the worst—thank you, Doug, for being so nice about the gentleman or whoever it is that owns that location, but I really think that—I would be really happy sir if you would pick up and leave because then we could actually let somebody come in and develop that piece of property and clean it up. That is a big piece of blight. That is one of our biggest pieces of blight and I don't think anybody should have to work around that. Unless you go up and down that Leavenworth Road or unless you do business around there you don't notice. It's something you just zip past and you don't pay attention to but that area could be used for some economic development. I don't like doing business and handing our money over, our tax money over to somebody that is not really playing well with others. In other words, he is not taking care of his property but he is taking our money, he's happy to take our money to let somebody stay there so I have a real problem with that.

As far as getting rid of our North Patrol I will tell you that I'm definitely not going to suggest that. There is no way I would suggest that because you've got a lot of territory to cover back up in those hills and around there and there is a lot of stuff that goes around up north and we really do need to keep a patrol in that area.

Yes, there are some locations where we could possibly build and I would ask that we take into consideration when we're looking at all of these other options on police and fire that we consider the possibility of putting them together. We already have some properties up along there that we might be capable of utilizing. I feel a little passionate about this because I'm sick of looking at this location.

Commissioner Kane said, Commissioner Walker, we did have discussion about combining and putting the two fire stations in Pierson Park and that's been forever and ever. In fact, that's one of the very first things we talked about before we talked about moving one out west was combining the two that you guys up there and come out of Pierson Park which I think would be a great idea. We all talk about we want a police station here or a police station there, I just want a

couple more police officers out west. We've got an uptick in crime and we need as much coverage, we pay for as much coverage, and we want as much coverage as the rest of the city gets.

Chief Zeigler said to Commissioner Walker's point, we did move our South Patrol operation down off 18th & Metropolitan; however, we did move the Special Operations Unit back to 34th Street so they currently occupy the old South Patrol. We did maintain a police presence in that area. **Commissioner Walker** said let me ask you about—you brought it up, I wasn't going to bring it up again; but I am going to bring it up. When we're talking about the South Patrol that Turner had, what was that? What was that before it was South Patrol? **Chief Zeigler** asked the building. **Commissioner Walker** said yes. **Chief Zeigler** said you would probably know better than I would sir. I don't know. **Commissioner Walker** said it was not—this is a small house. There was never any service there. You couldn't go knock on the door and get a policeman. There was no report desk. A bunch of guys just checked in, got their cars and drove off and that was the end of it so we've never in Turner had a real patrol. That's a given. We had a base there but most of the people—Turner has fewer patrol officers or used to than any other part of the city. We have crime too. We pay taxes. Just like Mike said, we're entitled to service. I made my point. It was never a patrol station so the idea that somehow Turner had this grand city built, and the city never built it, I think at one time it belonged to—wasn't the original owner Matney and Matney sold it to the city. It was a storage area for the cemetery and we converted it into a patrol station with a few desks. You had nothing to do with it. In fact that must go back to the 60's.

Mr. Bach said I think Commissioner Walker brings up a great point that we've had some discussion on but not a lot, probably more of it has been the public safety, but one of the Chief's directions has been enabling our two new patrol stations to be able to allow us some field reporting. When we opened Midtown we were not really quite equipped for that but we repositioned it and we put a report station in the front of it so we could allow citizens to come in. We did the same thing at South Patrol and the Chief going through his evaluations came up with a very efficient methodology for this for us working forward in that we have Tele-A-Serve Operators that currently answer the phone when you want to call in and report crime. They stay

relatively busy; however, the philosophy of they don't—with today's technology we don't need to have them all sitting in the same room. There is no magic to that that they all need to sit together and answer the phone while they look at each other so he could move Tele-A-Serve Operators out into the new patrol stations where we are physically designed for them to come in. That way a person can either elect to call and get that operator or they can walk through the door and get that operator. Then when we have light-duty officers they are able to work in that role which is primarily how we've done a lot of stuff at Midtown. I think it has been a very efficient act on the part of the Chief to study his operations, work with new technology and put us in a position where we can now staff these patrol stations and it probably adds one of the points to looking at our west station or even maybe the new northeast one if we're able to proceed in that regard that it becomes more than just a point of entry.

I think as Commissioner Walker said, previously when it's just a station—it's the efficiency of how quickly we move from an operational area, the interaction with the public is minimal. With these two new stations that changed and that does become more of an impact on the surrounding neighborhoods. I think that may change the way we look at some of these going forward and whether that impacts the Traffic Unit or not I don't know. That's a little bit different but that may be a different opportunity there as well but we're able to do that without adding staff and pulling them in. Chief, I don't know if you have any other comment on that but kudos to you as you continue to advance when we look at things, different operations, you come up with ways to do it within your existing budget, with your existing personnel and advance to provide better service.

Commissioner Walker said apparently you caught me flatfooted on this Special Operations. How long are we going to use South Patrol, I mean old South Patrol? **Chief Zeigler** said for the officers that are occupying that, there are 12 officers that occupy that opposed to 40 when we were using it as a division station. We could keep going the way we are until we could get something built or relocate to another facility. That unit does require a considerable amount of storage for its special equipment so that would be something that would have to be taken into consideration. For now it is serving the purpose that we're using it for and we've got space there. **Commissioner Walker** asked did I miss when we built South Patrol, wasn't that going to be wherever we located South Patrol we wanted a building big enough that we could house

Special Operations. **Mayor Holland** said no, they did not want Special Operations there. **Chief Zeigler** said the Special Operations Unit they've got equipment that would not putting it down on 18th & Metropolitan we didn't think that would be good for some of the things they do. **Commissioner Walker** said so we gained no efficiencies here. We didn't get rid of a building that we no longer have to maintain. **Mr. Bach** said no, we did not.

Mayor Holland said we have covered the Northeast and Traffic Units. We have a presentation on Police Body Cameras & Fiber. This is a big project.

POLICE BODY CAMERAS & FIBER



Mr. Bach said this is a big project and I think the combination of what's going on here is a much more global look at how we can move forward into the future. We see the body cameras, that's something that gets a lot of attention and then we talk about fiber individually. This is really the work, and I say great innovation, working between our technology, our department and what goes on within the Police Department to be able to take one project and leverage into another project or maybe it's the other project leveraging this project, but fiber is future infrastructure of our community with many possibilities. The body camera project is something that's future technology that can be there for use within our departments so coming together to put this together I've been very proud of our staff in what we've developed and I'm anxious for them to

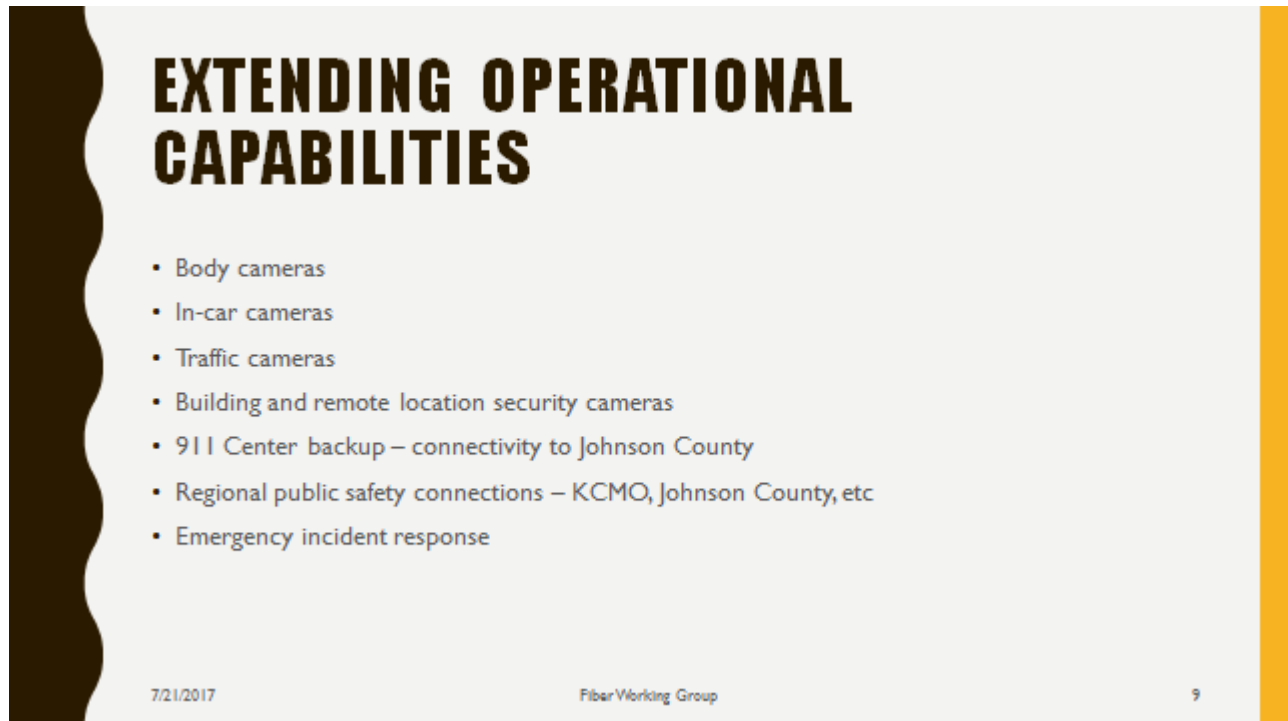
go forward with the presentation. I will turn this over to Mr. Connor and he will give the intro with the team we have up here tonight.



Mr. Connor said we want to bring back an update on our Public Safety Video and Fiber. It also has to do with our body cameras. We've talked to the standing committee a couple of times giving updates so this kind of serves as a dual purpose for us for an update for all of you and also to talk about what's in the budget for this year. With us is Casey Meyer, the Attorney for the Police Department, and Alan Howze, our Chief Knowledge Officer.



Alan Howze, Chief Knowledge Officer, said we're going to touch on three areas tonight. We will talk briefly about the network and the infrastructure around it and then hand it over to Chief to talk in more depth about the body cameras themselves and then we will circle back for a third section on community fiber and the dual use multipurpose assets of the fiber planning that's underway.



EXTENDING OPERATIONAL CAPABILITIES

- Body cameras
- In-car cameras
- Traffic cameras
- Building and remote location security cameras
- 911 Center backup – connectivity to Johnson County
- Regional public safety connections – KCMO, Johnson County, etc
- Emergency incident response

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As Mr. Bach mentioned we're really talking about multipurpose assets and using the ability of fiber to carry lots and lots of data to support a range of activities. This includes body cameras, in-car cameras, things like traffic cameras, building and remote locations say for Public Works facilities or other places, doing things like connecting up our 911 Center to Johnson County to use it as a backup facility. For other regional public safety connections, connecting up more directly to KCMO, Johnson County and other regional partners and thinking about emergency incident response and how we use those to support whether it's storm response or other sorts of emergency incidents.



In developing the fiber network we are prioritizing the police locations and this map shows you there is really Tier 1, Tier 2 or Phase 1, Phase 2. The blue dots are Phase 1 and this connects up the majority of the police locations. What jumps off the map on Phase 2 are those extensions beyond Parallel and State core network, and so those would be built soon in following the initial buildouts, but as we heard from the conversation earlier today even conversations around station locations may impact the pace at which we buildout to a particular location.



NETWORK DESIGN

- Private UG network
 - 72 fibers
 - 12 fibers reserved for public safety only
 - Compliant with KCJIS (police information security protocol)
- Connection to carrier hotel and Johnson County 911 center
- Timeline
 - Fiber network buildout in 2017 / 2018
 - Rollout of body cameras in 2018

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The network design, we're looking to build a private UG network. It would have 72 fibers of those 12 of those fibers; they come in sheets of 12, so think of a dozen in a bundle. There would be a sheet that would be reserved only for Public Safety and this is also in part to be compliant with police information security protocols, KCJIS, and so we have physically separated fiber carrying the specific workloads for Public Safety. We also, like I said, have a connection to what's called the carrier hotel in downtown Kansas City, MO. This is an inner connect where both public and private entities come together, it's where KCMO and Johnson County also have interconnects so it gives us the ability again to directly connect through private networks to other regional partners. Our timeline here is fiber network buildout this year into next year and rollout of body cameras in 2018.

Briefly on here as we say when we think about the network and we think about multipurpose assets, it costs essentially the same whether you put one fiber in the ground or whether you put 100 fibers in the ground. The cost of this is largely borne by opening up the ground itself and so when we think about creating assets and when we're making investments whether to create a network to support the police body cameras, how can we also leverage that investment to support other operations and we will talk in a little bit. When we talk about rebuilding a road and we're opening the ground already how can we go ahead and put in place

the conduit that would allow us to support future fiber connectivity so it's really thinking about those sorts of incremental investments that allow us to maximize the scarce public dollars that are available.

EQUIPMENT AND BUDGET

- Body cameras – 228 units – 3yr life
- In-car cameras – 83 units – 5yr life
- Police
 - Police Body Cameras, 2017 - \$400,000 (equipment plus data storage); pg 416
 - Vehicle Cameras, 2017 - \$150,000; 2018 – \$475,000; pg 422
- Public Works
 - Fiber Connectivity Projects, 2018 – \$1,000,000; pg 406
 - Buildout network for body cameras
 - Add fiber to existing projects; connect missing links
- Ongoing
 - Fiber/Network Security (Operating), 2018 – \$100,000; IT Operations pg 135
 - Video storage and management – PD and DA
- Seeking DoJ grant – applied in January 2017 for \$347,208; awaiting response

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You will see, and the Chief will talk about this as well, body cameras there are 228 units planned. There are 83 in-car units and there is funding across '17 and '18 across both Operating and Capital. There is funding in Public Works for fiber connectivity and this is a \$1M. About half of that would be used for the police network buildout and about half for other connections so you think of almost like a Complete Streets effort where you've got some sections where you're just missing a small segment and you need to buildout a small segment. Others where as you're doing Public Works projects and you're opening the ground you want to have enough funds to be able to put the conduit in the ground to support that future connectivity. There is an ongoing cost in building that into the budget as well both for the network security and operations as well as the video storage requirements that come along with capturing and recording a good bit of video data both from body cameras and as the police are now from in-car cameras. The last point there we did in January put in for a DOJ Grant for the tune of about \$350K. We have not heard back

from that and I wouldn't budget on that but just so you know that is out there and we're hopeful that would come through. With that, I will turn it over to the Chief.

Commissioner McKiernan said I've asked this before and you've answered it, but remind me again; Google Fiber comes into Kansas City, we make a big deal about it, they tear up all the streets and they promise that there is going to be con activity for public buildings and yet we're going to spend \$1M on Fibercon activity so what happened? **Mr. Howze** said that's an excellent question and I think there are a couple of ways to think about it. One is there is internet connectivity which is what Google is offering through the Community Connections Program. In other words you can get to Gmail or you can get to CNN or other public availability internet sites. There is another part of connectivity which is private networks and this is things like—you think about body cameras. At each of the patrol locations officers will be coming in potentially to those locations at the end of their shift downloading a whole bunch of data. That data doesn't necessarily need to go to the internet and back in order to be housed within the UG so we're creating a private network that would carry that from that station to, for example, Police Headquarters. There are other workloads like that where having a private network—think of traffic signals as another one where you don't need the public internet; you need a private connection that links together. Sort of think of each of these microphones as a traffic signal, if you want to have smart traffic signal network and you're connecting each of those by fiber but that doesn't need to touch the outside world. **Commissioner McKiernan** said so we're saying that there is not enough data security on the existing network to protect our data and we're going to build our own point to point network? Our data cannot be protected in the existing infrastructure so we're going to go off the grid for all intense and purposes and build our own point to point? **Mr. Howze** said I think security and information security is a part of that so if you go outside so beyond the private network, now you're talking about encrypting data. There is a cost associated with that and a performance associated with that. You're talking about some sensitive data loads so there is that aspect of it. **Commissioner McKiernan** asked has other municipalities that are using body cameras and communicating the data from point to point are they using existing infrastructure or are they also building their own point to point networks. **Mr. Howze** said I think it's a combination. In a lot of larger jurisdictions they are in fact

building out or have their own private fiber networks to carry that and we will speak to that here in just a little bit as well.

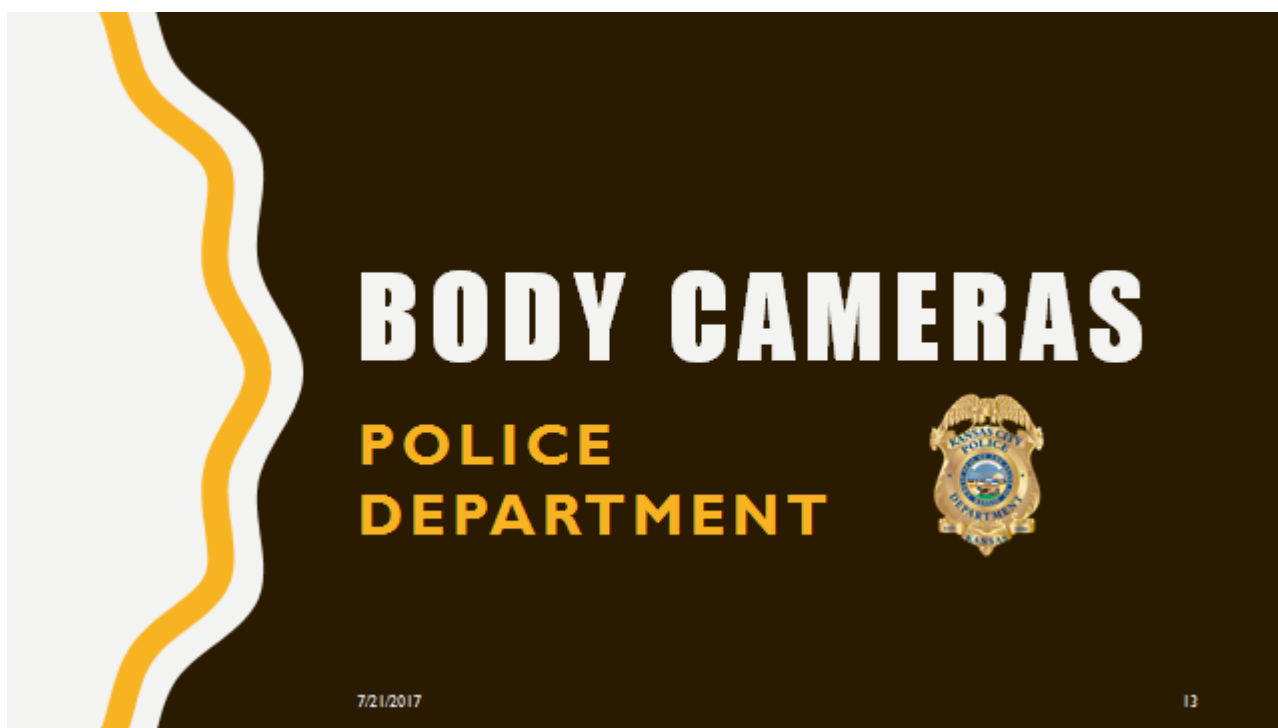
Mr. Connor said I will just make one more comment about Google. They were clear when they came into our community that they are not providing business class service and what the Police Department requires is a very high level of maintenance, storage, security and Google is providing these community connections. They are apples and oranges and so when we make a decision how to transfer this data, we had to have a higher level of service. **Commissioner McKiernan** said well whether it's Google or any of the other providers that already have lines and switching centers and routing centers out there; so we want a higher level of data security and that's driving us to not use existing networks but rather build our own. **Mr. Howze** said there's that and there is a cost-savings component to this as well. The connections to what's called the carrier hotel allows us to buy essentially wholesale priced internet so when you think about how we purchase connectivity today we purchase it point to point at lots of different stations. I'll use South Patrol as example, they've got I believe it's Spectrum that provides their connectivity now. We pay a bill for that service for that station every month and we do that for a lot of UG facilities and this allows us to essentially buy in bulk for those services and based on the experiences of other communities we do expect to see that we would get a reduced rate on the internet that we're purchasing. There is a range and I would be happy to go into much more detail with you.

Commissioner Philbrook asked isn't there a DOJ component to this where we really—you know the Department of Justice really wants to make sure that we're not taking any chances with our data and has there been some pushback from Kansas on any level from being in contact with the State organizations about police and so on and so forth. Every once in a while I will get a little rumbling from the State level about well are we going to be complement, that sort of thing; and are we really going to be paying attention to what we're doing and not taking any chances so we can interface with other folks. **Mr. Howze** said I think I heard your question correctly, it was—**Commissioner Philbrook** said around the DOJ and you know it was around the Department of Justice because they are really picky about some of these things and the interfacing of us being able to get information from other organizations that are also under the

Justice Department and I'm just asking. Has there been any kickback on any of that? Has there been any talk around that or anything like that? **Mr. Howze** said there is recognition that, again, some of these are very sensitive so information sources or connections so the PD pays a lot of attention to information security and network security and that would change under having a private network. **Commissioner Philbrook** said I'm just asking because I know there were a couple of comments made several years ago about us possibly having issues around sharing information and that's why I'm asking.

Commissioner Walker said maybe a year ago or two years ago; \$1M from somewhere to get body cameras. **Chief Zeigler** said we applied for a federal grant a couple of years ago and we turned that grant down. **Commissioner Walker** said I have to say I was under the impression that the Commission was gung-ho to get body cameras and I know you were very persuasive and cogent in your argument at that time why we shouldn't proceed to do that. Maybe I'm the only one that needs illumination on what's different now. **Chief Zeigler** said back when we applied for the DOJ grant, I believe it was about the same amount of money about \$350K. One of the issues I saw that I had problems with in advancing the body camera project at that time was the State was looking at changing the Open Records Statute which may have made it easier for people to get copies of videos which would create a workload on the Police Department, a huge workload on us. That was one issue that we weren't sure what the State Legislature was going to do with the KORA law. The second piece of that was I knew at the time that we did not have a fiber connectivity to be able to wirelessly download the videos and then move them to the storage place. At the time when I went before the Commission the Commission decided to give that money, I believe it was about \$500K, to the Police Department for us to be able to start laying a fiber network so at some point we could advance the body camera project. Even right now, as I sit here today, we're making great strides in getting that network but it's still not completed and that's been almost two years ago. If we would have gotten the grant and set money aside, I think the money would have just sit there because we weren't in the position at that point to move forward with the project. **Commissioner Walker** said apparently we're thinking we're close enough that now we can proceed with body cameras? **Chief Zeigler** said well my first comment was going to be based on the statements of Chuck Wexler, who is the Police Executive Research Forum Director, in the first paragraph he talks about the fact that

Police Departments that institute a body worn camera project once their implemented and there is an expectation from the public that we're recording everything in a financial crisis or otherwise it would be very difficult for the Unified Government and the Police Department to scale back a body camera project once we implement it. There are costs—even now as I sit here today I worry about the cost. For instance, the *Wichita Eagle* published an article several weeks ago that said as a result of Wichita's body camera project the District Attorney's Office had to hire two new ADAs to help process the video evidence that comes in as well as their cost to Public Defenders went up. Public Defenders if they are given 40 hours of video on a case that's going to be used, they have to be compensated for watching 40 hours of video. Those are costs that Wichita had not calculated or foreseen and that's some of my concern as I come before you today and that's what I was going to talk about was kind of where I think we're at.



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“Once an agency goes down the road of deploying BWC’s and once the public comes to expect the availability of video records, it will become increasingly difficult to have second thoughts to scale back a BWC program.”

“The fact that both the public and police increasingly feel the need to videotape every interaction can be seen both as a reflection of the times and as an unfortunate commentary on the state of police-community relationships in some jurisdictions.”

“Body cameras can increase accountability, but police agencies also must find a way to preserve the informal and unique relationships between police officers and community members.”

Chuck Wexler

PERF Executive Director

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Chief Zeigler said okay, that was the first paragraph. The third one speaks to the fact that body cameras are a great tool. They are a great tool for law enforcement if you can afford them and you can sustain them. One thing that has always been a concern, and even with the PERF that they see is body cameras could cause a chilling effect on the relationship between the police and the public. It could be that officers would become rather short in their interactions with the public because they know it’s being recorded so they want to be professional as well as the public might not be so willing to engage law enforcement officers in the field because they know their interactions are being videotaped as well. Those are just some things that I just want you guys to be aware of as we move this thing forward that it’s a great tool but there are some negatives or could be negative consequences of implementing it.

BENEFITS OF BODY CAMERAS

Perceived benefits of a BWC program:

- Improve officer safety
- Enhance public trust
- Improved evidence documentation
- Increase officer accountability
- Improve officer training
- Reduce liability

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These are some of the benefits that PERF and IACP has seen; improve officer safety and enhanced public trust, improved evidence documentation, increase officer accountability, improve officer training and reduce liability. For the agencies that have implemented body camera projects on average they see about a 60% reduction in uses of force among those officers who are wearing body cameras. They see on average about an 88% decrease in the number of Internal Affairs complaints that are filed. Our uses of force—we have applications of force about 2.3% of the time we make an arrest. We have not had a fatal shooting in our city since 2014 with an officer, with an officer shooting a citizen. We've had a 52% reduction in attitude and conduct in harassment complaints against our officers in the last two years. Without cameras I believe organizationally our officers are doing the right things and we're moving in the right direction. The other thing is, these are some of the benefits, but cameras don't catch everything. We know that in some shootings when an officer draws, points, and discharges a lot of time the camera will catch the firearm in the inside of the officer arms. It doesn't always hear what the officer hears, the cameras do not have the peripheral view that an officer has, but it's a good piece of evidence but you have to remember that body worn cameras are not a cure-all or solve all problems, but they are still helpful.



PROCEDURE BEST PRACTICES EMERGING

- Police Executive Research Forum (PERF)
- International Association of Chiefs of Police
- U.S. Department of Justice
- Privacy Considerations
- Video Review
- Supervisor Review
- Retention

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We looked at IAPC and we looked at PERF obviously and the Department of Justice; a lot of good literature out there from those organizations. We have a draft policy that I would say if we needed to implement it today it's ready to go. We have sent to the District Attorney's Office, to the union, to the City Legal Department; a lot of people have looked at the policy, protocols I think they are pretty comfortable with it.

The next two things there, Privacy Considerations and Video Review, Supervisor Review and Retention; I'm going to cover those in the next couple of slides.

PRIVACY

- In general, words or actions performed in the presence of a police officer have no legal expectation of privacy.
- All contacts with citizens in the performance of an officer's official duties will be recorded.
- Officers have no obligation to stop recording in response to a citizen's request but the officer will evaluate the circumstances if a request is made and when appropriate may honor the citizen's request. Request and officer response will be recorded prior to shutting off camera. This will be documented in the officer's report.
- Reasonable efforts to avoid recording individuals who are nude, or when sensitive areas are exposed.
- The camera will not be activated in places where there is a reasonable expectation of privacy, such as restrooms, locker rooms, dressing rooms unless required as part of the officer's law enforcement duties.

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In general here, if an officer gets called to a scene there is no expectation of privacy on the part of the citizen. Our intention is to capture and record all police/citizen interactions that occur on a call for service or otherwise. If a citizen requests for the camera to be turned off, the officer will document that with a video camera, the reason, and whether or not he is going to turn the camera off or not. Ultimately it's the officer's decision on whether or not he continues recording. Some of the discussion recently has been about whether or not officers should review video footage before they write reports. Our policy would be that officers can review the body camera video prior to writing the reports. If we had an officer involved shooting, what we would do is we would take the officer's statement first and then show them the recording after we take their initial statement and ask any clarifying questions. Even in those instances they will be allowed to view it, but it will be after we take the initial statement. The supervisor's in the field as well as the command staff will do periodic reviews of a certain percentage of the videos just to review them to make sure that policy and procedures are being followed and we don't have any issues. I think that's a pretty good practice of doing random reviews of the videos.

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RETENTION

- 120 days unless a request to hold the video is placed on the recording.
- All use of force or citizen complaints will be retained in accordance with investigative procedures.
- PD and Knowledge Department looking at options for managing video storage

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Retention policy; 120 days, that's pretty good. Use of force incidents we will keep forever, officer involved shootings will be retained forever. We did talk to the Legal Department considerably about retaining videos for litigation, those will be kept indefinitely. This policy I believe on the retention is pretty much in line with what other jurisdictions are doing. I'm going to turn it over to Casey Meyer so she can talk about the Open Records Act.

Mayor Holland said before we do that, Commissioner Murguia, do you want to jump in?

Commissioner Murguia said yes. Chief, I just want to say I think you're doing a great job and I do trust your judgement. I think I've talked to you on the side about this before, but I'm not a big fan of body cameras and I just feel like I need to say that out loud. One of the things that I think makes Kansas City, Kansas great is the community involvement with our police officers and what an effective tool that has been in solving crime and making our community safer. It's also been great for building relationships between the police officers and our community and we have groups like NCPP and regular neighborhood groups that meeting with Community Policing Officers on a regular basis. I just know that by nature the average citizen is reluctant to get involved in law enforcement situations, but with the current situation they were more likely to be involved. I think that's going to go away and I do have a lot of concerns about that. I'm also

concerned about even if you weighed the benefits against the negatives of body cameras, I'm concerned that the margin is so small that it is not consistent with the huge cost that it's costing us as a government to implement something like this. You know, I've talked to you about that, but you've obviously done a lot more work on this than I have, but I do have a lot of concerns about this and mostly because I can just really speak to my district. The people in my district and I think every community survey we've ever taken demonstrates this; they love our police officers. They think they are doing a great job. It's probably the best rating, that and the firemen, you two get the best ratings on the survey at least in my district and I think that has to do with the good relationships that your officers build when their out on the street. Not just Community Police Officers, which are really good, but just your regular street patrol officers and I'm just concerned. I just want to reiterate that these cameras are going to be very intimidating to the general public especially if they're reporting criminal activity in their own neighborhood or on their own block. Again, I trust your judgement and I'm sure you've done to benefit the whole county.

Commissioner Walker said on the list of benefits, the one that would standout for me, is the reduction of liability. Has there been any study by the IACP or any organization that demonstrates that in fact has resulted—I mean it makes sense that if the police are doing their job correctly the cameras should theatrically disprove the people that make fraudulent or bogus claims. Do we have anything that substantiates Item 6 there? **Chief Zeigler** said the only thing that I think that's based on is the fact that you have a 60% reduction in use of force so if you're having less uses of force, there is less litigation involved excessive use of force. If an incident does occur now you've got evidence that will prove or disprove the allocations against the officer and an 88% reduction in Internal Affair complaints I would have to believe that 88% of those were all probably false allocations which takes a lot of time for the Legal Department to work on. I think it's just a fact that people behave better and that you do have evidence when something does happen that you might not otherwise had.

Commissioner Walker said along with those other benefits you talk about it improving officer training and improved documentation. Are you going to need—like the ADAs, are you going to need additional staff because how is it going to help you in training if somebody hasn't reviewed good, bad, normal situations and is there going to be in addition to

that a periodic random review for disciplinary reasons? **Chief Zeigler** said we currently have in-car cameras and we do random reviews of those every month and if there is an issue that's identified, a policy violation, we do deal with it. The training piece of that, currently even our current in-car cameras we pull videos for training purposes and then go over those in in-service training or we use them in our pursuit driving class to give examples of things so that becomes pretty helpful in those two areas and I think it's been pretty effective. The documentation of evidence you know if you can get it on camera, great. I will tell you that in the budget request as a result of the body camera project I have requested a civilian position that will manage all of the video and all the requests that come through. Currently we have an employee dedicating probably 40% of her time to do the in-car cameras. This will grow exponentially because of the number of cameras we're going to have to deal with as well as I have talked to Alan in Technology at the UG and I have requested an extra IT person to deal specifically with the cameras when they breakdown and malfunction.

Commissioner Townsend said I hope that if and when we implement these it won't have a chilling effect on the cooperation between the citizens and the police. I can think of at least two situations. One that supported that our police acted correctly. This was an incident off Leavenworth Road within a month or less of the unfortunate tragic incident in Ferguson and there were rumblings that there had been excessive use of force and the presence of that camera on the car evidenced that our police had acted appropriately and there was nothing to those allocations. If we can better that, increase that, that's good. I hope it won't have a chilling effect.

In the privacy section here can you give me a for instance of what might be an appropriate circumstance when a request is made for an officer to turn off his or her body camera? **Chief Zeigler** said I think if you had a child that was a victim of a sex crime, a domestic violence, a rape and those would be ones that we would want to capture that hey we're turning off the camera, we will document that. Some people may just feel uncomfortable talking to an officer on a call, a call to a house say a burglary call; their house has been burglarized and we get there and they say can you turn that camera off officer. We're going to have to deal with that. Some people might not feel comfortable in front of a camera and so we want to make sure

that we've got something in our policy to at least let an officer figure out how do they step through that.

Commissioner Markley said I was just going to give an example. In our neighborhood particularly in Commissioner Murguia's and mine, there may be individuals that are not in this country legally and they might make a call for police assistance, but they might be afraid to be on camera because they may fear some sort of implications for their being able to stay as residents here. That's an example of another circumstance. It wouldn't involve the crime at all but the person just might feel like if I talk on camera are they going to review this footage and say he's not supposed to be here and come looking for me at my house.

Commissioner Townsend said that could happen in District 1 too. You're right, any district but then that goes to what if that person is needed as a witness later. If they're afraid to be on camera now, what does that do the case later, but what I wanted to follow-up on is let's say the camera is turned off is there going to be some protocol for booting it back up? At what point do you reengage the camera? **Chief Zeigler** said I think that's at the officer's discretion. If he believes he has talked to the individual and they're satisfied, do you mind if I turn the camera back on or he goes inside and starts processing a crime scene he can turn the camera back on. We would want the cameras on as much as possible. That's the goal.

Commissioner Kane asked how many police cars have the cameras now and how many don't. **Chief Zeigler** said all the district patrol cars have them; Community Policing has cameras right now, in-car cameras, so we've expanded that over the years a little bit compared to what we did have. **Commissioner Kane** said I'm kind of like Ann, I think a lot of people will shut down and won't answer your question because they will be on camera and we will have the car camera going as well, correct? **Chief Zeigler** said yes. **Commissioner Kane** said and we've worked hard to bring the Police Department and the community together and I'm not sure wearing that body camera is going to help that because there is too much that it can't pick up versus what it can pick it. I just don't know if we have the financial monies to keep it going because this is a gift that will never quite and I've never seen anything like this on anything that we've done and I know in certain cities they need them. I'm just not sure we need them here.

KANSAS OPEN RECORDS ACT

- KSA 45-221(a)(10) provides an exception for public disclosure of “criminal investigation records”.
- KSA 45-217 was amended in 2016 to include in the definition of “criminal investigations”: “every audio or video recording made and retained by law enforcement using a body camera or vehicle camera”.
- KSA 45-254 defines “body camera” and “vehicle camera”
- Body camera: a device that is worn by a law enforcement officer that electronically records audio or video of such officer’s activities.
- Vehicle camera: a device that is attached to a law enforcement vehicle that electronically records audio or video of law enforcement officer’s activities.

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Casey Meyer, Attorney, said issues regarding confidentiality and privacy are preliminary addressed in KSA 45-221 which is our Open Records Statute that provides exceptions for disclosure. There is a specific subsection that addresses criminal investigation records and last year the Legislature amended 45-217 to include body camera video and vehicle camera video in the definition of criminal investigation records. That means if a member of the public or media requested a body cam video, then it would be covered under this criminal investigation exception. Also, in that statute it defines what body camera and vehicle camera is and it’s pretty straight forward.

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KANSAS OPEN RECORDS ACT WHO CAN REVIEW THE VIDEO?

- KSA 45-254 provides that the following individuals may request to review a body worn camera or vehicle video and that the agency shall allow the review. A reasonable fee may be charged.
1. A person who is the subject of the recording.
 2. Parent or legal guardian of a person under 18, who is the subject of the recording.
 3. An attorney for either of the above.
 4. An heir, executor or administrator of a decedent, when the decedent is the subject of the recording.

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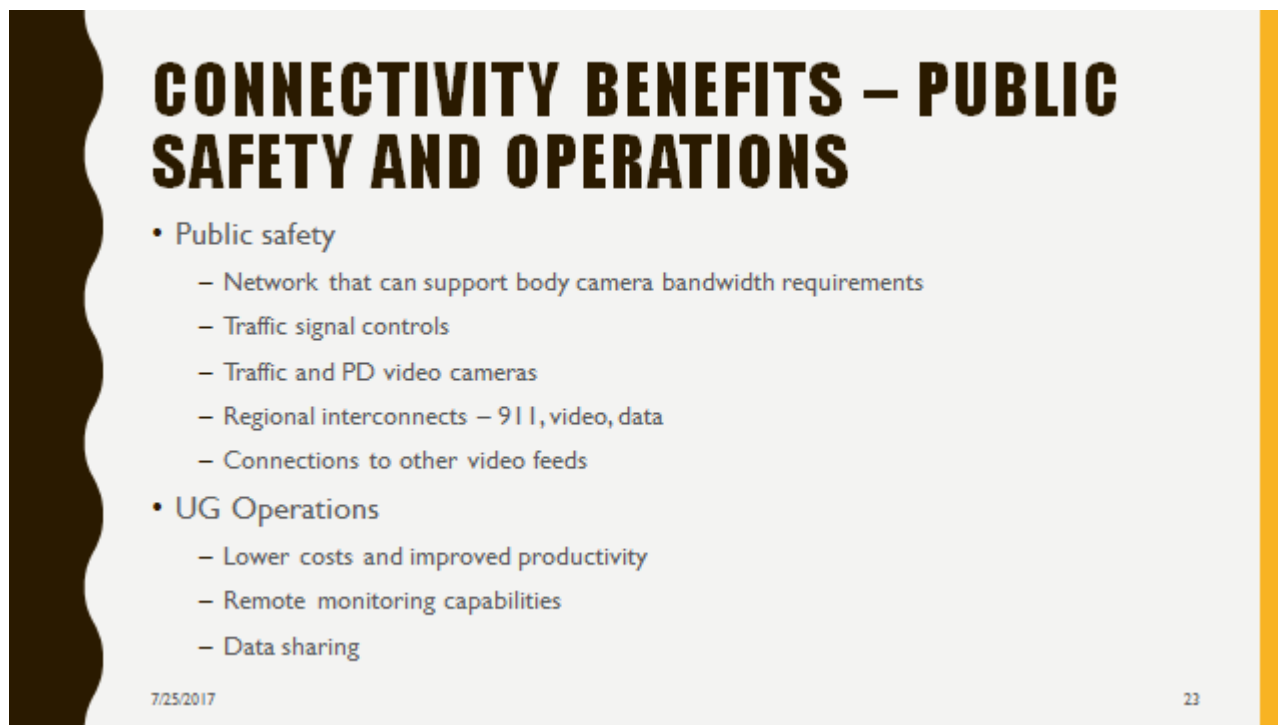
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In addition KSA 45-254 provides that the following individuals may request to review a body worn camera or vehicle camera video in the following circumstances and this, again, is a new statute that was created in 2016 and remember this is just reviewing the video only. These requestors would not get a copy of the video and this would include any person who is the subject of the recording, a parent or legal guardian of a person under 18 who is the subject of the recording, an attorney for either of the above parties, and an heir, executor or administrator of a decedent when the decedent was the subject of the recording. By subject we would include people that were either in the video or that could be heard in the video and so because that Open Records Statute it includes several different exceptions. It includes medical records or the ability to identify a victim in a sexual assault; all those exceptions would still apply to this so if one of those exceptions fell within here, we would redact that and allow the requestor to probably only view the section he or she was included in. **Mayor Holland** asked would that include someone—say there was a robbery at someone’s house and there was an investigation and they took a camera through the house, would the owner of the house be able to see that video even though they’re not in it? **Ms. Meyer** said I think that could be included in the definition of subject of the recording, yes.

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Mayor Holland said I do have another legal question. In terms of police supervision, I know how we handle police investigations, Internal Affairs, police misconduct are all subject to our union contract. Will there need to be updates to our union contract to allow for the use of body worn cameras as evidence? **Chief Zeigler** said I don't believe so because we currently have the in-car cameras that we're using for disciplinary purposes and for IA investigations and there's not a specific section in the contract addressing video—in-car videos and the use of those things for discipline. **Mayor Holland** said so all of our police officers would have the same protections now. They would have the same protections under this as they currently have now. **Chief Zeigler** said yes.





CONNECTIVITY BENEFITS – PUBLIC SAFETY AND OPERATIONS

- Public safety
 - Network that can support body camera bandwidth requirements
 - Traffic signal controls
 - Traffic and PD video cameras
 - Regional interconnects – 911, video, data
 - Connections to other video feeds
- UG Operations
 - Lower costs and improved productivity
 - Remote monitoring capabilities
 - Data sharing

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Mr. Howze said moving to our third section here and this is back to the concept of Creating a Multi-Use Community Asset. As Mr. Connor mentioned in the budget kickoff this is a new initiative and kind of a new way of thinking about how we use the investment in this case for the police body camera network as a multipurpose community asset. Three main focus areas that we see as potential benefits: Public Safety and Operations; we've spoken in-depth about the Public Safety side. There are also benefits to a broad range potentially of UG operations, certainly Public Works and Jeff and I have had a number of conversations around this of ways to hookup remote facilities and to move data around, additional opportunities to reduce cost and improve productivity as we were talking about and the ability to share data more easily across organizations.

CONNECTIVITY BENEFITS – ECONOMIC DEVELOPMENT

- Internet connectivity is a core requirement for businesses
- Insufficient network hinders development
 - Discourages new businesses formation and incubators
 - Impossible to locate knowledge based businesses
 - Harder for existing businesses to grow and meet market demands
- Directed fiber connections reduce dependency on carrier investment decisions

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The second area is Economic Development and this is one just to really emphasize because connectivity is really becoming a requirement. It's what businesses look at when they're looking at where they are going to go, when they are looking at expanding operations. The ability to consume and provide data and information is really foundational to a lot of business so the corollary to that is that insufficient network hinders development. Commissioner McKiernan, to your earlier point about Google; one of the challenges is that right now we can't say we want to build a line, for example, that would provide additional connectivity through the downtown part of KCK and that's a pain point we've heard from some businesses that can't get high quality, high speed access. We can't compile a Google, a Spectrum or other to go and build through that area and what they say in response is well it's cost-prohibitive to us to do it so if everybody is paying the same full freight for opening the ground and running the lines, then it's a disincentive for the telecom providers. If there's essentially a shared use asset or we've created a conduit we're using it for our own operational needs, but there is space in there for other uses, economic uses then that creates new opportunities for economic development.

Commissioner Johnson said when we look at these numbers that you are providing to us in terms of the \$1M and I'm also looking at the cost of the body cameras; how much would you

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equate to the fiber piece of it? Just the \$1M and then all other costs are going to be equated to the body camera piece. Is that the way to look at this or is there some sharing somewhere in there? **Mr. Howze** said there is a little bit of some overlap in the diagram there on equipment, network equipment, that kind of stuff but the \$1M in there is really for fiber for the connectivity and, again, about half of that is for the police network buildout and half is for using to support existing Public Works projects so that we build connectivity into those projects. **Commissioner Johnson** said 50/50 split. I did hear you say that earlier.

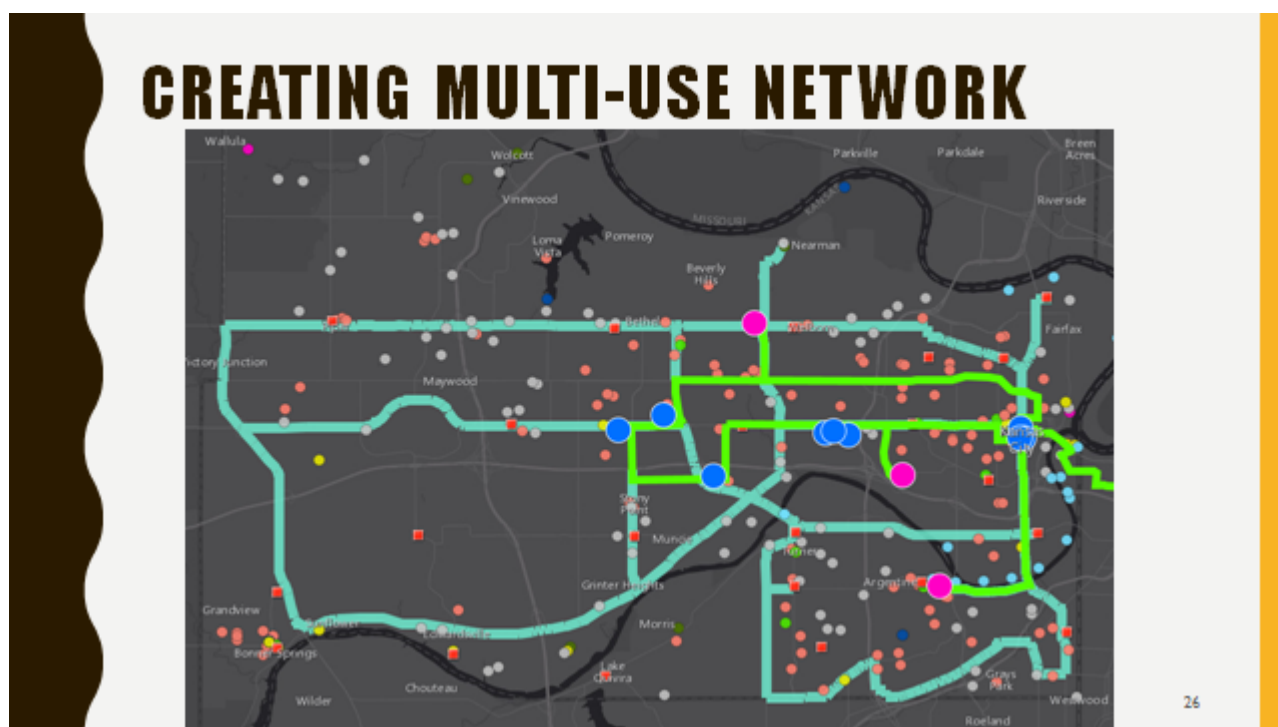
CONNECTIVITY BENEFITS – COMMUNITY ACCESS

- Creating new opportunities to connect residents
 - Employment opportunities
 - Continuing education
 - Student achievement
- Recreational and entertainment opportunities
 - Increased demand for bandwidth for community programming
- Conduit is an asset that can be leased to providers – cable, cell phones, internet, etc

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Mr. Howze said the third area is around community access so how do we continue to support the goals of creating new opportunities for residents. Again, just like for businesses connectivity is a requirement now, so it is for people who are looking for jobs, for looking for continuing their education whether they're students in K-12 or beyond, so how do we provide opportunities for additional access. Likewise for recreational and entertainment opportunities, how do we then help to provide the bandwidth and it's not to say we're going to get into the market of selling direct access, but by providing infrastructure in the same way that we provide roads as infrastructure it supports and facilitates economic growth and community access. One of the areas, just again to give you an example to see if we can make this come alive a little, is

conversations around the use of small cell technology and the next generation of wireless technology which is coming in the next year, two or three. All of those points in small cell towers will have to be connected back through fiber so as people consume more and more data—you know people are watching Netflix on their phones or whatever they're doing, they are consuming a lot of data and the carriers are looking to try to keep up. The growth of small cell and cellular technology will at its core also require a fiber network to haul back to so again we're creating the infrastructure, if you will, for others to bring new opportunities for residents. I can think of other things like tele-a-medicine or other ways where you've got video in different places that you're trying to access. Again, fiber is a great vehicle for that.



How do we go about doing this? I showed you earlier the idea of starting with our police locations in the blue there Phase 1, pink Phase 2, and then we started to map where are all of the fire stations, where are our Public Work assets, where are the other community centers and populate that on a map. Then you can begin to look at and play around with what could a future community network look like, how do you begin to connect up places where there are concentrations of UG facilities and how does that link up to economic development needs and future development. We're trying to create different layers in the puzzle, if you will, and so

we've done a lot of the foundational work to understand where our facilities are and to begin to design a network that could maximize the use of these public dollars.

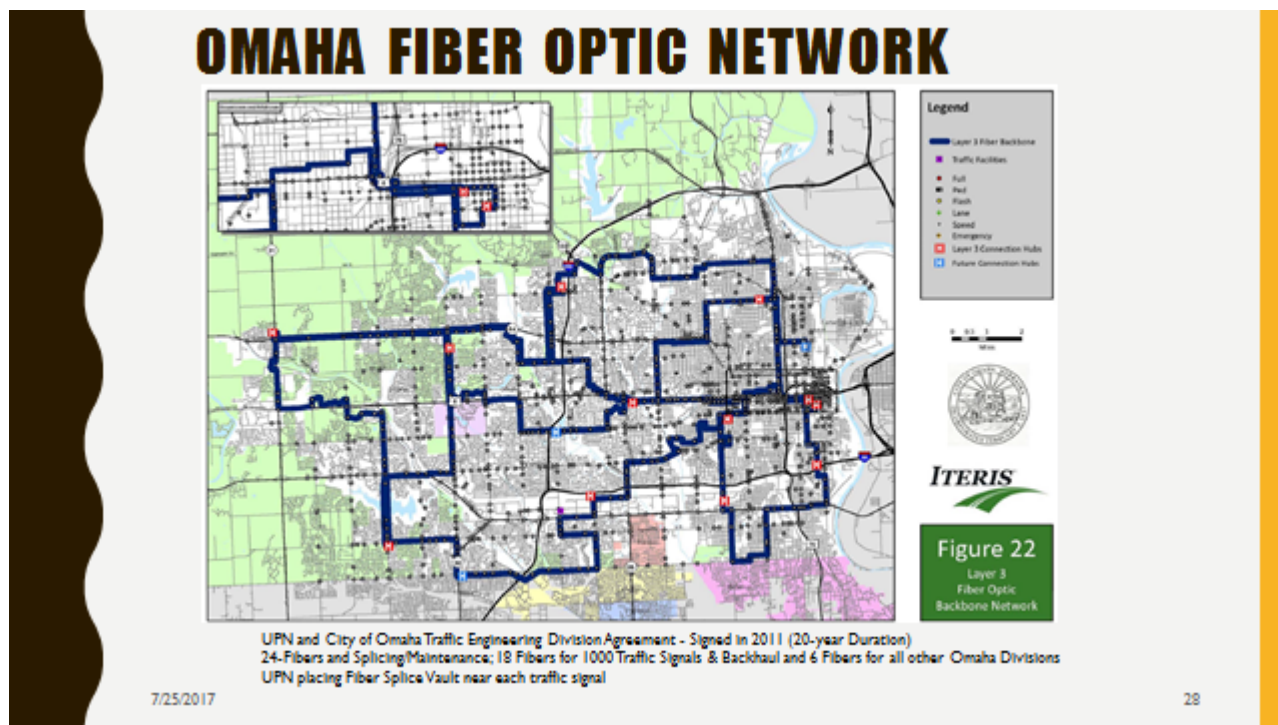


REGIONAL COMPETITION

- UG is competing locally and across the Midwest region
 - Omaha
 - Des Moines
 - Wichita
 - Tulsa
 - Oklahoma City

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The other point here is that as we're doing this so are other communities. There are a number of communities that are actively building out their own networks. Again, these are multi-use, multi-asset networks that are being built and so as we think about the competition it's not just that we're competing across the river with people that want to locate here, we're really in a broader regional economy and the ability to have this asset and these assets is advantageous to locating new opportunities.



Just to give you an example, we spoke of Omaha, this is the network they are building out so this again is not conceptual, this is actually under construction and this is a 10-year project. This is not like you go in and you build it all out and you're one. Omaha has been working on this for a couple of years, but it gives you a sense of the types of interconnected rings that you can create over time and essentially light up new corridors, you can tie your traffic signals together and create a more fluid or structured traffic approach to traffic managements and emergency response management. You get a lot of these sorts of benefits that we've talked about are able to be realized through the creation of a network like this.



The last point just to reemphasize; think of fiber as infrastructure and as a strategic asset for the community that we're paying for now but we will continue to accrue benefits well into the future.

Mr. Bach said I think as commissioners have discussed a little bit during this presentation and as we look at this project, two years ago when we moved forward with body cameras there was kind of a lot of momentum around it. It was one of those projects where it seemed like this is the thing we have to do within our community. The Chief and staff wisely as we looked at it, analyzed it, determined we probably weren't quite ready for that at that time. There were a lot of unknowns just going through the whole policy discussions regarding when and where getting those procedures identified. We stepped back from this so I think at the time we came forward with this project we didn't come forward to say we don't think we should do it because I know we had, or at least we believed, at the time the policy direction was we needed to move forward with such a project. However, we wanted to step up and say we're not ready for this; we really need to spend a lot of time studying this and understand it. What I'm extremely proud of where we've gone with this is just what is said up here, body cameras really have become a component of what we're looking at to be a much bigger project and it really jumps outside of the box and

it's very forward thinking about the future development of our community by recognizing where the fiber is. I can take this from a policy direction of whichever way you want to go with the body cameras. We can make a decision that's something we don't think is necessary within our Police Department operations. I don't have a Chief that's standing on his desk saying he has to have this or we can't move forward as a department. It is a useful tool and a component that will benefit our operations, but not one that we have to have. I do believe the fiber infrastructure is something that is very good and very beneficial for the future of our community and even if you elected to say well lets stand down in this budget session and not move forward with the body cameras, I would push forward to say let's move forward with the fiber aspect of this and still have ourselves in a position that we can utilize this if we went to the body cameras in the future or we elected—as we are electing to do on the development side.

I will say this; Mr. Connor and Alan have both been working actively with the private sector because there are a lot of overlays, interactions that can be done with them that can also help defer some of our costs and also it encourages them to bring in other private section partners into our community. I guess I just want to leave it with that. I went forward with this project—we never stopped from where we were a couple years ago. We left that meeting with the direction that we're not ready to move forward, we were going to work on the fiber side of this equation and determine how that could come back in and then come back with a solution and this is the solution we built to come forward with. Whichever way you would like us to go, I'm open to that.

Commissioner Kane said I would be more apt to hire more officers than I would to go to the cameras at this point.

Commissioner Townsend said I'm looking at page 12 of the printout and there has already been discussion of the \$1M we see there for the fiber connectivity project would be split almost equally. Let's say we went forward with the connectivity piece for the Public Works aspect also only. Let's just say we go that way and later at some time we say go for the body cameras but would that \$1M that it would cost us now become \$1.5M or something greater if we delayed the implementation because it was said that once you open to do the network—I mean it would be just as easy to do it all at one time; would that cost rise if we deferred doing both pieces, the

connectivity for the other Public Works and the build out for the body cameras? **Mr. Bach** said Alan, Chief, or Joe; do you guys have a feeling for the efficiency of how we're moving forward with everything together versus if we were to segment pieces out? **Mr. Howze** said I would say that the likely scenario would be that the cost on the infrastructure cost around fiber would continue to rise because a lot of that cost goes when you open up the ground. Just like for regular Public Works projects we're anticipating those costs will continue to escalate through normal inflation. On the body cameras it's a little more of a moving target. This is a market that is rapidly evolving, if you will, so the camera makers and the companies that are in this space—I think even in the last year or so there has been a lot of movement in there so that one is harder to say with a high degree of certainty as to whether the price would go up or the fact the price might come down.

Chief Zeigler said I think just like the *Wichita Eagle* article pointed out with the increase in staffing the District Attorney's Office needed to handle the body camera video, as time goes by we might get a—at some point we should have a real good idea of what does it take with personnel and equipment to be able to have a good body camera project. That article just came out I think about a month ago and it kind of took me back because those are some of things that we never took into consideration as far as personnel. I figured we needed two but I never considered the District Attorney so I think there is still some cost associated with body cameras that are kind of unknown and by waiting those things more and more will come to surface I think.

Commissioner Townsend said I was really talking about just the network part of it, might those increase, but you're right; there would be other costs just as you said you need a person to be, for lack of a better term, the librarian of all this film that's going to be associated with that.

One last question I have, people are so accustomed to being taped and filmed, and they're on video and again wondering about the chilling effect if any this would have. About how large would these body cameras be? I'm thinking people may not even be aware or less aware of them the less intrusive they are; people may be less chilled by it. **Chief Ziegler** said I think most of them are probably the size of this pager. They might come out with smaller ones. They are about this big but as time goes by I'm sure they will make them a lot smaller but that's about where they're at now.

Commissioner Johnson said I do hear you Commissioners Murguia and Kane are we creating a problem that doesn't exist and I hear that. I've talked to the Chief about it, I've sat back and I've thought about it, talked to some other people, read some articles and I keep looking at my statistics. While I know that one thing does not answer all of the problems that we face as a community, I guess my gut still tells me all it takes is one time, one situation to occur which then sways the mood of a community. Chief, you're doing a fabulous job. I have no complaints. I think our Community Policing group from what I hear with my neighborhood associations it seems to be working great. When there are any complaints they will call in and I think things are resolved relatively well. I think that's one of the reasons why we do have—which doesn't get enough consideration in terms of the positive things that are happening in Wyandotte County. Our Community Policing group I think helps to provide that glue in the community. I keep thinking about this age of transparency. I really don't think that the need for body cameras is going to go away. I think when you have all these incidents of people carrying these phones and any time something goes down they bring these phones out and then what's reported is up to their discretion. I think that body cameras help to protect our police officers as well. Now, we can't get all the information and it's already been brought up, you can't get every angle but in just general discussion some angles are better than no angles.

Then I'm weighing the financial consideration and I'm wondering if in terms of waiting if we look at maybe doing a cost benefits analysis to look at things such as the cost of the body cameras themselves and weigh that against the cost of litigation maybe looking back 10 years of what litigations might have been. I know it could become speculative in that regard, I think I understand that, but could that have mitigated some of the costs that we may have had to pay with regards to complaints or litigation. Maybe we could look at some type of cost benefit analysis. Maybe we need to hear from our constituency as well relative to that specific point of body worn cameras. I think we need to move forward with it but I'm not opposed to measuring again before we cut, but I do think that as good as a job as you are doing, I want to commend you Doug, I want to commend you Alan and Chief for all the work that you've done here. As good a job as we are doing in Wyandotte County and I think that you're doing leading our Police Department all it takes is one situation for our mood to change. I would rather be proactive knowing that we're moving towards a solution than reactive in that kind of situation.

Mayor Holland said I would chime in on that. The public has cameras and I think our police ought to have them too. I mean one of the reasons that our police have guns is because the public has guns. I think the public has cameras; we're seeing public camera usage of police interactions all over our country. The police having cameras also levels that playing field significantly and gives a second picture because I imagine there are going to be court cases coming where there is video on one side and the video on the other and we've already seen it. We've already seen the handheld camera by the public and the body worn camera or the car camera by the police both being shown in the court of law. I think having both of those—I think videos ubiquitous, I think any public meeting that's not on video people don't have any time for it; it needs to be on video because there is a record and you can go back and watch it even if they don't want to watch it live. I think video is ubiquitous. I think it's not going away and I don't think we've been reckless in this. I think we've studied this for two years. I think we've done the time to be smart about the infrastructure investment. I mean I love seeing—thinking about economic development and community resource leveraging the cost of the infrastructure for the body cameras and I think that's exactly the high level of thinking that we expect of our government. I mean that's terrific. We've not been rushing into this. We've taken two years to look at it.

Other communities have learned—we're learning best practices as we go and I think our community expects it. I also know, and this Commission knows, we have signed off on a number of settlements with police that but for video would have cost this organization tens of millions of dollars if not for the video that we had. Our most recent case we had \$7M requests of liability against the Unified Government and but for the video shown in court those costs went away. The use of video in the court of law is not just the future, it's the last 10 years and our not doing everything we can to get in front of it—I don't want to have an incident in our community and folks say well we're the last community getting cameras, why don't you have cameras yet is usually what I hear when I'm talking to people. I think it protects the public and I think it protects our police officers and I think it's past time. Maybe all the communities are going to start getting rid of police cameras one day, well then we can get rid of ours too, but right now I think the public expects it, I expect it and I think our officers deserve this equipment that's beneficial to taking care of them and taking care of our citizens.

I want to see us move forward with it and I don't think we've been overly aggressive. It would have been overly aggressive two years ago if we had bought those cameras with that grant without the infrastructure to back it. That would have kind of been foolhardy frankly. We're building the infrastructure, we have the protocols, we have the right Chief and the right officers; let's give them the best equipment to do their job possible and let's get it done in 2018. I think our community is waiting for it.

Commissioner Bynum said I think a lot of those were my comments as well. I reiterate that the public is making their own videos and we've seen that over and over again. It seems like we would want our video as well to balance out how to tell that story. I know in 2015 the Police Department came in front of the standing committee basically with the DOJ Grant to apply for the body worn cameras and we had a conversation about it but we agreed for the grant application and then when the application was received we voted as a whole to turn it back. Now in 2017 we've got yet another DOJ Grant Application pending and mostly I'm just curious would we turn that grant back yet again if we choose not to proceed? I'm leaning more toward keeping the body camera program than slowing it down or stopping it.

Commissioner Walker said I'm 100% for it. I was two years ago until you talked me out of it. You've all heard of the CSI affect that there is in court the public has an expectation of certain kinds of evidence being available in every case which is not realistic because despite what TV would have you believe that evidence isn't always there. The same thing is true when you go into court and try to defend a case that does not have cameras. People are not unaware that there are departments, good defense lawyers as well as civil litigation lawyers, are going to point to the fact that we don't have cameras and we have a history here of discussing it. They are going to suggest the reason we don't want to do so is because we have something to hide that we don't want our officers because however they choose to characterize our Police Department. I think we're going to be here if we don't do it this year or next year, we're going to be inevitably be forced to do it. I know nobody wants to hear this but this step, I understand this connectivity, I also believe that eventually, maybe not—certainly not while I'm on this Commission, but inevitably you're going to tie into drone technology to this connectivity. It's already being done all over the United States and it's a hell of a tool for the 360 degree view of a situation once you

master the logistics of getting it to a location while there is an issue. I'm all for it. I think everything the Mayor and Commissioner Bynum—well others have said there is truth in all of it about the cost and I'm not doing it because I think our Police Department does bad things and I want to catch them, I want to do it to prove that when we're accused of doing bad things our officers didn't do that. I have a long history here and I will tell you more than nine times out of ten with the accusations made against police officers over my many years there wasn't a grain of truth to it. If we've got an officer that's gone rogue on us, we need to know it and take steps to deal with it. If this comes up for a vote by the Commission, I'm 100% for it.

Mayor Holland said it's currently in our budget as presented by the Administrator both for the fiber connectivity and the police body worn cameras so we are moving down that path unless this Commission decides to take another direction.

Mayor Holland said I don't see any further comments on this. Thank you for your presentation and your hard work on this. I believe we have one more item tonight which is the 311 Project.

3 | 1 | PROJECT

Mr. Bach said the next item is not nearly as big an item in our budget. Actually probably the bigger portion of the 311 Project is the amount of staff time we are working to make this happen so we will give a status of where we're at and how this is progressing with this years' budget. I will turn this over to Alan Howze to give this presentation.

3-1-1 Contact Center

KNOWLEDGE DEPARTMENT

July 24, 2017

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Mr. Howze said 311 is certainly an area of interest.

July 17, 2017

Budget

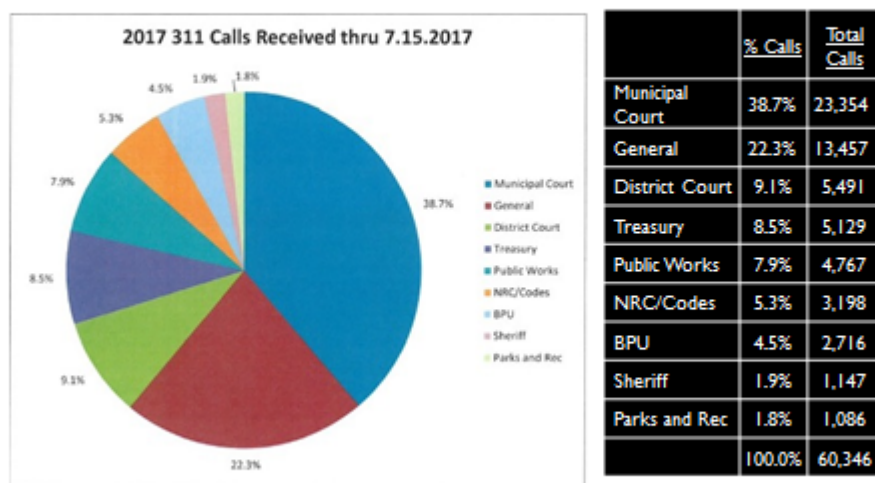
2017 Amended - \$58,500 to complete 3-1-1 integration project

2018 – \$15,000 additional operating costs associated with expanded use of CRM system
(municipal court and software for integration)

12

Just briefly, not a lot of budget impact, but there is a request in the 2017 Amended for an additional \$58,500 to complete the 311 Closed Loop Integration Project and I will talk about that in just a minute. In 2018 there is a minor addition of operating costs associated with expanded use of CRM system which is a good thing so Municipal Court and others getting license access to be able to use this system.

311 CALL TOTALS - YTD



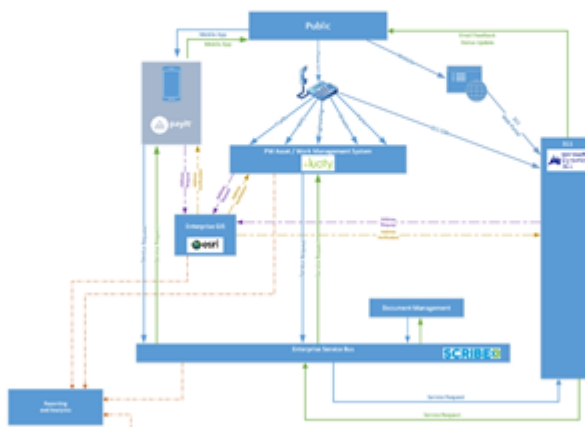
Trash Service Calls - 392

311 YTD just to give you a sense of the call volumes and what those call are about; we're at about 60K calls so we're on track midyear for about 120K calls. We are on track for a year over year increase from 2016 in terms of the number of calls we're getting. Also of interest we've been working closely with Municipal Court to help increase the first call resolution for people who are calling there so they can get the information they need and they don't have to call back or they're not on hold as long. We begin to see that reflected in Municipal Court numbers. We went back and looked and this has dropped about three points from the 2016 full year total so we're seeing a shift in the call mix as we've taken steps with Municipal Court to work with them on their operations, and again, using this as not only a service tool to provide residents information, but also to use it as a management tool across the UG.

3-1-1 Closed Loop

3-1-1 Integration with Public Works and NRC – Q3

Piloting closed-loop with Municipal Court

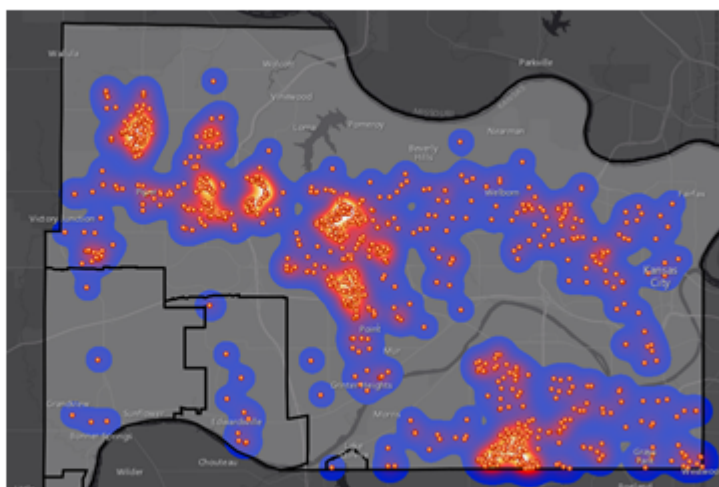


This is a little hard to read but just to give you a sense for the 311 Closed Loop Project what we're doing is linking together our 311 system with the Public Works Lucy System which is how Public Works manages all their work orders. We're connecting that up with our 311 app and our GIS Application as well so, again, what do these lines on the graph mean; it just means we're building a lot of connections between a lot of different systems which is essentially what we're doing with the closed-loop 311. If somebody calls into the 311 Contact Center they submit a request, I'll use the recent storm example, for a tree down or a branch down; that information would get automatically routed to Public Works for action so they would have a queue in Public Works that they could take action on immediately. When that was completed and closed it would then kickoff the message back to the resident to let them know that in fact had been done. We're starting with Lucy in Public Works, we're expanding this to the NRC, Code Enforcement and there are a number of potential future applications that you can think of to integrate across systems. We're on target for this to be in queue three and we have started piloting with Municipal Court, as another example, with this closed-loop system where a call comes into 311 and if it is not a call that the 311 CSR (customer service rep) can immediately answer, it's a more complicated inquiry, they will log that into the CRM system. Municipal Court will then pull that queue up downstairs and they will be able to research the information

they need to answer the constituents question and then call them back when they have the answer so the constituent doesn't have to sit on the phone for a long time while the information is getting collected. It's a better customer service experience for people who are calling in. It's also allowing Municipal Court to be more efficient in how they respond to and collecting information for calls.

June Storm Response

~1,000 requests
3-1-1, Public Works & Emerg Mgt
Shared with Bonner Springs and Edwardsville
Preparing for future events
[Link](#)



To give you another example of how we're using 311 data. Just the two back to back storms in June we received around 1,000 requests for debris pickup and we use this as an opportunity to work closely with Public Works as well as with our GIS team to map where those calls came from. We provided a file on a daily basis to Public Works to say here are the calls that came in for debris pickup and they were able to then work against those. I think we got a good bit of positive feedback on the responsive and the speed in which debris was picked up through the community. Interesting enough this is also of interest to Emergency Management and you can see through the intensity of the calls where the storm tracked through the community so from the northwest corner you can see how it tracks down through the community and the calls verify that. It's sort of interesting and actually then think about where are you going to first put your Public Work crews, you put them where there was the most intensive damage from the storm and

so it allows us to be more responsive and affective. We're using this as a learning opportunity for working with Emergency Management, Public Works and Public Safety for how would we do this if there was another future event, another broader scale event.

Mr. Connor said I just also wanted to mention that part of our budget message was expanded GIS capabilities so as we have events or as we have projects expect to see more of this kind of details coming from us. These are the kind of things we think will help in a lot of different ways to basically tell our story, to help us be better responders and be more efficient.

Commissioner Walker said I see the data and we get a lot of calls. Do we have a call satisfaction chart that shows how many times a person calls 311 and if satisfied with the response? It used to be that whoever wasn't picking up it would refer it down to Ben Blagg who is our day-to-day guy. Ben is a great guy but that's not who I called. Are we still doing that? Are calls still being referred to 311 when whoever you're calling and whatever department doesn't choose to answer? **Mr. Howze** said we're trying to communicate that all calls originate to and through 311 so it doesn't become a second call, it becomes the first call and that then gets logged in the CRM System (Customer Relations Management System) and then can be acted upon by Public Works or others. We're not there yet but this is going to take a significant step in that direction. **Commissioner Walker** said I know you're a tech guy and I'm an old guy, but data for the sake of data isn't worth anything if it doesn't result in a meaningful conclusion. I'm sure we can identify how many called for the June storm but how many of those people got a satisfactory response to what they were calling about and the same with BPU. You get a recorded phone number that your water is out, your lights are out, whatever it might be; but in the end how long did it take to get those lights turned back on or how long did it take us to fix the pothole or did we even fix the pothole.

Mayor Holland said I think that's what he is talking about, if I can jump in, with the integrated system and the ticket being created when someone calls in and then it goes through Public Works and then when it's complete they get a message back to the caller because that loop has not—it's been an incoming line but we've not ever had that loop. We're creating the loop that's going to close that so that we can track the customer satisfaction and not just how many calls we've taken in, but how many calls we resolved. Is that accurate? **Mr. Howze** said

that in fact—**Commissioner Walker** said well, Mayor, I hope so because ever since we got 311 that is what we were supposed to be getting from day one when we replaced the old Action Center. We got more data out of the old Action Center than we've ever got so far out of 311 and we've been paying the tax on it for years. Here is another step that's supposedly is going to give us all the answers that we haven't been getting for years and if I sound a little frustrated, it seems like this 311 is a bottomless pit of more money and no results. I'm hopeful that somebody, my successor, can pick up a chart and see that we've satisfactorily answered 100% of the pothole complaints because I've never been able to get that.

Commissioner Markley said exactly what I was going to say is what this should resolve and what I get calls about where somebody says I called 311 three weeks and I'm looking at the NRC link and there is still nothing showing up on this property because somebody at 311 called somebody at NRC and told them to put it in the system, but it isn't actually in the system yet so the person thinks their call hasn't been received and they are saying what has happened to my call. If we do this and everything is integrated then a person at 311 should be able to enter the information into the NRC link and it should be there immediately so when the person gets online they are going to see somebody got my call and they put it in the system and now I can track it instead of calling 311 and waiting a couple weeks and then calling me and say what happened. Then I'm calling and saying what happened and this should cleanup that link a little bit so people feel like they are getting a response.

Commissioner McKiernan said I was going to save this until the end but I'll just go with this now. Right now I think what you've told me is we're on our way to this total closed-loop system where we actually get feedback back on the problems we put in. If somebody goes to 311.wycokck.org and they put a problem in there it shows up on this little map, right, so I've been known to turn a code violation or two and if I turn them in, do they show up on this little map? I know the answer is no because I can look at the map and tell you no they don't. If a constituent calls 311, do those show up on this map or does this map only show what's been submitted through the web interface? **Mr. Howze** said the latter at this point. If I go back here what we're solving for that here so that regardless of where—and this is too fine of grain detail to see on a slide, I apologize for that; but that's why we have multiple sources of entry for where

that call comes in. Right now what we're trying to move to a—311 has the first line of entry, we recognize that is not in fact the case and that calls come in to multiple sources. If we want to be able to track against those, we have to understand which calls have been received directly by NRC and your example which ones were entered by staff at NRC so not just an external call. People are out there and they enter something into the NRC system as well as 311 calls directly or web submission so it's a multi-channel environment.

Commissioner McKiernan said I'm trying to go around to all my neighborhoods and say don't call me anymore. We've got this great system, it's called 311, and call them and then they call and like Commissioner Markley said it's like what happened. So, I have to go to the old system which was hey Emerick can you check on this for me please and I would love a closed-loop back to me that says this issue it's been fixed and I don't have to call him and bug him again and say what happened to this issue or I don't have to go out and search for it, I just get that loop closed myself. I can tell you as I look at this map it's pretty, but it's not very useful. It's not very functional on this map so if I hover over a little dot—**Mayor Holland** said that's not the map he is talking about. **Commissioner McKiernan** said no, I'm not talking about that map. I'm talking about the 311.wycokck.org check on your status map. So, I put the little hand over the marker and it pops up a little balloon that says here is the address and it says the status is completed and I can tell you that's not true because that's a living, breathing code violation right there. It tells me the incident date, but it tells me no other data about this call. If I take the hand off and I try to put it on the balloon that popped up and said here's all the information, the balloon goes away so where do I as a citizen get to track this and find out what's the current status. I as a citizen have to remember I have to go out to NRC elink on the other website and click in there and tap through a whole bunch of really difficult data input whereas the citizen just wants to go oh it's on a map, that's my street, hover over that and now I know. I'm hoping that when you get all of these systems linked together we will actually have one system that will take all sources of input into one common database and one common reporting and one common feedback system because that is what I think we are all looking for in this. I understand there is a lot to build yet but we're still really disconnected and siloed when it comes to our data and how we gather it, how we store it, how we report it and how we feed it back. I'm hoping that's where we're headed.

Mayor Holland said if anyone wonders if the public's expectations are going to go backwards on technology, the answer is no.

Commissioner Murguia said 40% of my constituents do not own a personal computer. We haven't yet surveyed the percentage of my constituents that own a Smartphone, but I would guess that's probably higher because people if they want to have a job, they have to communicate so I'm guessing on that. Commissioner Markley and Commissioner McKiernan in my opinion, at least to me, the most technically savvy on our Commission because I always resort to going to them when I can't figure anything out. I'll just confess the map that Brian just turned around on his computer and I have been up here over 10 years and I've never looked at it and I do handle those calls to my constituents. Sometimes, not often, but sometimes I have a language barrier in my district and a lot of times I have an educational barrier and then my constituent has a computer barrier so there are all kinds of issues. I'm going to ask you a very elementary question. This is where I would like to see us go and maybe this isn't taking us there. I don't care about what's in queue. I care about what gets done. I don't need to know that you heard me. I just need to know that it happened. I'll give you an example, I want my constituents to be able to dial 311 and say there is a pothole at 24th & Strong or 39th & Rainbow and they can call it in and receive a text that says done. That's all I want it to say is done and then if they go by and it's not done, then they can call me and I can call you and say the technology is not working. If we're getting there and I know that in the next couple of slides in our packet there is a phone picture here so I hope that means that is what is going to happen.

The other thing is that occasionally once in a while some of my constituents get a ticket in Municipal Court. Like Commissioner Markley said, they forget their court date or they need an extension because they typically can't afford an attorney because I have a lower income district so they are trying to manage these themselves. If they are just calling I noticed the largest number of calls are for Municipal Court, again, if the question is calling into 311 and saying this is my name and I need to know when my court date is, if there is just a way to text that back to them, that would be fantastic. If we're headed in that direction, I'm very happy. **Mr. Howze** said we are headed in that direction. **Commissioner Murguia** asked are we there or are we still moving in that direction. **Mr. Howze** said can we wait five minutes and see if that answers your question.

Mr. Howze said if I had another month and I could come to you in a month and kind of show you where we are and we will come back and give you a broader presentation because I think we will have something to demonstrate. I just wanted you to know this is more than conceptual that we know what we're doing, we know what we need to do and we've got the resources and the people in place to do it. Very shortly, I hate to say trust me, but we are getting there. We're very close.

3-1-1 Mobile App

Self-service options – 24/7/365

Better serve, engage and communicate

Meet residents where they are — mobile devices

Personalized application

- Multiple payment options – ACH/e-check and credit card
- Notifications and reminders
- Receipts, transaction and payment history in app

36

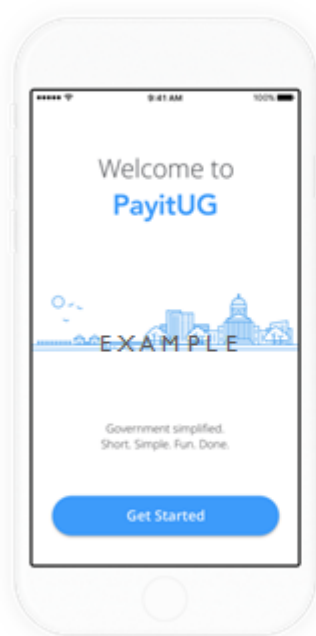
In conjunction with this one of the channels to your point is on 311 and the mobile app so not only provides 24/7/365 access, it also provides much cleaner data frankly for crews to work on or for our CRM system so somebody could take a picture, if somebody could have the coordinates from where they took the picture at on their phone, it makes it simpler for everybody involved and we see meets residents where they are in mobile devices. Your point about the connectivity in your district is one that's a growing method of everybody has got a connected device and that's how people expect to be able to access information and services. What we're rolling out is a 311 app that will be personalized, it will have news downloaded. I don't know if anybody has the K-Tags application on their phone, but it's going to be similar to that where when you go the first time you log in, and I will give you a fuller presentation on this when

we're ready to launch it, but you log in and put your name and information in there, you can load in payment options there either through ACH, in other words direct debit from your account, or a credit card or you can have both and it will remember that. It also can provide reminders. For example, once we get connected up with Municipal Court so it can remind them you've got a court date coming up and if it's that you just need to pay in order to resolve that, here's the method in which you can pay. It's both 311 as well as a mobile payment option.

Commissioner Murguia said one little detail, one thing we experience with Google Fiber east of 635 is because of the high concentration of poverty, and I know this because I help work on it, when they had that competition and you had to sign up in advance and you had to pay \$10, and I think we all remember that, most of the people east of 635 don't have a credit card. We worked around that and we figured out. In this case if I call in and say I got a traffic ticket for speeding and I want to be able to pay it but I don't have a credit card, if I ask 311 can you give me the address to City Hall and tell me the floor I need to go to, can they text them that? Will this system text them that? **Mr. Howze** said they should be able to, yes. Again, part of this as you sort of think about it in the same way you think about traffic on a road, once you hit a certain point then everybody slows down. If we can take a certain percentage of people that do have credit cards, do have other payment options and move them off to a different channel, it frees up more time and capacity to deal with people who are doing walk-ins and that sort of thing. It just speeds the whole process up. It will also keep your transaction history in there and your receipts in there so no longer I can't find my receipt and that kind of thing so we see it as having multiple benefits.

Commissioner Murguia said just like Dispatch, when someone calls in will the system keep track of when they called in because someone might call me and say nobody answered my call and I called a week ago; would I be able to call you or someone up and say when did this person call in and would there be a record of when that person called in? **Mr. Howze** said there will be. The integration, I'm going to say next phase, after we tie Lucity together with our CRM system is to integrate the phones with the CRM system so that when somebody calls in its automatically picking up who they are, their number, do they have a previous call history. Just kind of like you expect when you call a commercial call center and they know who you are and they have your

contract history in there so yes. **Commissioner Murguia** said I think that is particularly important because we notice this with our calls for service to police. I'll give you an example, a couple of calls that I will get or complaints I will hear at neighborhood groups is well the police were called and it took them 45 minutes to show up. If you're making the call, it seems like 45 minutes, but really in reality it might have been four minutes and so it's been very helpful to be able to go back and check that and I can see that being an issue. If you drive over a pothole every day or over a bad road every single day, it might seem like you called a week ago, but it might have been a couple of days ago. I'm only telling you that because as you put this technology together there is a very practical side to it on why we as commissioners and why the public might need that level of elementary service. **Mr. Howze** said there are two sides to the coin. There is the customer service side in providing excellent customer service that people expect. There is also the management side in how we manage our operations so to your point understanding when people called and what they called about and then did they call back again two weeks later because they either had another question or it wasn't resolved. It gives us that information that we don't have right now to be able to go and look at. Back to the storm map as an example, while this time the crews did a canvass of neighborhoods—if for example, we got a bunch of calls back in that said our neighborhood wasn't—nobody ever came out; we would be able to pick up on that and say we have this log of calls from this neighborhood that called the day after the storm and three weeks later we're getting calls about that neighborhood again. The good thing is through this work with Public Works we haven't had that sort of second round of calls saying where are you, you said you were going to come and never did.



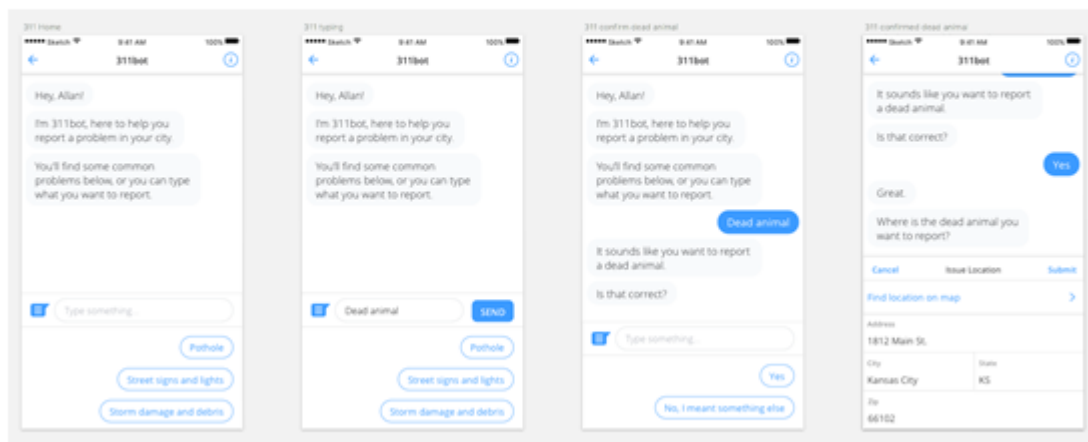
Residents soon will be able to

1. Pay Taxes
2. Pay Court Tickets/Fines
3. Report 311 Issues
4. Get notifications and information

- Sept 15 – initial 3-1-1 capability
- Fall 2017 – mobile payment (real estate and property)
- Followed by municipal court and parking tickets

We're working with a company in Kansas City, MO called PayIt that will be our provider for this and it will be an integrated app where you can pay personal property and real estate taxes, you can pay court and ticket fines, you can report 311 issues and you can get that notification and information. We're looking at September 15th for the initial 311 capability and that's the first out of the gate is to be able to report an issue through your phone followed by mobile payment and real estate and personal property and then followed again by Municipal Court and parking tickets. There is sort of a cadence that we're building into this to roll out new capabilities and we won't get it 100% right the first time we roll it out, but we're going to roll out the initial capability in September and then we're going to continue to iterate on it and build that out.

Simplifying communication and resident engagement



This is to give you, it's hard to read, but an example of a conversational interface and commissioner to your point earlier, this one would be what are you here for, what's your issue; the person writes in there is a dead animal on the road. The chat box simply recognizes that and says are you asking about a dead animal, is that correct and you can say yes and you put in your information or a picture or something like that and then it will route it appropriately to the right place. It's not just a drop center; drop down menu, but really trying to lead people where they are and how they interact as people and not just as a person to a machine. **Mayor Holland** said then they will get a text message saying it's been taken care of. **Mr. Howze** said we're looking three. One to say we received it, it didn't just drop into the black hole somewhere; second would be if it's being worked over a period of time they can go back and check that and the third is just the closed status. It was acted on, it was closed and that gives us additional information so if somebody gets a message saying it was closed and in fact it was not actually to their satisfaction, they can call back in and we can look at it again.

Commissioner Philbrook said it's so well coordinated I know it is, I'm going to say that, but what are the possibilities of multiple people turning in something similar and ending up having multiple work orders put out and then everybody is kind of going what. Then George and Sam

shows up for the same job. **Mr. Howze** said that's one of the things that has taken us a while to work through and we recognize that so as an example just to go back to the storm example, if you look on the list of calls there were about 15 that came in rapid succession from somebody probably just hitting submit through their computer. That's clear you don't want to dispatch multiple trucks to the same location and so we're working with Public Works on what does the queue look like for them, how do you recognize duplicates, how do you pull duplicates out, how do you consolidate. To use a neighborhood example from the storm if you all are on the same street and you had multiple people from the same street calling in, you want to be able to respond individually to people so they know that they engaged but you need to consolidate those. There is a many to one relationship and then once it's been closed then you've got to go backwards so you got one ticket was closed and now it has to come back out and notify many people. There is an internal logic that is being built out to satisfy this and that's part of the complexity of it.

Commissioner Townsend said in addition to the simple statement and reply to our request for action that it's been done; will that also include the date of completion which I think is important for that to be a part of the message too? Is that part of the current design? **Mr. Howze** said we have not taken to that level of specificity in terms of what that message could be. Also, we're under discussion in terms of those interim—you know how much interim messaging do you do with people to let them know the interim steps that are being worked. We can go back and look at that. I don't know by September we would have that in Phase 1, but if that's something that you think people would want to see, then we could look at it for the future. **Commissioner Townsend** said I think it would be helpful because that would be the natural question. It's done, when was it done and I would think that would be information we would have readily available.

Commissioner Markley said I was just going to comment on that reply back. I think the easy ones are the ones where it's a pothole and you fill it in and it's done but we all know like you talked about the living, breathing code violations in those cases it's going to be difficult to send a text back that says that case is closed because it may not be closed for months, years, a really long time. It could just be an ongoing problem so in those cases I will just say from my input I would like to have a staff member call the person and say this is the situation. We don't know who owns that house, the owner died 20 years ago, we're trying to get ahold of the estate and

just walk the person through the process. They are going to appreciate that way more than 20 interim text notifications over a two year period while we figure it out. There should be some level of complication where it just notifies a staff member and says give this person a call and fill them in on the situation so they know the details. **Mr. Howze** said those are some of the business rules that we will work through because you will be able to see how tickets start to age out. There are ones that hangout there for 60 days or 90 days or 120 days and what's the reason for that? There may be very good and legitimate reasons for that and that may be the business rule side where that kicks off a call back to somebody who initiated it. Also, putting in the ability for people to submit anonymously, again, recognizing that for codes violations in particular that people don't necessarily want to be associated with it but we want them to be able to continue to use the mobile app.

Commissioner Murguia said I would just add onto what Commissioner Markley said and if this would be possible, I have those same code violations that can go on for years, but if there is a way to classify those so for example, you call in a code violation for overgrown grass then it's resolved a done would suffice. I mean especially if it's done within the 30-day abatement period. I don't know how they feel but I wouldn't necessarily call on overgrown grass but if it's broken windows, open door, roof caving in; and then that might warrant a call. **Commissioner Markley** said other multiple violations. **Commissioner Murguia** said yes, I would hate to have—we already know across the county we have a number of code violations all over and I would hate to see our officers time spent making phone calls to every code violation that was called in. For efficiency purposes if there was a way for you all to figure out how to do those 30-day and less things and say—even to send a message; that might be one since it takes so long that there is a message if this isn't done in 30 days, you will be contacted. You know whatever that threshold is, but it's just a suggestion because then it also weeds out people calling us and getting it off track again. **Mr. Howze** said this is a work in progress so we will continue to iterate and I think your feedback is really helpful in terms of the way people are reaching out to you and the way that we can also recognize you all as essentially customers of 311 so we didn't have it on that map. On the storm calls we've got a Commission district layer so you can see by district where those calls came in. We have that information and we can try and support your needs and make it easier for you so when you get those calls you're able to respond.

Mayor Holland said a big step forward closing this loop on 311 is something we aspired to do almost 10 years ago and so I appreciate your work on this. This Thursday we have a, Doug make sure I'm saying this right, this Thursday at 5:00 p.m. we have a fire graduation. **Mr. Bach** said yes sir. **Mayor Holland** said and that will be at Memorial Hall and then at 6:00 p.m. we will be in here for our budget session. Then the following Monday we have a public budget hearing at 5:30 p.m. **Mr. Bach** said correct. We have standing committee at 5:00 p.m. **Mayor Holland** said and at 5:30 p.m. we will have the public hearing in the Chambers.

MAYOR HOLLAND ADJOURNED
THE MEETING AT 7:20 p.m.

dt

Bridgette D. Cobbins
Unified Government Clerk

July 17, 2017