

**MADISON DEPARTMENT OF POLICE SERVICES
REGULAR MEETING – February 11, 2010
9 CAMPUS DRIVE, MADISON– 6:30 PM**

Attendees: Chairman Eric Thornburg, Commissioner Edward Kritzman, Commissioner Garry Gyenizs, Commissioner Ed Dowling

Absent: Commissioner Thom Cartledge

Also Present: Chief Jack Drumm; Board of Selectmen Liaison Al Goldberg; Board of Finance Liaison Jim Matteson; Press

REGULAR SESSION

Chairman Thornburg called the Regular Meeting of February 11, 2010 to order at 6:49 PM and requested all rise for the Pledge of Allegiance. He welcomed Al Goldberg and Jim Matteson, liaisons to the boards of selectmen and finance respectively, to the meeting.

Chief Drumm was reintroduced by the Chairman to the public. He noted that the Chief joined the Madison Police Department in early January after 25 years with the Connecticut State Police, an outstanding career to include three commendations for “Outstanding Police Service”, three commendations for “Meritorious Service”, and one of the State Police’s highest honors, the “Medal for Bravery”. Additionally, Chief Drumm served with the US Department of State in the West Indies and as Chief of the Groton Long Point Police Department for 5 years. Chief Drumm holds a Master’s Degree in Business and a Master’s Certificate in Homeland Security; additionally he is a graduate of FBINA in Quantico, VA. Chairman Thornburg concluded, it is a privilege to be working with Chief Drumm.

CHIEF’S REPORT

Chief Drumm reported he has reviewed the current budget with Lt. Stimpson. The budget, which is on track, is 2% over last year at this time based on normal expenses; last year there was more overtime. Relative to criminal activity for the month of January; the department performed 1317 calls for service, averaging 42 calls per day with 2 patrols. There were 12 burglaries, 6 frauds, 6 harassments; 18 larcenies and 19 motor vehicle accidents. In addition to 911 calls there were 71 false burglary alarms requiring response; 60 requests for assistance; 21 unfounded calls. As positive PR there were responses to 94 calls for service.

Chief Drumm mentioned an SRO program which would provide invaluable support to the students in Madison. The premise of the program is the Town of Madison, Department of Police Services, will seek funding for two School Resource Officer positions, one for the Middle School and one for the High School. School Resource Officers (SRO's) work closely with school officials, teachers and the students to help create a safe and secure learning environment at each campus. Through their honest and open communications with the students, the SRO's promote a positive image of law enforcement. They are often able to prevent problems from arising by their close relationships with the students.

Meetings have started with Superintendent of Schools David Klein and David Melillo, Director of Human Services. They are working together to research grant monies for funding along with perhaps within the Board of Education and Police Department budgets.

- **Introduction and Discussion: C A L E A
Commission on Accreditation for Law Enforcement Agencies**

Chief Drumm reported the Department will actively seek certification and has contacted CALEA, which is based in Washington DC; we have received one information packet with another for self assessment due to arrive. CALEA provides training, defines lines of authority and resource allocations. They symbolize perfection and confidence. The process deals with relations with other agencies, personnel tools, operations support, traffic and law enforcement. Chief Drumm looks forward to going through the process; hoping to achieve accreditation within a year or two.

Commissioner Dowling noted there is a potential reduced liability for the town; if we go through the process, it might be advantageous to get a sense of what liability reduction premiums might be so we can identify the dollars as we go through the process. Chief Drumm added it would depend on what our infrastructure is with

CIRMA; he knows a first stage is a letter of insurance. Commissioner Dowling suggested going through the administrative areas.

Commissioner Kritzman asked how many police departments are CALEA accredited in CT. Chief Drumm said there are 103 organized police departments and college campuses; add to that hospitals, special departments, etc. the figure is close to 200. Commissioner Kritzman added, in CT there are only 16 that have certification. CALEA is internationally recognized with a history beginning in the early '80s. Their standards are such that they have set a high plateau in the delivery of police services for over 400 activities. This is a big deal. It is prestigious and an important step not only because it has meaning in law enforcement but also, by the time you get to certification, everything you do has been validated as the most effective way to conduct business. The town should totally support this. He commended Chief Drumm for getting this 2 year project started.

Chief Drumm explained that the process starts with self assessment. He thinks it is fantastic for the Town of Madison - for where we are and where we are going. It will provide strength and depth.

Chairman Thornburg added, he thinks it is a great next step on our journey towards excellence – it is the right thing for the community and for the officers, their career, morale and effectiveness. Great for the townspeople to feel a sense of confidence; just a few in the state have achieved this. We will take our place among the best departments in the state. That is what Madison deserves. He asked for a motion to pursue CALEA.

MOTION by Kritzman, second by Gyeizis that Chief Drumm be authorized and encouraged to move forward with the CALEA accreditation process as soon as possible. There was no discussion . All in favor. None opposed. So moved. Chairman Thornburg concluded, this is a great step to take.

- **NIXLE Program – www.Nixle.com**

Chief Drumm reported the NIXLE Program is open to government communities free of charge. It is a gateway to various communications to home phones, text messages, work and cell phones to keep citizens apprised of any situation – whether it is an emergency or not. People sign up on our website; he is trying to ascertain how many people in Madison are subscribers. General information is put on Nixle for community advisories.

- **Crime Statistics Advisory**

Chairman Thornburg asked if there were any questions or discussions about items in the Crime Statistics Advisory. There were none.

CONSENT AGENDA – CHIEF’S REPORTS

MOTION by Dowling, second by Kritzman, to accept minutes of the January 14, 2010 Regular Meeting. All in favor. None Opposed. So moved.

MOTION by Dowling, second by Kritzman, to accept minutes of the January 20, 2010 Special Meeting. All in favor. None Opposed. So moved.

PUBLIC COMMENTS

Chairman Thornburg announced he wants part of our outreach to the community for people to feel welcome and share their experience with the police department relative to areas of concern and affirmative interactions. He asked that the public write, email or call and they will be responded to. We will highlight letters from the public acknowledging members of the department for their service.

COMMISSION COMMITTEE REPORTS

- **Transition Committee**

Chairman Thornburg reported he is the chair of this committee which will assist the Chief in his transition to the Madison Police Department, as well indoctrinating the 3 new members of the Police Commission. He has

drafted a letter for the Chief outlining 6 month targets; he is well on his way to achieving many of them. He has received feedback from the commissioners and will meet with the Chief to provide feedback through this important first year. There were no questions or comments from the commissioners.

- **Strategic Planning Committee Update: Commissioner Kritzman**

Commissioner Kritzman reported that on 1/25/10 he and Commissioner Dowling met with Chief Drumm; at that time the Chief, who had been on the job less than 1 month, presented a 5 year Strategic Plan with strategies and objectives. The document is a planning tool with realistic and attainable goals and is something that has never been previously presented by leadership of the Department.

Commissioner Kritzman continued, in the document's introduction, Chief Drumm explains the 'Plan' is an organizational tool to help focus where the department is, where it should be and where it is going. The new Mission Statement: *In partnership with the community, the Police Department shall provide high quality, professional and effective police service with courtesy, integrity and respect*, is something each member of the department can commit to memory.

One goal is to achieve and maintain a minimal public safety level of 3 officers/1 supervisor per shift and provide the highest level of police services by achieving certification from CALEA. The Plan also references improved training and rotation of assignments, all of which are important to training and retraining.

Commissioner Kritzman highlighted the goals of the 9-step organizational plan:

- 1. PERSONNEL**

GOAL: Achieve and maintain the minimally acceptable public safety level of 3 officers and 1 supervisor per shift.

This will allow the police to respond to incidents requiring 2 officers while maintaining adequate coverage for the balance of the community at all times.

If achieved in 3 years, this would equate to 30 sworn law enforcement officers for an average of 1.7 per thousand inhabitants.

- 2. POLICY & PROCEDURE/TRAINING**

GOAL: Provide the highest level of professional police services to the Town of Madison as measured by achieving CALEA certification. (www.calea.org).

- 3. CAPITAL AND EQUIPMENT:** This encompasses the fleet, weapons, and capital equipment

GOAL: Maintain a safe operating vehicle fleet in proportion to personnel and workload needs. Maintain safe operating equipment for all personnel to efficiently and effectively perform required tasks.

- 4. BUILDINGS AND GROUNDS:**

The Madison Police Department operates out of a facility built in 2000. Beyond general maintenance, the facility is in good working condition. An energy consumption study is currently underway.

GOAL: Maintain and enhance facility and training area to assure maximum use of space and provide a professional working environment for all employees. Assure the grounds and training areas meet building and code requirements as well as OSHA requirements. Also provide a safe environment to assure maximum training and proficiency.

- 5. TECHNOLOGY:** Computer system, weapons systems, safety equipment, etc.

GOAL: Utilize technology in order to maximize personnel time and workload. Enhance service levels using technology and assure efficient and effective use of budget resources.

- 6. STANDARD OPERATING PROCEDURES**

GOAL: To maintain a system of centralized purchasing and material inventory to enhance the use of budgetary resources. To further provide an inventory of safe and quality equipment.

7. CRIME PREVENTION AND CONTROL

GOAL: Provide a safe community environment for all citizens. Effectively investigate and manage all reports of crime. Work to prevent crime through department programs, community interaction and through investigation of incidents.

8. TRAFFIC SAFETY/ENFORCEMENT

GOAL: Assure a safe community environment on our streets and highways. Monitor selective enforcement data and respond with enforcement to areas of need. Reduce the number of accidents and increase the rate of compliance for safety restraint devices.

9. PLANNING

GOAL: To identify capital projects/special events within the Town of Madison and/or region that could impact police services.

As noted, these goals are critical to rebuilding and refocusing our police department; the new logo, “*Service with Respect, Integrity, Courtesy*” is truly the Department's mission and goal and from time to time the Chief will meet with Commissioner Kritzman to identify progress being made. This Strategic Plan will be presented to the boards of selectmen and finance, along with the community.

Commissioner Dowling complimented Commissioner Kritzman on his excellent overview – it is a comprehensive plan for which the Chief is to be commended in terms of its scope and depth. As we look at the objectives it will certainly address community needs and introduce a new level of service and engagement with the community.

Chairman Thornburg thanked Commissioner Kritzman adding he really appreciates him heading up this committee – this is a great, great start. Chief Drumm has a great mind for this and it really will be a great source of pride for the community. It is an important step for the Madison Police Department.

MOTION by Dowling, second by Gyenizs to accept the Chief’s Reports. All in favor. None opposed. So moved.

OLD BUSINESS

- **Recruitment Status** – No Report

- **Traffic Updates: Town Engineer Mike Ott**

Town Engineer Mike Ott was introduced; he commented that he looks forward to working with the new board and the new chief. Mr. Ott’s overview of traffic situations in town included:

1. Reviewing with DOT the operation of several traffic signals at Rte. 1/Rte. 79/Samson Rock and Wall; highway exit and entrance; Green Hill, Rte. 79 and Horse Pond Rd. He had a request to modify the signals at the Rte 1/Rte 79/Samson Rock intersections; he is working with the DOT on that request.

2. Traffic safety at schools and property and town roads: Mr. Ott made a request to STC to reduce the speed zone before and after school hours near the two schools on Green Hill Road – that has been approved. He will work with the State and the Chief to get signage; he will return to the Commission for approval to install.

3. Working with the Board of Education and their Planning Committee for improvements that would require construction at the DHHS driveway as well as the Brown/Ryerson driveway intersection on school property, in addition to alignment of the curves and vertical alignment for safety improvements. There has been a history of traffic safety issues on certain sections near the schools.

4. Traffic safety investigations: Mr. Ott noted a lot of requests come to the Police Department, the Board of Police Commissioners and sometimes directly to members of the Board of Selectmen, i.e., the intersection of Neck Road at Boston Post Road and south behind School House Deli; requests (several) for attention to Rte 1 and Wall Street; a request from hearing impaired and sight impaired families to install signs and requests for speed and volume studies on Wildwood and Waterbury.

5. Speed limits on Rte 80; Mr. Ott was asked by STC, in Commission Cartledge's absence, about having STC review Rte. 80 near Race Hill Road. It was determined by the STC following their inspection that speed limits should remain as posted; they will upgrade the signage on the horizontal curve.
6. We are in the early stages of speaking with the Board of Selectman to create a traffic calming and procedures document. He anticipates working with the Chief, police officers and the Commission, as well as the Board of Selectmen, in the future.

Chairman Thornburg noted, Commissioner Cartledge is our traffic representative to the State. He mentioned having received letter from a member of the public who sent something to the Commission in May but did not get a response; he suspects it got lost in the process. We will establish a log that Christie Hodge will maintain for all traffic inquiries from the Board and the Chief so we know where requests are in the process for evaluation and we can hold ourselves accountable. Most people appreciate a timely response with a rationale.

Commissioner Kritzman asked about the intersection at Rte 1 and Wall Street noting the issue has been the short cycle for pedestrian crossings. There is diagonal crossing allowed; people don't cross diagonally but cross twice. He asked that location be included in the study.

As to Neck Road, Mr. Ott will study the request for an oversized stop sign and pavement markings.

Commissioner Kritzman asked if the STC or Mr. Ott will respond to Mrs. Campbell (Rte 80 speed limit concern); Mr. Ott said a response will go to her; he will talk to the STC and Thom Cartledge to see who will respond.

Chief Drumm asked Mr. Ott if we could get traffic radar units and install them in the school zones. They work on a PDA format – you can enter the school zone speeds - West Hartford utilizes them. Mr. Ott said on Rte 79 there are warning flashers – when they are operational the speed zone reduces to 25 MPH. Recently we replaced the sign to fluorescent yellow with green. Our program is to have the yellow with green signs ONLY in school zones. The reduced speed zone would cover the high school and middle school. There is a flasher on Island Avenue northbound toward Rte. 1 which is now operational. Jeffrey School is the remaining public school to be done, other than Island, southbound which might be an appropriate place to install the traffic radar. Chief Drumm said it has a stealth mode along with a powerful strobe which flashes speed. Mr. Ott thought perhaps we can use this on Green Hill Road; Chief Drumm will get some test models.

Commissioner Kritzman commented on seeing new street signs. Mr. Ott explained we have a program that is a federally funded mandate for the street sign replacement program. There is a federal law that street signs have to be increased for a larger size. Public Works began north of Rte 80; the signs were chosen for their aesthetic appeal. From Rte 80 south to Rte 1 on Rte 79 the signs are incorrect and will be replaced. It will be done on every street with a speed greater than 25 MPH. In this program, signs will be replaced and installed where there aren't signs currently. Additionally they will look at private streets with multiple residences.

Chairman Thornburg thanked Mr. Ott for his report tonight and said he looks forward to working together.

- **Announcement: Sergeant Promotions and Awards Ceremony of February 5, 2010**

Chairman Thornburg recapped the very successful awards ceremony at which two individuals were promoted to the rank of sergeant (Baxter and Mulhern). The packed house included the First Selectman McPherson, Selectman Goldberg, Board of Finance members Jim Matteson and Jennifer Tung; State Rep Deb Heinrich and Judge Patrick Clifford. Additionally, there were certificates from the Attorney General which were handed out after the ceremony to all honorees. The officers had a lot of their family, friends and colleagues in attendance. He congratulated the Chief and thanked Christie Hodge for putting it all together. It was a very successful evening and we were very proud of our officers. Commissioner Dowling said the feedback was great –the kind of recognition that celebrated really excellent responses, from officers to dispatchers. Clearly the evening was very well received by the recipients and the entire department - attendance was excellent.

NEW BUSINESS - None

COMMISSIONER COMMENTS

Chairman Gyenizs commented on department morale since Chief Drumm has arrived – the officers have told him they have pride and are happy to come to work. Both he and Commissioner Kritzman have tried to accomplish the things that are happening now.

Commissioner Dowling said there is a tone, direction and momentum initiated by the Chief that is positive and exciting, all of which is consistent with the plan in terms of where the Department is going. He is glad to be a part of it.

Commissioner Kritzman added there is no question that there is an outlook, attitude and morale change; there is no doubt this Chief will accomplish his goals. At the same time, we have to be supportive and realistic in what can be done with resources. It is important that we see in the turnaround and morale boosting that there be the kind of support that is required to make these things happen – on the town side of government - to do the things that go with changing cultures. We hired the Chief so that he would do these things; we all need to be supportive.

MISCELLANEOUS CORRESPONDENCE

Chairman Thornburg noted letters thanking officers Lauria and Brown from members of the public they have assisted, in addition to mentioning letters sent by the Chief in acknowledgement. It is a great practice to recognize officers – catching them doing something good and affirming that to the public as well. Chief Drumm added it is important to recognize officers when they do a good job; letters also go in their personnel files. He is happy to do it and is happy the community is responding. Chairman Thornburg extended the appreciation of the Commission to officers Lauria and Brown.

CHAIRMAN COMMENTS

Chairman Thornburg echoed his appreciation of Chief Drumm and his fast start. Great progress has been made and he appreciates how it is hard to bring about change in any organization. He has been extremely impressed with the Chief's actions and commitment in his first six weeks. He added – Chief Drumm spent the night here last night to monitor the weather situation. He is passionate to make this the Department that everyone is proud to work in. The Chairman thanked his fellow commissioners who came up to speed quickly with the new Chief and the budget process - that is our commitment to support the process.

Additionally, Chairman Thornburg thanked the Board of Selectmen and the Board of Finance, in that the additional budget process started long before the chief and the new commission was in place. Both boards gave the police department an opportunity to return for a budget discussion so they could present the Commission's Strategic Plan. He is enthused by the interest and support of those two boards. We will continue to push forward and answer the boards' questions and concerns so we equip the chief with the resources he needs to make changes. He realizes the boards of selectmen and finance have difficult jobs and there is a long way to go. He wants to keep the momentum going and is committed to working closely with both boards. Chairman Thornburg thanked both liaisons for being here tonight.

Additionally, Chairman Thornburg thanked the officers of the Department for responding so well to the new course being taken; he feels the officers are ready for the change as well. He asked that the support continue for the welfare of the people of Madison. We will accomplish a lot of great things.

ADJOURN

MOTION by Kritzman, second by Dowling to adjourn at 7:44 PM. All in favor. None opposed. So moved.

Minutes accepted: March 11, 2010