

POLICE COMMITTEE MINUTES

December 9, 2002

The Police Committee of the City of Mesa met in the lower level meeting room of the Council Chambers, 57 East 1st Street, on December 9, 2002 at 3:00 p.m.

COMMITTEE PRESENT

Rex Griswold, Chairman
Janie Thom
Claudia Walters

COUNCIL PRESENT

Mike Whalen

STAFF PRESENT

Mike Hutchinson

1. Discuss and consider proceeding with the acquisition of a police records management system.

Police Chief Dennis Donna and Senior Project and Services Leader Karen Winter addressed the Committee relative to this agenda item.

Chief Donna referred to the December 2, 2002 City Council Report, copies of which were distributed to the members of the Committee, and provided a brief overview of the Mesa Police Department's current information management system, as well as the enhanced capabilities of the proposed Records Management System (RMS). (See Attachment 1)

Chief Donna reported that the Police Department's ability to effectively provide information to officers, divisions within the Department, outside agencies and citizens is limited due to the fact there is no department-wide management of the information. He stated that currently, information is entered into official reports and shared across the department based on handwritten reports from patrol officers; that the system is inadequate due to the poor handwriting of the officers and the risk of misplaced and/or misfiled hard copy documents; that information for the Document Management System (DMS) must be scanned for entry into the DMS or re-keyed by staff, and that the cost for staff associated with the manual duplication of reports for officers, Police Department divisions and other agencies and citizens is significant and will likely increase. Chief Donna commented that the acquisition of the RMS would alleviate many of these concerns.

Ms. Winter provided the Committee with a short synopsis of the Request for Proposal (RFP) process. She reported that of the six responses that the City received regarding the RMS, the only proposal that complied with the evaluation team's mandatory requirements was the

proposal from Intergraph Public Safety (IPS). Ms. Winter explained that the team conducted a full evaluation of IPS' proposal, including an on-site system demonstration, site visits to agencies currently using IPS' RMS, and an in-depth onsite evaluation. She commented that based on all of the necessary criteria, it is the recommendation of staff that the vendor's RMS meets or exceeds the City's overall requirements and that IPS is highly qualified to be the recommended contractor.

Discussion ensued relative to the advantages of the RMS including, but not limited to, the replacement of the existing Police Information Management System (PIMS); the elimination of data entry errors; automated report writing capabilities; the ability to interface with the City's current Computer Aided Dispatch (CAD) System; an effective methodology for patrol officers to gather and report accident and incident information, and the ability to utilize more complete information in analyzing crime trends.

Ms. Winter advised that pending Council approval of the RMS, staff would finalize its contract and Statement of Work with the vendor and establish an implementation timeline for the project.

Chief Donna noted that as a result of consultations with IPS, the Information Services Division and the Police Department's internal staff, it has been determined a request for additional staffing is necessary in order to ensure the success of the RMS.

City Manager Mike Hutchinson voiced concerns regarding the City's current budget shortfall and the necessity of adding three or four employees as a mid-year adjustment. He explained that although he is not prepared to make a formal recommendation at this time, he conceded that pending Council approval for the purchase of the RMS, it will be imperative that the requisite personnel are in place to support the system.

In response to a question from Chairman Griswold, Committeemember Walters clarified that there are currently no grant monies available to the City through the Homeland Security Office to fund the RMS.

Committeemember Walters voiced appreciation to staff for their efforts and hard work relative to this issue. She commented that the Police Department's support staff who work hand-in-hand with the patrol officers are often overlooked for the important role they play in the success of the Department. Committeemember Walters stated the opinion that it is important that the Council study this issue, especially in light of the events of 9/11.

Further discussion ensued relative to the fact that the RMS is currently used by the City of Flagstaff Police Department; that City of Mesa staff visited the Flagstaff site on several occasions to view the application in use, and that IPS is the only vendor that met all of Mesa's technical criteria.

Committeemember Thom expressed concerns regarding the cost to implement the RMS (over \$3 million, in addition to ongoing maintenance expenses) and suggested that perhaps the City could obtain a grant to fund the project. She also requested that the Council be given the opportunity to research the issue further prior to making a final decision.

Mr. Hutchinson commented that it is his recommendation that the Police Committee recommend to the full Council that the matter be placed on the agenda of the December 16, 2002 Regular Council Meeting.

Committeemember Walters stated that for discussion purposes, she would move to recommend to the Council that staff's recommendation to proceed with the acquisition of a Police Records Management System, be approved.

In response to a series of questions from Committeemember Walters, Chief Donna clarified that staff has made the determination that once the RMS comes on line, there will be less of a need for data entry, and added that a further evaluation of this issue will be conducted when the system is fully implemented. He also stated that the project is bonded and that the City of Mesa is protected through its contractual relationship with the vendor to recover monies if a problem with the system were to occur.

In response to a question from Committeemember Thom relative to the possibility of delaying the matter for several weeks, Ms. Winter explained that the City's Oracle licensing contract expires at the end of December and that Mesa could run the risk of incurring additional costs associated with the contract. Chief Donna also stated that \$1.4 million in Quality of Life sales tax funds are available this fiscal year for the system's purchase and are included in the Department's budget. He added that the remaining \$1.6 million in Quality of Life funds would be budgeted by the Police Department over the next three fiscal years, representing annual lease payments of approximately \$540,000.

Committeemember Walters encouraged staff to pursue obtaining grant funding for the purchase of the RMS.

Chairman Griswold seconded Committeemember Walters' motion.

Carried unanimously.

Chairman Griswold expressed appreciation to staff for the presentation.

2. Discuss and consider issues associated with the Neighborhood Nuisance Abatement process.

Police Chief Dennis Donna addressed the Committee relative to this agenda item and introduced Police Staff Attorney Pete Thompson and Deputy City Attorney Joe Padilla.

City Manager Mike Hutchinson explained that this matter was originally presented at the July 1, 2002 Police Committee meeting, and at that time, based on the input of the Committeemembers, staff was directed to pursue this issue further and to make a presentation to the Committee at a future time.

Mr. Thompson provided a brief overview of the Neighborhood Nuisance Abatement Process and reported that Mesa has a mechanism currently available which is similar to the City of Phoenix's civil Neighborhood Preservation Ordinance. He explained that Phoenix's Ordinance targets nuisances or rundown properties in crime-ridden neighborhoods, and noted that when the Ordinance was enacted, a separate division of the Phoenix Municipal Court was allocated for this purpose, along with a number of prosecutors specifically assigned to the cases and

designated Code Compliance support staff to issue citations. Mr. Thompson also stated that the Phoenix City Code permits Code Compliance staff to address the condition not only of the exterior of a property, but the interior as well. He added that fines are then issued to the property owners and operators of the property and that the number of crime calls for service has been greatly diminished as a result of the Ordinance.

Mr. Thompson further commented that the City of Mesa currently has an ordinance pertaining to public nuisance, property maintenance and neighborhood regulations of the Mesa City Code. He advised that the ordinance allows the City's Code Compliance staff to direct landlords to clean up infractions, which often result in the owner ridding the property of undesirable tenants. Mr. Thompson stressed, however, that per City Charter, the City of Mesa cannot adopt a housing code that requires maintenance standards inside a building without the approval of Mesa voters at a general or special election.

Mr. Thompson explained that in an effort to stop reoccurring crime on properties in the City of Mesa, the Criminal Abatement Law could also be utilized. He explained that the law, which was enacted by the Arizona Legislature, permits enforcement agencies to obtain an injunction against a property owner/operator to abate criminal nuisances or be subject to civil injunctions and/or felony prosecutions. Mr. Thompson stated that the steps outlined in the criminal abatement process include a combination of procedures performed by the local Police Department, the City Attorney's Office, the City Prosecutor's Office and possibly the County Attorney's Office. He added that the process is labor intensive and requires extensive contact and documentation before the decision is made to proceed with abatement.

Discussion ensued relative to the various procedures undertaken by the Police Department pending the identification of a property for criminal abatement, including attempts by a Community Action Team (CAT) Police Officer to work the property owner to abate the crime which is occurring on the property; the participation of the City Attorney's Office in reviewing all of the data assembled by the CAT officer related to a specific property, the filing of an injunction, screening new tenants, adopting security measures, and the possible referral of a case to the County Attorney's Office.

Mr. Thompson stated that there are three possible alternatives for the Committee's consideration regarding this issue: 1.) Do not implement a Neighborhood Nuisance Abatement protocol and continue to handle complaints by dispatching officers to the property; 2.) Implement a limited Neighborhood Nuisance Abatement Process and target a small number of properties to test the effectiveness of an abatement process (This option would require that the City hire contract help such as a part-time paralegal and criminal law attorney), and 3.) Implement a Neighborhood Nuisance Abatement Program and secure initial funding for the program as well as pursue permanent funding.

Mr. Thompson further explained that because of the City's current budget shortfall, staff is also recommending that they continue to work with the current system and the resources available to abate the process. He noted that if and when those efforts fail, staff would then evaluate each situation on a case-by-case basis.

In response to a question from Committeemember Thom, Mr. Thompson clarified that the conversion of the Nile Theater from a nightclub to a church is a prime example of how the nuisance abatement process can be a success and is also illustrative of the fact that there is a

great need for such a program within the community. He added that a citizen who received a number of Code Compliance citations would not support a Nuisance Abatement action and that it would not become a criminal matter.

Committeemember Walters voiced appreciation to staff for bringing this matter forward to the Committee. She commented that the issue arose initially as a result of several conversations she had with neighborhood leaders and police officers who expressed frustration that specific properties continue to receive citizen complaints with regard to criminal activity which require numerous calls for service and arrests. Committeemember Walters expressed support for staff's recommendation and noted that although the City does not have the necessary funds to proceed with the implementation of a Neighborhood Nuisance Abatement Program, it is prudent to proceed with the process on a case-by-case basis.

It was moved by Committeemember Walters to recommend to the Council that staff's recommendation to implement a limited Neighborhood Nuisance Abatement Process and to evaluate each situation on a case-by-case basis, be approved.

Chairman Griswold voiced support for the motion.

Discussion ensued relative to the slumlord law.

Committeemember Thom stated that she would not support the motion and commented that staff has not convinced her that it is necessary to implement a Neighborhood Nuisance Abatement Program.

Chairman Griswold seconded Committeemember Walters' motion.

Upon tabulation of votes, it showed:

AYES - Griswold-Walters
NAYS - Thom

Chairman Griswold declared the motion carried by majority vote.

3. Hear a status report on 911 false alarm issues.

Police Commander Dan Saban and Public Safety Commander Joe Noce addressed the members of the Committee relative to this agenda item.

Commander Saban referred to the December 5, 2002 Police Committee Report and provided a brief overview of the highlights of the report. (See Attachment 2)

In response to a question from Committeemember Walters, Chief Donna clarified that fees that are generated through the issuance of permits, as well as the cost to operate the alarm program, produce revenue for the Police Department. He added that the alarm calls account for approximately 6% of the calls for service.

Committeemember Walters stated the opinion that a comment in the report noting that the alarm program is a revenue generator is somewhat misleading, and that to a certain extent, there is a

correlation between the number of officers in the Department and the number of calls for service.

Chief Donna responded to Committeemember Walters' comments by stating that if the alarm calls accounted for less than 6% of the service calls, the patrol officers would still be involved in a variety of other police activities.

In response to a question from Committeemember Thom, Commander Noce explained that 99% of the 6% of alarm calls are false alarms.

Commander Saban advised that staff is seeking direction from the Committee regarding possible fee increases; the restructuring of fees/assessments; modifying police officers' response to alarms, or a combination of alternatives.

Discussion ensued relative to the revocation of permits; permits closed or cancelled, and the assessment of fines.

Committeemember Walters suggested that staff conduct research relative to increasing/restructuring fees, and the drafting of a model ordinance that could also be adopted by other jurisdictions.

Chairman Griswold voiced concerns regarding increasing existing fees and also assessing fines to conscientious business owners for "false alarm" calls for service.

Committeemember Thom concurred with Chairman Griswold's comments.

City Manager Mike Hutchinson stated that staff will develop a model ordinance and will make a presentation to the Police Committee regarding this issue at a future meeting.

Further discussion ensued relative to a 311 system.

Chairman Griswold thanked staff for the presentation.

4. Hear an update on car theft reduction efforts.

Police Commander Fred Ruhland addressed the members of the Committee relative to this agenda item. He displayed a series of graphics in the Council Chambers and provided a brief overview of the ever-increasing rate of car thefts locally as well as nationally. Chief Ruhland reported that the higher incidence of car thefts in the Phoenix metropolitan area is due, in part, to the number of illegal aliens who steal vehicles to travel from one location to another; drug dealers who steal vehicles to transport illegal drugs from Mexico into the United States, and the failure of individuals to return rental vehicles. He also stated that the County Attorney's Office and the Mesa Police Department have limited resources with which to aggressively pursue auto theft cases.

Commander Ruhland outlined a number of programs that have been instituted by the Mesa Police Department in an effort to reduce the number of car thefts including the "Watch Your Car" Program;" LoJack Education Program; the Police Department's participation in a statewide Auto Theft Task Force, and a Vehicle Identification Number (VIN) Etching Program. He advised that

the Police Department received a grant from the Arizona Automobile Theft Authority (AATA) for the purchase of 2,000 steering wheel locking devices which will be distributed throughout the community. Commander Ruhland added that the City Council approved a grant from the AATA for the purchase of several "bait vehicles," which contain Global Positioning System (GPS) equipment.

Discussion ensued relative to the make and model of the most frequently stolen vehicles; the fact that the Mesa Police Department is working in conjunction with surrounding police agencies to recover stolen vehicles, and the fact that the City currently has an estimated 70% recovery rate for stolen vehicles.

Chairman Griswold expressed appreciation to staff for their efforts and hard work relative to this issue and stated that he would like to see the City of Mesa achieve the reputation as one of the most difficult communities in the Valley in which to steal a vehicle.

In response to a question from Committeemember Walters, Commander Ruhland advised that the City works closely with the AATA to educate the community regarding various local and State programs currently in place to deter auto thefts.

5. Hear an update on the burglary reduction program.

Police Commander Fred Ruhland addressed the Committee relative to this agenda item and provided a brief overview of the Burglary Reduction Program. He reported that the goal of the program is to reduce the number of burglaries in the City through the identification and arrest of various individuals responsible for a large number of Mesa's burglaries. Commander Ruhland stated that the eight components for the program include: 1.) Patrol officers responding to all residential burglaries and no longer taking burglary reports through telephone calls; 2.) Enhancing communications between investigative units, patrol and the County Attorney; 3.) Educating victims in crime prevention techniques; 4.) Providing refresher training to all patrol officers for crime scene investigation and searches, print examinations and victim/witness interviewing; 5.) Ensuring that all crime scenes are processed for trace evidence; 6.) Conducting semi-monthly burglary reduction meetings with representatives from numerous areas of the Department; 7.) Developing a Top 10 List of burglary suspects that can be targeted and eventually posting those names on the City's web site, and 8.) Coordinating this program with the Repeat Offender Program to ensure that career criminals are sentenced appropriately.

Commander Ruhland commented on the success of the program this year, including a 5% reduction in the overall number of burglaries in the City, and the arrest of 25 suspects listed on the "Top 10" List.

Chairman Griswold spoke in support of continuing to allow the patrol officers to personally respond to burglary calls as opposed to simply taking reports through telephone calls.

Committeemember Walters concurred with Chairman Griswold's comments and added that with the implementation of the program, she hopes there will continue to be a reduction in the number of burglaries in the City. She also noted that the greater density in west Mesa might account for a higher incidence of burglaries as compared to east Mesa which is less densely populated.

6. Adjournment.

Without objection, the Police Committee meeting adjourned at 4:30 p.m.

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Police Committee meeting of the City of Mesa, Arizona, held on the 9th day of December 2002. I further certify that the meeting was duly called and held and that a quorum was present.

BARBARA JONES, CITY CLERK

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Attachments

City Council Report

Date: December 2, 2002

To: City Council

Through: Mike Hutchinson, City Manager
Debra Dollar, Deputy City Manager

From: Richard Lorig, General Services Manager

Subject: Records Management System (RMS) for the Police Department as requested by the Information Services Division (ISD).
"Citywide" contract.

Purpose and Recommendation

The City Council is requested to approve the purchase of a Records Management System (RMS), including associated project reserves, and system hardware and software, as recommended. Proposals were obtained by the Purchasing Division and evaluated by the Police Department and the Information Services Division.

The Purchasing Division endorses the Evaluation Team's recommendation to accept the proposal from Intergraph Public Safety (IPS) for an amount not to exceed \$1,478,815.00. The IPS proposal received a score of 8,794 points (87.9% of the maximum - please see Attachment A, Evaluation Summary). The Purchasing Division further recommends approving:

- \$398,897.54 for Oracle database software and first year support from the State of Arizona contracts with Oracle Corporation;
- An expenditure of \$169,932.76 from the existing file server supply contract with CompuCom Systems, Inc.;
- \$789.86 for software from the State of Arizona contract with ASAP Software; and
- \$239,844.00 for project contingencies.

The combined total award is therefore \$2,288,279.16, of which \$1.5 million will be financed through a three-year tax-exempt lease.

Implementation of the RMS will also require acquisition of network infrastructure and system backup hardware and software. Staff will obtain bids and request future City Council action for:

- Network Infrastructure Hardware and Software estimated at \$300,000; and
- System Backup Hardware and Software estimated at \$50,000.

Addition of the required network and system backup hardware and software results in an estimated RMS Project Total of \$2,638,279.16, excluding interest. Please see Attachment B, Detail Cost Information.

Background and Discussion

The Police Department's (PD) ability to effectively provide information to officers, divisions within PD, outside agencies, and citizens is limited because there is no department-wide management of this information. At present, information is entered into official reports and shared across the department based on hand-written reports from patrol officers. This method of information management is inadequate due in part to the poor quality of the officers' handwriting, as well as the risk of misplaced and/or misfiled hard copy documents. Information for PD's Document Management System (DMS) must be either scanned for entry into the DMS, or re-keyed by staff. In addition, the staff and materials resource costs associated with the manual duplication of reports for officers and PD divisions, other agencies, and citizens is significant and will likely increase. A comprehensive Records Management System will resolve many of these issues.

Staff efforts in support of a Records Management System have been underway for several years. The City first entered into an agreement for a combined Automated Report Writing Software (ARWS) and Records Management System (RMS) in 1995, with PSI, Inc, which was then terminated in 1999 for vendor non-performance. In spite of this set-back, however, PD was able to implement one intended feature of the ARWS/RMS - the use of notebook computers and specialized software that provided a semi-automated method for officers to create reports, including accident and crime scene information, in the field.

Staff from PD and ISD then conducted extensive research to determine the best way to achieve the original objective. Staff's research resulted in a recommendation that the City acquire a Records Management System meeting the following objectives:

- > The Records Management System (RMS) should include the functionality capable of replacing the existing Police Information Management System (PIMS);
- > The RMS should include an automated report writing function capable of collecting incident and accident information in the field using the same notebook computers used in conjunction with the Computer Aided Dispatch (CAD) system;
- > The RMS should provide the ability for officers to enter data from the field into the RMS, thus eliminating the need for the data-entry currently handled by PD Records personnel;
- > The RMS should be able to interface with the City's CAD System; and
- > The RMS should provide the ability to interface with PD's currently-installed Document Management System (DMS) so that completed reports are uploaded to the DMS, replacing the current process of Records personnel printing them out and then manually scanning them.

The recommended Records Management System meets these objectives. The recommended RMS will provide a more comprehensive methodology for managing official Police Department records through the following advantages:

- > Ability for officers in the field to perform more complete/accurate searches from available data;
- > More effective methodology for patrol officers to gather and report accident and incident information;
- > More timely and accurate incident and accident information, entered into a centralized system;
- > Automated method for reviewing, routing and approving officer reports;
- > Once uploaded to the DMS, the "official" report will be available for viewing and printing by staff in PD, the Prosecutor's Office, and Mesa City Court;
- > Ability to include mug photos with a person's record;
- > Ability to perform electronic mug photo lineups;
- > Reduced paper usage, since reports will be printed only on demand;
- > Department-wide inquiry access into the system for research purposes; and
- > Ability to utilize more complete information in analyzing crime trends/series.

Analysis of Proposals

The City received responses from six companies (BIS Computer Solutions, Inc., DSSI, Impact Solutions Corporation, Intergraph Public Safety, PAMET Systems, Inc. and Viking Technology Inc.) Proposals were first evaluated for compliance with the intent of the mandatory requirements. Five of the proposals were rejected for non-compliance with the intent of the mandatory requirements, including the ability to demonstrate proposed system functionality, and a minimum capacity of 500,000 master name index records. The only proposal to comply with the intent of the mandatory requirements was the proposal from Intergraph Public Safety (IPS).

Staff conducted a full evaluation of IPS' proposal, including an on-site system demonstration, site visits to agencies currently using IPS' RMS, and an in-depth onsite evaluation. IPS then responded to a Request for Best and Final Proposal to allow staff to more accurately determine pricing for the recommended solution. Based on the original proposal scoring, the onsite evaluations, and the Best and Final Proposal results, staff believes that the IPS Records Management System meets or exceeds the City's overall requirements and is highly qualified to be the recommended contractor.

Alternatives

Continue To Use Existing Methods: The City Council may determine to not approve the recommendation and PD will continue to use the existing systems, and there will be continued delays in providing valuable information to other officers, agencies, and divisions within the Police Department. Information entered into official reports and shared across the department will continue to be at risk due to illegible handwritten reports from patrol officers and misplaced and/or misfiled hard copy documents. Finally, the staff and materials resource costs associated with duplicating reports for officers, other agencies, divisions within PD, and citizens will continue to increase. Staff recommends against this, however, because of the increased liability, as well as the benefits described above would not be realized.

Select Other Than the Recommended Proposal: There were no other proposals that met the intent of the mandatory requirements.

Fiscal Impact

The cost to implement the Records Management System, including an estimated interest expense of \$120,000, is projected to be \$2,758,279.16, and will be paid from Quality of Life sales tax funds. \$1.14 million of the Quality of Life sales tax funds is available in this fiscal year and is included in the Police Department's budget, RC 420, Pages C350 and C351. The remaining \$1.62 million in Quality of Life funds will be budgeted by the Police Department over the next three fiscal years, and represents annual lease payments of \$540,000. The annual payments are based on financing \$1.5 million at an estimated borrowing cost of 4% (as provided by the Finance Department).

Lease funds are needed because the final RMS Project payment is scheduled to be made in FY2003-04, while a major portion of the Quality of Life sales tax funds will not be available until the following two fiscal years (please refer to Attachment C, Available Funds and Cash Flow). The on-going maintenance and support, estimated at \$192,500 annually, and the replacement system hardware, estimated at \$170,000 in FY2006-07, will be included in future years' budgets.

Concurrence

The following staff members concur with the Purchasing Division's recommendation:

Janice-Strauss, Police Chief
Karen Kille, Chief Information Officer

Sharon E. Seekins,
Materials Management Director

Debra Dollar, Deputy City Manager

Richard A. Lorig, General Services Manager

Mike Hutchinson, City Manager

TO: Mike Hutchinson
THROUGH: Chief Dennis Donna
FROM: Joe Noce
DATE: December 5, 2002
SUBJECT: Alarm Program Update

BACKGROUND:

The Alarm Program was initiated in 1984 in an effort to curb the growing response to false alarms. The initial steps were the establishment of an Alarm Ordinance (6-15) and the development of an educational process for alarm owners. Most of the data was maintained in a manual paper file with the assistance of some computerized statistics.

As a result of a 1993 internal audit, a complete re-write of the Alarm Ordinance was completed (1996) and an in-house computer program was developed to help with the maintenance of the program. The audit centered on the separation of duties, especially the collection of money and reconciliation of the waiver process. The changes established billing and receivables through the finance department and the appeals process was the responsibility of the Communications Administrator. The Alarm personnel concentrated on the education and program management aspects. Through the years the education process evolved into an effective tool for both citizen education and false alarm reduction.

Since 1998, the only work completed on the computer program has been maintenance to keep it working or the generation of limited reports. Adequate documentation for other data professionals to make major changes to the program does not exist, since the original author of the program is no longer with the City. Planned program changes and ordinance updates will require major changes in the computer program. It has become very evident that the computer program solution will be a complete re-write or purchase of specific proprietary software package designed for the alarm program, the cost of which could exceed \$75,000.

Police Department
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Valley alarm professionals, including Mesa Alarm Coordinator Debbie Langford, have championed a national effort to develop a model ordinance. The industry has identified the following key components for an effective alarm program:

1. Reciprocal licensing of alarm installers and central monitoring components.
2. Continued education programs for alarm users - both mechanical and procedural aspects.
3. A strict, yet fair enforcement program that rewards proper maintenance and operational practices.
4. A yearly permit renewal process that helps keep alarm owner information current, which is essential to timely notifications.

An unintended impact has been the increase of revenue to the City. The program was never intended to be a revenue generator, but has become just that. Below is table of the activity in the past four years:

MESA ALARM PROGRAM OVERVIEW

	1999	2000	2001	2002*		Revenue
New Permits Issued	5789	5097	5101	5190	FY 98/99	\$149,280.00
Permits Revoked	24	70	55	47	FY 99/00	\$160,665.00
Permits Clsd/Cancelled	8966	15486	18573	21856	FY 00/01	\$142,415.00
Assessment Letters	1494	1508	1376	1156	FY 01/02	\$133,900.00
Alarm Calls	20644	20984	21753	20887	FY 02/03*	\$123,000.00
False Alarms	20474	20784	21555	20419		
Percentage	99%	99%	99%	98%		

* Projected

NOTE: Alarm calls account for approximately 6% of calls for service

DISCUSSION:

The purpose of today's report is to provide you with background on the Alarm Program. We are prepared to research the following, or we are open to your direction:

1. Increase in fees
2. Restructuring of fees/assessments
3. Modifying police officer response to alarms
4. A combination of alternatives

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