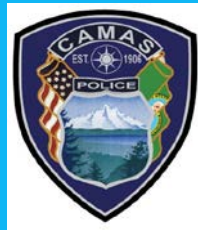


Police Department Level of Service



City of Camas

How We Accomplish Our Mission

The Police Department is broken into employee groups, with each group being responsible to provide a unique service, program or function. Each group is critical to the overall success of the organization.

“The mission of the Camas Police Department is to protect lives and property in our community and to maintain public order.”



Police Department Groups

Command & Administration	Records – Clerical Unit	Uniformed Patrol Force	Investigations Unit	Code Enforcement	Parking Enforcement	Offender Work Crew
Chief Captain Admin. Sgt.	Lead Clerk Clerks	Sergeants Officers	Sergeant Detectives	Special - Commission Officer	Special - Commission Officer	Leaders
FTE - 3	FTE - 3	FTE - 21	FTE – 3	FTE - .5	FTE - .5	FTE – 1.2
*Animal Control Program		School Resource Officer Program		Community Outreach Program		
		Traffic Enforcement Program				

Police Department

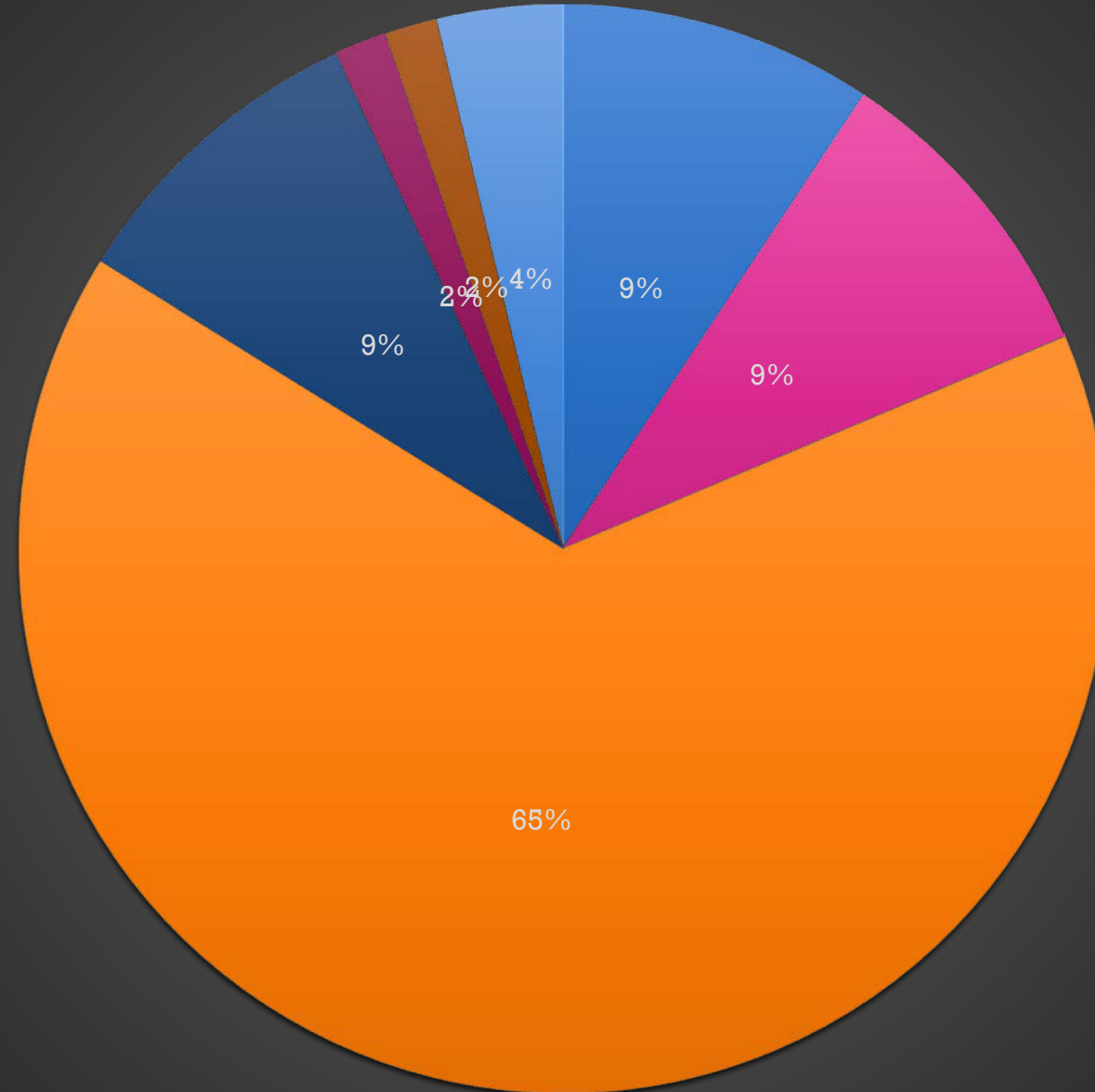
Our current
staffing levels

■ Sworn Staff	-	27
■ Special Commission	-	1
■ Civilian	-	4.2

■ Total Staff	-	32.2
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93% of our employees deliver direct services to the customer

Police

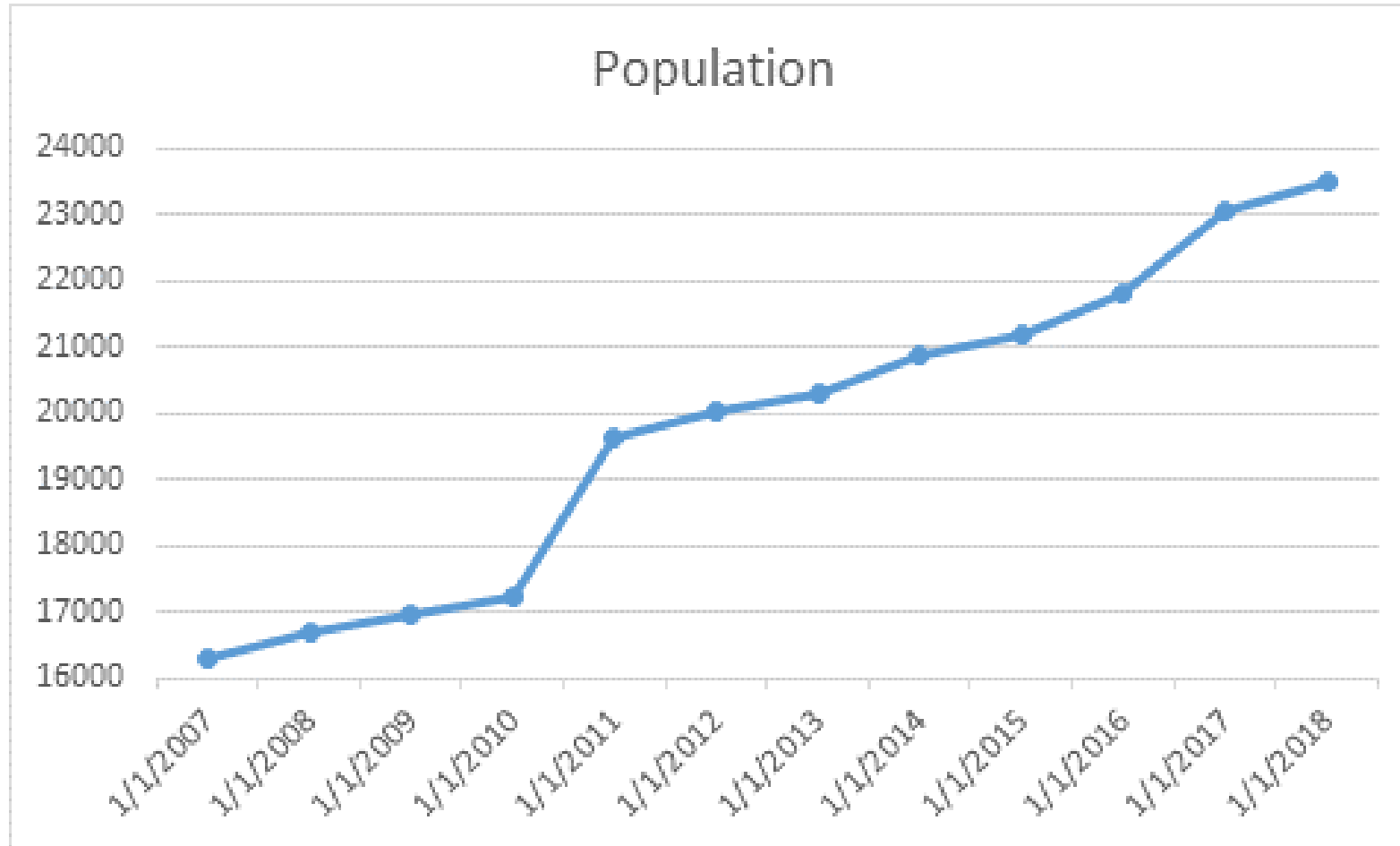


■ Command ■ Records ■ Patrol ■ Investigations ■ Code ■ Parking ■ Work Crew

Our Narrative

- Our community has relatively low levels of crime and people feel safe.
- Our employee groups are tenured, well trained and know their craft.
- When surveyed, the community tends to rate their satisfaction level with police on the high side.
- We are adequately funded in the areas of tools, supplies and associated costs.
- Staffing levels for front line police officers are inadequate.
- Growth of the city, in both land mass and population are creating increased demand on the law enforcement resource.

Population Growth – 2007 to 2018



The Camas Population Grew by 44%

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Our Groups and Programs

Command & Administration

- The management of the police department.
- All administrative and personnel functions.
- Critical incident command.
- Police agencies are high liability organizations.
- Ensures accountability to the community.
- **Current State – staff level sufficient**



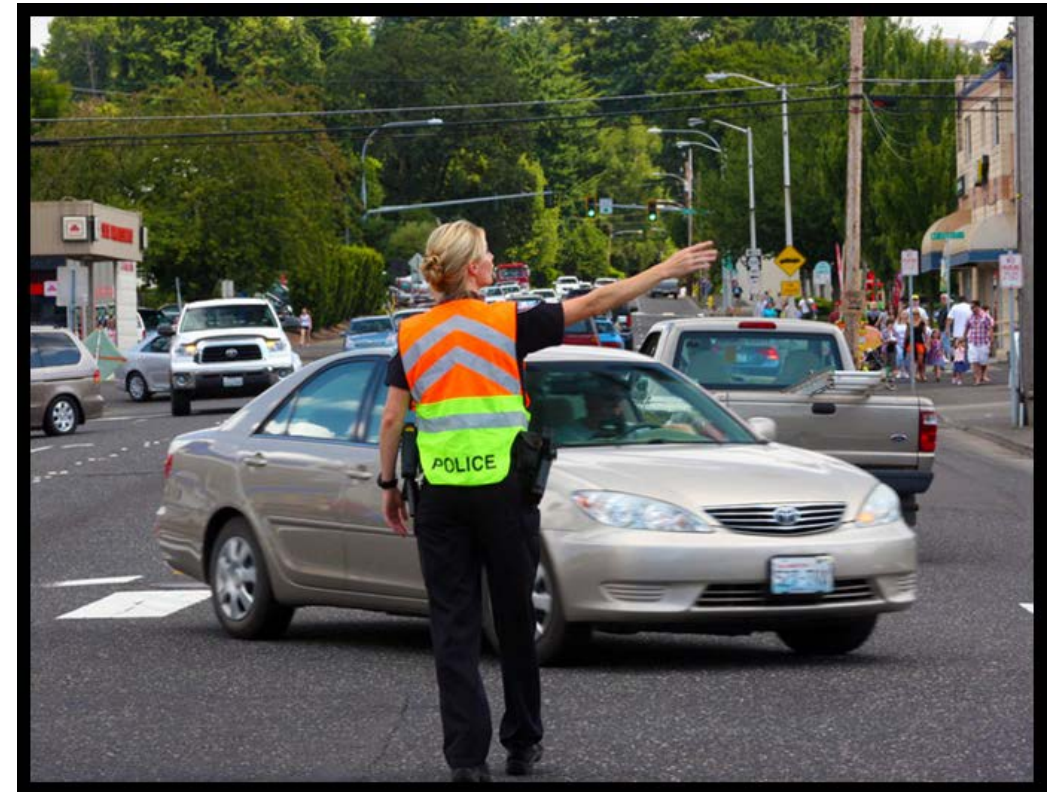
Records – Clerical Unit

- All paperwork and records processing for the agency.
- Direct customer service to the public.
- Large growth in area of public records requests.
- Recently forced to reduced office hours by 13% and move to telephone auto-attendant.
- Multiple changes in technology adding new duties.
- Same staff level for the last 20 years.
- **Current State – needs a single part-time clerk to handle public records.**



Uniformed Patrol Force

- The front line of police services. Responds and handles all emergencies and 911 calls for service.
- Creates a deterrent to crime through random patrols. Visible to the community and creates a feeling of safety through their presence.
- Responsible for enforcement of traffic laws.
- Must deal with violent individuals or engage in dangerous situations where necessary to perform their duties.
- Same staff level since 2005. No additional sworn officers added in the last 13 years.
- **Current State – need additional officers.**



Investigations Unit

- Performs advanced criminal investigations or responds to the most serious offenses.
- All members of Clark County Regional Major Crimes Team.
- After hours call outs are increasing.
- Investigates all child abuse and sexual assault cases.
- **Current State – this group is currently staffed at the appropriate level, however, in the near future will need an additional detective.**



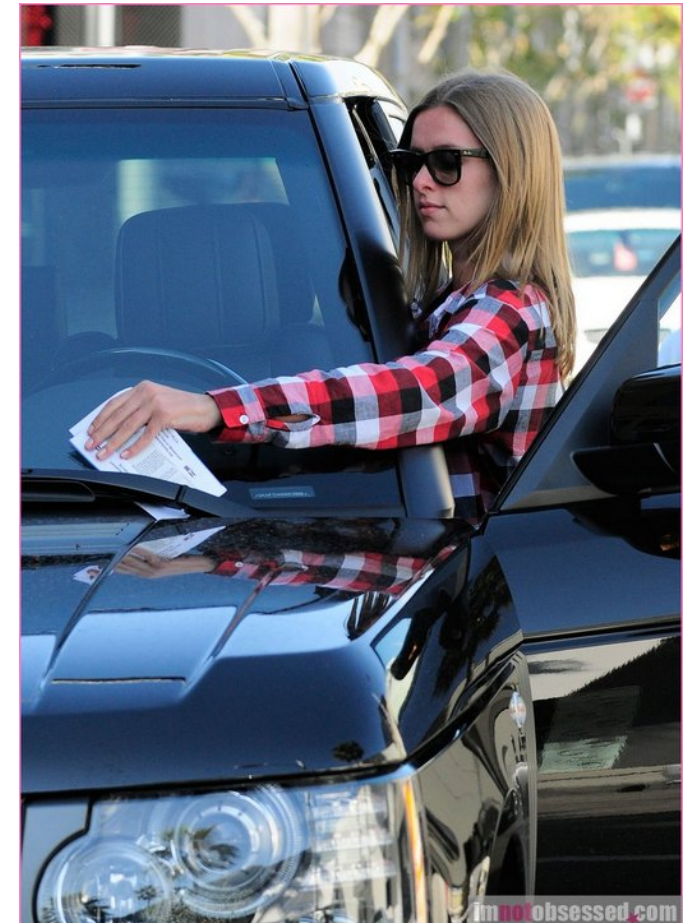
Code Enforcement

- Works with all civil codes in multiple City departments.
- Was formerly a full time position – now only half-time.
- Complaint driven – no self initiated activity.
- Violations are easily observable around the community.
- A blended position with Parking Enforcement duties.
- **Current State – needs to be restored to a full-time position. Would require an addition of .5 FTE.**



Parking Enforcement

- Responsible for downtown – core area parking enforcement.
- Will assist in certain neighborhoods, such as around the High School.
- Abandoned vehicle removal.
- A blended position with Code Enforcement duties.
- **Current State – staffing level is adequate at part-time hours. Would need to be broken off of the Code Enforcement function.**



Offender Work Crew

- Performs community service work using offenders sentenced by the Court.
- Is highly cost effective program for the City.
- Saves incarceration costs for non-violent and low-level offenders.
- Leaders are part-time employees, allowing for 6 day a week offender crews.
- **Current State – staffing level is adequate.**



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Programs or Functions

Animal Control Program

- The City of Camas contracts with the City of Washougal for animal control services. The annual fee paid to Washougal covers all program costs including kennel operations, vehicles, supplies and equipment.
- Currently, two full-time employees handle all services of both Camas and Washougal.
- Not a true 50-50 split in service. Call based.
- Primary responsibility for domestic animals.
- **Current State – the service level provided by Washougal appears to be meeting the community's needs.**



School Resource Officer Program

- The City of Camas contracts with the Camas School District to provide for a School Resource Officer.
- The School District covers 50% of the costs.
- School safety garnering national attention due to school shootings.
- Responsible for working with student population at all schools, but primary to C.H.S.
- School campus growth is adding demand.
- **Current State – Staffing level is adequate.**



Public Outreach Program

- The Police Department is involved in several outreach programs in the community that are designed to build relationships.
- Handled with existing staff.



Traffic Enforcement Program

- The uniformed patrol branch is responsible for enforcing the traffic laws. Traffic complaints, mostly speeding, remain a constant community concern.
- We lack the ability to investigate the more serious, or fatal traffic collisions.
- Handled with existing staff.
- Neighborhood Traffic Complaint.
- Speedwatch trailer.



Police Summary

- Growth in the community, combined with no growth in the Police Department, has created service delivery issues and in some cases, unsafe working conditions.
- We are generally funded adequately in the areas of supplies, equipment and tools.
- The majority of law enforcement services cannot be delivered in any other fashion than by a person. Thus, our need for FTE growth is our most pressing need.

Customer Expectations

The following five dimensions have been consistently ranked by customers to be most important for service quality, regardless of the industry:

Tangibles: appearance of physical facilities, equipment, personnel, and materials;

Reliability: ability to perform the promised service dependably and accurately;

Responsiveness: willingness to help customers and provide prompt service;

Assurance: knowledge and courtesy of employees and their ability to convey trust and confidence; and

Empathy: the caring, individualized attention the firm provides its customers.



Future State

SERVICE DELIVERY GOALS

- Increase police officer presence in the community
- Increase traffic enforcement efforts
- Increase public records capabilities
- Increase Code Enforcement efforts

RESOURCES NEEDED

- Police Officer – 1 FTE 2019
- Police Officer – 1 FTE 2020
- Police Records Clerk – 1 PT (20 hours) 2019
- Code Enforcement hours - .5 FTE 2020

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Questions