



# COUNCIL STAFF REPORT

CITY COUNCIL *of* SALT LAKE CITY

**TO:** City Council Members

**FROM:** Jennifer Bruno  
Deputy Director

**DATE:** November 14, 2014 at 9:40 AM

**RE:** **Metro Support Bureau**

## PROJECT TIMELINE:

Briefing: 11/18/14  
Set Date: n/a  
Public Hearing: n/a  
Potential Action: n/a

Council Sponsor: *Council Request in Briefing*

## [VIEW ADMINISTRATION'S PROPOSAL](#)

### ISSUE AT-A-GLANCE

During the Council's budget discussions in May 2014, Salt Lake City Police Chief Burbank unveiled a new staffing model to address the concentration of criminal activity in the West Downtown area, known as the Metro Support Bureau (MSB). The Chief explained that this is a way for the Salt Lake City Police Department (SLCPD) to respond more efficiently to concentrated criminal activity by unifying a number of police functions that were being called into that area anyway, under a single command structure. This staffing proposal does not increase the number of police officers, but rather re-allocates them within a single command structure and within a more concentrated geographic area, so that all can do their job more efficiently.

During that and subsequent Council discussions, the Council asked for a more in-depth discussion of this new staffing model. The Administration has forwarded the attached [transmittal](#), which provides, in a Q&A format, the answers from the SLCPD to many of the common questions asked by the Council. Staff has also attached the [first newsletter](#) published by the MSB, which contains citation statistics and covers a number of other highlights of the work of the MSB.

**Goal of the briefing:** *Hear from the Salt Lake City Police Department more details about the Metro Support Bureau, including an update on the first few months of operations.*

### KEY ELEMENTS

- The MSB was created to address increasing concentration of criminal activity in the area generally bounded by North Temple, 700 South, I-15 and State Street, and the complications that this increased criminal activity brought to addressing the issues of homelessness in that area.



- The MSB consists of 83 total personnel who had previously been allocated to other police bureau's (**updated list of MSB staffing provided by the Police Department attached here**):
  - Within that total there are two (2) Homeless Outreach Service Team (HOST) Officers. These officers work to enhance the department's ability to respond to the chronically homeless and connect them with the appropriate resource or service provider.
  - While there are 48 Patrol officers (including 6 Sergeants), any of the 81 sworn officers in the MSB could be considered "first responders".
- The MSB will have a physical storefront presence at the Gateway Mall (900 sq.ft. donated by the Gateway Mall). The transmittal indicates that the goal is to have this storefront staffed with a fulltime desk officer who can assist anyone in need of law enforcement services. Downtown Alliance staff will also have a desk in this space in order to be closer to projects in that area, and the Department indicates that any social service provider, stakeholder, or partner interested in addressing issues related to homelessness will be welcomed.
- The Administration's transmittal states that rarely does the Department make permanent changes, and that the staffing and deployment of officers is flexible. If needs arise in other areas of the City, officers in the MSB can be deployed to those areas. The Department indicates that the MSB officers are regularly responding to priority one and two calls outside the area when needed.

## POLICY QUESTIONS

1. Impact on policing in other geographic areas - It has been asserted that concentrating police officers in a single command structure in a more concentrated geographic area will not result in fewer first responders in other areas of the City. The transmittal notes that at any given time the MSB could have 8 to 20 officers (including first responders and detectives), while in the rest of the City there could be anywhere from 20 to 35 officers on duty as "first responders."
  - The Council may wish to ask the Administration for more information on this issue, and consider requesting response times in various geographic areas.
2. Physical presence – the MSB is supported by a storefront space that was donated by the Gateway Mall. The Council may want to have a conversation with the Administration about this approach compared to the "neighborhood police stations" that were around a number of years ago, but were phased out due to a desire by the police to be on the street rather than behind a desk.
3. Coordination with homeless providers - The Council may wish to have further discussions with the Police Department and other partners regarding addressing the issues of homelessness in the area.
  - Are there targeted needs that have been identified by the PD that could further this partnership?
  - Some homeless service providers in the area have mentioned that security can be an issue (even with the increase in Police presence). Does the PD see a way for the City to be a partner in that aspect? The Department has provided the following responses:  
  
*With the number of clients being serviced at the Road Home, CCS and the Weigand Center, it is highly suggested that there is 24/7 security presence on both campuses. All of the Homeless shelters and day centers we have researched have some type of security presence in and on their campuses for which they assume responsibility, staffing and funding. During the warm weather there are approx 50-100 people on our streets that will not go into the shelter at night as they claim it is not safe. Order maintenance inside and on their door steps is essential to changing the behavior in the area. Those who need the services will embrace the feeling of security as most of us do when we lay our head down at night in the comfort of our homes.*
4. Crime Statistics/Reporting - Two Council Members have asked for more detailed information about the crime occurring in their districts. Is there a central website or report that could be run for the Council on a weekly or monthly basis relating to crime statistics in more defined geographic areas? The Department indicates that they are working towards more readily accessible and customizable crime reports.

## ADDITIONAL & BACKGROUND INFORMATION

The Metro Support Bureau has a dedicated website on the Salt Lake City Police Department's page ([www.slcpd.com/inside-the-department/metro-support-bureau/](http://www.slcpd.com/inside-the-department/metro-support-bureau/)), which contains more information about the bureau, as well as the MSB's quarterly newsletter.

Staff has attached the [MSB's first quarterly newsletter](#), which contains detailed data about types of citations issued, charges resulting, bookings, as well as key issues identified in that period. A major focus of the first letter are the environmental improvements identified by the Bureau that could help with crime prevention, and range from things like tree trimming and lighting, to temporary fencing and park strip repairs needed.

The Department has also provided the following additional information on needed improvements in the area:

*This is an ongoing review and we continue to identify items or areas that need to be addressed.*

*Lighting is always a concern; we recently completed a lighting survey in the area and have provided a copy to the parks department for needed repairs.*

*Following the shooting 11/04/14, the dirt area on 500 West—where the Portland Loo's will eventually be located— was fenced off to eliminate the large gatherings of people, drug trade and associated violence.*

*We have been experimenting with the closure of 500 West at 400 South to eliminate the drive up drug trade near the men's entrance to the shelter. We are also experimenting with a closure at 100 South 500 West (southbound) to eliminate the constant illegal drug dealing on the west side of the street from 100 South to 200 South and the destruction of the park strip.*

*We have been working the last couple weeks with the parks department to eliminate the over-growth of vegetation and repair of the sandstone rock in the median on 500 West north of 100 South. This area has been used for illegal drug dealing for some time.*

*We are working to identify all the businesses in the area that have camera systems and placing the camera locations on a GIS map so our officers can quickly and easily identify cameras that may have footage from any crimes that may occur. <http://slcpd.com/safecam/>*

*We are visiting regularly with the area businesses and providing them information on what they can do to assist, from lighting, parking issues, trespassers, volunteering, etc.*



“The well-being of any of our neighborhoods, whether that’s strictly criminal activity, or whether it’s just disorder that makes people feel uncomfortable, is the concern of the police department. And we will continue to work in this area, ... and, I promise you, over the next month, you will see a dramatic change in the police response and the number of resources that we have in the area.”

– Chris Burbank, Chief of Police



# Metro Support Times

News from Metro Support Bureau



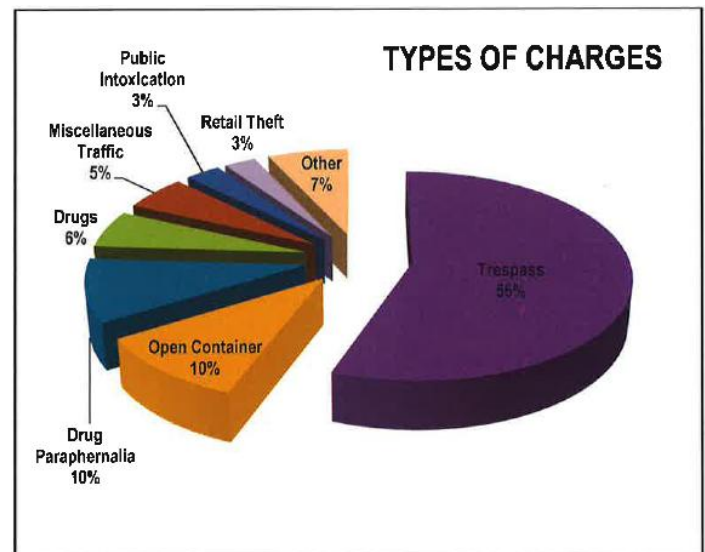
## INSIDE THIS ISSUE:

First 28 days in numbers	1
Graphs for Stats	2
Issues Identified	4
MSB SharePoint Site	5
Officer Recognition	6
First Person: HOST	8

## Metro Support Bureau: first 28 days

*Sunday, July 6, 2014:  
Day 1 of the Metro  
Support Bureau. (MSB).*

The Metro Support Bureau is designed to be flexible and scalable in response to the primary public safety issue facing the city. The bureau's first mission: tackling criminal activity in the area from North Temple to 700 South, Interstate 15 to State Street. Department statistics show that a significant percentage of police service requests originate in the area—due in no small part to drug buyers and sellers concealing their criminal activity among homeless individuals who seek assistance from social service providers headquartered there.



From July 6–Aug. 2, MSB officers B were responsible for 886 arrests, including:

- 493 misdemeanor citations

- 393 jail bookings
- 275 misdemeanor
- 493 felony charges.

*“What we need to work on is separating those individuals who are committing crimes in the area from those individuals who live, work and play in the area – and that includes our homeless population.”*

Chris Burbank,  
Chief of Police

## How to join our email list.

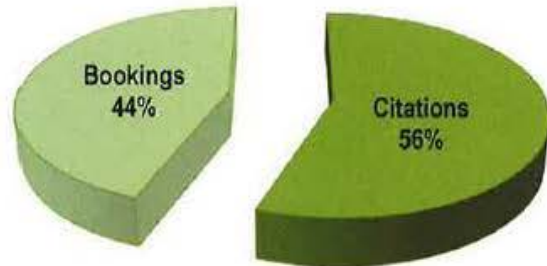
If you have information on problems, news stories or want to send us your ideas email us at [MetroSupportIssues@slcgov.com](mailto:MetroSupportIssues@slcgov.com).

If you are reading this on a paper copy of the new letter, you can sign up to receive future bimonthly Metro Support newsletters in your email. Register your information by sending your email address to [MetroSupportIssues@slcgov.com](mailto:MetroSupportIssues@slcgov.com) asking to be added to our newsletter list.

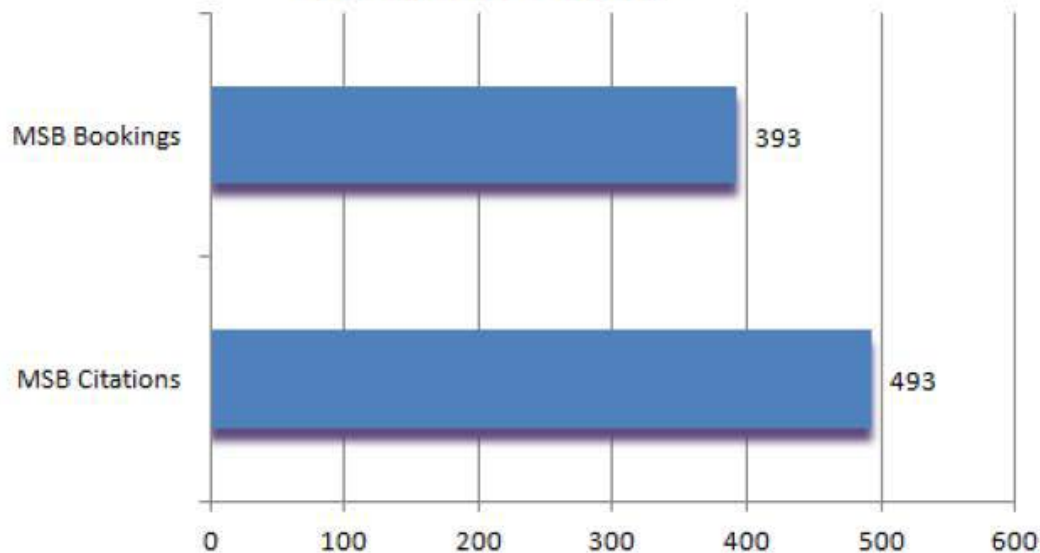


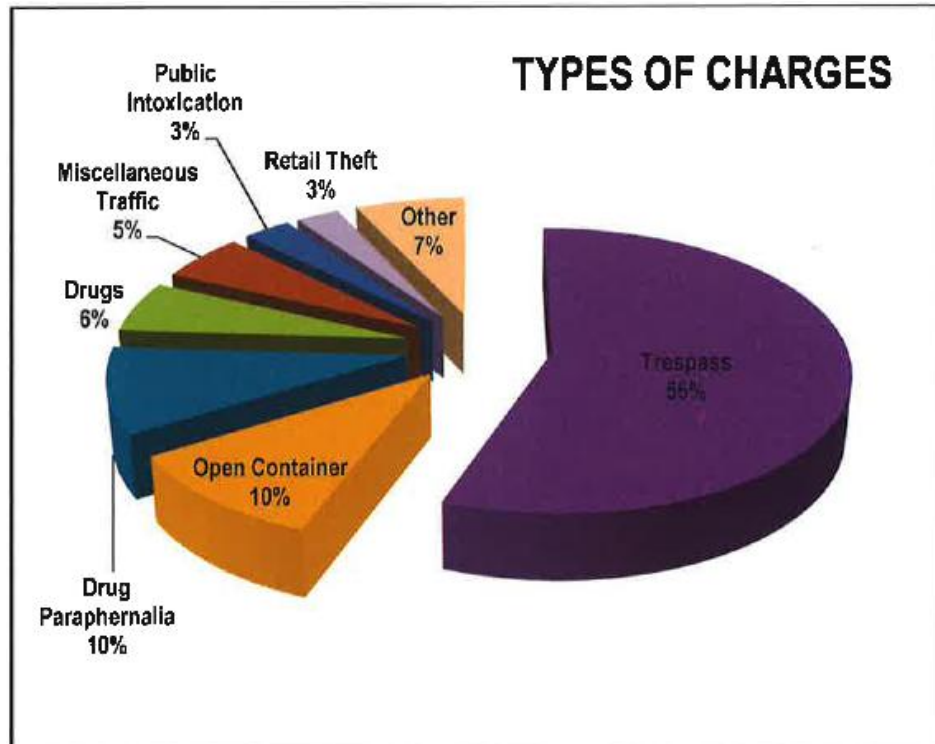
**CITATIONS vs. BOOKINGS - MSB ONLY**

493 = Misdemeanor Citations  
393 = Jail Bookings  
886 = Total Arrests

**CITATIONS vs. BOOKINGS  
MSB ONLY****CITATIONS vs. BOOKINGS - MSB ONLY**

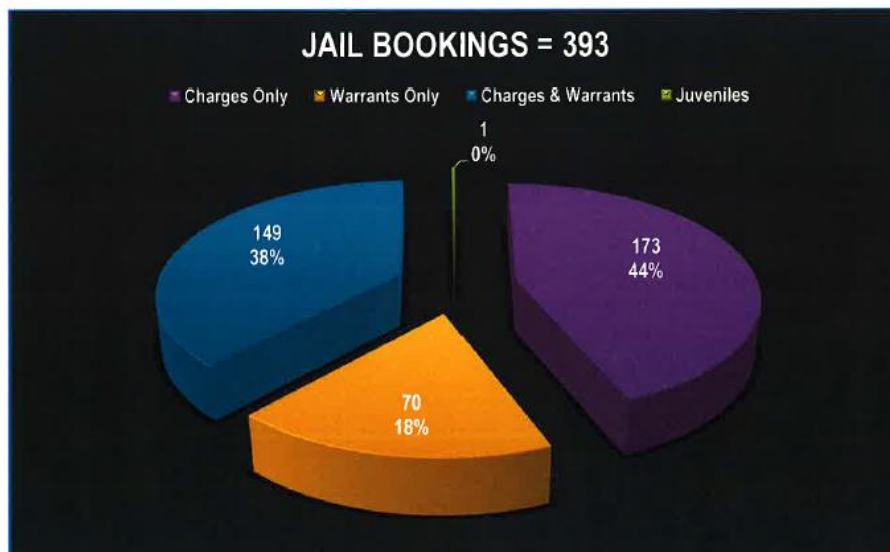
MSB Citations	493
MSB Bookings	393
MSB Total Charges	886

**Citations Vs Bookings**



#### NUMBER OF BOOKINGS:

173 = Charges Only  
 149 = Charges & Warrants  
 70 = Warrants Only  
 01 = Juveniles  
**393 = Total Bookings**



*The bureau's first mission: tackling criminal activity in the area from North Temple to 700 South, Interstate 15 to State Street.*

## Issues Identified

**ISSUES:** One of the first issues identified in the Metro Support Bureau was the need for numerous environmental improvements or changes.

**ACTION:** Crime prevention through environmental design, also known as CPTED, is an approach to problem-solving that considers environmental conditions and the opportunities they offer for crime or other unintended and undesirable behaviors.



Environmental improvements MSB has tackled during the first 60 days:

- 1) Parking on Rio Grande Street
- 2) Tree Trimming on Rio Grande Street and 300 South
- 3) Lighting in the Weigand Center courtyard
- 4) Park strip repair on 500 West from 150-200 South
- 5) Temporary fencing on the 200 Southside of The Road Home's playground (eliminating the constant illegal drug use/sales)
- 6) Wind screening on the playground fence to block the ability for people to discard drugs and paraphernalia onto the playground
- 7) Discussions with volunteer groups concerning open food distribution



Here are the environmental improvements MSB is currently working on:

- 1) Parking on the north side of the old SDI building
- 2) Fencing in of the "dirt triangle" on 200 South 400 West (Southwest corner)
- 3) Lighting on Rio Grande Street
- 4) Small dirt strip on 400 West at approximately 151 South
- 5) Trespassing signage on the Oasis lot 300 S. Rio Grande Street

This is an ongoing process as the need for environmental improvements change all the time, e.g., with the change of seasons, businesses moving in or out, etc. MSB is very committed to identifying problem areas and improving those areas with the use of environmental design. If you are experiencing problems in or around your property, please set up an appointment and we will be happy to walk the area with you and try to identify any changes that may help. For an appointment, call Stacy at (801) 799-3440.



## MSB Officer Recognition

*Officers whose work was recognized by peers and supervisors in July and August 2014.*

Detectives Wendy Willis and Amanda Capps have been very instrumental in locating nearly every suspect and potential witnesses to a recent homicide. Their tenacity in pursuit of suspects and witnesses was a huge help to the homicide squad, and their hard work and dedication has been recognized by many.

Officer Paul Nelson is the senior officer of the Graves-A Squad. Being a senior officer is a big responsibility, which Paul lives up to. He sets a great example for the rest of the officers on the squad by staying consistently busy throughout shift. Paul volunteers for calls and checks the calls holding and volunteers for them. Paul has been working downtown for several years and is very knowledgeable of the area.

Paul is proactive when it comes to preventing small problems from turning into big problems. Paul takes the lead and sits in front of certain clubs that are havens for problems and does this around closing time. This proactive effort has largely contained fights and other serious weapons-crimes that were known to occur when

officers were not present. Paul also takes the lead at the shelter. He will coordinate with other officers and break up the large groups of people camping, trespassing and blocking the sidewalk. This proactive work has made 95% of the calls at the shelter on the graveyard shift minor in nature. Paul is a team player and has a great rapport with co-workers on his squad.

Paul's stats for seven days:

- 75 Business Checks
- 10 Traffic Stops
- 64 Misdemeanor Arrests
- 3 Felony Arrests

July 18, 2014: Det. Jessica Kilgore was assisting the homicide unit all day and night on case 14-118662, a homicide at the Royal Garden Inn, 154 W. 600 S.. She continuously was handling transients and their belongings and booking evidence, keeping an amazing attitude during the entire evening. This was a huge asset to another division and made a huge impact on what the other detectives throughout the police

department think regarding the new MSB.

August 3, 2014: This is a case of a missing endangered female named Ria Mangum. Her mother, who lives in California, called the Provo Police Department to file the Missing Endangered Persons report. Ria was then listed on NCIC as Missing and Endangered.

A few days after being listed, Ria was located by a Provo Police Officer and released. She was taken off of NCIC. Ria's mother, Elizabeth Vandenberg, was furious when she found out about this so she contacted a Provo Sergeant. They put her back on NCIC. (Utah County Hospitals were willing to blue sheet Ria because they had credible knowledge that she wanted to hurt/kill herself.)

Ria was contacted a few days later by another Provo officer and again released; however, she was left on NCIC.

Elizabeth found out through her own investigation the officer had recommended Salt Lake City for Ria's next destination because we have a homeless shelter.

Today Officer Keith Peterson was dispatched to a report of a Missing Endangered Person possibly hanging around the shelter area. He spoke with mom Elizabeth and learned all of the above details.

Officer Peterson took the time to conduct an excellent investigation, contacting hospitals, taxi cab drivers, and he even located Ria in the area of the shelter.

Officer Peterson was able to keep Ria calm and convince her to go to LDS Hospital voluntarily, even though he could have let her know she was going to be forced.

Officer Dax Shane developed a method of drug interdiction on his motorcycle that has proved to be highly effective. Statistically, he leads almost all other officers in on-view felony drug arrests. His presence and activities targeting illegal drug activity have been a powerful deterrent to criminal drug use in the MSB operational area.

Officer Ryan Sanders quickly located a suspect vehicle from an attempt-

to-locate (ATL) put out for a car and its occupants who were suspects in a car prow. Officer Harrison Livsey arrived and the two worked together with the victim to verify that the suspects were in fact responsible for the car prow. During a search of the suspect vehicle, the officers were able to locate narcotics and numerous wallets and identification cards taken in other car prowls.

August 14, 2014: Officer Darrell Anderson responded on a child left alone in a vehicle near the shelter. He conducted an amazing investigation, located the mother who

admitted post-Miranda that she had left the child in the vehicle for over 40 minutes while she walked away to find someone to buy drugs from. She was arrested for child neglect, and the child's custody was relinquished to a responsible family member. Anderson utilized his Axon mobile camera to record the entire incident, which follow-up detectives were able to hand right over to the prosecutors. Due to his thoroughness, no follow-up work was needed.

August 15, 2014: Officer Kevin Rossetti located a suspect within minutes of

an issued ATL, delivering him to the PSB for follow-up detectives. Rossetti also located a shirt in which the suspect was photographed, evidence which proved invaluable during the interview when the suspect attempted to deny that he was the one in the picture. The suspect eventually admitted to fraud.

August 14, 2014: Officers Alen Gibic and recruit Officer Jared Tadehara were dispatched on a suspect who was breaking car windows with a jagged, 6-foot-long metal post. When they challenged the suspect, he threatened to strike the

officers with the post.

Officer Gibic prepared to deploy his Taser while having his recruit standby with his handgun drawn. The Taser deployment was effective and they took the suspect into custody. He was booked for criminal mischief and aggravated assault on a police officer.

Officer Gibic's and Tadehara's actions not only prevented further criminal activity, but saved the suspect's life. It appeared that lethal force may have been justified, but the officers showed incredible restraint by using a Taser instead.



## First Person Report: HOST Project

*Detectives Cluff & Wolf*

I have been with Salt Lake City Police for six years. Positions on the department I have worked include Patrol, Downtown Bikes, collateral SWAT officer, and now HOST officer.

As a HOST officer, I have been engaged in assisting many homeless and vulnerable individuals with utilizing services available to them, to include medical care, food, shelter,

clothing, temporary and permanent housing, legal counsel, finding work, and assisting in finding just about any service individuals are in need of at the time, if available. In my time assisting with HOST, we have helped individuals such as John Greeson, Walter Kincaid, Allen Moore and many others, including Eustace Yazzie, who later lost his housing, but there is always hope for the future. Eustace always used to tell us to go away until one day, he finally said he



Det. Andrew Cluff

needed help. Now Eustace is a happy guy, always willing to speak with police, and one day he could might be ready for housing again and keep it this time.

On a more personal note, I have a bachelor's degree in psychology, issued by the University of Utah. GO UTES! I am married, with two little girls who I try to spend most of my off-duty time with. I also assist in my neighborhood Varsity scouting program, and I enjoy camping, hiking and scuba diving when I get the opportunity.

One of the things I probably enjoy the most is about every other year my wife and I try to take a small cruise to tropical regions with more moderate temperatures, which has allowed us both to scuba dive in some awesome places, like Puerto Rico, Grand Turk, St. Thomas and, coming up May 2015, Roatan, Belize and Cozumel.

#### **Detective Andrew Cluff**

Homeless Outreach Service Team  
Salt Lake City Police Department  
Cell: (801) 450-1491  
slchost.org



Det. Sam Wolf

I have worked at here at SLCPD for six years. During my time with the department, I have served in a number of

assignments, namely Bikes, the Strategic Reserve Unit, SWAT and FTO. For most of my career, I have revolved around the Bike Squad. My first specialty assignment out of patrol was the Downtown Afternoon Bike Squad, which was a blast. In addition to our normal assignment of patrolling the area, Sgt. Wallace encouraged us to get involved with the community. As a squad we planned activities to help the kids at the shelter have a positive interaction with police officers.

One year we were able to arrange free tickets to Disney on Ice. We picked the kids up, walked them over to Energy Solutions Arena, watched the show with them, and walked them back to the shelter. Another time we used the vans and took all the kids to a movie at Pioneer Precinct where we served them popcorn and soda. This was my first introduction to police work that involved more than issuing citations and taking people to jail. It got me thinking about a more long term solution to policing, with many of the same people that we dealt with over and over again. I began to wonder whether or not anybody could help some of these people end the cycle of homelessness.

During my time as a bike officer I became very familiar with this cycle. That is why I decided to become part of the Homeless Outreach Service Team (HOST).

The goal of HOST is to help those who are homeless obtain the resources they need in order to help themselves get off the streets and become self-sufficient. We do this by getting them into detoxification programs through Volunteers of America, or getting them signed up for food stamps through the Emergency Services Center at the Weigand Center, helping them obtain identification such as a driver's license, birth certificate and social security card. By helping these individuals get identification, it opens the door for them to obtain work through temporary job services and the Department of Workforce Services. It also allows them to apply for housing through The Road Home.

The impact on the homeless population does not happen hundreds of people at a time. HOST will not solve the homeless problem overnight. And although it may not directly feel or look like police work, I can attest that it has a direct affect on the overall situation in and around the shelter. HOST is a long-term approach to crime reduction. When we help an individual obtain work, get into housing or successfully complete a drug/alcohol treatment program, they are a lot less likely to ever return to the shelter. Over time this means fewer calls for service with the same

people, which frees up more officers to patrol other parts of the city.

On a personal note, I enjoy playing almost any sport and being outdoors. In high school I ran track and cross-country—my specialty was the 1600-meter run. My fastest time was 4:42, which was pretty fast at the time but nowhere near fast enough to be competitive in high school athletics. After high school I participated in a few triathlons, but I was never very competitive because I am not a swimmer; I am more of a sinker than a swimmer. As I have gotten older, I still enjoy running, basketball and turkey bowl football. I also enjoy school. As crazy as that sounds I enjoy the challenge of learning something new. I have earned an associate's degree in accounting, a bachelor's degree in geospatial intelligence, and a master's degree in criminal justice. I hope to start on a doctorate degree sometime in the near future. I have a wonderful wife and two children. When I am not at work, I can usually be found playing with my family, which usually involves some kind of sports.

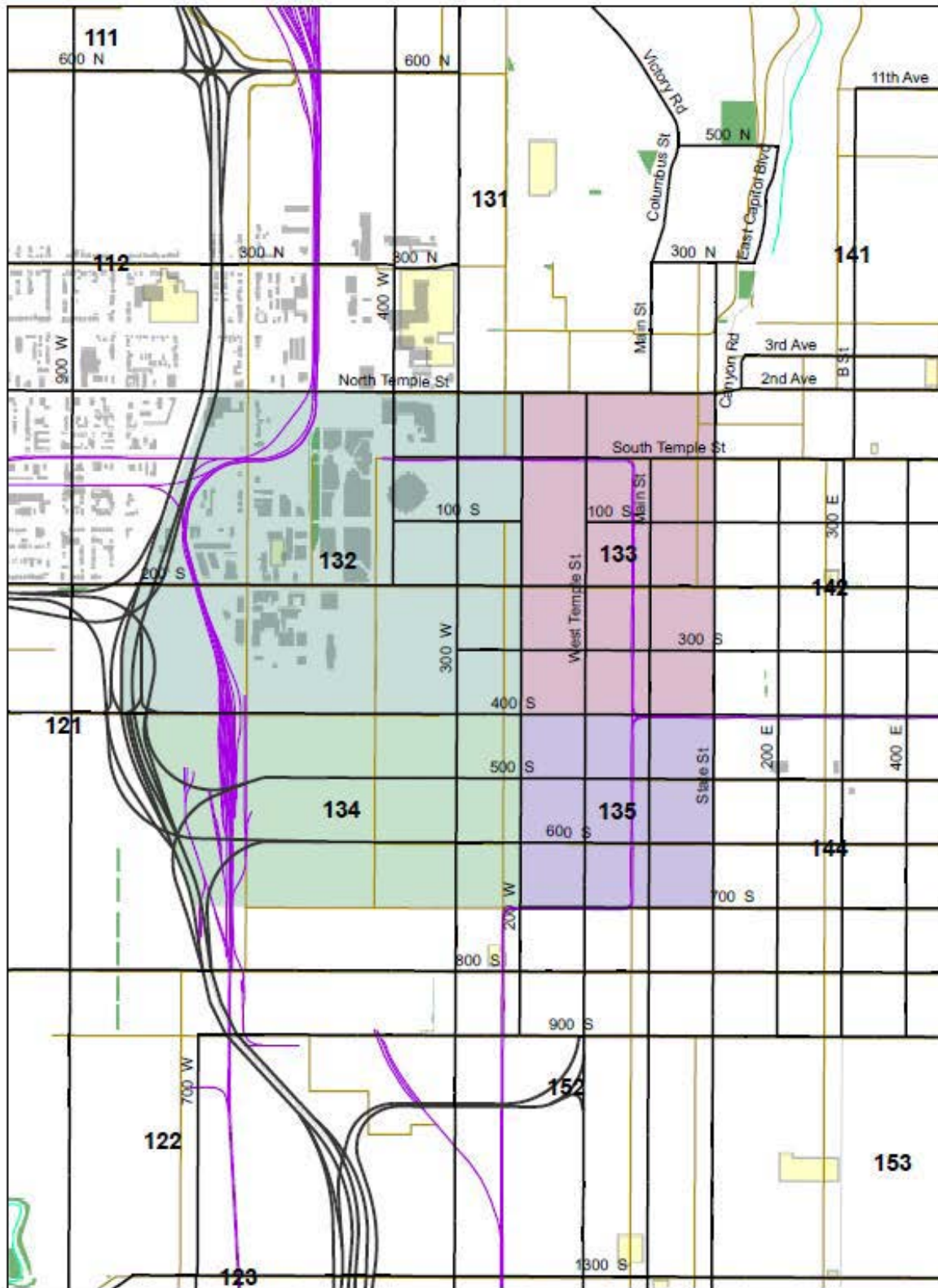


email us at

[MetroSupportIssues@slcgov.com](mailto:MetroSupportIssues@slcgov.com)



The Metro Support Bureau is responsible for Beats 132, 133, 134 & 135



## Contacting the Salt Lake City Police Department

Depending on your needs, there are a variety of ways to contact the Salt Lake City Police Department. If your inquiry is not an emergency, please consider using one of the following methods of contact.

**If you are experiencing an emergency (a crime In Progress, or bodily injury), call 911.**

**General Information: (801) 799-3100.** If you need directions to the Public Safety Building, lobby hours, or seek to follow-up on an old case and do not recall the case number or investigator's name. **This is not the number to start a case or file a complaint.**

- **Non-Emergency: (801) 799-3000.** If you require an officer to respond but it isn't an emergency, call this number. The non-emergency phone number keeps our 911 phone lines open to help those who require an emergency response. You also may want to check out our [online reporting options](#), which generally are good for cases that have no suspect information and no injuries but require a police report for insurance purposes.
- **Media Inquiries / Public Relations Unit: (801) 799-NEWS (6397).** All media inquiries should be directed to this number, which connects reporters with the on-duty public information officer. Visit the [newsroom](#) for the latest news from SLCPD or follow us on Twitter (@SLCPD) or our Facebook fan page (SLCPD).

If you have a crime tip you would like to submit, you can do so through many avenues including web tips and mobile SMS messages.

To submit a **secure and anonymous** text message through any mobile phone using the following information:

Keyword: "TIPSLCPD"

Send to: "CRIMES" (274637)

Utah residents can also submit tips by visiting [www.tipsubmit.com](http://www.tipsubmit.com) or by downloading a free smartphone app for iPhone or Android. The apps accept video and photo tips and automatically route the information to the nearest participating agency.

## Command Staff for the Metro Support Bureau



Deputy Chief Fred Ross.

DC over the metro Support Bureau.  
Responsible for directing and  
overseeing all operations in the MSB.

Email: [Fred.Ross@slcgov.com](mailto:Fred.Ross@slcgov.com)

Office # 801-799-3114



Lt. Rich Brede

Responsible for overseeing the Patrol  
resources for the MSB

Email: [Rich.Brede@slcgov.com](mailto:Rich.Brede@slcgov.com)

Office # 801-799-3704



Lt. Gary Trost

Responsible for overseeing the  
Investigative resources for the MSB

Email: [Gary.Trost@slcgov.com](mailto:Gary.Trost@slcgov.com)

Office # 801-3180



James Hunsaker

Office Manager & Special Projects Coordinator for the  
MSB. Responsible for overseeing the daily office needs,  
maintaining the MSB's internal SharePoint Site, and  
coordinating any special projects as assigned by DC  
Ross.

Email: [James.Hunsaker@slcgov.com](mailto:James.Hunsaker@slcgov.com)

Office # 801-799-3541



Staci Harris

Office Technician. Responsibilities include following up  
on any tips reported to the Drug Hotline (801-799-3784),  
payroll for the MSB staff and daily office needs for the  
MSB.

Email: Staci [Harris@slcgov.com](mailto:Harris@slcgov.com)

Office # 801-799-3440

**Please feel free to contact us if you have any issues, suggestions or problems in our individual areas of responsibility**

## [Back to Staff Report](#)

### **Attachment – updated Staffing for Metro Support Bureau**

Provided by Police Department – 11.13.14

42 Patrol Officers

6 Patrol Sergeants

6 Detectives

1 Detective Sergeant

11 Street Crimes Detectives (Narcotics in and out of Bureau/working close with DEA)

2 Street Crimes Sergeants

7 CIU Detectives

1 CUI Detective Sergeant

2 HOST Officers

1 Office Manager/special projects

1 Secretary

2 AP&P Agents assigned

2 Lieutenants

1 Deputy Chief

81 sworn officers would be considered 1<sup>st</sup> responders if needed. All these positions regularly spend time in the field.





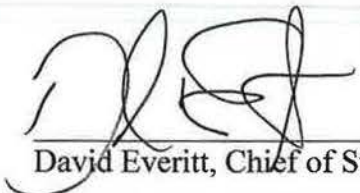
**SALT LAKE CITY CORPORATION**  
POLICE DEPARTMENT

SCANNED TO: *May*  
SCANNED BY: *Paul*  
DATE: *9/9/14*

CHRIS BURBANK  
CHIEF OF POLICE

RALPH BECKER  
MAYOR

CITY COUNCIL TRANSMITTAL

  
David Everitt, Chief of Staff

RECEIVED

SEP 09 2014

SLC COUNCIL OFFICE

RECEIVED

Date Received: *SEP 09 2014*  
*09/09/2014*

Date sent to Council: *09/09/2014*  
Salt Lake City Mayor

TO: Salt Lake City Council  
Charlie Luke, Chair

DATE: September 3, 2014

FROM: Chris Burbank, Chief of Police

SUBJECT: Metro Support Bureau

STAFF CONTACT: Chief Burbank 801-799-3802

COUNCIL SPONSOR: Council requested information

DOCUMENT TYPE: Informational

**BACKGROUND/DISCUSSION:** Operating under a unified chain of command, Metro Support Bureau addresses the high crime in the area bounded by North Temple to 700 South, I-15 to State Street, reducing crime and removing the criminal element that is preying upon the homeless and using them as cover to engage in illegal activity—all while working with homeless service providers in the same area to connect those in need with the appropriate services. “Providing hope and transforming lives” is our unofficial motto in the bureau as we are committed to working with everyone.

- During MSB’s first 30 days (July 6-Aug. 6, 2014), all officers/detectives on the ground worked to identify what the real issues were in the operational area from a Problem Oriented Policing (POP) standpoint. MSB addressed some issues through corrective measures, e.g., parking on Rio Grande Street, over-grown trees and other areas that were inviting and enabling the illegal activity to exist and thrive. MSB began enforcement by addressing the blatant and more serious crimes to the many order-maintenance misdemeanor crimes—all along trying to identify the personal needs of the homeless and begin directing and assisting them to the right service providers.

- For the next 30 days, MSB continues in the same manner with all resources working the streets, continuing to identify the Problem Oriented Policing issues, e.g., lighting in the Weigand Center courtyard, parking on 500 West, the park strip on 500 East at 150 South, and correct them as quickly as we can. A second HOST Officer was added to enhance the ability of getting services to the chronically homeless. We are looking to expand and get an afternoon officer trained as a HOST officer in order to broaden the availability of our HOST officers.
- As MSB moves toward the 90-day mark, the goal is to continue to identify and arrest those in the area for no other reason than illegal drug sales and other illegal behavior, continue to identify and correct the Problem Oriented Policing issues, e.g., drive-up drug service, how to assist service providers so they can expand their services and client base, and very importantly, assist those who are in legitimate need of services.

The Metro Support Bureau is comprised of:

- 1- Deputy Chief
- 1- Lieutenant Patrol Functions
- 1- Lieutenant Investigation Functions
  
- 2- Office Techs
  
- 1- Community Intelligence Sergeant
- 7- Community Intelligence Detectives
- 2- HOST Officers
  
- 1- Investigations Sergeant
- 5- Investigations Detectives
  
- 6- Patrol Sergeants
- 43- Patrol officers
  
- 2- Street Crimes Sergeants
- 11- Street Crimes Detectives

Total Personnel 83

These personnel represent officers previously serving in Narcotics, Investigations, CIU and Patrol.

**Here are some answers to questions we've heard from the Council and others regarding this new bureau:**

**Q:** How does this new bureau affect police presence in other parts of the city?

**A:** The police department has always responded to the same level of calls in the Metro area that we respond to today. The idea of the Metro Support Bureau is to do the same work, but concentrate the troops under one Command, with consistent goals and strategies. This bureau does not pull troops away from the other areas, we are just changing the command structure to be more responsive and accountable.

**Q:** What exactly is a "bureau" as opposed to a precinct?

**A:** A precinct is actually a police station within a community. It houses all of the operations and the officers/civilian staff within that area. It could be considered almost a miniature, stand alone department. Generally a precinct operates mostly independently of the rest of the department. The biggest difference between the bureau philosophy and the precinct is the physical building, separation from the rest of the department, and a more autonomous operation.

The SLC police department is made up of seven different bureaus. Under the command of Chief Burbank, each bureau is commanded by a Deputy Chief. Under the command of the Deputy Chief, the bureau is made up of several units or divisions. Those divisions are supervised by Lieutenants and Sergeants. An example of this is the Management Services Bureau. The bureau is commanded by Deputy Chief Jim Coleman. Within that bureau is the Internal Affairs division, overseen by a Lieutenant, and the Training division, also overseen by a Lieutenant. This is a smaller bureau that is extremely critical to the department.

**Q:** Can you describe the storefront and how that is being funded/donated?

**A:** The space, as well as the build out, was donated by the Gateway mall. There are no hard costs to the police department in regards to this space. The goal is to staff the storefront with a fulltime desk officer who can assist anyone in need of law enforcement services. This would include copies of police reports, reporting crimes, following up on cases, registering bikes, etc. The space will also house the HOST officers so that they have a location in which to meet with those they are assisting instead of the officers spending hours trying to locate those individuals. Camille Winnie, from the Downtown Alliance, has also requested part time desk space in order to be closer to the projects in which she is involved. AP&P will also be working from the store front as needed. Once the space is built out, with an entry lobby, it will only consist of approximately 900 square feet of useable space.

**Q:** Is this Metro Bureau a temporary or permanent change, and does it have applicability in other parts of the city?

**A:** The department rarely makes permanent changes. The staffing and deployment of officers within the community is flexible and fluid. The department generally has staffing changes several times within every pay period. These changes are made to meet the needs of the department in addressing the issues in the community. Obviously, most

officers have areas of expertise and areas that they prefer to work. Additionally, the Chief, as all of the chiefs before him, has goals and strategies that he sees as critical in the community that may be different than the chiefs that went before him. Additionally, different types of crimes become more prevalent during periods of time, and we then deploy our officers accordingly. A good example of this was several years ago when we were having a surge in car prowls. At that time, the chief increased the number of property crimes detectives, and focused operations in the neighborhoods hardest hit. Another example is the surge in armed robberies over the past year. The chief has focused operations on addressing this issue within the community.

**Q:** How does this bureau interface with the City's efforts to coordinate internally on homeless issues and the Rio Grande area (e.g. participation on the internal steering committee with Liz Buehler)?

**A:** We are in constant contact with Liz, and participate with the Internal Steering Committee, the Downtown Alliance, Pioneer Park Coalition, and attend the meetings of area service providers. We try to support and enhance the efforts of all of the organizations. A second HOST Officer was added to enhance the ability of getting chronically homeless individuals the services they need.

**Q:** How many officers are present at any given time in the Metro area, and are all of the officers here considered to be full time on the MSB?

**Q:** At any given time, and depending on the time of day, the Metro Support Bureau could have anywhere from eight to 20 officers on duty. That includes both first responders and follow-up detectives.

At any given time, and depending on the time of day and day of week, the Patrol Bureau could have anywhere from 20 to 35+ officers on duty. These are all first responders.

Some times of the day, as well as days of the week are busier than others, and we staff accordingly.

Respectfully,

A handwritten signature in black ink, appearing to read 'Chris Burbank', written in a cursive style.

Chris Burbank  
Chief of Police