

**MANAGER'S BRIEFING SESSION  
FEBRUARY 19, 2015 – 9:00 A.M  
3<sup>rd</sup> FLOOR LOBBY CONFERENCE ROOM (FISHBOWL)**

**MINUTES**

**PRESENT:**

Mayor William Bencini; Council Members Latimer Alexander (At-Large); Cynthia Davis (At-Large); Jeffrey Golden (Ward 1); Alyce Hill (Ward 3); Jay Wagner (Ward 4); and Mayor Pro-Tem James Davis (Ward 5).

**ABSENT:**

Council Member Latimer Alexander (At-Large); Council Member Christopher Williams (Ward 2); and Mayor Pro-Tem James Davis (Ward 5)

**STAFF PRESENT:**

Greg Demko, City Manager; Randy McCaslin, Assistant City Manager; Eric Olmedo, Budget and Performance Manager; Jeron Hollis, Public Information; Jeff Moore, Director of Finance; JoAnne Carlyle, City Attorney; Marty Sumner, Chief of Police; Major Larry Casterline; Major Kenneth Shultz; Major Ken Steele; Major Angela Tackett; Brian Beasley; Police Attorney; Lisa Vierling, City Clerk; Tom Vincent, Deputy City Clerk

**MEDIA PRESENT:**

Pat Kimbrough, *High Point Enterprise*

**MINUTES**

[Note: all handouts and presentations will be attached as a permanent part of these proceedings.]

*City Manager Greg Demko praised the job done by staff to keep the roads safe and open after the recent snow event.*

**Staff Recommendation: April Council Meetings and Date for Retreat**

*Mr. Demko pointed out that April was a tight month for Council Meetings. He said there are two Council Meetings scheduled, April 6<sup>th</sup> and April 20<sup>th</sup>, with April 6<sup>th</sup> being Easter Monday and April 20<sup>th</sup> being Furniture Market. Mr. Demko suggested April 1<sup>st</sup>, 8:30 a.m. to 1:00 p.m. as a date for the Council Retreat. He suggested moving the items from the April 6<sup>th</sup> Council Meeting to April 13<sup>th</sup> and cancelling the April 20<sup>th</sup> Council Meeting. There no objections to placing this on the agenda for the March 2<sup>nd</sup> Council Meeting.*

**Update: Snow Event**

*Assistant City Manager Randy McCaslin said the response to the snow event was not an accident and involved a lot of preparation and preplanning on the part of staff. He said the main streets are all in good shape. Mr. Demko added that the City was caught up on trash removal. Mayor Bencini asked if the stocks of salt and brine were sufficient. Mr. McCaslin said the stocks have been replenished. Mr. Demko said the production of brine is very labor-intensive and the City may need an equipment upgrade.*

*City Manager Greg Demko introduced Chief Marty Sumner and said the Chief was here to provide an overview of services, structure and the reasons the City has a successful Police Department.*

### **Police Department Presentation**

*Police Chief Marty Sumner introduced his executive team: Major Angela Tackett, Major Ken Shultz, Police Department Attorney Brian Beasley, Major Ken Steele and Major Larry Casterline. As a side note, Chief Sumner informed Council that due to the pending retirement of Major Tackett, Major Steele was the newest Major on the force.*

*Chief Sumner noted the High Point Police Department (HPPD) is structured for workflow and efficiency. The staff is highly educated, more than half of officers have two-year, four-year or Master's Degrees. He said the Department has an emphasis on recruiting and training. Chief Sumner said the Department hires the most highly qualified officers and makes sure they are exceptionally trained and receive ongoing training.*

*Chief Sumner said the Department has the latest technology, i.e., real time crime data, ADT and air cards in every car, which turns the police car into a hot spot allowing wireless access. He said the Department measures themselves by outcomes and not by effort. Many departments get caught up in how many arrests are made or how many cars are stopped, but the HPPD measures whether or not they accomplish their goals. Chief Sumner said the Department is an intelligence led police agency and probably 10% of the country uses that model. The model has become known as The High Point Model.*

*Chief Sumner shared a chart that broke down the demographics of the Department: 40% four-year degrees, 4% Master's, 12% two-year degrees. Over half the Department has college degrees. Policing is very complicated and the Department needs highly educated, well-rounded, and very adaptive thinking individuals. Council Member Ewing asked if the trend now was for more new hires to have college degrees and if the high school diplomas were older officers who have been with the Department for a while. Chief Sumner said when he started most officers had a high school diploma, now most recruits coming in have a four-year degree or at least a couple of years in college.*

*Chief Sumner pointed out more than ten years ago the High Point Police Department was a traditional agency with an administration bureau, a patrol bureau and a detective bureau. The Department now has an organizational structure that supports their mission. The level of accountability has been raised to Assistant Chief. Any position that is not needed to be filled by a sworn officer is filled by a civilian. The Chief explained the Department's organization structure and specialty teams. The Department has in-service training for everyone from the top to the bottom and people are trained and encouraged to be innovative.*

*Chief Sumner explained his staff consisted of three assistant chiefs, the Police Department Attorney and Professional Standards (Internal Affairs). Professional Standards consists of Captain James McNeil and one Detective. The Chief said if a citizen is unhappy and has a complaint, if he is not busy he will meet with the person immediately even if they do not have an appointment. If the Chief is busy, Captain McNeil will meet with the person.*

*Chief Sumner showed how the different Divisions were organized. The Divisions are divided up into teams: Field Training Officers (FTO) train new recruits, Community Outreach officers come to the Council Meetings, schedule Community Watch meetings and do a lot of outreach.*

*Chief Sumner said the Department handles its own hiring and explained the hiring process is extraordinarily detailed. It involves application, interviews, polygraph, a psychological exam, and a complete background check. When someone leaves, it takes nine months to replace them. That is the reason the Department's budget contains ten over-hires.*

*Chief Sumner said the command structure at the HPPD is fairly flat. The Department does not have Sergeants. The first line supervisor is a Lieutenant. There are 29 Lieutenants. The eleven captains are the mid-level managers, then three Majors and the Chief. Of 229 sworn officers, 18% are command, so the Department is not top-heavy. There are career lateral promotions for each rank. They need to stay in each rank two or three years, pass a test and have training points. The Chief said this is a good tool for keeping people interested without having to become a Lieutenant. The Police Explorer Post is part of the Boy Scouts. This provides law enforcement training and helps young people make good decisions so they can get through the hiring process. He added the Department has hired quite a few officers that went through the Explorer Program.*

*Chief Sumner reported in 2014 citizens called the HPPD 71,000 times. There were an additional 47,000 officer-initiated calls. The Chief said all days of the week are equally busy except Sunday is a little bit slower. The calls broken down by hours of the day are consistent across the different days. The patrol shifts match the hourly call breakdown so there is adequate staffing at peak times. Chief Sumner reported that domestic violence fell to number three last year in the list of types of calls received. He pointed out serious, violent crime did not make the top ten list of types of calls. Council Member Ewing asked if the City charges for false alarm calls. Chief Sumner if there are more than three false alarms the City charges \$50 and the amount compounds after that. The officers get 10.5 hours of training every other month which is triple what the state requires.*

*Chief Sumner said the Policing Philosophy has moved from Random Patrol to Community Policing. Intelligence-led policing uses real time data that is analyzed to identify the problems and it drives management decisions and the Department uses effective strategies and constantly evaluates it and make adjustments. This incorporates everything from other policing philosophies. Chief Sumner pointed out the High Point Police Department does this better than anyone else. The department took focused deterrence and turned it into a real law enforcement tool.*

*The High Point Community Against Violence has been in place since 1997. It is a volunteer organization that was started to help the HPPD reduce violent crime. This helps the Department to have more community trust and allows the City to have violent crime reductions along with fewer arrests. Rather than technically arrest their way out of problems, the HPPD set out to change people's behaviors. The Department tries to raise the risk estimate of the offenders by concentrating on one type of crime at a time. The Department created two lists of people: the worst that need to be arrested and prosecuted and the next layer. The message is delivered to the second list of people via a custom letter or a full call-in. The Department has notified by one method or another 1200 people and the recidivism rate is less than 10%. The Department is able to take the worst offenders and deter 90% of them. Chief Sumner showed a graph that illustrated violent crime rates declining. For example, the City had 17 homicides in 1998 and five in 1999. The end result is the violent crime index is 67% lower than it was in 1997. In 2014 there was a 14% decrease in crime but the Department made 400 fewer arrests. Crime has decreased for seven years in a row.*

*Chief Sumner said crime is tracked weekly and compared to the five-year average. If something goes above the five-year average the Department breaks those crimes down and make a special initiative out of it. On a monthly basis patrol commanders look at it and identify trouble spots. The Chief showed an evidence based example. The Department picked the top 20 habitual shoplifters and prosecuted a few of them. The Department put the rest on notice via letter and also warned first time shoplifting offenders*

and got merchants involved. Chief Sumner showed an example of a woman who had been arrested 81 times for shoplifting. He played a recording of phone call the woman made about the effect of the letter on her. The City prosecuted eight people and gave out more than fifty letters. Shoplifting decreased last year by 25%.

Chief Sumner explained that every single use-of-force or pursuit is investigated every time, whether or not someone complains or is hurt. They are reviewed by every level of chain of command to see if policy was followed, if training was adequate and did the equipment perform properly. If a citizen leaves an anonymous voicemail on the Chief's telephone, he will investigate that complaint. Misconduct by officers is most often reported by other officers in the agency. Last year the Department had 32 citizen complaints and nine of them were sustained. In Chief Sumner's time as chief, there have been 35 Disciplinary Review Boards. The Chief said there have not been many officer involved shootings. The State Bureau of Investigation investigates all of them. The HPPD reviews the incident also. If the family agrees to it, the Chief meets with the family. The Department will share as much as they can with the family and with the media. Council Member Cynthia Davis pointed out that the HPPD used this technique with incident at High Point Central.

Chief Sumner said future needs include a new headquarters building. A needs assessment done in 2008 showed the current headquarters building is one-quarter the size it should be for an agency that size. The Chief said his budget request this year would include a proposal for studying the possibility of a new joint Public Safety headquarters combined with the Fire Department.

City Manager Greg Demko said there more community partnerships than what were listed on the slide the Chief shared. Chief Sumner agreed and said the Department never passes up an opportunity to engage the community.

Council Member Wagner mentioned the issues with the State Crime Lab in Raleigh and wanted to know what the HPPD policy on this was. Chief Sumner said there is a tremendous backlog at the State Crime Lab and it takes at least two years to get results back. The Department uses a private lab for blood alcohol and drugs and for DNA. The Chief said until the back log is addressed the City will need to spend some money to get these tests done. Last year the testing was funded from seized funds but next year there will be a line item in the budget to pay for these tests.

Assistant City Manager Randy McCaslin asked if Chief Sumner was going to be requesting body cameras. Chief Sumner said he will not be asking for body cameras anytime soon. The Chief said there are legislative issues and privacy issues need to be worked out. Until those issues are worked out the Chief does want to spend the money. All the cars have cameras. Most of what officers do is captured on their car cameras.

City Manager Greg Demko asked what the future was of the seized asset funds. Chief Sumner said the outlook was bleak. Recently the United States Attorney General released a memo severely limiting the ability of Federal Forfeiture cases. Council Member Cynthia Davis said the Department was using seized funds for the DNA database.

Council Member Cynthia Davis asked about the heroin overdoses in High Point last year. Chief Sumner said everything the Department had been doing to address the heroin overdoses seems to have had an effect. The numbers are down to very few a month for the last three months. The Department is continuing to work on the education part. Ms. Davis noted the data about where people live in relation to where they are overdosing. Chief Sumner said that half the people that overdosed in High Point did not live in the City, they came here to get the heroin. He said the last time there was a spike in overdoses he did not make a public announcement because he did not want to encourage people.

*City Manager Demko said the next Manager's Briefing will be on March 5. The presentation will be made by Fire Chief Thomas Reid.*

**ADJOURNMENT**

The meeting adjourned at 10:30 a.m. on a motion duly made and seconded.

Respectfully Submitted,

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Tom Vincent  
Deputy City Clerk