1 2 3 4 5	TOWN OF APEX PUBLIC SAFETY WORK SESSION TUESDAY, MARCH 21, 2023 3:30 PM
6	The Apex Town Council met for a Public Safety Work Session on Tuesday, March 21, 2023 at
7	3:30 pm at the Apex Police Department located at 205 Saunders Street in Apex, North
8	Carolina.
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10	This meeting was open to the public. Members of the public were able to attend this
11	meeting in-person or watch online via the livestream on the Town of Apex YouTube
12	Channel. The recording of this meeting can be viewed here:
13	https://www.youtube.com/live/xHpAfrDw-ss?feature=share
14	
15	[ATTENDANCE]
16	
17	Elected Body
18	Mayor Jacques K. Gilbert (presiding)
19	Mayor Pro-Tempore Audra Killingsworth
20	Councilmember Brett Gantt
21	Councilmember Terry Mahaffey
22	Councilmember Arno Zegerman
23	Absent: Councilmember Ed Gray
24	
25	Town Staff
26	Town Manager Catherine Crosby
27	Deputy Town Manager Shawn Purvis
28	Assistant Town Manager Demetria John
29	Assistant Town Manager Marty Stone
30	Town Attorney Laurie Hohe
31	Town Clerk Allen Coleman
32	Fire Chief Tim Herman
33	Chief of Police Jason Armstrong
34	All other staff members will be identified appropriately below
35	
36	
37	[COMMENCEMENT]
88	
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10 11	Mayor Gilbert called the meeting to order at 3:30 p.m. and led the Pledge of Allegiance. He said Mayor Pro Tempore Killingsworth and Councilmember Gray were on Page 1 of 18

the way, but there was a quorum present for them to get started. He thanked Allen Coleman and Nicole Garcia for setting up the meeting room at the Police Department.

[AGENDA ITEM NO. 1 - PUBLIC SAFETY BI-ANNUAL UPDATES - APEX FIRE DEPARTMENT (AFD)]



[Fire Slide 1]

 Fire Chief Tim Herman gave an overall review of the 2022 AFD Annual Report. (Reference OTHER-2023-028)

Councilmember Mahaffey asked if there are goals for the department based on the 90th percentile turnout, travel, and response times shown.

Fire Chief Herman said yes, the goal is a 90 second turnout time. He said a turnout report is created weekly and shown to staff, in which they are able to see when and where groups aren't meeting that 90 second goal. He said it often turns into a competition between shifts and stations to get the lowest turnout time. He also said this brings up questions about station design, and where bedrooms are in relation to engines. He said they are looking at working towards a 5-minute travel time, and they need to have a conversation on their "standard of coverage" regarding these goals moving forward.

Councilmember Mahaffey said it seems travel time seems to be driven mostly where the stations are in relation to the calls, and that building more stations would help. He asked if there was a plan to drive the turnout time down to 90 seconds.

Fire Chief Herman said that before he arrived, staff did not know there was a 90-second turnout goal since it was presented less often than the current weekly report. He said staff gets a shared report that they can look back at to see how long turnout took them, and identify exact shifts and crews that may not be meeting their target. He said as this data builds over time, they will be able to look at trends and identify more broad ways to make improvements.

Councilmember Mahaffey asked about what the causes of the three most dense response zones on the heatmap were.

Fire Chief Herman said they are currently working with their new data analyst to get questions like that answered in a more objective sense, but he said it could be driven by high wreck area. He added a lot of the responses are to assisted living facilities as well.



[Fire Slide 2]



[Fire Slide 3]

Fire Chief Herman said he will be getting sworn in on April 21st, at the same ceremony where the AFD Recruit Academy class will be graduating.



[Fire Slide 4]

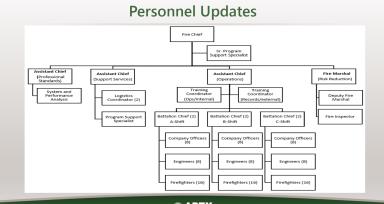
Fire Chief Herman said there are some delays opening up the new Fire Station. The back up plan is to staff Engine 36 which will operate out of station 5, and that will start April 24th. He said they will travel to the area during the day, and though they won't be able occupy the building yet, they will be serving the area as if they were.

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6 APEX [Fire Slide 5]

Policy and Procedure Updates

Completed a total evaluation on all guidelines/procedures to ensure best practices are in place and the department is meeting all requirements.

- 12 new or revised Standard Operating Guidelines (SOG) put into place first 4 months.
 - Mayday, FF safety, fireground procedures, technical rescue procedures, fire alarm/fire watch, key secure, hazardous materials, etc.
 - Cancer benefits program, pre-incident planning program, training program, assigned vehicle program.

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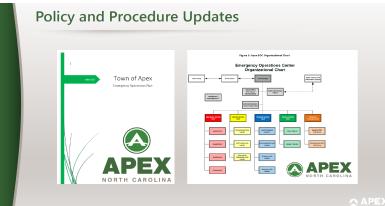
APEX [Fire Slide 6]

Policy and Procedure Updates

- 29 new guidelines identified for implementation over the next 6 months
 - $_{\circ} \ Administrative \\$
 - Safety
 - _o Operational
 - Apparatus Operations
 - Professional Development Programs

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[Fire Slide 7]



○ APEX [Fire Slide 8]

Fire Chief Tim Herman said this organizational chart has been revised and updated with all current staff members.

Emerging Topics
 Preparing for the growth of Apex (Station 7).

 Identify (confirm) the fire department's standard of coverage.
 Use response time data to determine our current baselines/benchmarks.
 Need Station 6 data to help guide the needs.
 Town-wide facility study

 Succession Planning

 5-6 chief officer positions eligible to retire in 2-3 years.
 Build a firm foundation
 Provide guidance, professional development, and opportunities for our staff

 Supply Chain Issues

 30-36 months to get fire apparatus

[Fire Slide 9]

Councilmember Gantt asked if towns in the US are going towards more of a standardized engine, such as the less customized and more widely produced ones in Europe.

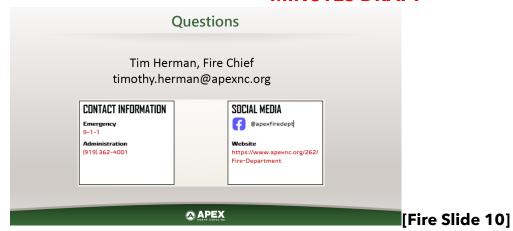
Fire Chief Tim Herman said most fire departments are buying custom pumpers. They are auto electricals and are pretty common in the US. He said not all trucks fit the needs and specifications of what Apex looks for.

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Mayor Gilbert asked what is being done with the mental health board for firefighters.

Fire Chief Tim Herman said there are programs being implemented within the department. One being the Chaplain Program which would be expanded on later in the presentation, mental health awareness, and an internal peer support program

[AGENDA ITEM NO. 2 - PUBLIC SAFETY BI-ANNUAL UPDATES - APEX POLICE DEPARTMENT (APD)]



12 [Police Slide 1]



[Police Slide 2]



[Police Slide 3]









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[Police Slide 4]

Sergeant Promotions









gt. Matt Hunter

Sgt. Ashley Boyd

Sgt. David Swope

Sgt. James Site

[Police Slide 5]

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Police Chief Jason Armstrong said the promotions to Sergeant will take place April $3^{\rm rd}$, and the whole department now has updated pictures.

Department Staffing

- Sworn positions filled 89
- Sworn position conditional offers 6
- Sworn positions vacant 4
- Telecommunicator positions filled 10
- Telecommunicator position conditional offers 0
- Telecommunicator positions vacant 3
- Non-sworn positions filled 13
- Non-sworn position conditional offers 1
- Non-sworn positions vacant 1

[Police Slide 6]

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Police Chief Armstrong said one thing being changed is the recruitment process. Previously, a position would be open and candidates applied and then it would close. After hire, several months go by for training and only a handful of individuals made it all the way through the Town's process. He said five months at a time the Town wasn't actively recruiting because the process was closed. Now, it's a constant open process with training and admin staff keeping a tracking schedule. He said he hopes to have all 99 of the current sworn positions filled by June.

Councilmember Mahaffey asked what the comparison is like to the neighboring municipalities regarding the vacancy rates.

Police Chief Jason Armstrong said our vacancy rates are a lot better than other municipalities. He said Raleigh has a lot more vacancies than the ten percent the Town has as far as sworn positions. He said the agency as a whole is around six to seven percent in vacancy rate, which he said is a really good number. He said all the agencies around the area are facing similar challenges.

Councilmember Mahaffey asked what the attrition stats are for turnovers compared to other areas.

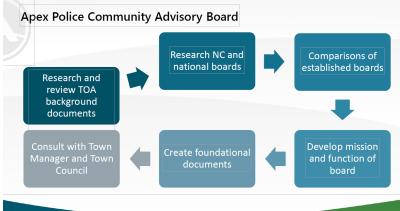
Police Chief Armstrong said HR handles more of that, but he said they keep track of attrition internally to determine why people leave.

Councilmember Zegerman asked if the 15 positions that's being filled are result of growth or if it's because people are leaving.

Police Chief Armstrong said it was a combination of both. He said some of the vacancies come from people retiring, leaving to move out of state, or even completely getting out of law enforcement and getting private sector jobs. He said one of the things he is focused on is seeing if they are losing officers to surrounding agencies, and he said he has not seen much of that here.



[Police Slide 7]



[Police Slide 8]

Police Chief Armstrong introduced Compliance Manager Megan Simpson who gave a review on the Apex Police Advisory Board.

Councilmember Mahaffey asked is there a timeline for next steps.

Ms. Simpson said it's a Council project and she said it's open for discussion. She said at this point they are receiving feedback on what they want to see, and that she can share research that she has done with them.

Councilmember Mahaffey clarified that next steps are Council gives feedback and then formal adoption

Police Chief Armstrong said yes.

Town Clerk Allen Coleman offered April 14th as a date to submit Councilmembers feedback on the Apex Community Police Advisory Board proposal documents in preparation for the May 16th Town Council Work Session. He said this would allow a month for staff to work through the comments and include the Town's legal department in the discussion.

Consensus was offered by Councilmembers.



[Police Slide 9]

 Ms. Morton gave a run down on what her position entails. She has conducted follow-ups with community members for incident reports that are received and that involve mental health or substance abuse. She stated she receives walk-ins as well as referrals from church communities. She said she works with people over however long people need support and connects them to the necessary resources. She said her next phase is Community Partnerships in which she will be reaching out to local churches and building a network. She said in six months she has had 105 cases assigned to her. From October to December she had 65 cases assigned and had 40 cases assigned recently. Those numbers do not include walk-ins nor cat calls that don't perceive reports

Councilmember Zegerman asked Ms. Morton to describe the process of when she gets a call and how exactly her role fits into it. He asked if she is counseling in the process or do other officers have the right resources to take care of people's mental health.

Ms. Morton said she recently passed the board and is approved to be a Licensed Clinical Social Worker Administrator (LCSWA). She said that Crisis Intervention is considered somewhat clinical as well as psycho education, which means educating people about mental health and coping skills to manage on a day to day basis. She said having consistent counseling session and diagnosing is not currently part of this role. She stated another process she is involved in is referrals by officers who have responded to calls and have identified a role that she could play in assisting someone.

Councilmember Zegerman asked who manages the situation if someone is in distress when the officer gets to the scene.

Police Chief Armstrong said all of the officers are sent to Crisis Intervention training because they are initial responders. He said staff is still working on building the policies and what the program is going to be. He said they are looking at building the program to see if crisis responders could respond alongside officers, or if two of them (once it is expanded) could respond to certain calls without an officer presence. He said sending a single crisis responder out to a call by themselves is not good practice based on what he has seen

Councilmember Zegerman asked about scaling the program to be able to send out crisis counseling staff without armed officers in mental health cases. He said he understands not wanting to send out a single counselor on calls alone, but that he is wondering what needs to be done to grow the program to allow more responses to mental health cases without firearms present, and how they can determine when cases don't warrant officer response along with mental health response.

Police Chief Armstrong said a lot of times the information they are given from calls indicates that someone is scared or someone is out of control, and in these cases, officers are almost always going to be sent out on calls involving this. He said if there is any threat of violence or any situation is deemed unsafe, police will be sent out to assess the scene before any EMS or medical personnel is allowed to enter. He said they are looking at telecommunicator scripts to see if they can gather information pertaining to threats and mental health more fully, to see if the response can be mental health/crisis focused. He said it will take some time to fully flesh out the system of integrating crisis/victim advocate response fully into the police system, and to figure out best ways to determine who needs to be going on what calls.

Ms. Morton said one of the Community Partners that she worked with was kids' peace with The Hope Center. She said The Hope Center will be another asset to the "in the moment" crisis when a counselor onsite isn't available. Ms. Morton went on to say she does have some background in disaster resiliency from Tulane University. She said she sits in on the Task Force meetings, Wake County drug prevention overdose Coalition, The North Carolina community response networking meetings, so she's involved in a lot of meetings that way she can continue to build up those resources to be able to offer to the community.

Councilmember Zegerman commented on the opportunity to scale this kind of response through other organizations.

Police Chief Armstrong said that the police part of this response is meant to act as a bridge between their first response of situations, and getting people connected to outside resources to help them in the long-term. He said they will continue to build connections with other organizations and expand their network of support.

Mayor Pro Tempore Killingsworth said she realizes the program is still being built out and policies are still being made, but she would love to see a year from now what gaps still need to be filled and what gaps there are no resources for.

Crisis Counselor Morton said they will be collecting information like this, as well as information on call volume by day, month, and season. She said there is also a large gap for syringe exchange to help those facing addiction.

Councilmember Mahaffey said his interest lies the same as Mayor Pro Tempore Killingsworth. He said he thinks its fantastic connecting people to services and getting them the help they need. He also wants to point out it can work the other way too. He said the Town has a non-profit giving program and it has a budget to make donations, so giving

money to support organizations that are supporting our citizens that are struggling is something to consider for the crisis response program.

Councilmember Zegerman asked if Ms. Morton had any internal wellness training.

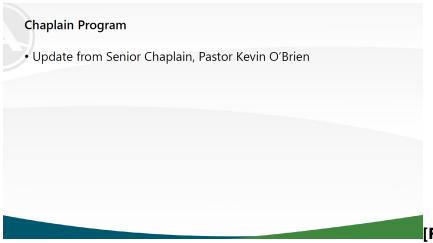
Ms. Morton said she recently went to an officer Wellness training with the FBI. She said it was eye-opening to learn more of the experiences that officers go through. She said she's in the process of scheduling a first responder meeting with outside agencies to help look at different ways to develop wellness opportunities for First Responders.

Councilmember Gantt asked how Ms. Morton navigates what outside agencies should be doing for the Town versus what she is doing for the Town.

Ms. Morton said she connected with different municipalities across North Carolina and outside of North Carolina which all gave input on what actions are working and what is not working. She brought all that information in to begin developing a plan based on what will work here with the agency. Then within a year or two she will have more of a structure and implantation. She said a lot of the calls in this area revolve around self-harm reduction and prevention, and that she is looking to get more involved within the schools in Apex in the future.

Councilmember Zegerman said back in Ohio there is a family-wide system where the court could order cases to be assigned to county-led teams to provide services to people with a dual diagnosis of mental health conditions and substance abuse. He asked if there is something in Wake County to this effect.

Police Chief Armstrong said he hasn't seen any institution in Wake County that provides that service. He said he has seen County Commissioners have gone out to look for entities in the community that can be supported with County funding. He said it is currently up to towns, cities, or other organizations to provide those kinds of services.



[Police Slide 10]

Senior Chaplain, Pastor Kevin O'Brien said his full-time job is at Apex Baptist Church. He said he's the congregational care Pastor and he also leads faith-based non-profits called One step Ministries, which is a faith-based addiction counseling program that

meets weekly at the church. He said he has worked with Ms. Morton on several cases already, and has started working with the Fire Department as well. He said the program is definitely in need of expansion.

Pastor O'Brien spoke on the Chaplain program, and how the community has gotten more diverse and the program is building more relationships. He said he wants people of any faith to be able to utilize this program, which means adding in more leaders from different faiths to reach out to connect with people in the community. He's in the process of working with officer Ragland and officer Carter to expand the team. He said he had a luncheon a couple weeks ago where a number of clergy leaders in the area had come to express interest in getting involved in the program, and officer Ragland and Pastor O'Brien are in the process of following up with those interests. He said everyone involved will have different commitment levels but at this time it's about building a team of resources and not necessarily having everyone available for emergencies at any time.

Police Chief Jason Armstrong said he built this program when he got to the Town and when he revamped the policy he wanted to add more substance. He said he has seen one big thing over his career with the success of these programs is the frequency of meetings with a chaplain and having someone to consistently be able to talk to, and he has seen that with Pastor O'Brien. He said he and Fire Chief Herman are both committed to the health and wellness of their staff, and that while the chaplain is available to help the community, the priority currently is offering a resource to the officers and firefighters.



[Police Slide 13]

Police Chief Jason Armstrong outlined the top six ongoing crimes within the Town,

Councilmember Mahaffey asked if he could elaborate on the term "fraud". He said

Police Chief Jason Armstrong deferred to Crime Analyst Jennifer Conley to

Ms. Conley gave examples of fraud crime. She said if someone steals your credit

card and goes to Walmart and buy gift cards by using the stolen credit card, that's fraud.

Any type of property obtained by false pretense, she said is usually a good definition to

	Top 3	Off	ense	Cat	egoi	ries I	by N	1ont	:h				
	2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Fraud		36	32	31	29	20	32	31	24	64	35	17	31
Shoplifting		21	11	18	18	10	32	18	17	49	34	19	24
Larceny from Moto Vehicle		6	11	11	17	10	13	16	24	19	10	9	17
All Other Thefts		17	24	15	10	24	30	18	21	25	18	7	24
Drugs		23	26	30	24	20	25	30	18	21	18	19	19
Simple Assault		15	17	19	21	15	19	19	9	17	19	22	20

[Police Slide 14]

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Technology

identify theft.

shown above.

it's a very broad term.

answer the question.

Recently Acquired

- Financial Skimming software
- Crypto currency software
- Storage device repair and recovery
- Mobile Digital Forensic Technology

Pending approval

• Upgraded camera system

[Police Slide 15]

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Police Chief Jason Armstrong said this program is obtained by the Secret Service. He said the secret service is the lead agency in the country that works against fraud, counterfeiting, forgery, and this was their primary mission when they were first formed and then they added dignitary protection. The Secret Service does not have enough people to

work all the cases so they developed a program where you can nominate officers to go to their training and they pay for all of it. He said it's in Alabama and the secret service paid for the officers that went. Then if they pass the test and the pass the training the secret service will give you this software and equipment for free that's worth tens of thousands of dollars. He said with the fraud problem, this is giving the agency some technology that helps the town do a better job at connecting those issues. He said software will give the ability to identify more of the crimes and hopefully identify the people that's doing it.

Police Chief Jason Armstrong talked about the upgraded camera system that's pending approval. This system is a license plate recognition camera and allows you to go back and look at the surrounding area. A couple surrounding municipalities have implemented the upgraded camera system: Raleigh and Garner. He said the benefit of the system is that it can tie into other municipalities that use it. He said vehicle crimes are happening so much more, this platform will help if the crime is being committed in Apex and travels to Raleigh or vise versa. He said this

Mayor Pro Tempore Killingsworth asked if the camera systems are being put on light poles or putting them in police vehicles.

Police Chief Jason Armstrong said there are specific places you can put them, but they will not be put on light poles. He said the Town is looking at putting the cameras at mainly problem issued locations. He said there will be some fixed installed locations and also mobile locations where the camera will see crimes in different locations. He said it will be a public-private partnership in a way, where businesses who are impacted by these crimes will help with their implementation. He said he has a gotten strong support for this kind of partnership from many of these businesses.

Councilmember Mahaffey asked if you can access the video itself or look at the tags. **Police Chief Armstrong** said there is no video, just captures of the tag. It doesn't capture a picture of who's driving, this is a tag specific system that allows the tracking of the tag to see where it goes. He said the vehicle will be flagged on any system that utilizes this technology, including Raleigh and Garner. He said he recently spoke to Raleigh's Chief recently, and he said they have had tremendous success with it.

Councilmember Zegerman asked if this is a supplement to our camera system or a whole new infrastructure.

Police Chief Armstrong said it's an upgrade to what the Towns capabilities are within our existing CRM system right now. He said currently we have some cameras that were able to deploy in different areas for different crimes but the current system doesn't have the technology to do what the upgrade is needed for. He added Cary is looking into getting in on this system soon as well.

Councilmember Zegerman asked if there is only one specific vendor we're talking about.

Police Chief Armstrong said it would be ideal. Raleigh and Garner has the same vendor. The biggest impact is for our businesses within the Town and their partnership and

getting them to buy into the program and what the agency can do to provide support for them. He said there is one specific company that all agencies in North Carolina are looking into, as it will make it a lot easier for everyone to work together.

Councilmember Zegerman asked if this was something that was discussed on a county-wide level.

Police Chief Armstrong said this was something that could be explored, but in his experience most things won't usually rise to the level of a county-wide initiative. He said it's also meant to start as a relatively small number of cameras, and to use it as a way to expand their partnership with local businesses.

Councilmember Mahaffey asked if the business would get their own camera and would they have to pay their own subscription and then it would tie into the town's camera.

Police Chief Armstrong said yes, they would be able to have their own system that would tie in with the town system. He said this worked the same way with an HOA.



[Police Slide 16]

Police Chief Jason Armstrong said he has had discussions with the Chiefs of Town of Cary, Holly Springs, Morrisville, and Fuquay Varina about creating a special response regional team. This will create more exposure and more training for Apex and surrounding communities to work together, train together, and support each other. He said this would allow a response for an extreme situation, such as the hostage situation in Cary last month, to be much better across any of the municipalities in this program.

Mayor Gilbert asked who would be in charge of this program.

Police Chief Jason Armstrong said wherever the incident is located, that's who's in charge.

Mayor Pro Tempore Killingsworth asked what if it happens in Wake County jurisdiction.

Police Chief Jason Armstrong said Wake County has their own team and Raleigh has their own team. This team is only serviced to Cary, Holly Springs, Morrisville, Apex and

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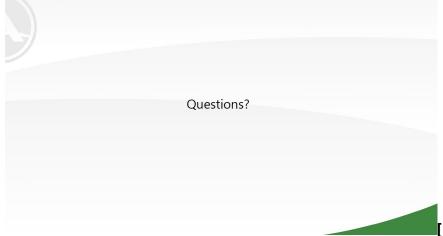


[Police Slide 17]

Police Chief Jason Armstrong played a new Police Department recruitment video.

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[Police Slide 18]

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Mayor Gilbert offered his thanks to Police Chief Armstrong and Fire Chief Herman for the presentations and for all they do.

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Mayor Gilbert called for a 10-minute recess and notified the audience that additional business needed to be addressed.

Council entered a recess at 5:04 p.m.

Council reconvened at 5:17 p.m.

1	[CLOSED SESSION] - Added
2 3 4	A motion was made by Mayor Pro-Tempore Killingsworth, seconded by Councilmember Zegerman, to enter into closed session pursuant to:
5 6	NCGS §143-318.11 (3):
7 8	"To consult with an attorney employed or retained by the public body in order to preserve the attorney-client privilege between the attorney and the public body."
9	
10 11	VOTE: UNANIMOUS (4-0), with Councilmember Gray absent.
12 13	Council entered into closed session at 5:19 p.m.
14 15	Council returned into open session at 5:57 p.m.
16	[ADJOURNMENT]
17	Mayor Gilbert declared the meeting adjourned at 5:58 p.m.
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21	Jacques K. Gilbert
22	Apex, Mayor
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25	Allen Coleman, CMC, NCCCC
26	Apex, Town Clerk
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28	Submitted for approval by Apex Town Clerk Allen Coleman.
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30	Minutes approved on of, 2023.
31	··· ——————————————————————————————————
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