

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: EZEKIEL CHOJNACKI, GRADUATE MANAGEMENT ANALYST
SUBJECT: PACKAGE DELIVERY PROGRAM - NORTHVILLE TOWNSHIP
DATE: JANUARY 24, 2024

Mayor and Council –

We received an inquiry about this program being offered by our neighbors to the south. Please see the information we've identified after speaking with Northville Twp. officials.

- Victor

EXECUTIVE SUMMARY:

In Northville Township, MI, the recently concluded two-month Package Delivery Program processed 31 packages. The feedback received from participants was overwhelmingly positive. The program provided support and peace of mind to residents. Notably, no issues arose concerning prohibited items, and plans are in place to reintroduce the program during the holiday season next year, with potential expansion considerations based on observed community needs.

BACKGROUND:

In response to the rising concerns of package theft during the holiday season, Northville Township has implemented a special initiative to provide its residents with a secure alternative for package deliveries, Operation Max's Vault. The program, operational the two months before January 1, allows residents to have packages weighing 50 pounds or less sent directly to the Northville Township Police Department and pick them up within a five-day window. Packages delivered to the department must not contain hazardous materials, flammable liquids, illegal contraband, live animals, weapons, or ammunition. The goal of this program was to enhance community safety and protect residents from the threat of package theft during the holiday season.

LOGISTICS:

Upon delivery, the dispatch staff took possession of the packages. A call for service was generated to document the package receipt, and a paper log sheet was maintained in the storage area. Residents redeeming packages were required to present a government-issued ID (driver's license or state ID card) along with the delivery or shipping confirmation. The residents then signed the log sheet, confirming the

package's possession, and the releasing PSO (Public Safety Officer) updated the call for service accordingly. All packages were stored in a secure area covered by video surveillance to enhance security. Notably, no packages were returned to the sender or residents missing the pick-up window.

At the program's commencement, a training bulletin was circulated among the staff to explain the program's purpose and operational procedures. Community awareness was raised through advertising on social media pages, newsletters, and coverage by local and regional news media outlets.

- ❖ **Utilization:** During the two-month period of the Package Delivery Program, the department successfully processed 31 packages. Although the number of packages processed might not be considered high, the feedback from program participants was overwhelmingly positive. It is worth noting that some customers utilized the service multiple times.
- ❖ **Impact:** The Package Delivery Program did not significantly strain the department. Dispatchers efficiently handled the volume, ensuring a smooth operation throughout the duration of the program.
- ❖ **Prohibited Items:** No issues were reported regarding the delivery of prohibited items during the program.

CONCLUSION AND FUTURE PLANS:

The department plans to reintroduce the Package Delivery Program during the holiday season next year. Currently, there are no plans to expand beyond that timeframe. However, potential expansion may be considered if an increase in package-related thefts is observed. Overall, the Package Delivery Program was successfully executed, supporting community members without causing operational challenges for the department. The positive feedback received suggests the program's effectiveness in meeting its objectives.

1. <https://www.freep.com/story/news/local/michigan/2023/11/01/northville-anti-theft-program-holiday-packages/71408628007/>