



**VILLAGE OF BARTLETT
COMMITTEE MINUTES
December 4, 2018**

President Wallace called the Committee of the Whole meeting to order at 7:23 p.m.

PRESENT: Chairmen Camerer, Carbonaro, Deyne, Gabrenya, Hopkins, Reinke and President Wallace

ABSENT: None

ALSO PRESENT: Village Administrator Paula Schumacher, Assistant Village Administrator Scott Skrycki, Management Analyst Sam Hughes, Finance Director Todd Dowden, Acting Community Development Director Roberta Grill, Public Works Director Dan Dinges, Public Works Engineer Bob Allen, Management Analyst Tyler Isham, Building Director Brian Goralski, Food and Beverage Manager Paul Petersen, Chief Patrick Ullrich, Deputy Chief Chuck Snider, Deputy Chief Geoff Pretkelis, Village Attorney Bryan Mraz and Village Clerk Lorna Giles.

POLICE AND HEALTH, CHAIRMAN CARBONARO

FRONTLINE Police Safety Solutions

Chairman Carbonaro stated the only item on the agenda is a review of FRONTLINE Solutions software database offered through DuComm. He asked the Deputy Chief to explain more.

Deputy Chief Chuck Snider stated that this software is used to track directed patrols, overnight parking, vacation watch, and condition reports. Part of the website is only accessible by the police department and part of it is accessible to the public. Mr. Snider explained that the system is accessible to residents on the Village website by going to "How to" then "Vacation watch and overnight parking." It will list the Frontline public safety solutions web link there which will take them to their website. They can either enter a request for overnight parking or for vacation watch. If they click on overnight parking, they enter a plate number, reason why, their make, model, vehicle color, state, street address and start/end date. Once they submit it, the police department receives it right away and the officers can access it from their vehicle in real time. The other area they can access is the vacation watch. They have to add a little bit more information including a phone number, is there a pet in the house, is there an alarm system or would anyone be visiting the house while they are away.

The other side of the system is the backend which only the officers can see. It has a secure login for each user. When an officer clicks on overnight parking, all the ones that pop up in green are active requests. They can also sort the material by plate number, street name, etc. They can also click on the view icon to get more information about a specific vehicle. The vacation watch looks very similar to the overnight parking, but the officers have the ability to check a box that says that they check out the house on a



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particular date at a particular time. They can also note any problems they found or no problems. The resident has the option of receiving an email or a text message immediately upon the officer completing the check. One of the main things the police have used this for is the directed patrols. Sergeants and above can add any directed patrol they want for various reasons. The screen shows what action has been taken on a specific directed patrol, regarding warnings and tickets. If the officer clicks on the "eye glass," they can get some more specific information about that patrol and it goes through the time and date an officer was out there and any action they took. All the material can be pulled up in an excel spreadsheet or a PDF format as well.

Bartlett gets this service free through DuComm as part of our service contract. They have the system because they handle overnight parking for some towns and they were getting inundated with requests for overnight parking. Since this has started, in the first year, 33% of overnight parking requests came in through the online service and that percentage continues to increase. This frees up the phone for more important calls. Additionally, last year the police had 3,066 house checks and 5,116 directed patrols. The officers also have the ability to add condition reports for downed signs, branches, street lights, etc. and most of those then get directed to public works. He asked if there were any questions from the Board.

Chairman Carbonaro asked if this was officially being offered to us at no charge.

Mr. Snider stated that was correct. Police staff were looking at a few different products for these services and Frontline was one of them. Once the police found out that DuComm was going to offer this, staff jumped on it.

Chairman Carbonaro asked if we know if there will be any fees in the future for this product.

Mr. Snider stated that he does not know, but he doesn't expect it.

Chairman Carbonaro asked when a resident submits a request for overnight parking, do they get an email confirmation.

Mr. Snider stated that if it is denied it will let you know on the screen and you will receive a confirmation email if it goes through.

Chairman Carbonaro asked if there is something the officer is supposed to put in the message to residents on vacation if there is something wrong with the house.

Mr. Snider stated that if there is something wrong with the house, they can note it and contact the homeowner or their emergency contact.



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Chairman Reinke stated that it was very informative and he receives a lot of complaints about parking so he is glad we have this and the data to look at.

Village Administrator Paula Schumacher stated that looking at the data is key because it helps us quantify whether we need to massage times or look at other changes that need to be made. It helps us identify if there are tweaks that need to be made on how we are assigning people or how the ordinances are written and it has been a good tool from a management standpoint.

Police Chief Patrick Ullrich stated that it helps the police because when a resident makes a complaint and it is input into the system, there is a whole record on what we have done to try and address that complaint. Sometimes officers have not found violations, but sometimes they do and as we are addressing these complaints, we can reach out to the resident and let them know these were the dates and times we were out there and these were the enforcement measures we have taken. At North and Western, you were able to see how many warnings and citations were written, so that is why we looked into some other options like putting up the flashing stop signs and a lot of that has helped. This system helps our staff know where the problems are and where they need to spend some time. It also helps us as a department to let the community know what actions we have taken to try and address their complaint.

Chairman Reinke asked if a resident uses the GO Request App to make a complaint about parking, how that flows into this system.

Mr. Ullrich stated that they would take that information from that complaint and enter it into the Frontline system.

Mr. Snider added that as a supervisor, he can pull a report to see what officers went to the homes on vacation, what they found or did not find and make sure they are doing what he asks of them.

President Wallace commended the police department during the power outages recently. There were about 110 houses that did not have power for about 40 hours and the police went and did wellness checks on all of those homes.

Ms. Schumacher stated that next week staff will be meeting with DuPage Mayors and Managers and ComEd to go over their storm response, how the municipal portal worked for us and the other communities. It will be a good opportunity to talk about some of the issues we had about some of the information we had internally from ComEd and on their site. They had some conflicts on what they were directing our police department to look at and what they were directing municipal staff to look at, so they had some communication problems.



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President Wallace entertained a motion to adjourn the Committee of the Whole Meeting.

Trustee Camerer moved to adjourn and Trustee Deyne seconded the motion.

ROLL CALL VOTE TO ADJOURN THE MEETING

AYES: Trustee Camerer, Carbonaro, Deyne, Gabrenya, Hopkins, Reinke.

NAYS: None

ABSENT: None

MOTION CARRIED

The meeting adjourned at 8:42 p.m.

Sam Hughes
Deputy Village Clerk