



INTEGRITY * RESPECT * LAWS AND THE CONSTITUTION * ACCOUNTABILITY * PROBLEM SOLVING * PROFESSIONALISM

MEMORANDUM

DATE: May 21, 2010

TO: City Manager John Szerlag

FROM: Chief Gary Mayer, ^{GM} Captain Gerard Scherlinck, ^{GS} Lieutenant Michael Lyczkowski and Police Records Supervisor Carolyn Wright ^{CRW}

RE: Discontinue Service-Police Records Section

BACKGROUND: One full time Records Clerk retired on April 30, 2010. This represents a staffing reduction of nearly 20%. As a result of current budget challenges, this position will not be replaced. Staffing in the section will now be 4 full time Records Clerks and 1 Records Supervisor.

ANALYSIS: The Records Section public counter is currently full service Monday through Friday, 8 am to 4:30 pm. Walk up business includes, but is not limited to, copies, clearance letters, certified copies of a record, Freedom of Information requests, Discovery requests, background checks, Preliminary Breath Test vouchers, Alarm user registrations, notary service, applicant fingerprints, issuance of Pistol Purchase Permits and Pistol Registration.

Fingerprinting and Pistol Purchase Permits require 30 minutes of time per applicant at the public counter.

As a result of reduced staffing, Records Section services and hours must be reevaluated and adjusted. A survey of more than 15 similar local departments was conducted. The survey indicated other departments generally employ more people and/or restrict services to specific and limited times. Several departments offer walk-up records services to the public only a portion of a day or two each week.

CONCLUSION: Although the amount of citizen traffic at the public counter is relatively evenly distributed throughout the week, there is slightly less on Fridays. To manage the current workload effectively and maintain quality customer service, beginning the week of June 14, 2010, the Records Section Public Counter **will be closed to the public on Fridays.**

Assigned work to be completed on Fridays includes, but is not limited to, NetRMS (electronic) incident report Records Management, CLEMIS Electronic Crash Report and Ticket processing and approvals, Activity Logs, Infoview data control, Automated Pistol Registration data entry, Michigan Incident Crime Reporting error corrections, mail, petty cash audits, examine LEIN for Purchase Permit and Special License applicants, process requests for information from other law enforcement, city, state and county agencies, courts and probation, and process Freedom of Information and Discovery requests for multiple items.