



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

MEMORANDUM

DATE: June 21, 2010
TO: Gary Mayer, Chief of Police
FROM: Captain G. Scherlinck 
RE: Records Staffing Study Data

As per Mr. Szerlag's request, attached is a summary of a survey Ms. Carol Wright, our Records Section Manager, conducted as we attempted to identify the most balanced approach for records services in the face of the recent decrease in section staffing. As reinforced in the original memo, the approach we ultimately chose was meant to provide the most consistent and convenient service to the public. Each department approaches this a bit differently as the data suggests, but I believe the approach adopted by our staff provides optimum availability of all Records Section services to the public, while also addressing the myriad of administrative demands on staff time related to data entry and reporting involved in the various records management systems they are required to maintain. We were concerned with restricting times for certain services or identifying partial days when services would be available as some departments have done, especially in the areas of fingerprinting and gun registrations, as there was potential for significant inconvenience and confusion. Therefore, we decided to provide full service four days each week and set aside Friday for reporting and data entry functions.

| Police Department | Staff hours | # of Employees | Hours opened to public | Fingerprints | Guns |
|-------------------------|---|---------------------------|---|--|--|
| <i>Similar to Troy</i> | | | | | |
| Birmingham | M-F / 8am - 4pm | 1 Full Time / 2 Part Time | M-F / 8am - 4pm | M-F / 8am - 4pm | M-F / 9am - 3:30pm |
| Farmington Hills | M / 8:30am - 7pm T-F / 8:30am - 4:30pm | 7 Full Time / 2 Part Time | M / 8:30am - 7pm T-F / 8:30am - 4:30pm | M / 8:30am - 6:30pm T-F / 8:30am - 4:00pm | M / 8:30am - 6:30pm T-F / 8:30am - 4:00pm |
| Royal Oak | M-TH / 7:30am - 4:30pm | 2 Full Time / 4 Part Time | M-TH / 1pm - 4pm | M-TH / 1pm - 3:30pm | M-TH / 1pm - 3:30pm |
| Shelby Twp | M-F / 8:30am - 5pm | 6 Full Time | M-F / 8:30am - 5pm | T / 7-9pm S / 9am - 12pm | M-F / 8:30am - 5pm |
| Southfield | M-F / 8:30am - 5pm | 5 Full Time / 1 Part Time | M-F / 8:30am - 5pm | M-F / 8:30am - 5pm | M-F / 8:30am - 5pm |
| Sterling Heights | M-F / 8:30am - 5pm | 7 Full Time | M-F / 9am - 5pm | T / 9am - 12:30pm TH / 1:30pm - 5pm | M-F / 9am - 5pm |
| Warren | M-F / 8am - 4:30pm | 7 Full Time | M-F / 8:30pm - 4pm | T-F / 8:30am - 4pm | T-F / 8:30am - 4pm |

Close proximity to Troy

| | | | | | |
|---------------------|--------------------|--|---|-----------------------|--|
| Ann Arbor | | | | No service to public | M-F / 8:30am - 11am M-F / 1pm - 3pm |
| Battle Creek | M-F / 9am - 4pm | | M-F / 9am - 4pm | M - F / 3pm - 5pm | N/A |
| Clinton Twp | | | M-TH / 9am - 4pm | | M-TH / 9am - 4pm |
| Dearborn | M-F / 8am - 4:30pm | | M and W / 12pm - 4:30pm T and TH / 8am - 4:30pm F / 8am - 12:30pm | T and TH / 8am - 12pm | W and F / 1pm - 4pm |
| Eastpointe | | | M / 9am - 1pm T-F / 10am - 4:30pm | | |

| Police Department | Staff hours | | Hours opened to public | Fingerprints | Guns |
|-------------------|------------------------|-------------|---|---|-----------------------------------|
| Livonia | | | M-F / 8am - 4:30pm | Appt only | M-F / 8am - 4pm |
| Novi | M-F / 8am - 5pm | 7 Full Time | M-F / 8am - 5pm | M-F / 8am - 5pm | M-F / 9am - 4:30pm |
| St Clair Shores | M and F / 8am - 4:30pm | | T-TH / 9am - 5pm | Officer only | T-TH / 9am - 4pm |
| Taylor | | | T-F / 8am - 12:30pm | Appt only | T-F / 8am - 12:30pm |
| Waterford | N/A | | M-TH / 7am - 5:30pm F / 8am - 4:30pm | T / 2:30pm - 5:30pm TH / 2:30pm - 5:30pm | M-TH / 7am - 5pm F / 8am - 4pm |
| Westland | | | W - F / 9am - 5pm | W-F / 9am - 4pm | W-F / 9am - 4pm |