

Meeting #2 – Notes

August 24, 2017

Titan

Introduction

- 375 employees, mostly patrol and on-site
- Other types of clients: Library, performing arts center, Price Chopper
- CID clients: Troost, Independence, Main, Broadway
- Other types of work: Camera monitoring of construction sites/buildings

Typical patrol

- Marked titan vehicle (HOAs in suburbs)
- Client determines duration, schedule
- Class A officers, *arrest and detain suspect until local law enforcement officer arrives*
- Client determines actions for suspicious activity: call pd, call their control center, or escalate to supervisor
- Armed or unarmed – client determines
- No random stop/pull over vehicles, can check plates
- Complimentary roadside assistance for client constituents 24/7
- House watch when on vacation, client determines frequency of drive by and/or walk-around
- Record-keeping, web based portal to view logs, gps logs of travel, speed of patrol (designated users only, not open to the public)
- Account manager handles schedule, billing, house watch requests, relays to patrol

Company information

- 15 patrol cars in metro on duty 24/7
- 25 staff, with titan 1 year before promoted to patrol staff or have security background
- Training, 1 week at start, quarterly on-going training, scenario-based system
- Annual contracts, 30 days cancellation for convenience

Questions/Group Discussion

Clarify response protocol when suspicious activity is found

AH could eliminate that step [referring to protocol when suspicious activity is found]

Who defines criteria of “suspicious activity?” Based on officer’s training.

Are reports shared with PD? For incidents only.

What are logistics of communications between Titan & PD? Officer calls non-emergency with personal cell phone.

What is turnover rate? Most officers are working to become police officers, patrol positions turn over less than staff.

One person per car in patrol. Break-in protocol: *Calls 911 and calls for Tital support*

When would officer confront a criminal? Always calls PD or Titan dispatch when encountering suspect.

Officers injured? Unknown, some injuries from confrontations

Insurance \$1M per occurrence, \$2M aggregate, \$3M umbrella

Who would be responsible person if someone is injured? Titan employees are covered by Titan, did not clarify if other individual is injured

Apprehend, most patrol are armed unless jurisdiction prohibits.

GPS tracking is real time, but not through the client portal to monitor activity

Patrol is continuous driving, not sitting, supplement

KC, Omaha, Wichita [patrol/security services]

Nationwide site monitoring

Could do unmarked cars, don't have now, but could consider

Schedule is determined by client

How is "one patrol" calculated – every street or randomized [55 streets]

Alarm calls – don't respond to them as part of basic services

Camera monitoring is typically commercial, but residential is developing (more challenging)

House watch – patrol checks house, recommended adding motion-based cameras

KCPD response time – excellent, case-by-case based on other activities

Difference in contacting KCPD Titan vs. homeowner? No.

Can send another patrol car if not on duty to respond to a constituent call

Only hire for nighttime, would still have call response 24/7 (verify)

Packages for call response by number [Additional costs are incurred for 24/7 call response]

Web portal access to select group of authorized users

Insurance, additional insured, injuries to a third party unknown

No known liabilities

Chesley Brown

Large firm, build inhouse security, programs based on what client wants

Similar to Titan, developed field program in response to client needs

Roving patrol coordinated

Rockhill and Armour Fields (friends with Brian Hand)

No roving officers are armed, liability issue

Unmarked vehicles don't make sense because they want to be seen, lots of KCPD off-duty officers on staff

Eyes and ears of HOA, be seen as a deterrent

1 weeks training, first aid, CPR, verbal judo

Incident – first call to KCPD

Access to patrol logs are not accessible to outside, but can request information

Vacation check

Patrol times – during the day is best time for burglaries, recommend including days; Chesley Brown recommends schedule, but client determines

800 officers, 28 states, 2 roving patrols in kc, could add more; marked security vehicles

Questions/Group Discussion

What is a patrol? Would like someone in neighborhood from 11 pm – 7 am

Would go down every street, tracked by GPS, can aggregate statistics and make recommendations; client determines schedule and duration

Various types of tracking by officer interacting with checkpoint (QR code, key, card reader)

Surprised they only have 2 roving patrol vehicles

Can provide statistics of improvements, hard to measure crimes that don't happen.

Can attend monthly meetings.

30% annual turnover, company-wide; security industry is typically 40%; many are working to become law enforcement officers, some have retired from other careers

How are back-up calls addressed? Most calls are to PD

Observe and report from a safe distance; they do not apprehend and detain; liability issue

\$1m per occurrence, \$5m umbrella, COI with named additional insured

Officers have full benefits; believe they pay higher wages

If home is being broken into, how would officer respond? That's a 911 call

Primary goal is visible deterrent, vacation check, something out of order in the neighborhood.

KCPD off-duty

Sebastian 3 pm – 1am in our area on duty

Vacation watch, PD can request, but not realistically a priority

Patrol 4 – 5 hours per day

Can intervene – extension of KCPD

Sometimes people don't know they are off-duty [at other venues]

Undercover can be done if necessary

Can address speeding, vacant houses

Most visible PD security is off-duty

Can arrest, detain, interface with detectives; property crimes only, no personal crimes

Criteria, how contracted? Month-to-month

How do off-duty officers respond to assist officer calls – depends on the level of the call (emergency); not typical to leave an off-duty assignment

How common is off-duty practice?

Traffic calls, could address specific issues.

How will we know what the schedule will be? Brent assembles data and sets schedule – can we make requests?

Purpose – property crime deterrent

Wrap-up discussion

Chesley Brown

- Do they have enough people?

What is the objective – deterrent to crime, PD is the greatest deterrent, ask cost of all three

Most appealing is off-duty PD, but [cost is unknown]

Contracting method is important

Cost aside, off-duty PD seems like the best option

Service calls might muddy water, set parameters [Titan]

Some concerns over limited training