

Field Safety Report

Attachment B – Departmental Summary of Field Safety Concerns, Opportunities, and Suggestions

MILWAUKEE HEALTH DEPARTMENT

Concerns

- Employees are looking for emotional support for field staff because the fear is very high
- The City needs to be sensitive to employees' fear as some view the tragedy as the norm, rather than an isolated incident
- The use of personal vehicles in the field is of increasing concern.
- Inspectors are uncomfortable when they are called on by MPD to assist with a business under surveillance
- Need to learn how to deal with aggressive drivers in the city
- Need to limit number of times inspectors have to go out after hours
- Electronic Equipment makes employees more vulnerable

Opportunities to Improve Field Safety

Training	<ul style="list-style-type: none"> • Increase the frequency of safety training and use experts from MPD and/or outside vendors • Need trainings on how to de-escalate difficult situations and how to recognize a challenging situation and get out • What is the best way to respond to a carjacking situation • Provide Safe driving awareness training • How to respond to a carjacking
Policy and Protocols	<ul style="list-style-type: none"> • Review the department's safety policies and tools to see how they can be improved • Revisit job shadowing for interns and student workers • Establish protocol and procedures for employees to call-in and to get updates on safety issues in the field • Allow open carry for all City workers
Resources	<ul style="list-style-type: none"> • Receive monthly or quarterly reports on which areas of the city has the most violent crimes • Provide cameras in City vehicles and for use in personal vehicles • Provide employees with uniforms to better identify them as City employees • Increase availability of City vehicles and/or provide City decals for personal vehicles • Staffing a security guard at the front desk at ZMB, or having the site MPD officer patrol the 1st and 3rd floor more frequently
Data and Emergency Communication	<ul style="list-style-type: none"> • Find better ways to notify employees of incidents in the field • Work more closely with MPD when high criminal activity is occurring in a particular neighborhood
Infrastructure	<ul style="list-style-type: none"> • Locked access to the doors on each floor (1st & 3rd) of the MHD ZMB • Having the ability to buzz people in and screen visitors who come to the 3rd floor • Glass enclosure to protect front desk staff at all MHD Locations, including ZMB • Have metal detector or security staff use a wand on all clinic visitors

DEPARTMENT OF NEIGHBORHOOD SERVICES

Concerns

- How to make the employees feel safe
- How to address the employees safety concerns
- Need more timely response from MPD
- Need more timely notification of “incident” in the field

Opportunities to Improve Field Safety

Training	<ul style="list-style-type: none"> • More regimented training to make sure new staff receives training • Self-defense classes, verbal and physical on how to deal with angry/aggressive people • Training on how to deal with irate customers • Dog safety training • Better safety training on the front end
Policy and Protocols	<ul style="list-style-type: none"> • Conceal Carry w/ police training • Employee’s may need to partner up in certain neighborhoods; safety in numbers • Provide Hazard pay • Move office hours to afternoons • Conduct early inspections for questionable areas
Resources	<ul style="list-style-type: none"> • Provide field staff with cell phones to be reached in the event of an emergency • Safety Infrastructure- more tangible policy that will protect employees, i.e. city vehicles, decals, yellow lights, more visible uniforms • Alert systems installed in private vehicles to notify police (panic button) • Consider a GPS tracking device for safety as well as accountability • Prepare handwritten route sheets and leave a copy at the office • Bullet proof vest • Dash Cams/360 degree cameras • Create a DNS security officer/safety coordinator position
Data and Emergency Communication	<ul style="list-style-type: none"> • MPD to supply information regarding areas that have increased crime activity • Coordinate with MPD for City Watch notices • Develop protocol to request and receive Police escort • Other ways to alert employees, flashing red light on tablet, walkie-talkies • Provide field radios for real time communication • Quicker way to receive notification if gunshots are fired in area of employees
Infrastructure	<ul style="list-style-type: none"> • Enclosed information desk • Intercom with a buzzer for entrance to the office • Bullet proof enclosure for cashier desk

DEPARTMENT OF PUBLIC WORKS

Concerns

- Safety of field employees
 - Erratic drivers while employees work on the roads
 - Gunfire at nearby residences
 - Lack of response time of emergency personnel
 - Lack of department heads input on dealing with slow emergency response times
 - Stop using temp workers
 - Need more support from MPD
 - Do not want to use personal vehicles

Opportunities to Improve Field Safety

Training	<ul style="list-style-type: none"> • Self- defense classes • Increase safety training
Policy and Protocols	<ul style="list-style-type: none"> • Develop a safety policy for DPW • Allow Conceal and carry • The City should understand that it is not an one size fits all for solving the safety issue • When working at night provide a buddy system or a crew or 4 people • Water meter techs should not be alone when disconnecting service. • Re-assess policies requiring forestry employees to enter private homes when marking a hazardous tree • Police should do more drive around in the neighborhoods • Remove parking checker names from citations • Need proactive emergency plan •
Resources	<ul style="list-style-type: none"> • Video cameras in parking checker jeeps • All trucks should have phone or radio • City area maps • Pepper Spray • Body Guards • Bullet proof vests • Need items of clothing and decals for personal cars to be more visible in the community • Call center for employees to report incident • Better cell phones (batteries drain too fast) • City map of agencies
Data and Emergency Communication	<ul style="list-style-type: none"> • Tracking incidents and alerting police and others working in the area right away • A call center for employees to report incidents
Infrastructure	<ul style="list-style-type: none"> • Fix Tow Lot entrance/exit challenges

DEPARTMENT OF CITY DEVELOPMENT

Concerns

- Practical measures and guidelines on how to be safe in the field.
- Protection of employees while in the field
- Damage being caused to vehicles and the employees are responsible for the cost
- Field staff have concerns about protection against dogs
- Need safety measures for summer youth workers

Opportunities to Improve Field Safety

Training	<ul style="list-style-type: none"> • Identifying practical measures such as safety training • Regular Situational Awareness Training, including clear procedures for identifying, reporting, documenting and responding to a safety threat • Take a hard look at safety measures for summer youth interns
Policy and Protocols	<ul style="list-style-type: none"> • Ability to carry pepper spray and maybe conceal carry option • Protocol to build and maintain working relationships with district commanders to facilitate exchange of important information to be used for deployment decisions • Protocols of when and how to ask for police assistance or escort • Insurance coverage for property damage or reimbursement for deductible
Resources	<ul style="list-style-type: none"> • Availability and use of personal protection equipment and devices to increase safety (radios, vest, personal alarm devices worn by staff). • Availability of MPD's Peer Support Team to support other departments • Increase availability of City vehicles for use in the field
Data and Emergency Communication	<ul style="list-style-type: none"> • A mechanism for MPD to share data with department heads about certain dangerous activities in neighborhoods to minimize exposure to dangerous situations

ASSESSOR'S OFFICE

Concerns

- Safety and well-being of employees
- No accountability of employees working late until the next morning if they don't show up for work
- There is a lack of clarity in safety policy as to what to do in tragic situations

Opportunities to Improve Field Safety

Training	<ul style="list-style-type: none"> • Hold quarterly training sessions that cover different situations, i.e. alley safety • Video available to all City employees to learn basic safety skills as well as dealing with volatile people
Policy and Protocols	<ul style="list-style-type: none"> • Conceal carry of either mace, knives, guns • Mandate end of duty check-in whether staff or buddy system • Police vehicles in neighborhoods when doing field work • If not already, it should be a written policy that if at any time something feels wrong, the inspection appointment can be terminated • Have the City's updated safety policies and procedures be primarily developed by the police and public safety professionals • Working in teams • Develop specific guidelines for when to ask a second person to go in the field • Tougher laws on assault of city workers
Resources	<ul style="list-style-type: none"> • Giving the employees an option as to being identified as a city employee • The current cell phone policy is too loose; need city issued cell phones to be able to contact employees in an emergency situation. • Drone technology for exterior inspections
Data and Emergency Communication	<ul style="list-style-type: none"> • MPD can provide departments with an updated list of "areas of concern" and departments can double up on inspections in "hot" areas • Radio communication available to police district • Develop ways to limit field time in dangerous areas (using other dept. inspection records).
Infrastructure	<ul style="list-style-type: none"> • Test current panic buttons at front desk counters and possibly install other buttons • Glass barrier between the customer and employee at the front desk counters

