

From: "Mike McQuiston"
 To: "David Bettencourt" <DBettencourt@albanyca.org>
 "Ron Hein" <RHein@albanyca.org>
 "John Geissberger" <JGeissberger@albanyca.org>
 "Rickey L. Hull" <rhull@kppcsd.org>
 Date: 5/9/2018 8:22:05 PM
 Subject: RE: Kensington Response Time

PRA obtained Email

I want everyone to know that I received a response from Mr. Mathews this afternoon wherein he identified ME as the person who provided the data on Kensington's response times.

The problem is, this was provided to his associate on February 9 but call response times was not the subject of the communication; he wanted raw CAD data for a seven month period; he quit matrix about three weeks later and I never heard from him again. Add to that the confusion about the third report that was generated for the month of April and the fact that they wouldn't disclose where the data came from in the first place and we've all been chasing our tails on this (especially Chief Hull) for days, for no good reason.

From: Mike McQuiston
 Sent: Wednesday, May 09, 2018 4:44 PM
 To: 'gmathews@matrixcg.net' <gmathews@matrixcg.net>
 Cc: David Bettencourt <DBettencourt@albanyca.org>; John Geissberger <JGeissberger@albanyca.org>; Ron Hein <RHein@albanyca.org>
 Subject: RE: Kensington Response Time

Greg,

Albany PD has looked into this and (contrary to the information provided) my staff have assured me that you did not receive this data from Albany PD. The data you have is incorrect and not valid with respect to call response times. Our CAD/RMS system is not currently configured to automatically generate accurate response time reports, consequently you should not rely on this data to calculate total call for service response time.

Fortunately, given the low call volumes you reference for Kensington PD a more accurate view of true call response times isn't that difficult to obtain with a little investment of staff time. The methodology for obtaining this information was discussed at length with Chief Hull during our weekly dispatch meeting earlier today. I am confident that Chief Hull can provide you with accurate call response times if he's asked.

In summation, the data you are relying on for your study is fallacious, your source is apparently misidentified, and Chief Hull has been provided with the information necessary to compile accurate data for your use.

Please let me know if you have any questions or need further information.

MM

Mike McQuiston
 Chief of Police
 Albany Police Department
 1000 San Pablo Ave, Albany, CA 94706
 ☎ (510)-525-7300 | 7 (510)-525-1360 | ✉ mmcquiston@albanyca.org

*Service * Professionalism * Pride * Teamwork * Dedication*

Confidentiality Notice: Information contained within or attached to this email is confidential and may be legally privileged. If you are not the intended recipient, please immediately notify me by email or telephone and destroy the original transmission and its attachments without reading or saving them.

From: David Bettencourt
 Sent: Friday, May 04, 2018 8:57 AM
 To: Rickey L. Hull <rhull@kppcsd.org >
 Cc: Mike McQuiston <mmcquiston@albanyca.org>; John Geissberger <JGeissberger@albanyca.org>; Ron Hein <RHein@albanyca.org>
 Subject: FW: Kensington Response Time

Chief Hull,

FYI- I have received this request from Matrix. I am not sure who at APD they received the RIMS numbers from as I don't recall any interaction with them, and neither Matrix nor Greg Mathews comes up in a RIMS search for records request. Regardless, it will

5/22/2019

take me some time to go over this and form a response. If you have anything to pass on in regards to this request, please let me know.

Thank you.
Dave

PRA obtained Email

From: Gregory Mathews [mailto:gmathews@matrixcg.net]
Sent: Friday, May 04, 2018 8:41 AM
To: David Bettencourt <DBettencourt@albanyca.org >
Subject: Kensington Response Time

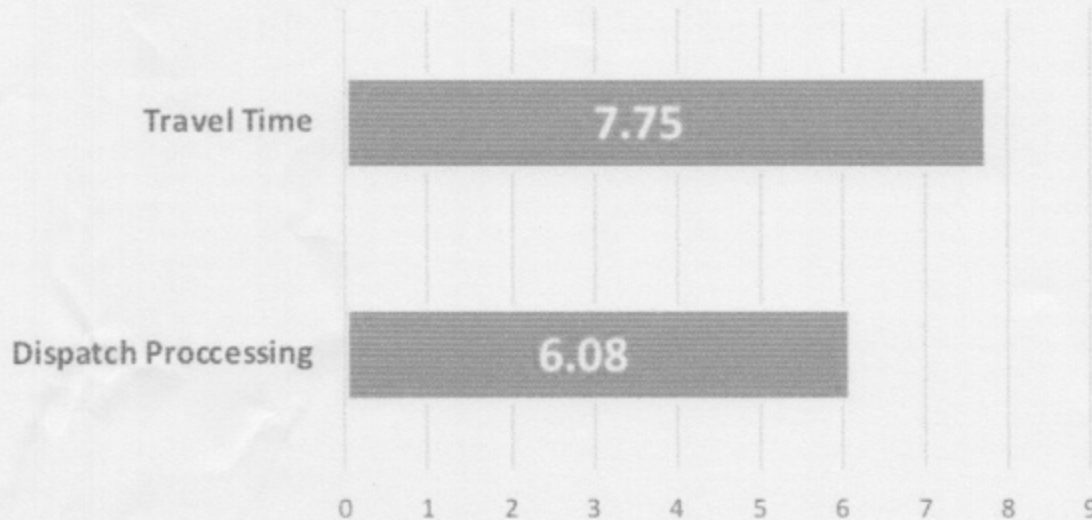
Good morning, Sgt. Bettencourt:

I spoke with your colleague Ron Hines on the telephone who indicated I should reach out to you relative to some assistance.

Matrix Consulting Group is working with Kensington on a multi-phased policing study to determine the best approaches to provide law enforcement services to the District. To that end, Albany PD was very helpful with respect to providing CAD information that has helped us perform our Phase I analysis.

As part of that effort, we have identified a key question, further emphasized by the participants in a recent Kensington Town Hall, regarding overall response time for Kensington field staff. It is best summarized by the graphic below:

Total Call for Service Response Time in Minutes (13.83 Min.)



As shown in the graph, response time for Kensington officers is rather long, particularly given their call load and size of community. Importantly and with regard to Albany is the dispatch queue time of over six minutes. In brief, with a call load of 4-5 calls per day it is unclear why this dispatch processing (queue) time is this lengthy, on average.

I have provided a spreadsheet, taken from your data, as well as a report you have recently run for Kensington regarding response time characteristics. If you could please validate if the information we have is correct, and secondly if so why the queue time length of over six minutes, it would be greatly appreciated.

I can be reached at this email or by telephone. Thank you, Sgt. Bettencourt.

Greg Mathews
Matrix Consulting Group
Senior Manager
208.755.8401

www.matrixcg.net