



Council Study Session Meeting Agenda

ASHLAND CITY COUNCIL STUDY SESSION AGENDA

Monday, June 17, 2024

Council Chambers, 1175 E Main Street

Live stream via rvtv.sou.edu select RVTV Prime

HELD HYBRID (In-Person or Zoom Meeting Access)

Public testimony will be accepted for both general public forum items and agenda items.

Please complete the online [Public Testimony Form](#).
Submit your testimony no later than 10 a.m. the day of the meeting.

I. CALL TO ORDER

II. PUBLIC FORUM

15 minutes – Public input or comment on City business not included on the agenda

III. APD Annual Report

1. APD Annual Report to Council and Camping Ord Update

IV. Utility Billing Update

1. Utility Billing Department Update

V. ADJOURNMENT

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Manager's office at 541.488.6002 (TTY phone number 1.800.735.2900). Notification 72 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to the meeting (28 CFR 35.102-35.104 ADA Title I).

***Agendas and minutes for City of Ashland Council, Commission and Committee meetings may be found at the City website, ashland.or.us/Agendas.asp





Council Study Session

Date: June 17, 2024

Agenda Item	APD Annual Report to Council and Camping Ord Update
From	Tighe O'Meara, Police Chief
Contact	tighe.omeara@ashland.or.us

SUMMARY

Since 2008 the police department has come before Council to provide an annual use of force report. This presentation has grown in scope and now includes use of force, crime and clearance rates, an update on the enhanced law enforcement area (ELEA), as well as the most recent data from Statistical Transparency Of Policing (STOP), select city parks and the new camping ordinance.

POLICIES, PLANS & GOALS SUPPORTED

Keep Council informed of organizational activity and provide timely information for Council Decision-making.

BACKGROUND AND ADDITIONAL INFORMATION

Use of Force Information

During 2023 the Police Department used force 11 times.

In 2023 10 of the incidents involved subjects who were identified as white, one was identified as being Hispanic. Nine suspects were identified as male, one as female.

Of the 11 uses of force:

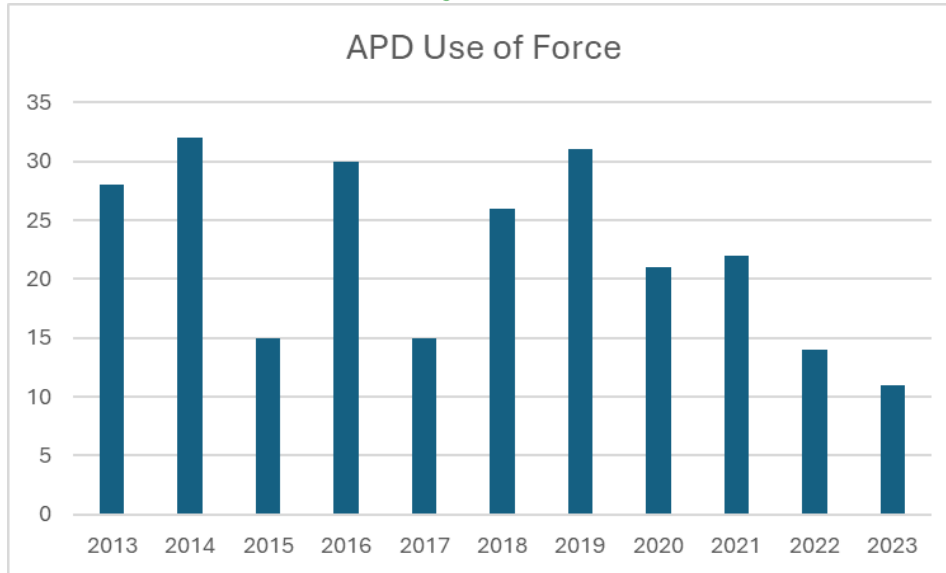
- the TASER was displayed in one incident but not used
- OC (pepper) spray was not used
- the less lethal shotgun (which shoots a bean bag projectile to incapacitate a suspect) was not used
- officers displayed a firearm on one occasion
- the rest of the incidents involved empty-handed techniques such as take downs, joint locks, control holds and empty-handed strikes.
- in 2023 the department obtained a new restraint system called The Wrap, that allows an uncooperative person to be more fully restrained for transport while minimizing the possibility of injury to the suspect or the officers.

The department's use of force review board reviews all instances of use of force. All the incidents of use of force in 2023 were deemed to be within policy.

In 2023 the Ashland Police Department handled 32,753 (up from 29,073) calls for service and investigated 2,636 (steady from 2,650) cases. This means that less than one half of one percent (.0034%) of the cases handled by the department resulted in a use of force.



Council Study Session



During 2023 Ashland officers received a total of 977 hours of use of force training.

Crime Rates and Clearances

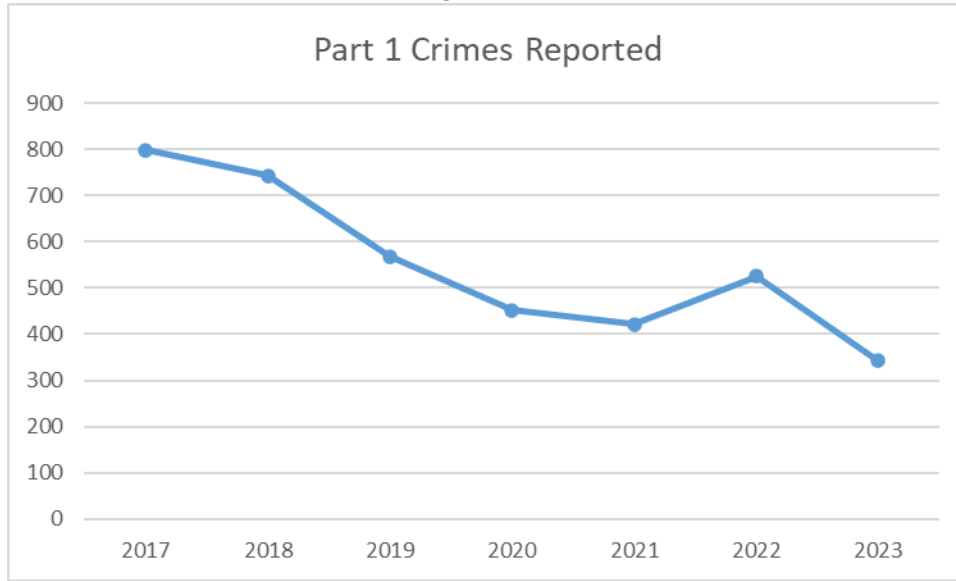
Reported crime statistics can be influenced by several factors. Several team members, both internal and external, both sworn and non-sworn, touch APD reports and ensuring 100% accuracy in reporting is very problematic and hard to achieve. Every year the APD reports its crime statistics to the State of Oregon, and through them to the Federal Bureau of Investigation. While these reported crime statistics may not be exactly a 1 for 1 match depending on which database is accessed and which report is analyzed, they do paint a generally accurate picture of crime in Ashland. Additionally, staffing changes have caused some processes to be lost, leading to those processes needing to be recreated.

APD continues to work toward additional training for its entire team to ensure the most accurate reporting possible going forward.

In previous years APD has brought info to Council on what had been termed "Part 1 Crimes." "Part 1 crimes" were those that were reported annually to the FBI for inclusion in the Uniform Crime Report. They were homicide, rape, robbery, aggravated assault, burglary, auto theft, arson and larceny. Nationally all law enforcement agencies have moved from Uniform Crime Reporting to a new system called National Incident Based Reporting System that has re-categorized reported crimes. However, for purposes of continuity APD is still reporting what were previously called "Part 1 crimes." In 2023 APD saw 342 crimes in this category reported, down from the city saw a total of 526 in 2022, and from 421 in 2021.



Council Study Session



Violent crime is defined as homicide, rape, robbery and aggravated assault. There were 29 violent crimes in 2023 down from 36 in 2022. Clearance rates for violent crime remain very high at 69% (68.96%).

In 2023 4 rapes were reported, along with 7 robberies and 18 aggravated assaults.

Crime data for the state is available for public viewing at oregon.gov/osp/pages/uniform-crime-reporting-data.aspx

Enhanced Law Enforcement Area

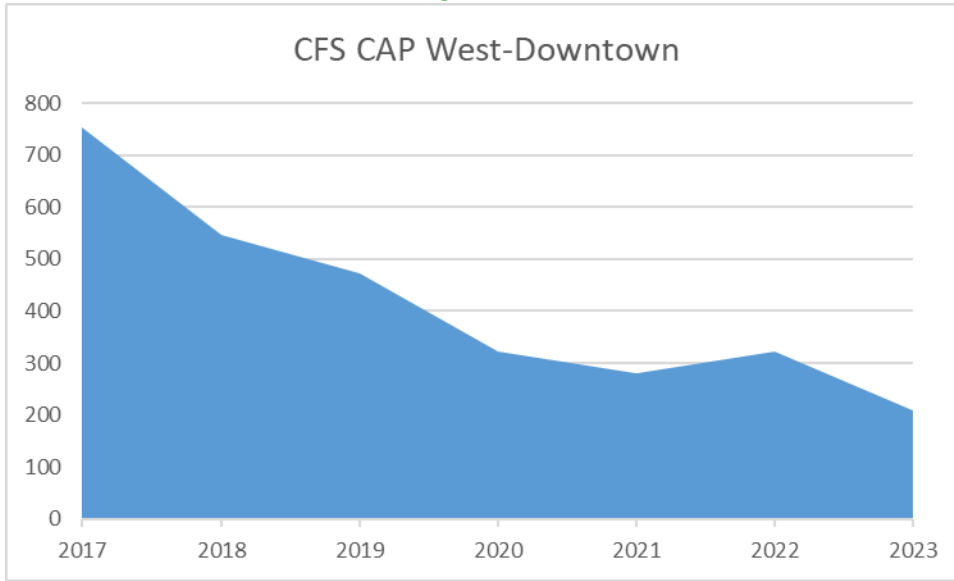
The Enhanced Law Enforcement Area (ELEA) ordinance has been in effect since August of 2012. The ELEA is roughly defined as downtown. In this area we see a concentrated number of complaints and disorderly behavior as this is the focal gathering point for many members of the community. A conviction of three or more qualifying violations (or crimes) in Ashland Municipal Court within a six-month period may result in a person being expelled from the downtown area. The expulsion has judicial review, in that only the Municipal Court Judge can authorize it.

The qualifying violations are: scattering rubbish; unnecessary noise; dogs-control required; consumption of alcohol; open container of alcohol; dog license required; or use of marijuana in public. In 2023 there were 105 ELEA violation convictions in the municipal court. There was nine people expelled from the downtown area. The ELEA continues to be a valuable tool to address chronic negative behavior.

For several years we have used calls for service downtown for disorderly-type behavior as a metric for quality of life issues downtown. 2023 saw a continued decrease from the high in 2017. The metric tracks calls for service such as disorderly behavior, drinking in public, urinating in public as well as others.



Council Study Session

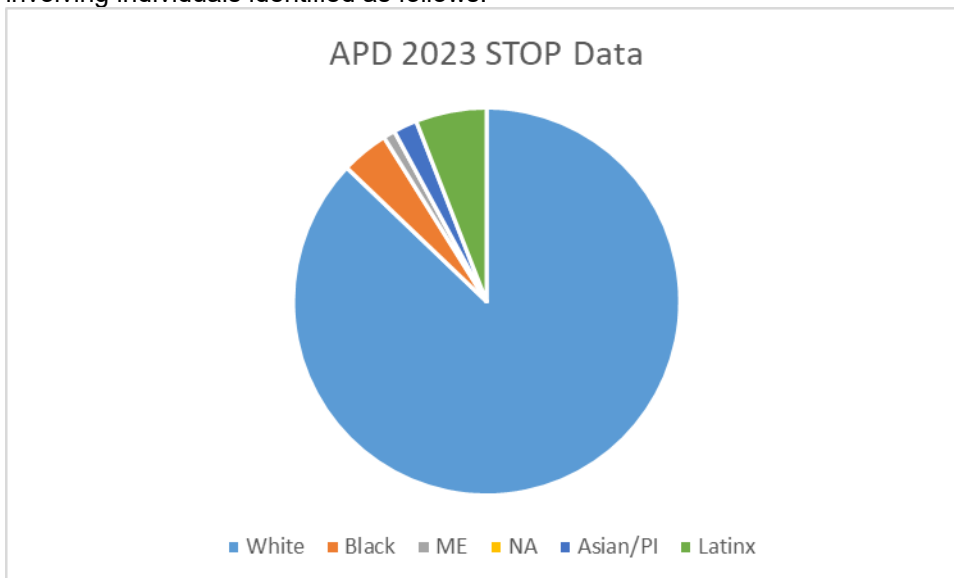


In the future we will present tracked CAP East data as well

Statistical Transparency of Policing (STOP)

The Oregon legislature has mandated that all police officers in the state record certain demographic and enforcement data for officer-initiated enforcement stops. The most recent data that is available is for the period of July 1, 2022 through June 30, 2023. This data is available through the department's webpage under the "STOP Data" button.

For that period of time data for the Ashland Police Department indicates that officers initiated enforcement stops involving individuals identified as follows:



Asian or Pacific Islander	2%
Black	4%
Latinx	6%

Middle Eastern	1%
Native American	0%
White	88%



Council Study Session

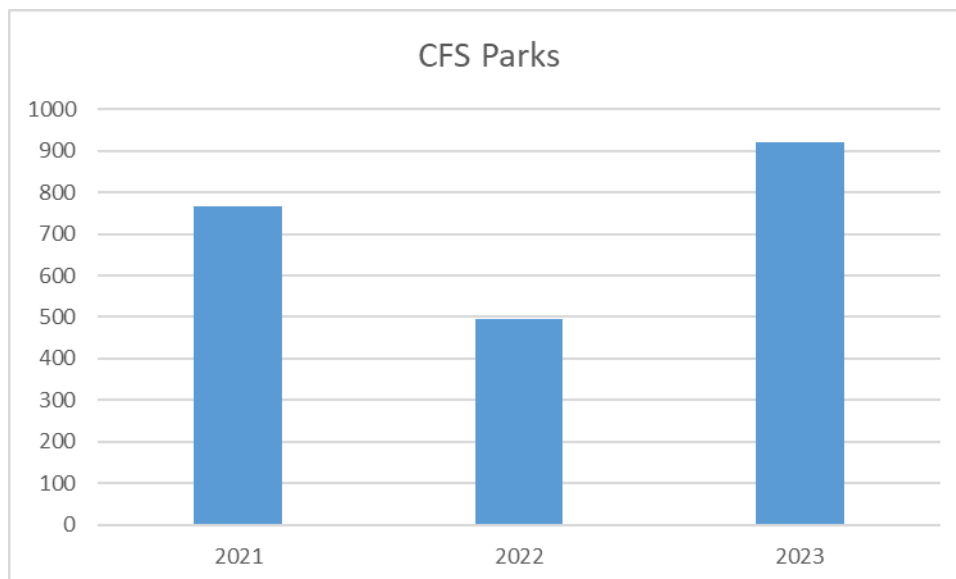
This data is dependent on officers' observations, not an inquiry, and seems to be consistent with Ashland's demographics. Age information is not available through this report.

The Ashland Police Department will always strive to equitably serve the entire community. With that in mind, we need to recognize that STOP data will never match up perfectly with demographic data for the community. Demographic data varies from source to source, so the exact representation of a specific race within the community cannot be perfectly known. Also, we need to recognize that STOP data is solely dependent on an officer's perception and is not derived from an inquiry into how the person identifies. STOP data does not allow for a person to be identified as multi-racial, which many people do. Demographic data does allow for this, and 3-4% of the Ashland population identifies as such. Ashland is a tourist town, a university town, and is on the I-5 corridor as well. All of this information skews the data on who is actually present in the community and how they might be perceived by the officer. Again, this all comes together to create a situation that will never allow the STOP to perfectly match up with the demographic data.

Also, again, and most importantly, we will always work to make sure all members of the community are being treated equitably.

Calls for Service Around Parks

At last year's meeting, Council requested that CFS data for parks be included as well. APD pulled data from four of the main parks, Lithia, Triangle, Garfield and Clay Street. Overall, CFS are up over last year, with Lithia Park remaining steady on its own. More detailed parks CFS information is attached.



Camping Ordinance Enforcement

Staff is bringing forward requested information on enforcement efforts using the new prohibited camping ordinance. Since the ordinance's implementation in January of this year there have been 80 violation citations issued, 12 misdemeanor citations issued and 5 people taken into custody for misdemeanor prohibited camping. Of the five people taken into custody each of them had received multiple violation level citations in attempts to gain compliance, in no case less than two violation citations, and in some cases up to five.

FISCAL IMPACTS



Council Study Session

N/A

SUGGESTED ACTIONS, MOTIONS, AND/OR OPTIONS

None unless Council has additional questions or requests.

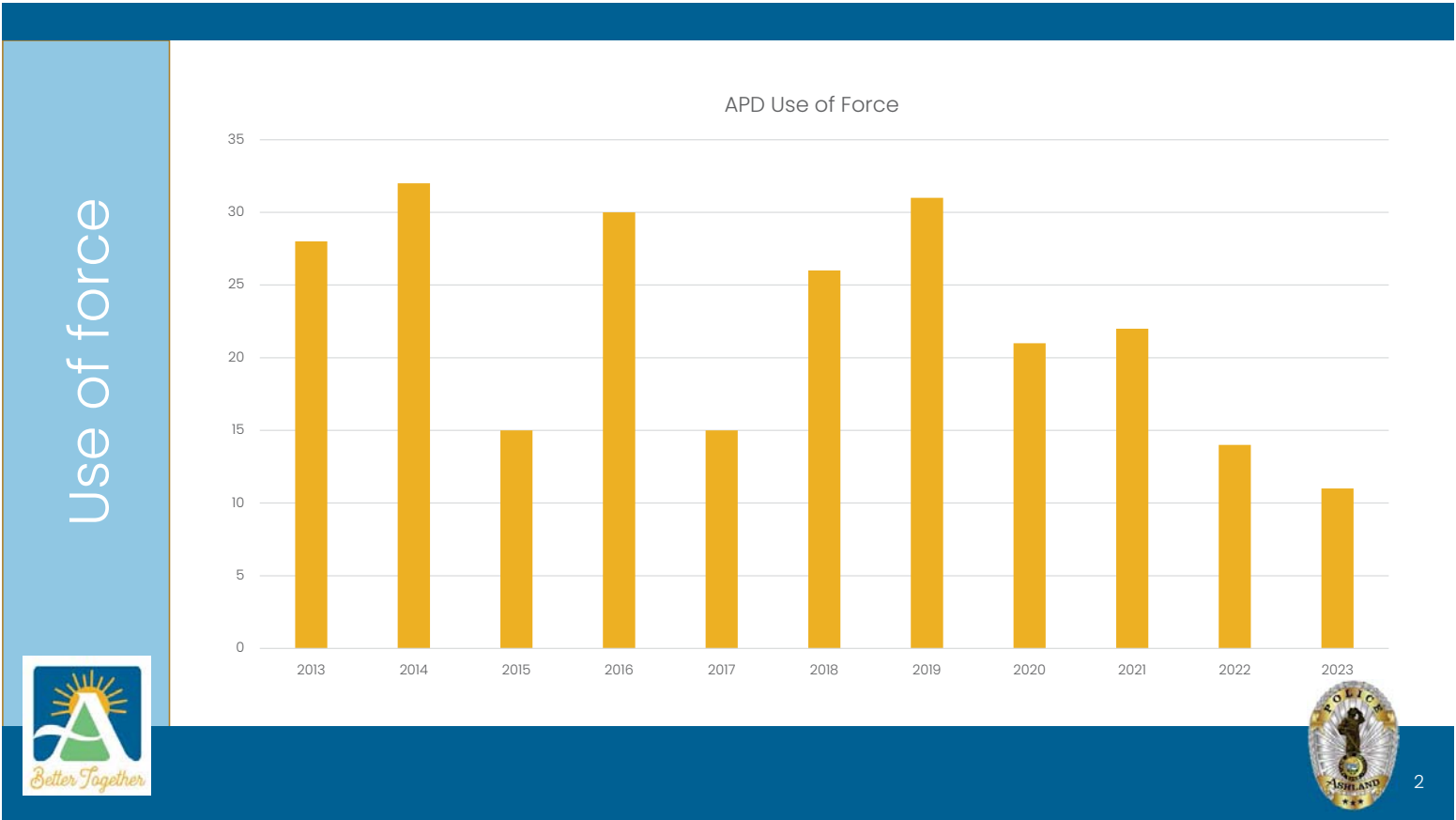
REFERENCES & ATTACHMENTS

1. Annual report to Council 06172024Final

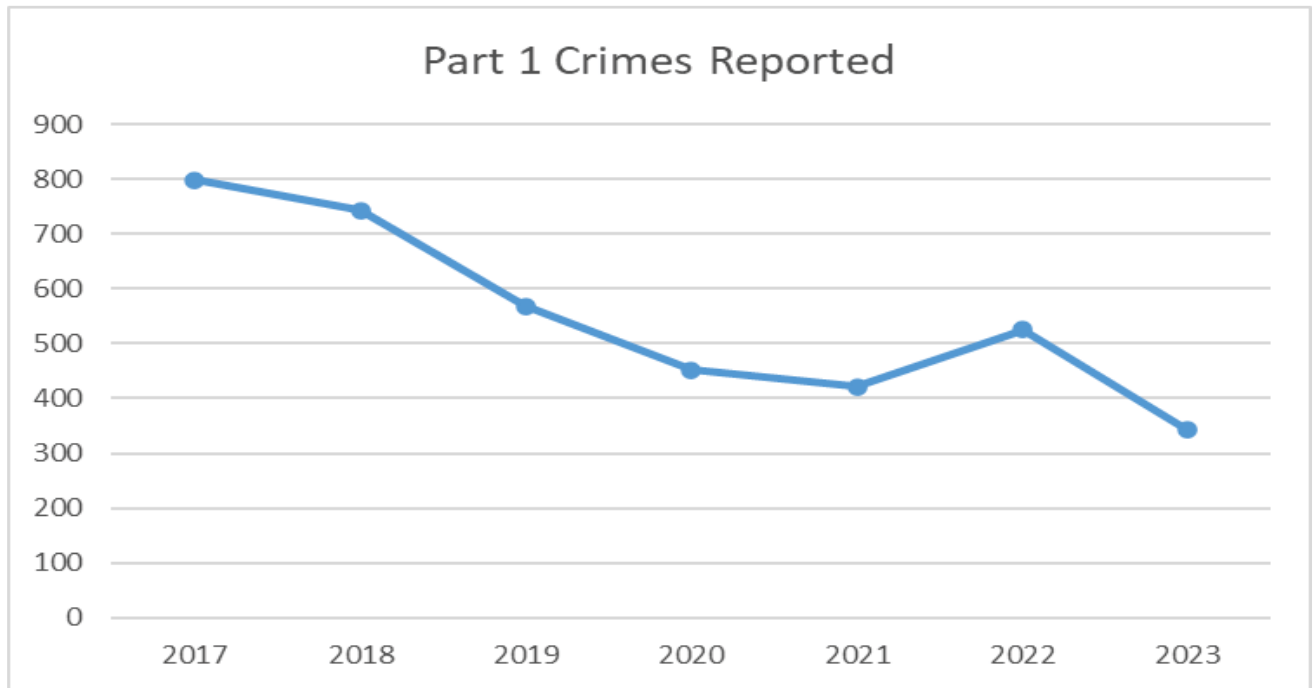


APD Annual Report to Council

June 17, 2024

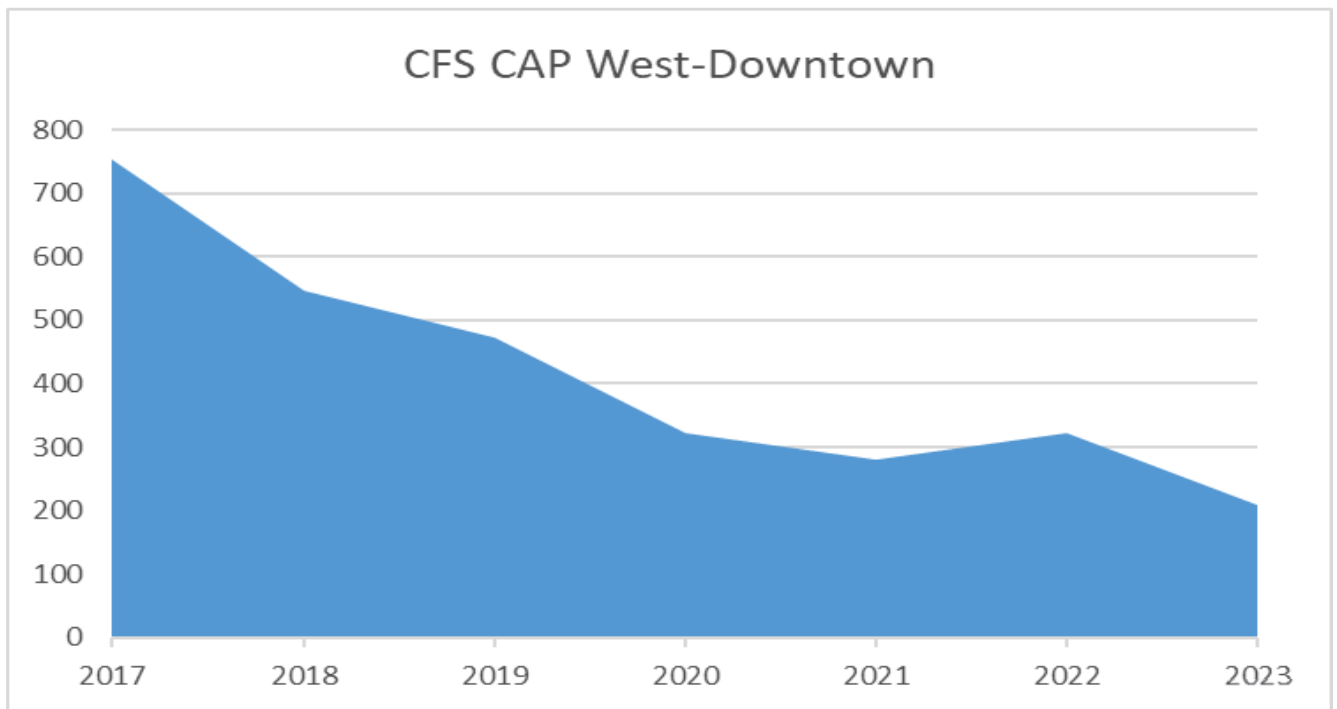


Crime rates



3

Disorderly CFS

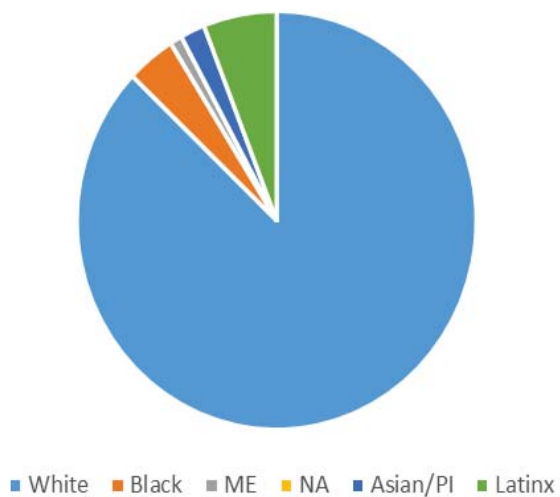


4

STOP Data



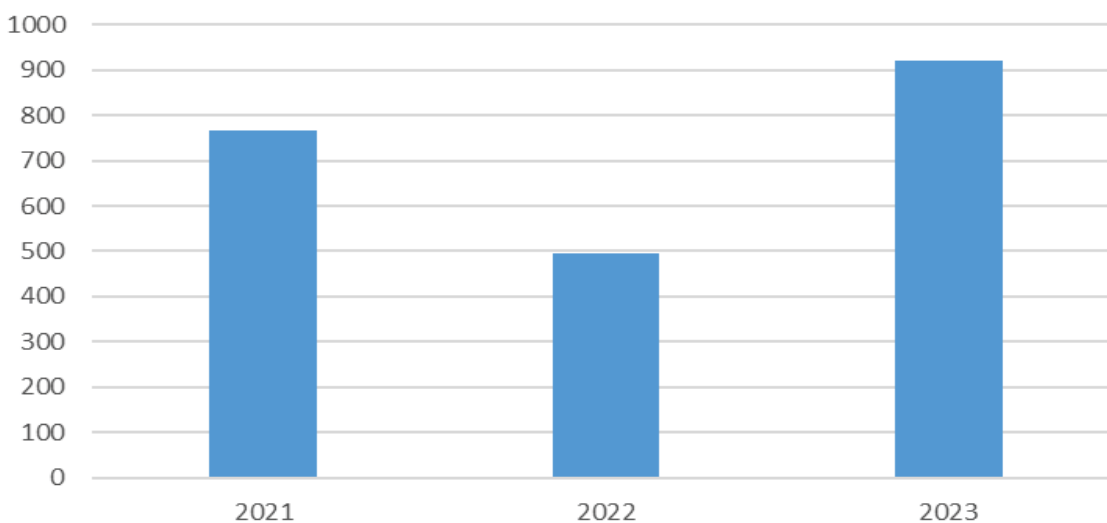
APD 2023 STOP Data



CFS Parks



CFS Parks



CFS Parks



Garfield Park 2021	Count	Case #	Garfield Park 2022	Count	Case #	Garfield Park 2023	Count	Case #	Lithia Park 2021	Count	Case #	Lithia Park 2022	Count	Case #	Lithia Park 2023	Count	Case #
Extra Patrol	12		Extra Patrol	13		Extra Patrol	80	1	EXPAT	211	1	EXPAT	124	4	EXPAT	147	2
Suspicious	4	1	Ordinance Violation	11		Foot Patrol	51		ANIMAL	38	1	ANIMAL	32		ORD	31	4
Welfare Check	4		Prop Lost/Found/Rec	4	1	Ordinance Violation	49	5	ORD	33	4	ORD	31	2	ANIMAL	29	
Animal Problem	4		Noise Complaint	4		Disorderly Conduct	11	1	PROP	28	8	PROP	28	4	SUSP	26	2
Ordinance Violation	3		Disorderly Conduct	4		Noise Complaint	9		SUSP	24	2	FOOTP	26	2	PROP	23	6
Noise Complaint	2		Animal Problem	3		Suspicious	9		WELCHK	23	2	DOC	24	3	FOOTP	22	
Traffic Stop	2		Suspicious	3		Animal Problem	9		DOC	21	4	WELCHK	21		FOLUP	19	1
Subject Stop	2	1	Juvenile Problem	3	1	Drug Laws	4		SS	18	3	FOLUP	18		SS	14	4
911 Call Hangup	2		Subject Stop	2		Follow-up	4		FOLUP	13		ASSTPP	16		DOC	13	1
Foot Patrol	2		Welfare Check	2		Assist to Public	3		FOOTP	11		MEDICAL	16		ASSTPP	12	1
PHONE	2	1	Harassment	2		Traffic Stop	3		MEDICAL	10		SUSP	13		MEDICAL	10	1
Assist to Public	1		Assist to Public	2		Welfare Check	3		ASSTPP	9		NOISE	9		WELCHK	10	
UEMV	1		911 Call Hangup	1		Prop Lost/Found/Rec	2		T	6		SS	6		NOISE	7	
Theft Report	1		Fireworks	1		Harassment	2		SAFEP	7		HRUN	5	1	TRES	6	4
COMP AT STN	1	1	Citizen Flag-down	1		516	2		ASSTAP	5		MVCP	4	1	ASSTAP	5	
Harassment	1		Suspicious Report	1		Liquor Law Violation	2		DOMEST	5		THFT	4	3	THFT	5	3
Utility Problem	1		Subpoena Service	1		Drugs Report	1		SUICP	4	2	THFT	4	3	PARKV	6	
Theft	1		Traffic Stop	1		Assist Agency	1		INOP	4		HARASS	3		VAND	5	2
Disorderly Conduct	1		512	1		OIC OR 521	1		NOISE	4	2	ASSTAP	3		INOP	5	
Hit & Run	1		Assist to Medical	1		Family Offense/Abuse	1		THFT	3	1	MADULT	3	3	FLAG	3	
Domestic Dispute	1		Utility Problem	1		Cust. Interference	1		WAR	3	1	WAR	3	3	MVCP	3	3
Family Offense/Abuse	1		AT STATION	1		911 Call Hangup	1		FCHILD	4		DOMEST	2	1	TRFHAZ	3	
Public Safety Hazard	1		Police Info	1		ANY	1		MADULT	3	1	SUICP	2		ALARM	3	
POSS UEMV	1		MVC w/ Prop Damage	1		Indecent Exposure	1		HARASS	3		ASLTP	2		T	3	
Prop Lost/Found/Rec	1		(blank)			ORD	1		ATL	3		T	2		ABAND	2	1
(blank)			(blank)	2		Juvenile Problem	1		HRUN	3		TRES	2		ASLTP	2	1
Grand Total	53	4	Grand Total	65	2	Person Down	1		WAR	2	2	FLAG	2		SEXOFF	2	1
						DUI	1	1	UEMV	2	2	VAND	2	1	ASSTM	2	
						Sex Offense	1	1	TRES	2	1	ALARM	2	1	MCHILD	1	
						Assist to Medical	1		ASLTP	2	1	ATL	2		PERDNP	1	
						Trespass	1	1	MENACE	2	1	JUVP	2		ALARM	1	
						NOISE	1		DRUG	2	2	INDEXP	1		FAMABU	1	
						Marijuana	1	1	ALARM	2	2	PARKV	1		HRUN	1	
						Found Child	1		ASLTWP	2	1	TRFCOM	1		DUI	1	1
						GUN	1		LLAWS	2	2	ROV	1	1	SAFEP	1	
						(blank)			CIVIL	1		PSYCHP	1	1	911C	1	
						Grand Total	262	11	MYCPDP	1	1	ABAND	1		INDEXP	1	1
									PERDNP	1	1	INOP	1		MENACE	1	
									PINPO	1		GRASSP	1	1	SEXREG	1	1
									UTIL	1		UTIL	1		DOMEST	1	
									INDEXP	1		DRUG	1		SHOTS	1	
									PARKV	1		CUST	1		HARASS	1	
									ROV	1		MESSP	1		CIVIL	1	
									MVCP	1		DWS	1		SUICP	1	1
									ASSTM	1		LLAWS	1		(blank)		
									UNSPRM	1	1	(blank)			Grand Total	434	41
									JUVP	1		Grand Total	431	31			
									DRUGM	1							
									911C	1							
									WEAP	1	1						
									FLAG	1							
									ABAND	1							
									911LUNK	1							
									(blank)								
									Grand Total	534	44						



7

CFS Parks



Triangle Park 2021	Count	Case #	Triangle Park 2022	Count	Case #	Triangle Park 2023	Count	Case #	Clay St Park 2021	Count	Case #	Clay St Park 2022	Count	Case #	Clay St	Count	Case #
Extra Patrol	116		Extra Patrol	5		Ordinance Violation	41	3	Extra Patrol	24		Extra Patrol	10		Extra Patrc	49	1
Ordinance Violation	10	2	Ordinance Violation	3		Extra Patrol	33		Suspicious	2		Animal Problem	7		Ordinance	23	
Disorderly Conduct	4		Disorderly Conduct	3		Drug Laws	3		Domestic Dispute	1		Abandoned Vehicle	2		Suspiciou	12	
Animal Problem	2		Welfare Check	2		Animal Problem	3		Prop Lost/Found/Rec	1	1	Welfare Check	2		Foot Patro	4	
ANY	2	2	Juvenile Problem	2		Suspicious	3		Welfare Check	1		Ordinance Violation	2		Animal Pri	3	1
Criminal Mischief	2	2	Subject Stop	1		Follow-up	3		Foot Patrol	1		NOISE	1		Traffic Sto	3	
PHONE	2		Warrant	1	1	Juvenile Problem	3		Ordinance Violation	1		Theft Report	1	1	Welfare Ct	2	
Prop Lost/Found/Rec	2		Suspicious	1		Prop Lost/Found/Rec	2	2	(blank)			Noise Complaint	1		Drug Laws	2	
Subject Stop	2		Animal Problem	1		Subject Stop	2		Grand Total	31	1	Found Child	1	1	Abandone	2	
Suspicious	2		DUI	1		Warrant	2	2				UNLEASHED DOGS	1		Subject Str	1	
TRFHAZ	2		JUV	1		Disorderly Conduct	2					Person Down	1		Warrant	1	
Follow-up	2		JUVP	1		Traffic Stop	1					Suicidal Subject	1		Traffic Cor	1	
Juvenile Problem	2		(blank)			PHONE	1					Suspicious	1		Fireworks	1	
(blank)			Grand Total	22	1	Assist to Public	1					(blank)			Prop Lost/	1	1
Grand Total	150	4				Indecent Exposure	1					Grand Total	31	2	Cardiac Ai	1	
						POSS DUI	1								Assist Age	1	1
						CAMPING	1								OIC	1	
						HRUN	1								FOLLOW U	1	
						Citizen Flag-down	1								ORD	1	
						Theft	1	1							Assault	1	
						NOISE/WELCHK	1								Harassme	1	1
						OIC	1								Noise Con	1	
						Welfare Check	1								(blank)		
						Marijuana	1								Grand Tot	113	5
						Miscellaneous	1										
						Grand Total	111	8									



8



QUESTIONS?





Council Study Session

Date: June 17, 2024

Agenda Item	Utility Billing Department Update
From	Mariane Berry, Finance Director, Bryn Morrison, Deputy Finance DirectorAdministration- Finance
Contact	mariane.berry@ashland.or.us, bryn.morrison@ashland.or.us

SUMMARY

We will review the current status of the Ashland Utility Billing Department, its progress to date and its plans for the intermediate future. Included in this study session is a discussion on staffing, operational distinctions, and software needs. We will also review the utility industry landscape as it pertains to billing and administration and what other comparable municipalities and utilities are doing. We are asking Council for guidance/support on general direction.

This study session requires Council to review information from the lens of a Utility Board.

POLICIES, PLANS & GOALS SUPPORTED

- * Vision & Value Statements: Sustainability through creativity, affordability and right-sized service delivery
- * From the Biennium 2023-25 Priorities: Affordability and Customer Service Focus

BACKGROUND AND ADDITIONAL INFORMATION

Summary

The Utility Billing Department (UB) has undergone some staffing and software challenges this past year, having lost nearly all its staff last summer. Further, up until December our current software with Tyler Munis was running on an old, legacy version which required a mandatory upgrade. While the upgrade appeared to be difficult initially from the customer/resident standpoint, internal functionality has improved. Tyler Munis is suggesting the next upgrade would be for Resident Services, which is said to improve the customer experience, from making simple to automated payments, viewing bills, etc. Improving Net-Metering for Solar Billing is also now a possibility.

Further, we have not reviewed UB operationally, organizationally or strategically in many years, which is an effort we have embarked upon the last month or so as a response to needing to make decisions on software upgrades for the department. Rather than *only* looking at upgrading Munis to the next level of functionality, we took a step back to review UB Administration holistically, by first interviewing other utilities and comparable municipalities to study how they are operating and organizing their billing administration function. Secondly, we informally looked at other software to better understand what is out there in functionality, customer/tech support and get a feel for cost alternatives. We will discuss all this during the study session.

Next Steps

We look to Council for guidance on next steps. We are still making our way through the review process described above. We can come back to Council with additional information in a couple months from now, and/or we can discuss current paths to take today, such as:

- Upgrade the customer service portal of Munis this summer – cheaper option, easy transition vs new software implementation
 - See how this goes and is received by residents



Council Study Session

- If upgrade and user experiences (both internally and publicly) are generally positive, continue to improve functionality and start RESP program effort.
- If not, potentially go out for RFP for new utility billing software – could take 8-18 months, depending on vendor.
- Return to a study session when effort is complete to discuss case studies from other municipalities and how they are run, if they are applicable and relevant to potentially make changes/improvements at Ashland Utility Billing.

FISCAL IMPACTS

N/A

SUGGESTED ACTIONS, MOTIONS, AND/OR OPTIONS

Requesting confirmation or guidance from Council on general direction.

REFERENCES & ATTACHMENTS

None