



PLYMOUTH PUBLIC SAFETY 2020 ANNUAL REPORT



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A MESSAGE FROM

CHIEF MIKE GOLDSTEIN

January 31, 2021

City of Plymouth
3400 Plymouth Boulevard
Plymouth, MN 55447

Honorable Mayor Jeff Wosje
City Council Members
City Manager Dave Callister

On behalf of the City of Plymouth, I am pleased to present the Plymouth Public Safety Department's 2020 Annual Report.

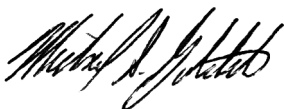
In this annual report one will readily note that this past year was unlike any other year in several decades. With the global pandemic, COVID-19, along with the civil unrest resulting from the death of George Floyd, our collective world was turned upside down. As such, many of the department's typical annual activities were altered in order to best keep those who we serve healthy and safe.

Despite these many challenges, the department persevered and managed what was before it in a prudent and professional manner in every attempt to maintain the community's trust. Through the use of video technology, unique community collaborations were established and helpful plans were developed to respond to the pandemic. While in-person engagement activities were curtailed, department personnel still found opportunities to help curb criminal activity.

Throughout the year, the department continued its carefully crafted strategies to advance the "fire" service through its staffing plan to transition to a blended organization of career and paid-on-call firefighters, its newly devised proactive fire inspection practices and by the construction planning process for two of the city's fire stations that will meet the department's needs for the next 50 years.

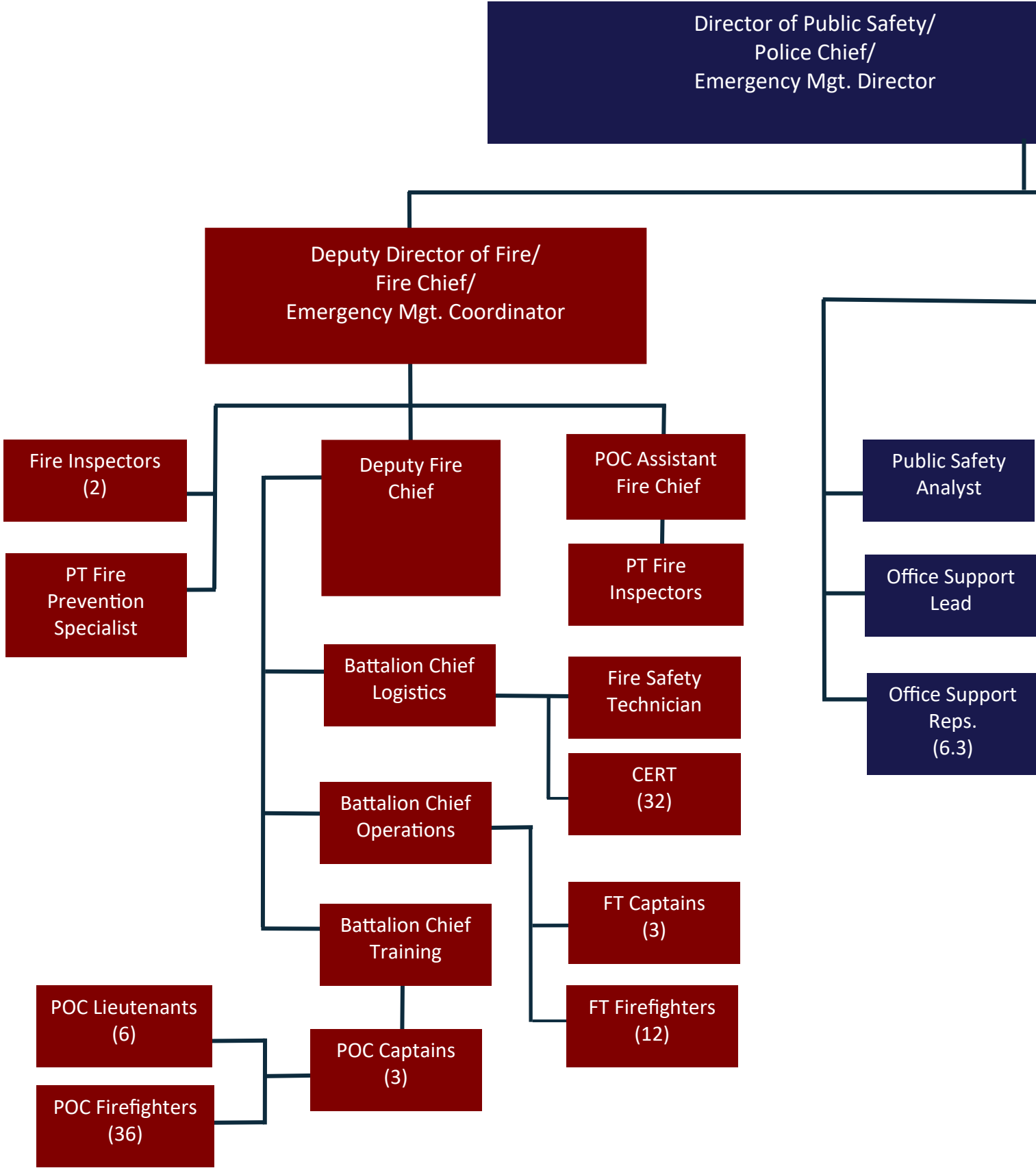
Finally, this is my last letter to the community regarding the department's annual report as I will be retiring in early 2021. I want to thank Mayor Wosje, the City Council, City Manager Callister, Public Safety Department members and of course the community for your continued support over these many years as I have experienced a blessed career and am grateful for the opportunities I have been granted to lead this awesome team of public safety professionals.

Respectfully submitted,

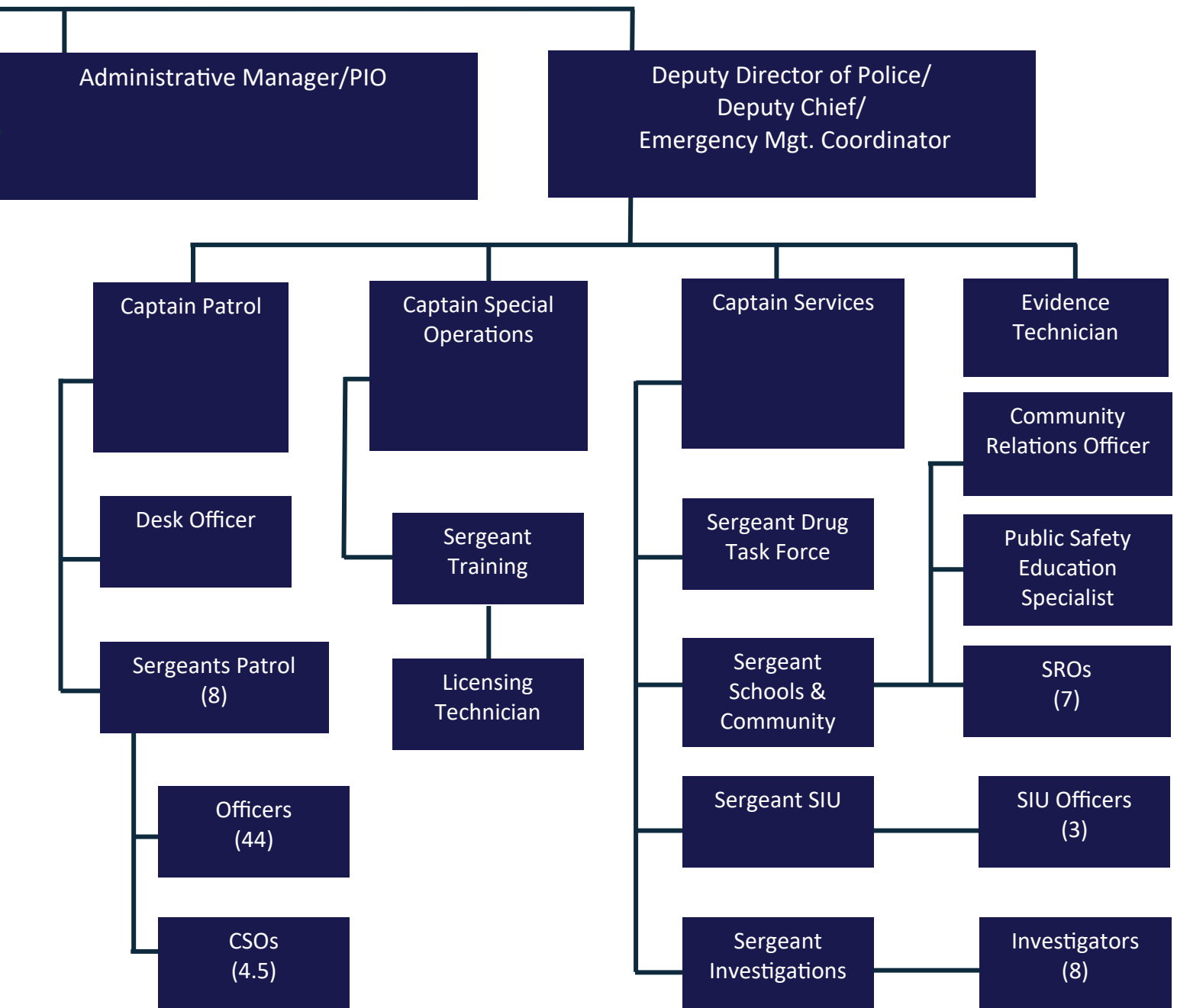


Michael S. Goldstein
Public Safety Director/Police Chief

PUBLIC SAFETY



DEPARTMENT OVERVIEW





MISSION STATEMENT

Making a difference through emergency response, customer service
& community education.

EMERGENCY RESPONSE

As part of ongoing changes to the Plymouth Fire Department’s staffing model, the department hired three additional career firefighters in 2020. These additions allowed the organization to achieve a significant milestone – staffing two of the city’s fire stations 24 hours a day, seven days a week.

The overall model change will allow Plymouth firefighters to be on staff 24/7, fulfill the Plymouth City Council’s commitment to improving service to the community and significantly reduce response times, especially for overnight calls for service.

As the city’s population has increased, so has demand for public safety services. To meet the growing demand, over the last few years, the Plymouth Fire Department has transitioned to a hybrid staffing model made up of a mix of paid-on-call and career (full-time) firefighters.

Prior to 2020, the department staffed only one station 24/7, and staffed a second station from 6 a.m. to 9 p.m. with both career and part-time firefighters.

The department is set to hire three more career firefighters in 2021, which will bring the total career firefighter count to 18. This will allow for 24/7 staffing at Station 2 and Station 3 – with a full crew of three career firefighters at each station. Part-time firefighters will fill the fourth spot on each crew, as well as cover shifts when firefighters take time off.

The transition has required advance planning, operational changes and flexibility with shift schedule changes for career and part-time firefighters.

In addition to planning ahead for changes, the department maintained a timely and effective response to 2,543 calls for service in 2020.

As the city grows and call volumes continue to increase, Fire Department command staff is confident that its planning and preparation will properly assign the appropriate number of staff to each location to continue providing high quality customer service and efficient response times throughout the city.

Call Types	2020	2019	2018
Fire	160	193	187
Rupture, Explosion	4	2	7
Rescue & EMS	928	522	322
Hazardous Condition	158	178	192
Service Call	401	287	246
Good Intent Call	465	418	439
False Alarm	422	424	440
Severe Weather, Disaster	5	1	1
Special Incident	0	1	2

- ◆ **Fire:** includes cooking, vehicles, grass & brush and dumpsters
- ◆ **Rupture, Explosion:** Overpressure rupture, explosion, overhead (no fire)
- ◆ **Rescue & EMS:** Trauma, illness, vehicle crashes, missing person search, stuck elevator
- ◆ **Hazardous Condition:** Non-fire emergencies including gas leaks, fuel spills and downed power lines
- ◆ **Service Call:** Request for lift assists, smoke or odor removal and aid to our neighboring communities
- ◆ **Good Intent Call:** Non-emergency calls for smoke, chirping smoke or CO detectors
- ◆ **False Alarm:** Unwanted or unintentional alarm, no emergency
- ◆ **Severe Weather, Disaster:** Severe weather, lightning strike (no fire)
- ◆ **Special Incident:** Citizen complaint, other



EQUIPMENT / TECHNOLOGY

LUCAS CPR device

In 2020 the Fire Department purchased four LUCAS CPR devices. The device will allow rescuers to deliver high performance, continuous chest compressions with less strain, and risk for the caregiver. The LUCAS chest compression system, provides benefits both to the cardiac arrest patient and the resuscitation team. The LUCAS device system is carried on all four of the Fire Department Engine Companies.



I-gel advanced airway



ResQPOD Device

Also in 2020 the Fire Department received a variance to start using the I-gel advanced airway. The I-gel will allow the Fire Department to better manage the patient's airway during critical EMS events. Along with the I-gel, the department started using the ResQPOD to improve perfusion and increase survivability during CPR. Studies have shown that when combined with high quality CPR, the ResQPOD can increase survival from cardiac arrest by as much as 25%. The I-gel advanced airway and the ResQPOD are carried on all four of the Fire Department Engine Companies.

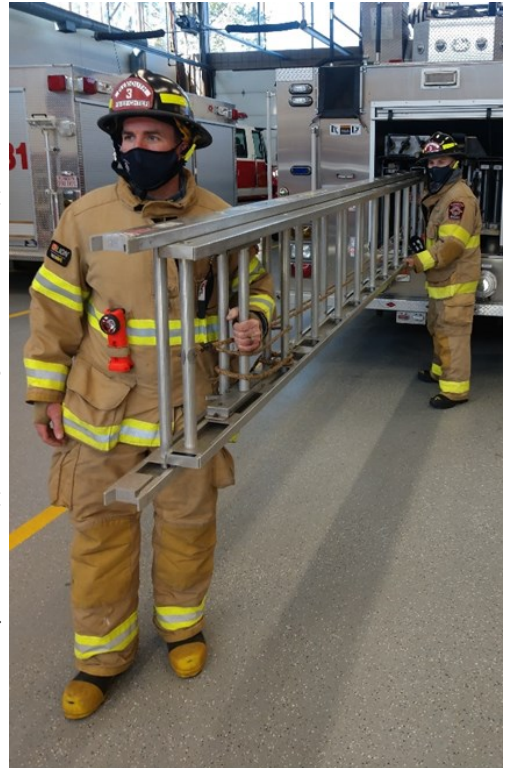


FIREFIGHTER TRAINING

While the pandemic seemed to grind the world to a halt, for the Plymouth Fire Department, taking a prolonged break from training was not an option. Though adapting and overcoming obstacles is a trademark of professionals in the fire service – it was a defining characteristic of Plymouth firefighters in 2020 and allowed the Plymouth Fire Department to maintain a training program that supports the high standard of service that residents have come to expect.

Practicing the perishable skills necessary for responding to fires, medical calls and other emergencies is a necessity that enables fire personnel to save lives and have a positive impact on those who live, work and play in the community.

Throughout 2020, the goal was to ensure that the Plymouth Fire Department would continue to be ready to respond any time 911 was called, which required ongoing practice of perishable skills and proper protection of staff. The department typically invests a total of 7,000-9,000 hours of training each year and was able to maintain a similar level of training despite the pandemic. In 2020, Plymouth firefighters logged a total of 7,249.75 hours of training.



When the pandemic hit, like many first responders, Plymouth firefighters knew it was going to impact the department on many fronts – but didn't really know the scope of that impact. Plymouth firefighters completed their first coronavirus awareness training in January and, from there, continued to adapt.



The department maximized online training options and learned how to train together safely during a pandemic. Zoom meetings and virtual trainings have become standard across all walks of life – and the Plymouth Fire Department used them regularly and explored other online options, from making inhouse online trainings to engaging with national leadership speakers.

When virtual trainings weren't adequate to teach vital skills, fire training instructors stepped up to help. Though Zoom and other virtual training platforms offered great tools, many of the department's perishable skills need to be taught in-person with hands-on exercises. When the department had to flex to increase the number of trainings offered to accommodate smaller in-person class sizes, fire training instructors put in more hours to ensure staff was properly and safely trained.

FIRE STATIONS

In early 2020 the city hired an architect and construction management firm to begin planning for the building of a new Fire Station 2 and the extensive remodeling of Fire Station 3. The action is a result of a 2019 study which analyzed all aspects of the fire departments facilities. The study identified the need to modernize the operationally out-of-date stations, address a range of firefighter health issues, provide improved training facilities, and to enhance the city's overall public safety and emergency preparedness.

In addition to the condition of the facilities, over the past few years, Plymouth has transitioned from a paid-on-call model to a staffing model that includes full-time firefighters working 24-hour shifts. Because of this change, new facilities are needed to provide residence spaces for firefighters, such as kitchens, dayrooms and dorms.

The fire station building committee spent the early part of 2020 developing the process that was used to select an architect and construction management firm. Soon after those selections were made the building committee began meeting weekly with the architectural and construction management team to develop the specifications and bid packages for both stations. Immediately following the December bid opening the committee stated the process of tabulating and reviewing the bids with the goal of presenting the results to city council in January of 2021. The project remains on schedule with an estimated groundbreaking for both stations in the spring of 2021.



Top : Station 2 Northwest Perspective
Bottom : Station 2 Southeast Perspective



Station 3 Northeast Perspective



Station 3 South Perspective

DEPARTMENT INITIATIVES

Community Engagement

A new Fire Prevention Specialist position was initiated in 2020, which will now be a part of the newly formed Community Engagement Team. This Team will provide opportunities to participate in community engagement with fire personnel and law enforcement officers.

Despite the tremendous and unfortunate cutback in the number of fire education presentations due to the COVID-19 Pandemic, the Fire Department was still able to engage with 9452 adults and children. This was done with 10.5 hours at 14 different community events and school physical and virtual visits throughout the year.

Virtual videos were made with the help from CCX Media. One video was a tour of Fire Station 3 and a message on fire and kitchen safety for children and adults. The other covered trucks at all three fire stations, equipment carried on an engine, a firefighter donning their turn-out gear, and a virtual ride in the back of the fire engine on an actual fire call.

“Presents with Public Safety”

Once again the Public Safety Department received generous donations from the Plymouth Lions and the Plymouth Rotary for the 8th annual “Presents with Public Safety”. Due to COVID-19, there was not an in-store activity. Instead eight families who are going through some financial difficulties were identified to receive Target gift certificates for \$375.00. Gift certificates were personally delivered by members of the public safety department. It was a success in this new format.

Citizens Academy

The class was full with 20 students well before the academy began. Unfortunately, with two classes to go, the course was put on hold due to COVID-19. Hopes are to resume the academy in person soon, then forming another class to begin in the fall of 2021.

Recognition Event

The Police Department yearly Recognition Event was held on March 5, 2020. About 160 people attended. Several officers received Letters of Recognition and Lifesaving Awards and as well as 12 residents receiving Citizens Awards for their heroic efforts. Administrative Manager Tammy Ward and Director of Public Safety, Chief Mike Goldstein received the Distinguished Service Award.

The Public Safety Department participated in 176 scheduled, unscheduled and self-initiated CE activities. The total number of staff participating in these 176 events was 259.

New Activities in 2020:

- Back-to-School with Badges
- Halloween at the Creek
- Veterans Day: Deliver Breakfast to Senior Living Communities
- Cops and Bobbers on Ice with Three Rivers Park District



Cops and Bobbers on Ice



Back-to-School with Badges





MISSION STATEMENT

Provide superior protection and service by reducing crime and enhancing the quality of life expected by our community. We will accomplish this through innovative strategies and collaboration, along with a commitment to our core values:

Integrity | Accountability | Professionalism | Respect | Excellence

Our mission defines us.

Investigations

In 2020, detectives investigated approximately 1,000 criminal cases. These cases ranged from misdemeanor-level crimes to major felony crimes. In 2020, the Investigations unit partnered with a variety of federal, state and other local law enforcement agencies to investigate crimes that occurred in Plymouth. The unit also maintains a close working relationship with the Hennepin County Attorney's Office, Hennepin County Child Protection, Hennepin County Probation and Corner-House. Establishing and maintaining relationships with other agencies is critical to effectively investigate and prosecute criminal cases.

The Investigations unit is made up of six promoted investigators, two rotating investigators and a sergeant. Sergeant Jeff Dorfsman took over supervision of the Investigations unit in 2019. Detective Ryan Hazen replaced Sergeant Dave Durenberger as our newest rotating Investigator. Ryan joins Detective Dave Anderson as our second rotating investigator. Detectives Molly Lynch, Jeff Voller, Warren Anderson, Mike Passig, Amy Goodwin, and Nick Benesch serve as permanent investigators and they specialize in persons, financial, and property crimes. Detective Jeff Voller serves as the police department's background investigator. He is tasked with doing pre-employment background investigations for all police employees, fire department employees and volunteers.



Special Investigative Unit (SIU)

For the past eleven years, the Plymouth SIU has been an affiliated member of the Internet Crimes against Children (ICAC) group. This is a program that was created to assist state and local level law enforcement agencies enhance their investigations into offenders who use the internet, or other online technology to sexually exploit child victims. SIU actively investigated nine cases involving allegations of possession of child pornography or sharing of child pornography. Of these nine cases, all have or will likely result in felony charges related to possession of child pornography and solicitation of a minor.



Members of SIU worked on over 200 events during 2020. Many of these cases resulted in arrests while others the results did not warrant an arrest. Plymouth SIU also assisted a neighboring agency with their yearly holiday retail theft initiative and made several arrests associated with these details.

There was going to be a big push with the I-494 corridor group to concentrate on looking for people soliciting juveniles for the purpose on sex trafficking. This was halted with COVID-19 as many agencies had a change in plans with the pandemic. We are hopeful this will be restarted in 2021.



Schools and Community

The Schools and Community Sergeant supervises seven School Resource Officers (SRO), five DARE Officers, and serves the Wayzata and Robbinsdale School Districts. The School and Community Sergeant also receives requests for similar preparedness guidance from both places of worship and the greater business community within Plymouth. The SROs focus on maintaining a close partnership with the schools as well as training for a variety of potential hazards including ongoing and refresher crisis response training.

Mental Health Unit

The mission of this program is to improve the quality of service provided to the community by facilitating connections between members of the public and needed health services and providing information and resources to better meet the community's future mental health needs.

To address the increased demand for services, the Minnetonka and Plymouth Police Departments have developed the West Metro Mental Health Collaborative and the Case Assessment Management Program (CAMP). The intent of CAMP is to provide the public with information and resources to better meet their future mental health needs. By connecting individuals in need with health services it is hoped this program can ensure future or repeat calls for help are met with more appropriate resources. While our agencies strive to provide a high level of service to all people who call for help, it is recognized that by partnering with county health services it is possible to share the increase in demand for services and provide a more complete and helpful service to the public.

The following information is the impact that CAMP has had on the residents of the City of Plymouth for the year 2020:

660 referrals 51% male – 49% female

Officer Disposition

Hospital Transport:

- ◆ Voluntary 18%,
- ◆ Involuntary 15%

Custodial Arrest – 3%

Mobile Response Team - >1%

Force Used – 16 total

(<18 = 5) (>18 = 11) 2%

Force Not Used – 644 total

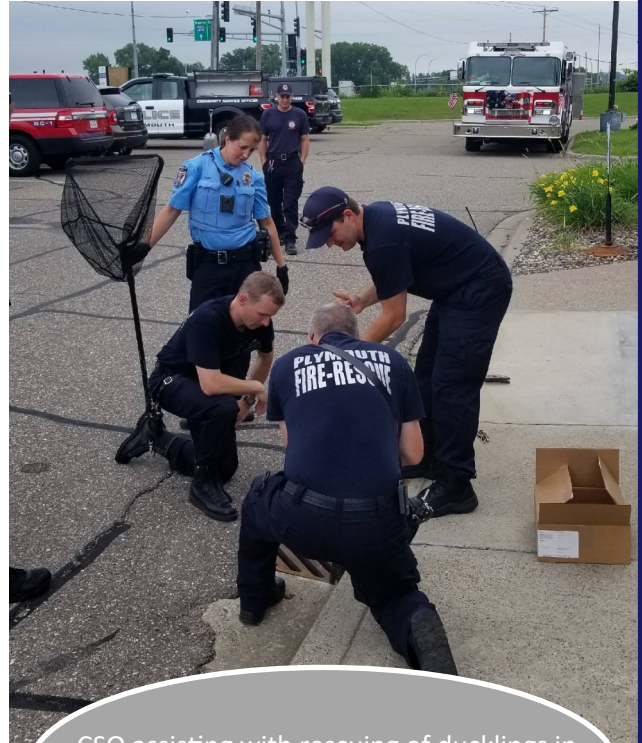
(<18 = 97) (>18 = 547) 98%

Patrol

Community Service Officer (CSO)

The Community Service Officer (CSO) unit includes a supervisor and four full-time Community Service Officers. The majority of CSO calls are related to ordinance violations including animal complaints, rubbish complaints, abandoned vehicles and parking complaints. Additionally, Community Service Officers assist with other calls of service such as stalls, major car accidents and assisting other city departments.

One of the most common calls for service that Community Service Officers handle are animal related complaints. A common animal concern is domestic animal bites to either other animals or humans. During 2020, CSOs saw an increased number of dog bites. As a result of animal bites, dogs or cats are typically declared as pre-potentially dangerous, potentially dangerous or dangerous depending on known history and the severity of the incident. It is important for animal owners to ensure they have full control of their animals when they are interacting with other people or animals including abiding by the city's leash ordinance. Doing so will reduce the likelihood that their animal may be involved in an animal bite incident.



CSO assisting with rescuing of ducklings in the storm drain

SWAT

The department's SWAT Team maintained its high expectations and standards despite the limitations of the pandemic response. The team was able to send members to important, instructor level trainings as well. Some personnel were activated to assist in regional response to civil unrest and the entire team was spun up mobile field force operations. After several years on the team, Sgt. Gilmore stepped down to take a new supervisory position in the department. He was replaced by Officer Lindberg. The team continued its constant cycle of training and equipment audits to ensure appropriate response to tactical events remains exceptional. The Crisis Negotiation Team division of the team continued its excellent work of collaborating and training with our neighboring departments.

Training Unit

In 2020, the Plymouth Police Department provided officers with approximately 4,994 hours of training. Training is instructed both internally and externally in a wide variety of topics to cover the gamut of officer duties. The training unit is currently made up of firearm, defensive tactics and reality based training instructors. The onset of COVID-19 proved to be a challenge for the Training Unit but by thinking outside of the box and being flexible the Training Unit was able to provide meaningful and required training.

Patrol

In March of 2020, the patrol division had to get creative with their scheduling to ensure we could keep our officers healthy and allow time to quarantine between rotations to ensure we could continue to provide services during the early stages of the pandemic. This required some creative thinking to develop emergency scheduling. Officers were distributed into four groups that worked five 12-hour shifts, then had 15 days off to quarantine. As we learned more about COVID-19, the scheduled changed so officers were put into three groups that worked four 12-hour shifts, then had eight days off to quarantine. This unique scheduling allowed us to increase our staffing for each shift, giving more flexibility for more officers to be out sick or quarantine while being able to maintain a minimum level of daily staffing.

Crashes

Type	2020	2019	2018
Fatal	0	1	1
PD	709	1210	1171
PI	106	161	155

Includes crashes on private property & Hit & Run crashes.

Traffic Citations

	2020	2019	2018
Hazardous Moving			
Careless/Reckless	14	35	22
Defective/Improper Equipment	558	970	565
Disobey Signs & Signals	214	562	360
Fail to Yield	81	121	143
Following Too Closely	27	45	45
Improper Lane Usage/Wrong Way/ High-Occupancy Vehicle (HOV)	88	187	107
Improper Passing	17	150	82
Improper Turning	94	198	112
Improper/No Signal	29	60	48
Inattentive Driving	323	475	348
School Bus Stop Arm	24	120	32
Speed	1062	2131	2479
Stop Sign	335	505	393
Non-Hazardous Moving			
DAR/DAS/DAC	877	1369	1169
Improper Registration	680	1039	908
No Insurance	298	559	421
No MN DL/No MN DL within 60 days	197	309	280
Other DL violations	235	372	276
Seat Belts	109	128	85
Unreasonable Acceleration		6	3
Non-Moving			
2 am to 5 am parking/over 12 hours	480	509	414
Fire Lane/Fire Hydrant	58	138	91
Handicapped Parking	44	85	83



Patrol

K-9 Unit

Deployment and training numbers were down in 2020, partially due to COVID-19 related matters but also due to the unfortunate passing of two of our service dogs. K9 Odie, who was partnered with Officer Dane, passed away in January 2020 due to several medical complications. K9 Odie served the City of Plymouth for approximately nine years. K9 Knight, who was paired with Officer Larson for nearly 8 years, passed away after battling several illnesses as well. Both teams were well known in the region and celebrated many successes.

Due to COVID-19 restrictions, community outreach efforts were greatly diminished in 2020. The unit did perform several presentations where they were allowed to showcase their skills while safely distancing.

With the passing of K9 Odie, the department identified a replacement in Officer Ben Duncan and K9 Rico. K9 Rico was imported from Europe through a respected vendor and completed basic training with Officer Duncan in the spring of 2020. The two earned high marks in training and are now working the street and helping to keep officers and citizens safe.

Filling the void left by K9 Knight and Officer Larson will be Officer Coopet and a soon to be named K9 partner. Officer Coopet is slated to begin basic K9 training in the spring of 2021. Officer Coopet's partner will also be imported from Europe. We look forward to both Officer Duncan and Officer Coopet maintaining the high level of service provided by all of our current and past K9 teams.

The passing of a single K9 service dog is always very difficult for both the handler as well as the department as a whole. With the passing of two service dogs in 2020 was particularly difficult. Combined with COVID-19 issues and civil unrest, the year has been difficult to say the least. The K9 Unit has been extremely humbled by the outpouring of support for our lost partners. Many citizens in and around Plymouth have made donations, both monetary and otherwise. Their support has been deeply appreciated.

The K9 teams are a great asset to Plymouth and surrounding regions. Requests for their services are received from far and wide, oftentimes well outside of our city limits. Our K9 teams are well-respected in the police community for their narcotic sniffs and locating abilities.



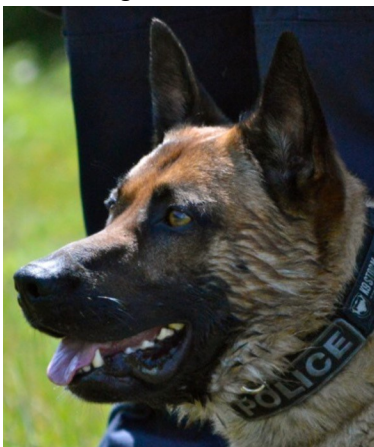
Duncan & Rico



Larson & Knight



Grabau & Romeo



Odie

Training	1120 hours
Plymouth Deployments	248
Total Deployments	331
Presentations	16

Administration

The Administrative Division consists of one administrative manager, one office support lead and seven office support representatives. The Administrative Division provides administrative support to both the police and fire personnel. The division is responsible for customer service, records management and retention, processing and dissemination of police reports, crime and fire data analysis, Minnesota Government Data Practices, state compliance requirements and technology support.

The administrative manager is designated as the Public Information Officer (PIO) and Data Practices Responsible Authority of the police department.

In March of 2020, the department moved to the National Incident Based Reporting System (NIBRS); well in advance of the FBI mandated January 1, 2021 transition deadline. NIBRS is designed to improve the overall quality of crime data collected by law enforcement. The NIBRS System captures the incident level details about each crime, including multiple offenses within the same incident and information on victims, offenders, the relationships between victims and offenders, arrested persons, and property involved in crimes.

Statistics / Data

Group/Category	2020	2019	2018
Arson	2	2	4
Assault Offenses	250	199	205
Burglary/Breaking and Entering	242	153	167
Counterfeiting/Forgery	44	39	59
Destruction/Damage/Vandalism	212	187	198
Drug/Narcotic Offenses	216	271	202
Embezzlement	1	1	2
Extortion/Blackmail	2		
Fraud Offenses	389	325	280
Gambling Offenses			1
Homicide Offenses			2
Human Trafficking Offenses		3	5
Larceny/Theft Offenses	834	760	711
Motor Vehicle Theft	86	50	41
Pornography/Obscene Material	2		
Prostitution Offenses	2	1	16
Robbery	6	5	9
Sex Offenses, Forcible	25	8	13
Sex Offenses, Nonforcible	4	33	31
Stolen Property Offenses	20	22	14
Weapon Law Violations	26	14	13

In National Incident Based Reporting System NIBRS, offenses are either of the Group A or Group B type. Group A offenses are included in reported offense statistics while Group B are only included in arrest statistics. Each offense committed within an incident is assigned to one of three classifications: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

The definitions that were developed for the NIBRS are not meant to be used for charging persons with crimes. To the contrary, they are simply a way of categorizing or organizing the crimes committed throughout the United States.

Group/Category	2020	2019	2018
All Other Offenses	282	262	218
Curfew/Loitering/Vagrancy Violations	12	2	4
Disorderly Conduct	77	169	230
Driving Under the Influence	197	157	150
Family Offenses, Nonviolent	2	4	6
Liquor Law Violations	44	20	27
Trespass of Real Property	7		

Public Safety Volunteers

Reserves

During 2020, the Plymouth Police Reserve Unit logged in 1477 volunteer hours providing assistance to the community and the department. This compares with about 2175 hours in 2019. Because of the COVID-19 pandemic the total yearly hours were substantially lower than the previous years.

By year's end the Reserve unit included eleven volunteer Reserve officers. This year the program lost four Reserve officers but gained two. The Reserve unit is a solid group with healthy rapport in and amongst both the Reserves and sworn officers.

With Sergeant Gjesvold's leadership, he initiated, and completed, the tasks of updating the FTO Manual, streamlining the recruitment process, redefined the roles of the command staff, and put online all necessary communications. This has given our group the resources needed to stay updated with changing policy, and stay abreast with the pertinent information that is critical to better performing our job as volunteers. Sworn Officers Kevin Schik, Scott Kroeger and Nick Larson have continued to flourish in the role as Reserve coordinator assistants. Officer Schik has kept his monthly training presentations fresh and relevant. Officer Larson has organized and recorded the uniform and equipment inventory. With the help of a larger budget the Reserves were

outfitted with clean, crisp uniforms, new outerwear, backpacks, and updated duty belt gear. We benefit from Officer Kroeger's seniority as a FTO trainer. The Reserve Office Command staff consists of volunteers: Emy Peasha (Captain), Mark Robbins (Patrol Sergeant), Gregg Ohman (Administration Sergeant).



CERT

The Community Emergency Response Team (CERT), is a group of specially trained community volunteers, who assist the Public Safety Department at many events. While the primary role of a CERT program is to create a ready reserve of community volunteers trained in disaster preparedness, they are also utilized in other capacities to keep them engaged and well trained. CERT members are given the skills and confidence to help themselves and their neighbors in the event of a disaster.



HOMEMADE
Drop-Off Point

Thank you for your donation.
 No other items accepted at this



Plymouth Metro-Link Ride to Cops and Bobbers on Ice



Plymouth
 Police Department

Plymouth
 Fire Department