



# LEE'S SUMMIT MISSOURI

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January 24, 2020

TO: All Staff – LS Fire Department and LS Police Department

RE: Communication Audit

Dear Fellow Public Servant Professionals;

As you are aware, in mid-2019 the City entered into an agreement with Mission Critical Partners to review our current public safety communication system, provide recommendations to improve our abilities, and deliver a final report in January 2020. The City has received the DRAFT report and it is our current goal to continue to review the provided document and digest the information they are providing us, while also providing it to you for your review. We know reviewing the document will create questions, as it has done so for us. In order to address several questions that it has already created for us we have attached a Q&A sheet to this letter to hopefully assist in clarifying these questions if you have them as well. Also, if during your review you identify any errors within the document, please let us know so the correction can be made.

Our initial review is definitely bringing to the forefront that our attention needs to be focused on our communication system. It outlines that while our personnel are doing great work within their provided resources, we as a city need to give attention to identify potential solutions for pay disparities, technology upgrades/integrations, oversight/management, and staffing levels. While we continue to review and find additional items, we want you to know we are committed to creating a plan that will be focused on improving these items. We feel, as the report states, these items need to be addressed before true efficiencies could be realized through a co-location or full public safety communication consolidation.

In order to answer any questions you may have after reviewing the provided DRAFT we have scheduled a meeting with myself, Chief Snider, and Chief Forbes for all FD and PD Communications personnel at 0700 on February 20, 2020 in the City Council Chambers. We will have completed our review by then and will be able to provide an overview of our findings, as well as be available for questions. It is our goal to openly communicate

and identify our path forward so that we can create a better working environment by addressing identified issues, as well as prepare for the future.

Sincerely,



Stephen A. Arbo  
City Manager



Mike Snider  
Fire Chief



Travis Forbes  
Police Chief

Attachments:

- 1) Communication Study Q & A (3 pages)
- 2) LS Performance Audit (90 pages) by Mission Critical Partners