2018 STRATEGIC PLAN

VIENNA AS A SAFE COMMUNITY

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Background

The Town of Vienna is routinely recognized as one of the safest jurisdictions in Virginia. These are examples of various surveys that have listed Vienna as one of the safest places to live.

https://www.alarms.org/safest-cities-in-virginia-2018/

https://www.homesnacks.net/cities/safest-places-in-virginia/

https://www.safewise.com/blog/safest-cities-virginia/

https://www.niche.com/places-to-live/search/safest-places/s/virginia/

Certainly these surveys are not overly scientific and vary in what criteria they use, but the fact that Vienna routinely shows up on these lists is a clear indication that Vienna is successful in maintaining a safe community.

A discussion on the safety of Vienna cannot take place without a very heavy emphasis on traffic safety. Often referenced as the number one concern of residents, the management of traffic is a top priority of several town departments. With Nutley Street, Lawyers Road, and Maple Avenue serving as main commuter routes, the Town is known for its gridlock during morning and evening rush hours. This impact can also be strongly felt on many residential streets throughout Town both in volume and speed. Looking at historical crash data, it's very clear that the main arteries are also the Town's top crash locations.

The strong mix of vehicle and pedestrian/bicycle traffic in all parts of Town make traffic safety and education a main priority. The Traffic Safety Commission (TSC) reviews many community concerns about safety. These often result in traffic-calming measures; however, based on traffic studies, often times the speeds do not justify these measures. The Department of Public Works and Police Department support the Commission in carrying out their business. Subgroups of the TSC are the Bicycle Advisory Committee (BAC) and Pedestrian Advisory Committee (PAC). These groups provide venues to focus on pedestrian and bicycle safety throughout Town.

The Town of Vienna Police Department is located at 215 Center Street S. The 9,800-square foot building was completed in 1994. This facility houses many police operations, including the administrative, operations, and communications divisions, which provides dispatch, call-taking, and central records functions. In addition to the main building, the police department utilizes offsite storage facilities, offsite parking, and approximately 1,800 square feet in Vienna Town Hall for the Criminal Investigations Section.

In 2013 a needs assessment for the police department was conducted. That assessment identified a need for an approximately 30,000-square foot police facility to adequately house all police operations at one location. The project will include the current police property on Center Street as well as the adjacent property at 144 Locust Street, which is now owned by the Town.

The scope of this project will include construction of a new facility and, possibly, renovation of the current facility on Center Street. Part of the police facility will require shared space for use by other Town of Vienna departments and the public. Also included is development of a program space for the 1,800-square foot section of Town Hall now being occupied by the Police Department's investigations section so that space maybe used by another Town department.

This police station project will have a goal of silver certification under the LEED® Green Building program.

As of the writing of this document a Request for Proposals for architectural and engineering services has been issued. There is a July 9 Town Council meeting target date for awarding this contract.

The Town's information Technology Department maintains the vast majority of the Town's various technology. The main systems are:

- Munis – Financial Management System used throughout the Town by all departments
  - Munis was fully deployed in 2018
- Webtrac – Online registration system used to manage events and enrollment by Parks and Rec
- Town of Vienna Email System
  - Updated 2018
- New World – Police CAD, RMS, Mobile

- o This platform is the backbone of the Police Department's dispatch and records management systems. It allows officers to enter event information, run driving record checks, and write their reports. Using the back-end of the system, information can be gathered about crime and traffic statistics, response times, etc. This system was upgraded in 2017 using seized asset money.
- In Car Video – Police cruiser video recording system
  - o Purchased in 2016 with a one-time seized asset grant from the Commonwealth of Virginia Attorney General's office. All patrol vehicles have ICV, and recordings from those vehicles provide great evidence for officers' cases as well as a level of accountability to the Town of Vienna community.
- File Servers – Collection of servers used for various Town information storage
  - o Continuously updated and deployed as needed
  - o Server Operating System Version 2012, 2016
- Telephone Communication System
  - o Cisco Unified Administration was launched in 2015.

Current Situation

Crime trends in the Town of Vienna have remained mostly flat for the past 5-year timeframe. Property crimes far outnumber crimes against a person every year with the most frequent property crime being larceny. The most frequent crime against a person over the past 5 years has been simple assault, which has remained consistent. The top dispatched events in Town have remained traffic complaints and alarms.

After years of being fairly consistent, the total number of vehicle crashes in the Town fell significantly in calendar year 2017. The most significant drops were in personal injury crashes and non-reportable crashes, which are crashes that were minor or on private property and did not generate a report.

In calendar year 2016, the Police Department reintroduced the Eye to Eye campaign to help facilitate pedestrian and bicycle safety. This educational initiative is designed to remind pedestrians of the importance of making eye contact with the driver of a vehicle before the pedestrian starts to walk or bike across a roadway. The department also continues to use bicycle rodeos to help educate the young population on the importance of bicycle safety.

The TSC continues to be the main venue for citizens to begin the process of having traffic related items addressed. Using just a snapshot of what has been on the TSC agenda over the last five months shows the widespread diverse issues being brought to them.

- Windover Avenue NW traffic-calming petition
- Tapawingo Rd SW and Kingsley Rd SW traffic-calming
- Park Street NE traffic-calming petition
- Pedestrian Master Plan (PMP) final draft
- Bicycle Rack Commercial Application Process
- Bike share program
- Crosswalk on Lawyers Road NW at Walnut Lane – RRFB

With Interstate 66 construction beginning this year, the issue of traffic being diverted into the Town has raised many concerns from citizens that their already overcrowded neighborhood streets will become even more congested.

The Police Department now allows for online reporting of traffic concerns, which is filtered by the traffic division sergeant and then assigned for enforcement. The online service is also available for child safety seat inspections to make sure the seat is installed correctly and the child riding in the seat is safe.

The RFP for the police station generated six responses, which are currently being reviewed by the police chief, deputy chief, public works director, and planning and zoning director. A placeholder has been set for the July 9 Council meeting to award the contract to the selected company. Discussions have have already begun with planning and zoning regarding how best to handle the lot the police station is currently on and the purchased residential property. These discussions also include the possible separation of the Bowman House plot from the police station plot.

Currently the Information Technology Department utilizes the following security measures to protect the Town's technology.

- Cisco ASA Firewalls
- Barracuda Web Filter
- Dell Sonic Wall Spam
- Cisco Firepower
- Symantec Antivirus and Back-up Exec

- Cylance Antivirus

The Information Technology Department performs continuous tests to ensure the hardiness of its networks. Firewalls and web filters are constantly monitoring Internet traffic; any identified malicious activity is blocked. The Town's firewalls also have intrusion detection features that detect internal activity on the network to check if devices are compromised and conducting malicious activity. Individual Town computers have antivirus software also installed to monitor, detect, and block any suspicious activity.

The IT staff performs routine checks to test the effectiveness of our monitoring applications. Vulnerability tests are performed to ensure perimeter applications prevent break-ins by hackers. Applications are checked to ensure that they are updated with the latest security patches. Active scans also are performed on computers to ensure local antivirus software actively protects users from attacks as well.

The IT department also uses applications to assist with training staff on the potential pitfalls of opening malicious emails. Periodically false emails are randomly sent to staff to train and test staff members' ability to identify malicious emails and to report them to IT staff. The main purpose of this exercise is to create the understanding that staff members, too, play an important part in successfully protecting the Town's network.

No one solution is perfect for protecting an organization's networks. As threats evolve, organizations need to work to continually educate staff to identify and report issues if they arise. Organizations need to keep current with the latest detection applications and ensure that applications and appliances are kept up-to-date with the latest security patches in order to keep their networks safe.

Should a significant cybersecurity incident occur, the Town does have cyber liability coverage through VML that could help recoup the cost of recovery.

Key Measurements

The overall safety of the Town can be measured in many different ways. Certainly continuing to focus on keeping crime rates down and lowering them where possible should be a priority. Focusing on lowering property crime incidents and any crimes targeting our elderly population should be a priority.

Additionally, staying routinely mentioned in the various surveys as one of the safest places to live is a key measurement that the overall safety of the Town is being recognized. This type of recognition becomes marketable since it can make Vienna a desired location for families and businesses. This key measurement should take care of itself if other key measurements related to a safe community are being met.

The Town's community survey is another easy and already in place method of measuring the safety of the Town. Survey questions may need to be reviewed to make sure they are gauging items identified in the strategic plan as important.

Pedestrian, bicycle, and overall traffic safety can share at least one key measurement and that is the reduction of crashes throughout the Town of Vienna. This can be achieved through overall enforcement, targeted enforcement, and prevention safety programs. Traffic enforcement remains a key so traffic summons numbers should remain strong and consistently high. The actual number of pedestrian and bicycle safety programs offered and number of those attending can also be a measurement. The number of safety concerns being addressed by the TSC also indicates efforts being made to improve safety.

Continued traffic and speed counts along targeted roadways impacted by I-66 construction will show if efforts to mitigate the impact of that project on Vienna are being successful.

Key measurements for construction of a new police building relate to meeting timetable goals that will result in the new building being on time and on budget. Starting with the successful selection of a firm for architectural and engineering services, project management, and successful rezoning of the

parcels of land. Another key measurement for the project will the level of community support and interaction. This will be crucial to the success of the project given its location.

Some key measures for cyber security hinge upon the level of protection of the systems. This can be counted by the number of things infecting the network and probably more importantly by the number of viruses detected and then prevented from infecting the network. Also, the backup capability IT can maintain for the Town helps safeguard us from catastrophic loss of information should an attack occur. Education and customer service also are key measures for keeping the Town's many programs up and running to full efficiency.

Another key measure for IT and then overall safety of the Town of Vienna is emergency preparedness. How prepared is the Town should a natural or manmade disaster strike? How effectively can vital Town operations continue and/or be restored? Do the people responsible during an emergency know their roles? Making sure these questions are answered will provide measurements of the Town's emergency preparedness.

Suggested Strategies

When it comes to ensuring that the Town of Vienna maintains community safety it needs to be done factually with defined crime numbers that continue to maintain low levels and even decrease when possible.

Strategy #1- Continue and enhance efforts to reduce crime and fear of crime in the Town of Vienna
- deter and detect crime
- increase officer visibility
- promote crime prevention efforts
- effectively utilize statistics

A safe community also needs to leave the citizens of Vienna with the feeling that their community is safe no matter the location or time of day. Citizens of Vienna also need to be connected to the Police Department and feel that true community policing is taking place.

Strategy #2- Strengthen community partnerships to promote citizen/police involvement

- solicit residents' concerns to address quality of life issues
- measure residents' satisfaction with safety and the Police Department
- utilize social media
- police involvement in community events

Traffic safety for the Town of Vienna is a very large umbrella topic. Certainly the traditional concerns of speeding, failing to obey highway signs, crashes, and volume are heard by all Town employees and officials on a regular basis. However, there also is a great deal of focus on pedestrian safety, bicycle safety, and for the desire for both of those to be a large part of Vienna.

Strategy #3- Conduct targeted enforcement to combat specific violations
- speed enforcement in known trouble spots
- sign and other enforcement
- strong DUI enforcement
- give the community an avenue to express their concerns.
- inform the community of current ongoing efforts and what the results are
- departments continue to support TSC for problem-solving

Strategy #4- Reduce pedestrian and bicycle accidents and incidents
- enhance Eye to Eye campaign
- continue bike rodeos, develop adult efforts
- work with BAC and PAC to identify safety needs and gaps
- enforcement of violations by all

Strategy #5- Reduce crashes
- analyze top accident locations for cause
- work with TSC for safety improvements
- targeted enforcement

As the Town moves forward to build the new public safety facility, the success of that project will depend a great deal on decisions made over the next few years.

Strategy #6 - Select the right people to work with
- architect and construction firms that have successfully built similar projects
- project management
- Town project, all departments have a stake and need to be helping
- on budget and on time

Strategy #7- Community support
- design with shared community space
- announce the project to the community
- update the community on progress

- address community concerns
- be a good neighbor
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Strategy #8 - Manageable scope
- use needs assessment as a guide
- shared space
- value engineering

Security of the Town's technology is a current priority and will need to remain so as technology and

threats change.

Strategy #9 - Keep pace with the changing threats
- update technology as required

Strategy - #10 - Education/training
- IT employees stay trained in most up-to-date approaches to cyber security
- Town employees trained on preventative steps they should be taking to ensure cyber security

And finally, one overarching item that touches all aspects of keeping Vienna a safe community is

emergency management. Preplanning and preparation for a widespread event is critical and it must

involve all Town departments. It requires the Town to network with the region and for everyone to

understand they have a role to play in an emergency.

Startegy#11- Develop strong emergency management program.
- identify essential functions and people
- train on incident management
- stay connected to Fairfax County Office of Emergency Management
- Town's emergency management team meets on a regular basis
- Tabletop training
- Council involved.

In summary, the Town of Vienna is a safe community. There is, however, always more that can be

done. Safety needs to remain a top priority. Groups like the TSC and its subcommittees BAC and PAC

should remain leaders in helping the Town improve in traffic safety areas. The IT department will

continue its strong efforts in maintain the security of the Town's critical technology infrastructure. All

departments have a role to play in keeping the Town safe. The strategies identified in this paper are just

a few of the ideas that can be implemented. And each strategy can be expanded out many times over to

help achieve the goals of the strategic plan.