

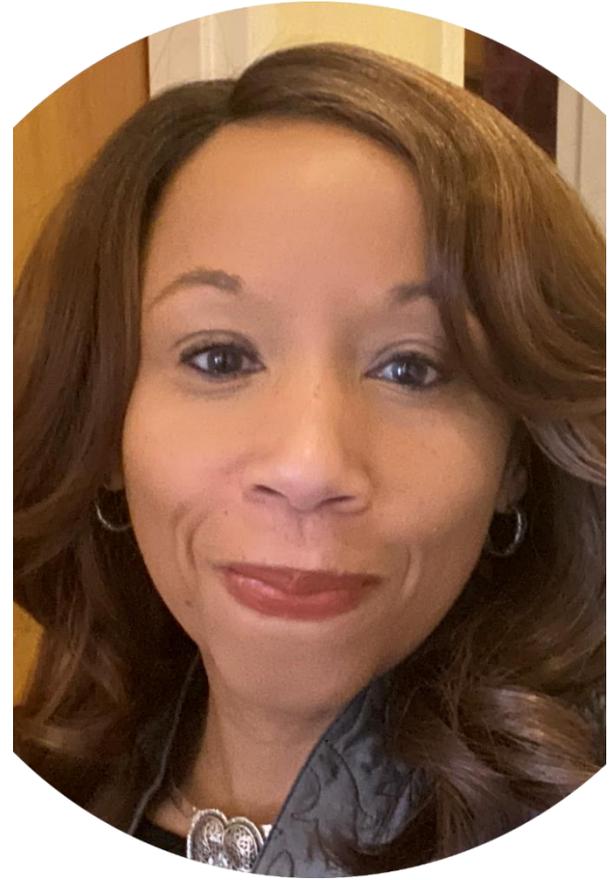
FY20 Goal Team Report



GOAL 2

Set the Standard for a Safe and Secure City





POWERED BY THE TEAM

- Fire
- Municipal Court
- Police

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Focus on Continuous Improvement

TEAM EP TX El Paso Fire Department



Focus on Continuous Improvement



FBI CJIS Information Technology Security Audit

- Compliant in all 28 areas assessed
- Team effort by Communications, 911 District, I.T. Department, Academy, and PD Records Section.



Police Department Survey Results – "I feel safe and secure in my neighborhood and community."

- 1077 surveys – 79.2% feel safe
 - 54.41 % Agree
 - 24.79 % Strongly Agree
 - 4.36 % (surveys) Disagree

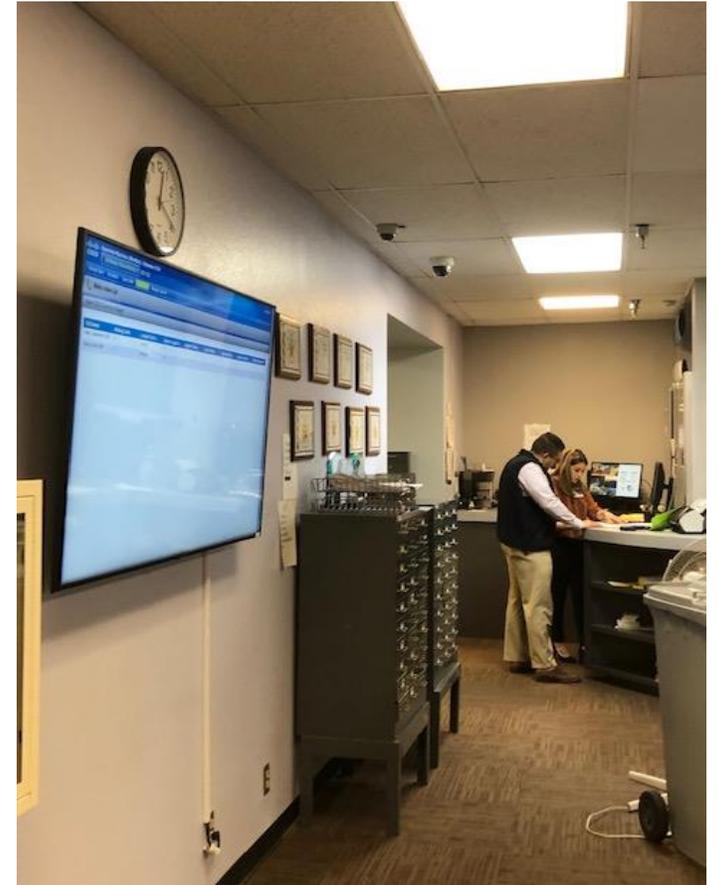


Focus on Continuous Improvement

TEAM EP TX Municipal Court

Increased use of technology:

- Parking hearings by video, pending hardware installation
- In collaboration with ESD, writs of entry to be signed electronically by Court Judges
- Installed Call Center display monitors for real time activity monitoring



COVID-19 Response & Impacts



Police Department

- **Reduced civilian staff - encouraged to telecommute as much as possible**
- **Sworn personnel not assigned to patrol (detectives, investigators, etc.) placed on split shifts to limit contact**
- **Employees screened prior to the start of a shift and at the end of a shift.**
- **Expedited COVID-19 testing for officers**
- **Decontamination and sanitizing procedures implemented for vehicles and facilities**
- **Citizens requesting a police unit being asked to meet the officers outside the residence or business when feasible**

COVID-19 Response & Impacts



Fire Department

- **All staff is screened at the start and end of every shift**
- **Special Teams Units were relocated to reduce exposure**
- **Hosting online training courses to limit exposure**
- **Utilizing cross-functional teams for Compliance Enforcement Task Force**
- **Civilian staff continues to telecommute**
- **911 Call Taking Screening for on-scene COVID signs and symptoms**
- **Modified Patient Assessment policies to limit membership exposure**

Key Accomplishments



2019 Public Safety Bond

- Voters approved \$221.9M for police facilities.
- New Far Eastside Regional Command, Academy, Headquarters, and Central Regional Command.
- Major maintenance and renovation of existing regional commands.
- \$3.3M for police vehicles.

Traffic Section Reorganization

- All regional command motorcycle officers were relocated to Police Headquarters on July 31, 2019.
- Centralized traffic section consisting of Special Traffic Investigations, DWI Task Force, and Motors.
- Assigned based on an analysis of traffic patterns and data.



NIBRS Compliant

- National Incident Based Reporting System
- FBI requiring transition from UCR to NIBRS by January 2021.
- Collects data on additional offenses.

Key Accomplishments

Police Department New / Enhanced Units

Crisis Intervention Team (CIT)

- Established 2018
- 14 officers, 3 sergeants, 1 lieutenant
- Collaboration with EHN – 14 clinical staff members and 1 clinical supervisor

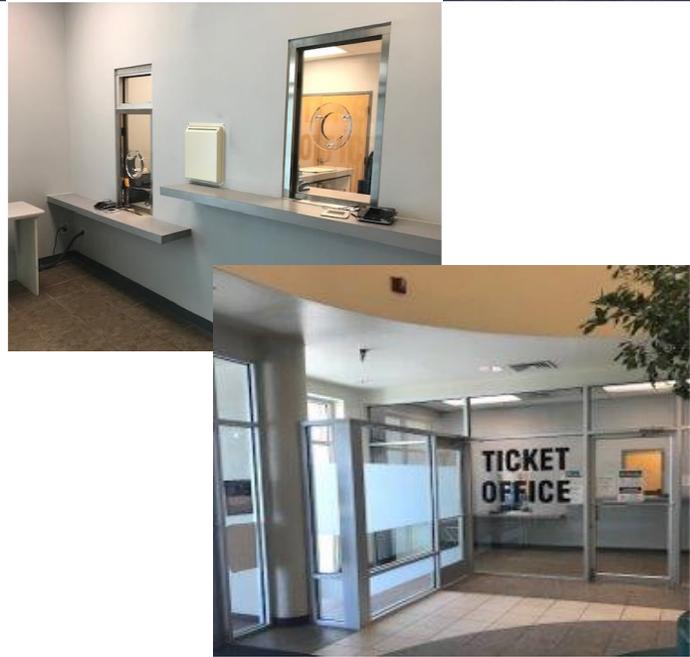
Gang Suppression Unit

- Established 2017 - 10 officers, 1 sergeant
- Added 5 additional officers in June 2019, 2nd sergeant in March 2020
- Proactively address gang issues utilizing directed patrol

DWI Task Force

- Increased by 10 officers in 2018
- 17 officers, 3 sergeants
- Address increase in alcohol related traffic accidents and fatalities

Key Accomplishments



- Renovated Pebble Hills bond office
- Upgraded video arraignment equipment at all locations – video can now be re-routed to downtown



- Renovated public restrooms – enlarged ADA stalls
- Installed 2 privacy phones at ADA windows



2019, 2020
Winner of High Volume
Texas Municipal Courts Education
Traffic Safety Initiatives Award

Key Accomplishments

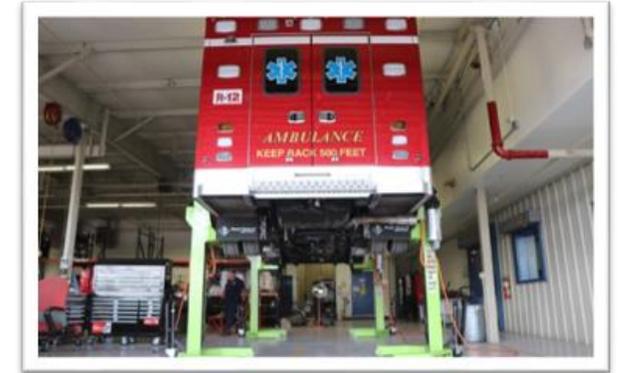


New Emergency Apparatus:

- Annual investment of \$2.7M
 - 3 Ambulances
 - 2 Pumpers
 - 1 Quint

2019 Public Safety Bond

- Voter approved \$191.2M
- Three New Fire Stations
- Station consolidations
- New Training Academy, Logistics, and Headquarters
- Station Renovations



- Awarded the Blue Seal of Excellence for the fourth consecutive year

Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 (Thru Q2)	Annual Target
Reduce Part 1 Offense crime rate by 2% from previous year	15,131	15,093	13,904	12,629	4,719*	12,376
# of motor vehicle fatalities	66	54	59	66	49	61

* Based on UCR Sept - Dec 2019

Protect It. It's Yours.
NEVER UNLOCKED. NOTHING IN VIEW.

- Hide your valuables from plain sight to avoid attracting thieves.
- Lock your vehicle and take your keys. Approximately 50% of all stolen vehicles were left unlocked.
- Never hide a second set of keys in or on your vehicle. Thieves can easily find extra keys.
- Park in well-lit areas and attended parking lots. More than half of all vehicle thefts occur at night, and thieves tend to target unattended lots.
- Never leave your vehicle running, even if you will only be away for a minute. Vehicles are commonly stolen at gas stations and ATMs. Many vehicles are also stolen on cold mornings when the owner leaves the vehicle running to warm up.

Watch Your Car
Auto Theft Task Force

FIVE TIPS TO AVOID AUTO CRIME

For more information about preventing motor vehicle theft and burglary, visit TXWATCHYOURCAR.COM.

If you would like to order additional copies of this brochure or related educational material, call **1-800-CAR-WATCH**.

NICB
NATIONAL INSURANCE CRIME BUREAU

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YOUR VEHICLE IS A THIEVES TARGET
You have made your _____ an easy target for Auto Theft / Burglary!

- Don't leave doors unlocked!
- Don't leave windows open!
- Use an anti-theft device on this high profile vehicle!
- Don't leave keys in ignition and motor running!
- Don't park in dark areas!

For more information on how to better secure your vehicle call the El Paso Police Department - Auto Theft Task force at (915) 212-0310 or go to www.eppd.org





Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 (Thru Q2)	Annual Target
% of Criminal Homicide crime cases that meet or exceed the national average clearance rates	93.3%	95.45%	88%	102.5%	77.8%*	62.3%**
% of Robbery crime cases that meet or exceed the national average clearance rates	46.3%	48.78%	48.45%	51.25%	48.4%*	30.4%**
% of Burglary crime cases that meet or exceed the national average clearance rates	22.79%	23.19%	28.09%	27.81%	25.6%*	13.9%**

* Based on UCR Sept - Dec 2019

** Based on FBI UCR for 2018

Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 (Thru Q2)	Annual Target
% of Municipal Court payments received electronically through web	31.35%	22.26%	22.42%	31.51%	33.15%	28.5%
Court Online options for requesting payment plans, driving safety course, general questions and emailed attorney motions by case	-	-	8,735	10,006	8,054	9,000

Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 (Thru Q2)	Annual Target
Reduce # of fire deaths	11	6	5	1	1	0
% of fire and medical emergency calls with total response time of 8:30	80.35%	89.81%	87.86%	87.33%	83.96%	90%
911 calls answered within 15 seconds	89.60%	89.98%	88.63%	81.90%	81.24%	90%

FY20 Key Deliverables Update

Strategy: *Maintain standing as one of the nation's top safest cities*

Effective and high-quality criminal investigations

- Percentage of customers who are satisfied or very satisfied with the thoroughness of case investigation. Target 90%
- 273 of 309 respondents- 88.35%



Strengthen community involvement in resident safety

- Provide crime and safety presentations
- Target: 400 per fiscal year
- 445 presentations
- 39,721 Attendees
 - 21,644 between 0-18 years
 - 3,427 65 years & older



FY20 Key Deliverables Update

Strategy: Increase public safety operational efficiency

Reduce average response times for Priority 1 calls by 5%

Priority 1	Average Response in Minutes
Sept. 2018- Dec. 2018	17:19
Sept. 2019- Dec. 2019	19:16
Change	10.12%



Strategy: Improve motorist safety

Decrease number of pedestrian fatalities by 5%

Motor Vehicle Fatalities	Total
Sept. 2018- Feb. 2019	23
Sept. 2019- Feb. 2020	16



FY20 Key Deliverables Update

Strategy: *Increase public safety operational efficiency*

Academy Class 126th

- 43 Cadets Graduated
- Start date: July 29, 2019
- Graduation date: March 8, 2020

Current Academy Class 127th

- Current total of 33 Cadets
- Start date: Feb 17, 2020
- Projected graduation: Oct 12, 2020

Next Academy Class 128th

- Projected to have a total of 35 Cadets
- Projected start date: July 13, 2020
- Projected graduation: March 2021



FY20 Key Deliverables Update

Strategy: *Enforce Municipal Court Orders*

Walk in Court Pilot - Pre-warrant/ Pre-capias/ Walk-in cases - Dec 2019

**Jan/Dec 1,292 defendants appeared
21,971 cases on the docket**

Strategy: *Maximize Court efficiency & enhance customer experience*

Upgraded Video Arraignment equipment at all locations - Dec 2019

	*Sept - Jan	<u>FY19</u>
# of defendants	1,180	3,557
# of cases	1,681	4,918

New ability to re-route video hearings from the Northeast court to Downtown

** Video arraignment equipment was down at Pebble Hills from June - Dec*



FY20 Key Deliverables Update

Strategy: *Take proactive approaches to prevent fire/medical incidents and lower regional risk*

Promote and improve fire prevention through education

- 1,083 smoke alarms installed
- 862 household with home evacuation plans
- 66% of Public and Private schools contacted
- 92% of property saved for all structure fires



Increase Acute Myocardial Infarction survivability

- 45% of cardiac arrest patients where compression CPR initiated prior to arrival
- 27% of cardiac arrest patients delivered to the hospital with ROSC
- 2,722 Immunizations and Health Screenings provided thru Community Health and Safety Initiative



FY20 Key Deliverables Update

Strategy: *Increase public safety operational efficiency*

Maintain an Effective Response Force to efficiently handle fire and medical emergency calls

- 90% of fire and medical emergency calls with a total Response Time of 8:30
- 75% Fires contained to the room of origin

Increase 911 Communication Center operational efficiency

- 90% of 911 calls answered within 15 seconds



FY20 Key Deliverables Update

Strategy: *Enhance Training and Professional Development Programs for all personnel*

Academies:

- Traditional academy - Projected to start in last quarter of FY
- Pre-certified academy - Projected graduation in May
- Paramedic Class - 14 graduates this fiscal year
- Continuous Public Safety Communicator academies
- Officers Academies



Training:

- Followership to Leadership – Self-assessment opportunity for individuals preparing to step into a leadership role
- Eight Functions - Leadership development



Key Opportunities/Challenges

El Paso Fire Department



Station 12 Health Center - Provide better service to the community and personnel

Stop the Bleed – Promote efforts to encourage bystanders to become trained and equipped to help in emergencies before help arrives.

Child Passenger Safety – A properly used child safety seat can reduce fatal injury by 71% for infants and by 54% for toddlers

Proactive approach to Firefighter physical and mental health – Improve awareness through education

Interagency response - Identify gaps to improve response during major incidents



Key Opportunities/Challenges

Department/Area

EL PASO POLICE DEPARTMENT



Volunteers in Patrol (VIP) Program

- Volunteers to patrol neighborhoods and report suspicious activity to the Police. Non-confrontational, to act as witnesses only.
- Must meet all requirements of the Department's Volunteer Program and attended a Citizens' Police Academy.
- Must be knowledgeable on City services and be a resource for citizens.
- Participants will be clearly identifiable.
- Start date pending - Original start date May 2020



Key Opportunities/Challenges

Department/Area

EL PASO POLICE DEPARTMENT

The Nextdoor logo features a white house icon to the left of the word "Nextdoor" in a white, sans-serif font, all set against a green rectangular background.The Ring logo consists of the word "ring" in a white, lowercase, sans-serif font, with a small orange dot above the letter "i", all set against a blue square background.

City Watch Program:

- Working with Nextdoor, an on-line neighborhood hub for information sharing among neighbors. Will be able to distribute crime information, crime prevention updates, and receive information from citizens by police district.
- Entered into a partnership with the Ring Camera Network in February 2020. Will allow the community to instantly share videos with the Police Department to help solve and prevent crimes.
- Program established to allow businesses to grant access to security camera systems for the Fusion Center.
- Security Camera Registration Program: 55 residences and 7 businesses participating.

Key Opportunities/Challenges

Department/Area

MUNICIPAL COURT



Opportunity:

- Applied for a grant through the Governor's Office for additional staff for the juvenile case management program
- Expanding intern program – partnering with Workforce Commission to offer part-time pay, paid by the Commission, to interns
- Community service opportunity – partnering with Workforce Commission to offer individuals opportunity to obtain certifications as community service compliance

Challenge:

- Improve efficiency and timeliness of setting cases for trial
Currently a Lean Six Sigma project in conjunction with EPPD
Asst Director Annabelle Casas - Project Lead

What we covered



- **Focus on Continuous Improvement**
- **COVID-19 Response & Impacts**
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FY20 Goal Team Report



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