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

El Paso Police Department

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

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

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

* Based on UCR Sept - Dec 2019

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For more information about preventing motor vehicle theft and burglary, visit [THIEVESFREETexas.org](http://THIEVESFREETexas.org).

If you would like to order additional copies of this brochure or related educational materials, call 1-866-CR-WHY21.

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](http://www.eppd.org)
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<tr>
<td>% of Criminal Homicide crime cases that meet or exceed the national average clearance rates</td>
<td>93.3%</td>
<td>95.45%</td>
<td>88%</td>
<td>102.5%</td>
<td>77.8%*</td>
<td>62.3%**</td>
</tr>
<tr>
<td>% of Robbery crime cases that meet or exceed the national average clearance rates</td>
<td>46.3%</td>
<td>48.78%</td>
<td>48.45%</td>
<td>51.25%</td>
<td>48.4%*</td>
<td>30.4%**</td>
</tr>
<tr>
<td>% of Burglary crime cases that meet or exceed the national average clearance rates</td>
<td>22.79%</td>
<td>23.19%</td>
<td>28.09%</td>
<td>27.81%</td>
<td>25.6%*</td>
<td>13.9%**</td>
</tr>
</tbody>
</table>

* Based on UCR Sept - Dec 2019
** Based on FBI UCR for 2018
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</thead>
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<tr>
<td>% of Municipal Court payments received electronically through web</td>
<td>31.35%</td>
<td>22.26%</td>
<td>22.42%</td>
<td>31.51%</td>
<td>33.15%</td>
<td>28.5%</td>
</tr>
<tr>
<td>Court Online options for requesting payment plans, driving safety course, general questions and emailed attorney motions by case</td>
<td>-</td>
<td>-</td>
<td>8,735</td>
<td>10,006</td>
<td>8,054</td>
<td>9,000</td>
</tr>
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<tr>
<td>Reduce # of fire deaths</td>
<td>11</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>% of fire and medical emergency calls with total response time of 8:30</td>
<td>80.35%</td>
<td>89.81%</td>
<td>87.86%</td>
<td>87.33%</td>
<td>83.96%</td>
<td>90%</td>
</tr>
<tr>
<td>911 calls answered within 15 seconds</td>
<td>89.60%</td>
<td>89.98%</td>
<td>88.63%</td>
<td>81.90%</td>
<td>81.24%</td>
<td>90%</td>
</tr>
</tbody>
</table>
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
**Strategy: Increase public safety operational efficiency**

Reduce average response times for Priority 1 calls by 5%

<table>
<thead>
<tr>
<th>Priority 1</th>
<th>Average Response in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change</td>
<td>10.12%</td>
</tr>
</tbody>
</table>

**Strategy: Improve motorist safety**

Decrease number of pedestrian fatalities by 5%

<table>
<thead>
<tr>
<th>Motor Vehicle Fatalities</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept. 2019- Feb. 2020</td>
<td>16</td>
</tr>
</tbody>
</table>
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
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 FY19

<table>
<thead>
<tr>
<th># of defendants</th>
<th>1,180</th>
<th>3,557</th>
</tr>
</thead>
<tbody>
<tr>
<td># of cases</td>
<td>1,681</td>
<td>4,918</td>
</tr>
</tbody>
</table>

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

* Video arraignment equipment was down at Pebble Hills from June - Dec
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
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: \textit{Enhance Training and Professional Development Programs for all personnel}

\textbf{Academies:}
\begin{itemize}
  \item Traditional academy - Projected to start in last quarter of FY
  \item Pre-certified academy - Projected graduation in May
  \item Paramedic Class - 14 graduates this fiscal year
  \item Continuous Public Safety Communicator academies
  \item Officers Academies
\end{itemize}

\textbf{Training:}
\begin{itemize}
  \item Followership to Leadership – Self-assessment opportunity for individuals preparing to step into a leadership role
  \item Eight Functions - Leadership development
\end{itemize}
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
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
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
- Key Accomplishments
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GOAL 2

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