

Goal 2: Set the Standard for a Safe and Secure City

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Strategic Plan Update

May 19 , 2015



Goal 2 Public Safety



Goal 2 Team Members

- Environmental Services
- Fire
- Municipal Clerk & Municipal Court
- Planning & Inspections
- Police

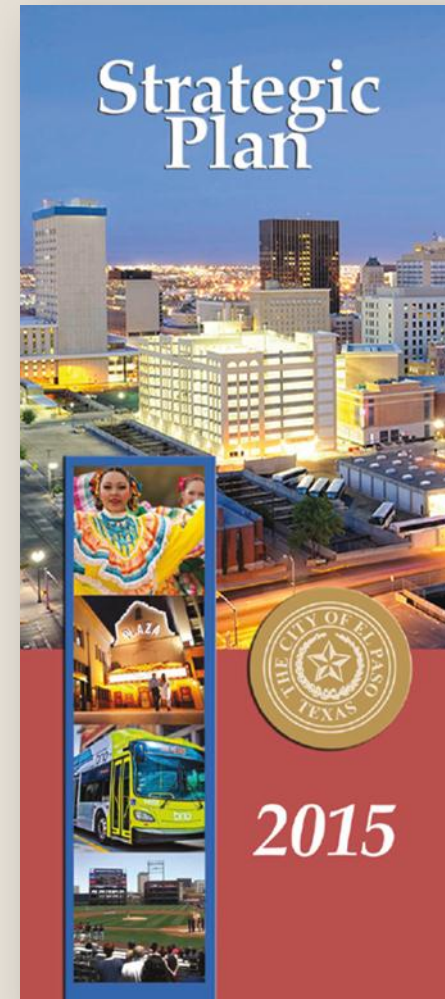


Goal 2: Set the Standard for a Safe and Secure City

FY 2015

Performance Update

- 9 Strategies
- 24 Actions
- 8 Key Performance Indicators



Current Year Results



- Won 2015 **Traffic Safety Initiatives Award- High Volume Court** through TXDOT and TX Municipal Courts Education Center
- Increased City social media profile to educate drivers during Red Light Awareness month– March Facebook posting of red light camera accidents reached **282,752 users and the videos were viewed over 127,000 times**
- Published 117,000 warrant holder names in El Diario and El Paso Times resulting in **posting over \$ 800,000 fines and fees in one week (average week is \$ 400,000)**

Current Year Results

- Maintained a continuing decline of 13.4% in Part I crime

Part I offenses:

Homicide, Rape, Robbery, Assaults,
Burglary, Larceny Theft, Motor Vehicle
Theft



Current Year Results

- Initiated Fire Station based Community Health and Wellness program.
- Consolidated Fire Station 5 and 13
- Benefited from the donation of **109 hours** from volunteers
- Presented **406** fire safety education programs to **96,702** residents



Goal 2 -Key Performance Indicators

Key Performance Indicator	SP Link	2013 Actual	2014 Actual	Q2-15	YTD	Target
Reduce Part 1 Offense crime rate per 100,000 population	2.1.1	.038	.037	.008	.016	.039
Response time for priority 1,2, & 3 calls within 21 minutes	2.3.2	75.57%	75.44%	73.77%	71.92%	90%
% of fire and medical emergency calls with total response time of 8:30	2.3.4	8:56- 90%	8:59-90%	9:30- 90%	9:22- 90%	90%
		8:30- 80%	8:30-82%	8:30- 80%	8:30- 80%	
911 calls answered within 15 seconds	2.3.5	93.54%	94.76%	90.07%	92.71%	95%



Goal 2 – Key Performance Indicators

Key Performance Indicator	SP Link	2013 Actuals	2014 Actuals	Q2-15	YTD	Target
# of traffic deaths per 100,000 population	2.4.1	7.65	7.94	2.21	5.44	8.72
Reduce # of fire deaths	2.5.2	0	2	3	4	0
% vacant buildings inspected/visited at least once annually	2.9.1.1	New Metric	New Metric	25%	33%	90%



2.2 Strengthen community involvement in resident safety

2.2.2 Provide educational and volunteer opportunities for disaster preparedness

- ✓ Increased Community Emergency Response Team volunteers by 10 in Quarter 2
- ✓ Improved resiliency in the community through development of Neighborhood Emergency Response Plan (NERP) programs
- ✓ Continued registration for the El Paso Citizen Alert program will assist with emergency communications in a time of need

Measure	YTD	Target
Increase # of trained Community Emergency Response Team Volunteers	791	1,000
Meet Texas standards for Emergency Management	50%	100%



2.3 Increase public safety operational efficiency

2.3.5 Increase 911 Communication Center operational efficiency

- ✓ By increasing the percentage of calls dispatched within 90 seconds, emergency resources can achieve a reduced total response time

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

- ✓ Data driven analysis to identify gaps in service and determine proper concentration and distribution of resources



Measure	YTD	Target
% of 911 emergency calls dispatched within 90 seconds	76.15%	90%
% structural units that are Advanced Life Support capable	75%	80%

2.5 Take proactive approaches to prevent fire/medical incidents and lower regional risk

2.5.1 Enhance the city's ability to promote disease/injury prevention and encourage healthy living of residents

- ✓ Conducted Compression only CPR training

2.5.2 Promote and improve Fire Prevention through education and code enforcement

- ✓ Increase the number of households with evacuation plans to **331**



Measure	YTD	Target
% of cardiac arrest patients with Return of Spontaneous Circulation	15.54%	30%
Install smoke alarms in at-risk neighborhoods	252	500

2.8 Implement effective code enforcement strategies to reduce nuisances, enhance visual appearance and improve overall health and safety

2.8.1 Investigate all animal bite cases reported

- ✓ 1007 investigations have been conducted in the FY2015 YTD;
62% were actual bite cases

Measure	YTD	Target
% animal bite cases investigated within 24 hours	100% (1007)	100%

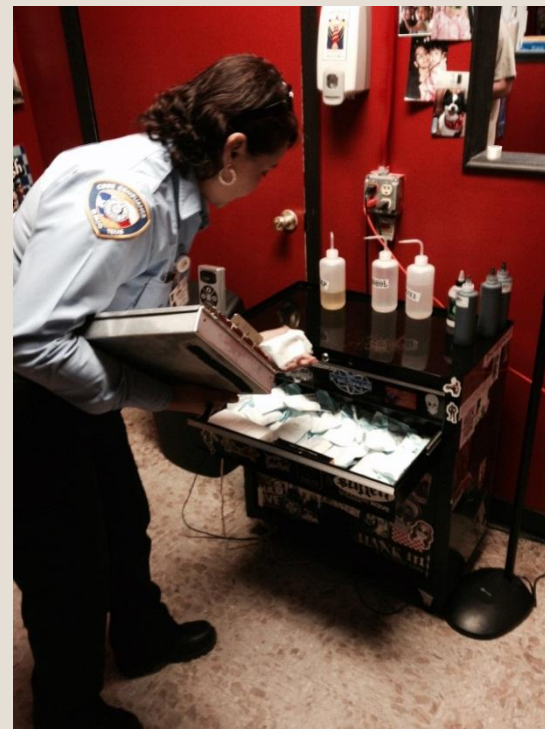


2.8 Implement effective code enforcement strategies to reduce nuisances, enhance visual appearance and improve overall health and safety

2.8.2 Enhance Health and Safety Program

- ✓ Code Compliance conducted 77 facility inspections that passed on the first attempt in FY15

Measure	YTD	Target
% of facilities passing initial health & safety inspection	75% (102)	85%



2.9 Promote building safety

2.9.1 Improve building standards program results

- ✓ Completed Vacant Building Ordinance revisions; proposed Vacant Premise Ordinance to come before City Council

- ✓ 14 structures brought before the Building Standards Commission; 10 demolished and 4 secured/boarded

Measure	YTD	Target
Identify % of substandard buildings for closure as redevelopment opportunity	11%	100%



2.1 Maintain standing as one of the nation's top safest cities

2.1.1 Increase preventative proactive policing

- ✓ Reduced Part 1 crime by 13.4%
- ✓ Distributed 2 crime reports per Regional Command per week to ensure information sharing and collaboration
- ✓ Identified 56 crime trends throughout the City



Measure	YTD	Target
Deployment of specialized units to address crime trend within 7 days of identifying trend	99%	100%

2.1 Maintain standing as one of the nation's top safest cities

2.1.2 Expand outreach opportunities to improve police / community partnerships and enhance customer safety

- ✓ Conducted 496 surveys in the 2nd quarter and 973 surveys YTD of residents, visitors, and the business community who had filed police reports
- ✓ Received survey results that 85.50% of respondents reported feeling safe throughout El Paso

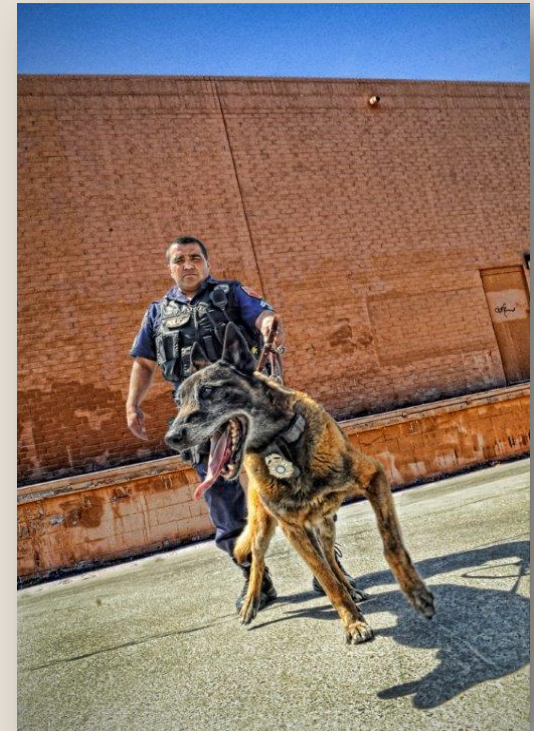
Measure	YTD	Target
Increase # of outreach events for improving police/community communication	322	500



2.2 Strengthen community involvement in resident safety

2.2.1 Strengthen the community policing initiative at each Regional Command to address quality of life issues and community order concerns.

- ✓ Resolved 95.8% of 133 complaints involving repeat issues by the third assessment through the use of S.A.R.A



Measure	YTD	Target
Increase # of community safety awareness initiatives	168	400



2.3 Increase public safety operational efficiency



2.3.1 Maintain a highly skilled police force

- ✓ Developing a three-track career development system
 - Operational
 - Investigative
 - Leadership/Management

Measure	YTD	Target
% of officers provided specialized career development training	62.8%	80%

2.3 Increase public safety operational efficiency

2.3.2 Effectively respond to police calls for service

- ✓ Identifying opportunities in Alternative Reporting Methods: 9,700 reports generated YTD by Report Taking Unit comprised of seven civilians.

Measure	YTD	Target
Response time for priority 1,2, & 3 calls within 21 minutes	71.92%	90%
Response time for priority 4-6 calls within 34 minutes	79.42%	80%
Response time for priority 7-9 calls within 52 minutes	72.86%	70%

2.3 Increase public safety operational efficiency

2.3.6 Improve the efficiency and effectiveness of criminal investigations

- ✓ Reviewed 94% of cases (15,229) within 2 business days resulting in timely case assignment
- ✓ Received survey results that 92% of complainants reported being satisfied /very satisfied with their case investigation

Measure	YTD	Target
% complainants contacted by investigator within 10 days of case assignment	100%	100%

2.3 Increase public safety operational efficiency

2.3.8 Locate and apply for grant funding opportunities for technology, equipment and field operations



- ✓ Secured funding for Fusion Center software maintenance costs.
- ✓ Successfully submitted FY16 Justice Assistance COMSAR grant application to acquire SWAT and special operations vehicles.

Measure	YTD	Target
# of grants obtained for operational deployments	4	8

2.4 Improve motorist safety

2.4.1 Analyze and implement tactics to reduce accidents

- ✓ Implemented operations aimed at improving traffic safety
- ✓ Conducted 20 traffic safety presentations in order to increase citizen awareness and reduce traffic accidents and DWI incidents



Measure	YTD	Target
% reduction in alcohol-related crashes	4.94% (= +16)	-1% (= -7)

2.6 Enforce Municipal Court orders

2.6.1 Increase compliance rate for the completion of driving safety courses



- ✓ FY15 – YTD- 16,677 cases have been assigned driving safety, 9,574 have been dismissed

Measure	Q2-15	YTD	Target
Increase in driving safety compliance rate	61.78 %	57.41 %	61%

2.6 Enforce Municipal Court orders

2.6.2 Focus on employee development

to better equip staff to guide defendants and vehicle owners

- ✓ Jan – Mar 2015 - 8 training courses were held for staff, total participants = 177
- ✓ Held training for Animal Services staff, participants = 21

Measure	YTD	Target
Conduct monthly court and safety training sessions	17	24 annually



2.6 Enforce Municipal Court orders

2.6.3 Increase timeliness of court settings

January – Total # of cases on dockets 17,049
avg # of days to set case = 71

February – Total # of cases on dockets 19,841
avg # of days to set case = 92

March – Total # of cases on dockets 18,849
avg # of days to set case = 97



Measure	YTD	Target
Reduce # of days between court request and case setting (traffic) *new measure	88.57	100

2.7 Maximize Municipal Court efficiency and enhance customer experience

2.7.1 Implement services that meet the needs of the customer

- ✓ FY15: 2nd Quarter: 3,176 cases were heard utilizing video arraignment, out of 23,253 = 13.65%
- ✓ FY14: 2nd Quarter: 2,177 cases were heard utilizing video arraignment out of 20,677 = 10.53%



Measure	YTD	Target
Increase % of video arraignments	12.88 %	13.5%

Cross-Functional Teams

SP Link	Team Name	Purpose	Impact
2.1	Public Safety Team	Identify and implement the practices, programs and services to set the standard for a safe and secure city	Improve and increase public safety, municipal court, code enforcement and building safety operational efficiency.

