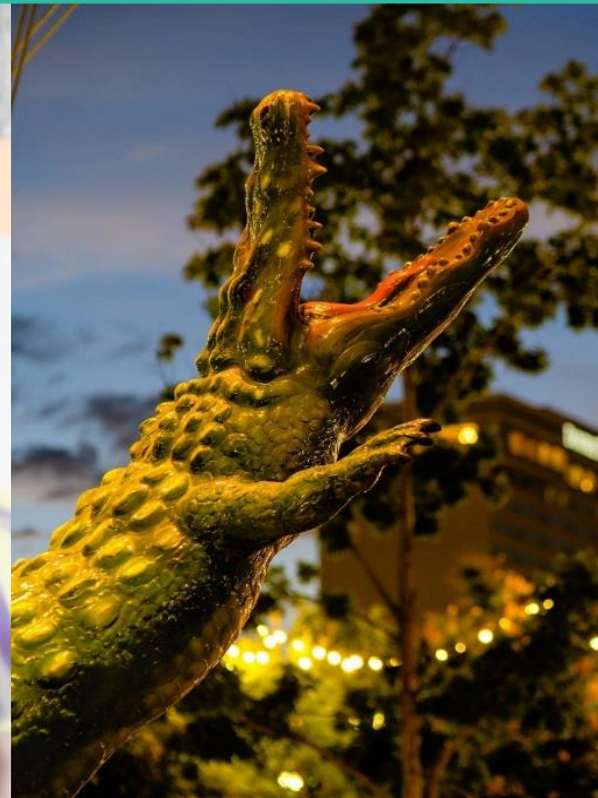




FY 19 GOAL TEAM REPORT



GOAL 2

Set the Standard for a Safe and Secure City

Powered by the Team



- = **Fire**
- = **Municipal Court**
- = **Police**

Focus on Continuous Improvement

EL Paso Fire Department

- ISO Class 1 Accreditation
- Paramedic Class – 17 graduates
- Strategic Planning
 - Internal and External Stakeholders Meetings

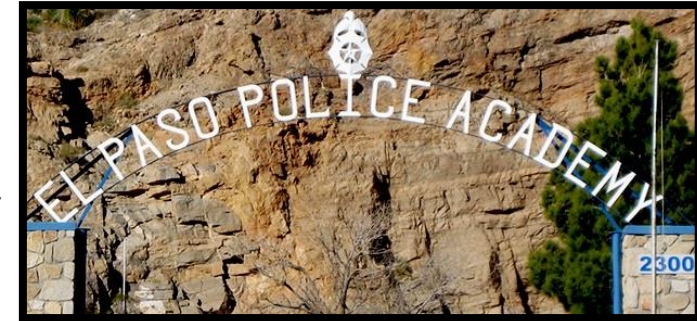


Focus on Continuous Improvement

EL Paso Police Department

- **Training Academy**
 - Recognized by the Texas Commission on Law Enforcement as a **MODEL ACADEMY**
 - Perfect rating by TCOLE – **100% COMPLIANCE** evaluation reports in the areas of training and credentialing
 - Only “paperless” Field Training Officer Program in the region
 - Implemented a career track training program – Patrol, Investigative, Leadership
- **Case Clearance Rates – CONSISTENTLY EXCEED the national average**

• Homicide	EPPD 82.6%	National 61.6%
• Robbery	EPPD 54%	National 29.7%
• Burglary	EPPD 27.8%	National 13.5%





INVESTING IN OUR PUBLIC SAFETY

Focus on Continuous Improvement

Municipal Court

- **Traffic Safety Initiative Award –High Volume Courts winner**
- **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**
- **Lobby customer service surveys will be conducted using tablets – utilizing volunteer UTEP interns**



Key Accomplishments

Investment in Public Safety



Body Worn Cameras

- Servers were purchased and installed
- Currently installing the vehicle component
- Body worn cameras will be issued once the vehicle component installation is complete.
- 34 Cameras for CIT and DWITF



Crisis Intervention Team (CIT)

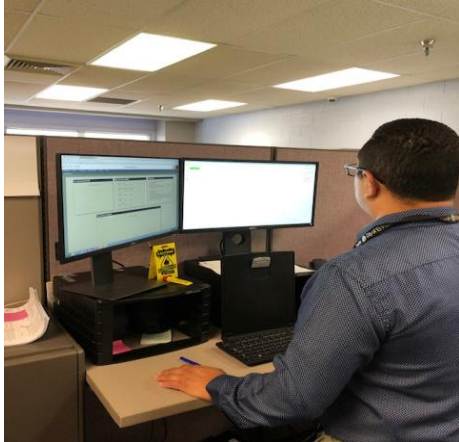
- CIT Officers operational since December 3, 2018
- EHN paired 14 specialists with the officers on February 14, 2019
- Dispatched to 1,511 patrol calls
- 256 Emergency Detention Orders
- 55 people voluntarily referred to suitable facilities
- 98 mental health reports completed



EPPD Replacement Vehicles

- FY2019 – Delivery of **150** vehicles started in February 2019; estimated completion in August 2019
- Currently 56% of the marked fleet is 2017 or newer
- Estimate that by 8/31/19, 92% of the marked fleet will be 2017 or newer
- 18 new motorcycles received, currently being equipped

Key Accomplishments



^ Let's Chat!

Live Chat was added to the Court's website

- Allows defendants to chat real time with Court staff
- Bi-lingual

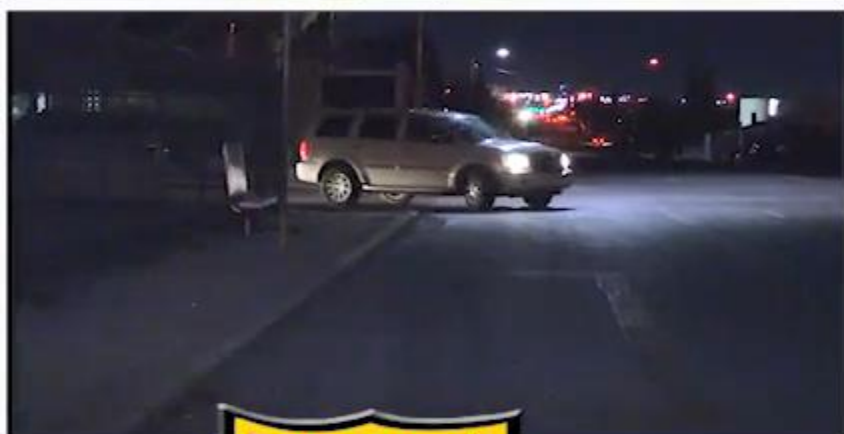
Sept – Feb 334



- Re-configuration of public safety counters at 810 Overland
- 2 additional windows added
- ADA compliant
- Bullet proof



Municipal Court Winner of High Volume Texas Municipal Courts Education Traffic Safety Initiatives Award



What to do during a traffic stop

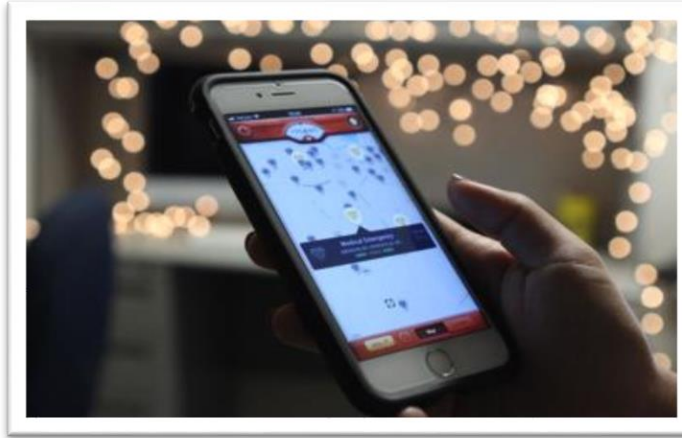
Key Accomplishments

Investment in Public Safety



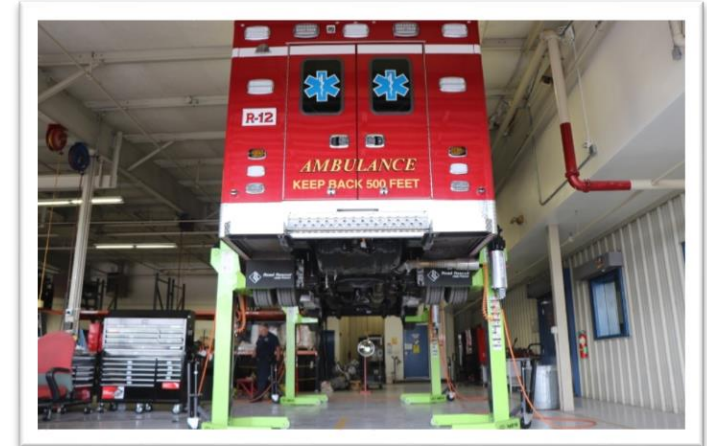
New Emergency Apparatus:

- Investment of \$3.2M - 3 Fire Apparatus and 3 Rescues
- Ceremonies held Since September - Pumper 3, Quint 16 & 35



PulsePoint

- Launched Pulse Point application
- Awarded Bed Shaker Grant for Hearing Impaired Community



- Awarded the Blue Seal of Excellence
- Best 100 Fleets

Goal 2- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 (Thru Q2)	Annual Target
Reduce Part 1 Offense crime rate by 2% from previous year	21,380	21,537	20,534	7,714*	20,123
# of motor vehicle fatalities	66	54	59	40	58
% of Criminal Homicide crime cases that meet or exceed the national average clearance rates	93.3%	95.45%	88%	100%*	61.5%

*The data provided is from September 2018 to January 2019. UCR for Feb not available.

Goal 2- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 (Thru Q2)	Annual Target
% of Municipal Court payments received electronically thru web	31.35%	22.26%	22.42%	31.51%	28.5%
Court Online options for requesting payment plans, driving safety course, general questions and emailed attorney motions	-	-	2,785	3,368	1,800

Goal 2- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 (Thru Q2)	Annual Target
Reduce # of fire deaths	11	6	5	1	0
% of fire and medical emergency calls with total response time of 8:30	80.35%	89.81%	87.86%	87.75%	90%
911 calls answered within 15 seconds	89.60%	89.98%	88.63%	83.11%	95%

FY 19 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 responsiveness and thoroughness of case investigation. Target 90%
- 606 of 677 respondents- 89.51%.



Strengthen community involvement in resident safety

- Provide crime and safety presentations.
- Target: 400 per fiscal year.
- 392 presentations.
- 38,903 Attendees





FY 19 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
Sep. 2017-Feb. 2018	16.57
Sep. 2018-Feb. 2019	17.35
Change	4.71%



Strategy: *Improve motorist safety*

Decrease number of motor vehicle fatalities by 5%

Motor Vehicle Fatalities	Total
Sep. 2017-Feb. 2018	28
Sep. 2018-Feb. 2019	40



FY 19 Key Deliverables Update

Strategy: *Increase public safety operational efficiency*

Expand Investment in Public Safety Operations Recruiting and Retention

- Recruiting & Background Personnel
 - 2 polygraph examiners
 - 5 civilian background investigators
 - 8 sworn background investigators
 - 2 recruiters
- 38 Event presentations and Job fairs attended
- 101 Backgrounds conducted
- 2,014 Applications received for 126th Class
- 3 Billboards for a total time of 8 weeks and 2 days
- 41,098 digital advertisement spots delivered



FY 19 Key Deliverables Update

Strategy: *Increase public safety operational efficiency*

Current Academy Class 125th

- 68 Cadets
- Start date: January 28, 2019
- Graduation date: September 09, 2019

Academy Class 126th

- Projected start date: July 29, 2019
- Projected graduation: March 2, 2020
- Projected to have a total of 70 Cadets



FY 19 Key Deliverables Update

Strategy: *Enforce Municipal Court Orders*

Addition of Teen Court program for juvenile offenders 10-18 years old; utilize volunteers from area high schools - Judge Michelle Morales presiding

Sept – Feb 45 juveniles referred; 66 volunteers = 957 volunteer hours
Target: 70 juveniles



Strategy: *Maximize efficiency and enhance customer experience*

	<u>FY 18</u>	<u>FY19 thru Feb</u>
Northeast video arraignment adjudication	5,113 (18.8%)	2,442 (18.1%)

Target: 13%



FY 19 Key Deliverables Update

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

Promote and improve fire prevention through education

- 1,108 smoke alarms installed
- 820 household with home evacuation plans
- 79% of Public and Private schools contacted
- 92% of property saved for all structure fires



Increase Acute Myocardial Infarction survivability

- 43% of cardiac arrest patients where compression CPR was initiated prior to arrival
- 24% of cardiac arrest patients delivered to the hospital with ROSC
- 2,907 Immunizations and Health Screenings provided thru Community Health and Safety Initiative



FY 19 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

- 95% of 911 calls answered within 15 seconds



FY 19 Key Deliverables Update

Strategy: Enhance Training and Professional Development Programs for all personnel

Academies:

- Firefighter academy of 45
- Public Safety Communicators
- Officers Academies



Training:

- At the Point of the Spear – leading and preparing emergency response units build more cohesive, adaptive, and resilient teams



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 health** – Improve cancer awareness through education

Key Opportunities/Challenges

El Paso Police Department



- **Capital Improvement Needs**
 - Unmarked Vehicles
 - 74% of unmarked vehicles are over 10 years old.
 - 67% of unmarked vehicles have over 100,000 miles.
 - Facilities Assessment
 - Eastside Regional Command
 - Headquarters/ Parking Garage
 - Training Academy

Key Opportunities/Challenges

El Paso Police Department



- **Additional Academies have allowed the PD to start addressing critical staffing needs:**
 - Crisis Intervention Team: 14 officers, 3 sergeants, 1 lieutenant
 - Gang Suppression Unit: 15 officers, 1 sergeant
 - Vice/Internet Crimes Against Children (ICAC)
- **Drones**
 - Currently 5 certified pilots, 12 more in training
 - Policy in final stages of completion
 - Once policy is complete, unit will begin flying missions
 - Drones will be utilized to assist with searches of remote areas and could be utilized with crime scene diagrams for CSU and STI.



Key Opportunities/Challenges

Municipal Court



Opportunity:

- Applied for a grant through the Governor's Office for additional staff for the juvenile case management program

Challenge:

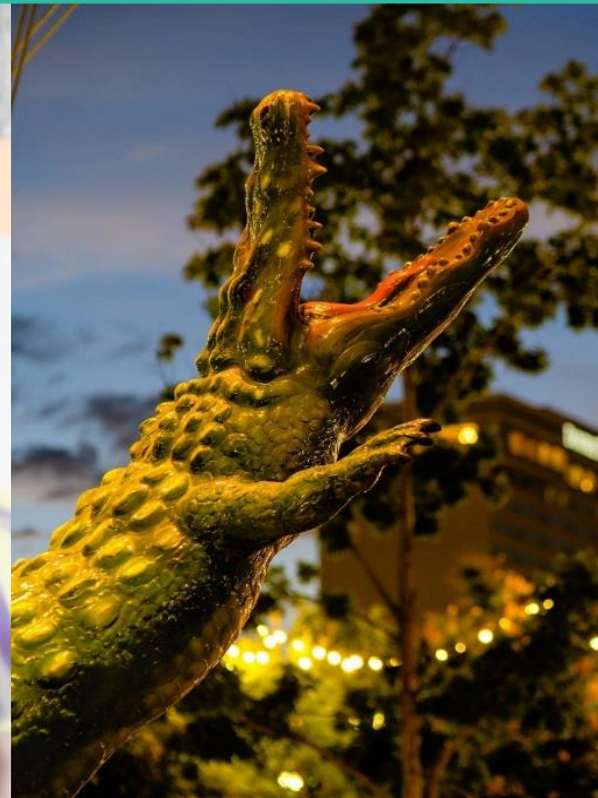
- Effective Sept 2017, additional Pre-warrant / Pre-Capias hearings must be set:

Increase in workload and Closing of cases is delayed
Hearings set Tues – Thur; Feb 2019 Mondays added

FY18 – 74,475 cases set FY19 - 43,440 cases set



FY 19 GOAL TEAM REPORT



GOAL 2

Set the Standard for a Safe and Secure City