



AGENDA

**TOWN OF FLOWER MOUND
SMARTGROWTH COMMISSION MEETING**

JANUARY 23, 2017

**FLOWER MOUND TOWN HALL
2121 CROSS TIMBERS ROAD
FLOWER MOUND, TEXAS**

.....
AN AGENDA INFORMATION PACKET IS AVAILABLE FOR PUBLIC INSPECTION
ONLINE AT www.flower-mound.com/AgendaCenter
.....

- A. CALL TO ORDER: 6:00 P.M. (or immediately following the Capital Improvements Advisory Committee meeting)**
- B. CITIZEN'S COMMENTS**
The purpose of this item is to allow citizens an opportunity to address the Commission on issues that are not the subject of a public hearing. Items requiring a public hearing are clearly marked as such on the agenda, and citizens and visitors will be allowed to speak on those items during the public hearing.
- C. REGULAR ITEMS**
- 1. *Minutes of February 8, 2016***
Consider approval of the minutes of the February 8, 2016, SMARTGrowth Commission Regular Session.
 - 2. Presentation of the 2016 Annual Reports by the Town's Police Services and Fire and Emergency Services departments in compliance with the Town's SMARTGrowth Program, and opportunity for the Commission to ask questions and provide input.**
- D. ADJOURNMENT**

I do hereby certify that the Notice of Meeting was posted on the bulletin board in Town Hall of the Town of Flower Mound, Texas, a place convenient and readily accessible to the general public at all times, on the following date and time: Jan. 19, 2017, at 4:20 pm, at least 72 hours prior to the scheduled time of said meeting.


Cindi Price, Executive Assistant

Pursuant to Section 551.071 of the Texas Government Code, the SMARTGrowth Commission reserves the right to consult in closed session with its attorney and to receive legal advice regarding any item listed on this agenda.

The Flower Mound Town Hall and Council Chambers are wheelchair accessible. Requests for accommodations or interpretive services must be made at least 48 hours prior to this meeting by contacting Planning Services at (972) 874-6350.

THE FLOWER MOUND SMARTGROWTH COMMISSION MEETING HELD ON THE 8TH DAY OF FEBRUARY, 2016, IN THE FLOWER MOUND TOWN HALL, LOCATED AT 2121 CROSS TIMBERS ROAD IN THE TOWN OF FLOWER MOUND, COUNTY OF DENTON, TEXAS, AT 6:00 PM

The SMARTGrowth Commission met in a regular session with the following members present:

Claudio Forest	Chair
Don McDaniel	Vice Chair
Emily Strittmatter	Commissioner, Place 5
Brian Smiley	Commissioner, Place 6
Perfecto Solis	Commissioner, Place 7
Freddie Guerra	Commissioner, Place 8
Brad Ruthrauff	Commissioner, Place 9
Mark Glover	Representative of the Real Estate Industry
Reginald Rembert	Representative of the Development Industry

Constituting a quorum with the following members absent:

Sandeep Sharma	Commissioner, Place 2
Mike McCall	Commissioner, Place 3

And the following members of Town staff present:

Ashley Dierker	Town Attorney
Andy Kancel	Police Chief
Eric Greaser	Fire Chief
Chuck Russell	Town Planner
Robert Pegg	Engineering Manager
Cindi Price	Executive Assistant

A. CALL TO ORDER: 6:36 P.M. *[following the CIAC meeting]*

B. CITIZEN'S COMMENTS

There were none.

C. REGULAR ITEMS

1. Consider approval of the minutes of the March 23, 2015, SMARTGrowth Commission Regular Session.

Commissioner Deliberation

Vice Chair McDaniel moved to approve the March 23, 2015, minutes as presented. Commissioner Ruthrauff seconded the motion.

VOTE ON THE MOTION

AYES: Glover, Solis, McDaniel, Forest, Guerra, Ruthrauff, Rembert

NAYS: None
ABSTAIN: Smiley, Strittmatter
ABSENT: McCall, Sharma

The motion passed with a vote of 7-0-2.

2. Presentation of the 2015 Annual Reports by the Town's Police Services and Fire and Emergency Services departments in compliance with the Town's SMARTGrowth Program, and opportunity for the Commission to ask questions and provide input.

Staff Presentation

Eric Greaser, Fire Chief
Andy Kancel, Police Chief

D. ADJOURNMENT: 7:47 P.M.

TOWN OF FLOWER MOUND, TEXAS

DOUGLAS S. POWELL, AICP
Executive Director
Development Services

ATTEST:

Cindi Price, Executive Assistant



SMARTGROWTH COMMISSION AGENDA ITEM NO: 2

DATE: January 23, 2017

FROM: Doug Powell, Executive Director of Development Services

ITEM: **Presentation of the 2016 Annual Reports by the Town's Police Services and Fire and Emergency Services departments in compliance with the Town's SMARTGrowth Program, and opportunity for the Commission to ask questions and provide input.**

I. ITEM SUMMARY

This item fulfills the requirements of the Adequate Public Services component of the Town's SMARTGrowth Program. No formal action is required by the Commission.

II. APPLICATION ANALYSIS

The purpose of the Adequate Public Services component of the Town's SMARTGrowth Program is to "safeguard the public health, safety, and welfare by maintaining quality police, fire, and emergency services at a level consistent with Town growth and expectations." One critical element of the component is the requirement for an annual report, whereby the department chiefs communicate the results of their ongoing analyses related to the equity, effectiveness, and efficiency of their departments and services. Each year, no later than 90 days after the end of the previous calendar year, the chiefs present the report to the SMARTGrowth Commission and provide an opportunity for the Commission to ask questions and provide feedback.

Assistant Police Chief, Wendell Mitchell, and Fire Chief, Eric Greaser, will present the 2016 reports. Upon completion of the presentation to the Commission, the reports will be forwarded to the Town Council for their review and also posted on the SMARTGrowth webpage on the Town's website.

The SMARTGrowth webpage, which contains the 2015 Annual Report and complete SMARTGrowth Implementation Manual, can be found at:

<http://www.flower-mound.com/index.aspx?nid=945>.

III. ATTACHMENT

1. 2016 Presentation

SMARTGrowth Commission



Public Safety Report

January 23, 2017



Flower Mound Fire & Emergency Services

SMARTGrowth Report

The purpose of the report is to ensure adequate staffing, resources and service levels. The report will focus on the following categories:

- Equity
- Effectiveness
- Efficiency



Equity

- **FMFD was reevaluated in Dec 2016 and maintained a PPC/ ISO 2**
- **FMFD is seeking accreditation in “Best Practices”**
- **FMFD is compliant with:**
 - **Texas Commission on Fire Protection**
 - **Texas Department of State Health Services**
 - **Texas Division of Emergency Management**
 - **Texas Commission on Law Enforcement**



Effectiveness

- **Response Times Review**
- **EMS Details**
- **Total Calls for Service**
- **Fire Prevention Efforts**
- **Training**
- **Emergency Management Efforts**
- **Review of Community Programs**



Response Times Review

Emergency Response

Response Times Review

2014 AVERAGE RESPONSE TIME = 5:38

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5:47	5:21	5:23	5:21	5:25	5:26	5:31	5:23	5:35	5:52	5:38	5:30

2015 AVERAGE RESPONSE TIME = 5:54

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5:22	5:59	5:27	5:34	6:17	6:03	6:02	5:50	6:04	6:15	5:46	5:51

2016 AVERAGE RESPONSE TIME = 5:95

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
6:15	5:49	6:03	5:56	5:56	6:00	6:01	5:45	5:43	5:39	5:39	6:05



EMS Patients per District

Zone	Documented Patients	Pct
Mutual Aid Given	61	2%
Mutual Aid Received	30	1%
Station 1s District	1373	54%
Station 2s District	119	5%
Station 3s District	298	12%
Station 4s District	302	12%
Station 5s District	325	13%
Station 6s District	41	2%
Future Station 7s District	8	<1%
Total	2557	100%
Refused Transport	530	21%
Transported	2027	79%

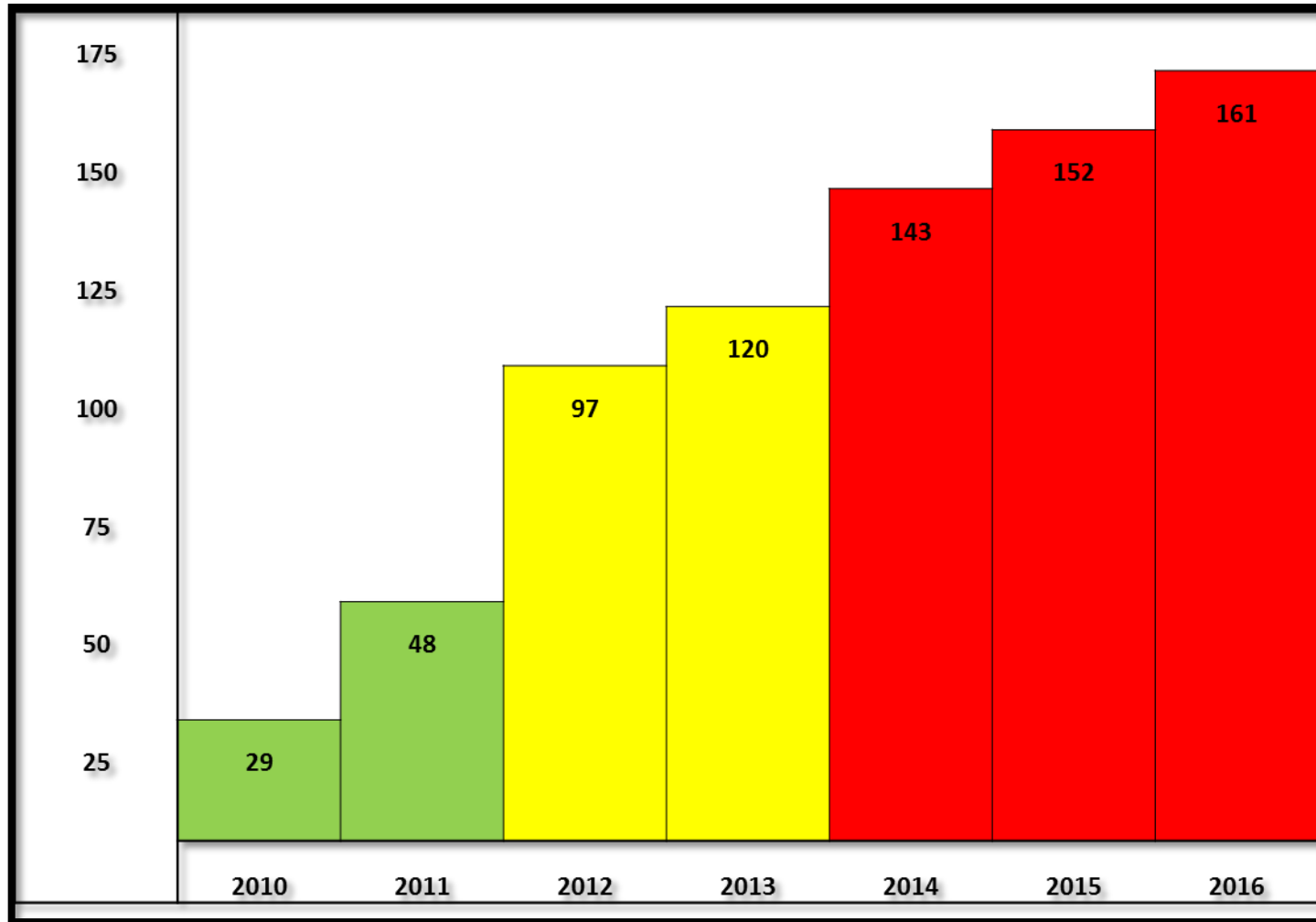


EMS Responses Per Medic

Medic Unit	Calls
Medic 501	1322
Medic 502	301
Medic 503	771
Total	2394*
*Difference Attributed to Fire Response With Medic Disregarded	



All Medics Busy



Resident Facility Details

Facility Name	Address	Status	Beds
Pinewood Hills	3901 Kirkpatrick	Open	100
Autumn Leaves	3201 Karnes	Open	50
Flower Mound Assisted Living	6051 Morriss	Open	41
Elan Oaks Memory Care	3281 Long Prairie	Open	103
Avalon Memory Care	6601 Raintree	Open	10
Rosewood	4141 Long Prairie	Open	80
Cross Timbers Care	3315 Cross Timbers	Open	107
Hollymead	4101 Long Prairie	Open	112
Avanti Assisted Living	4041 Long Prairie	2017	98

Total EMS Responses to Above Addresses 541

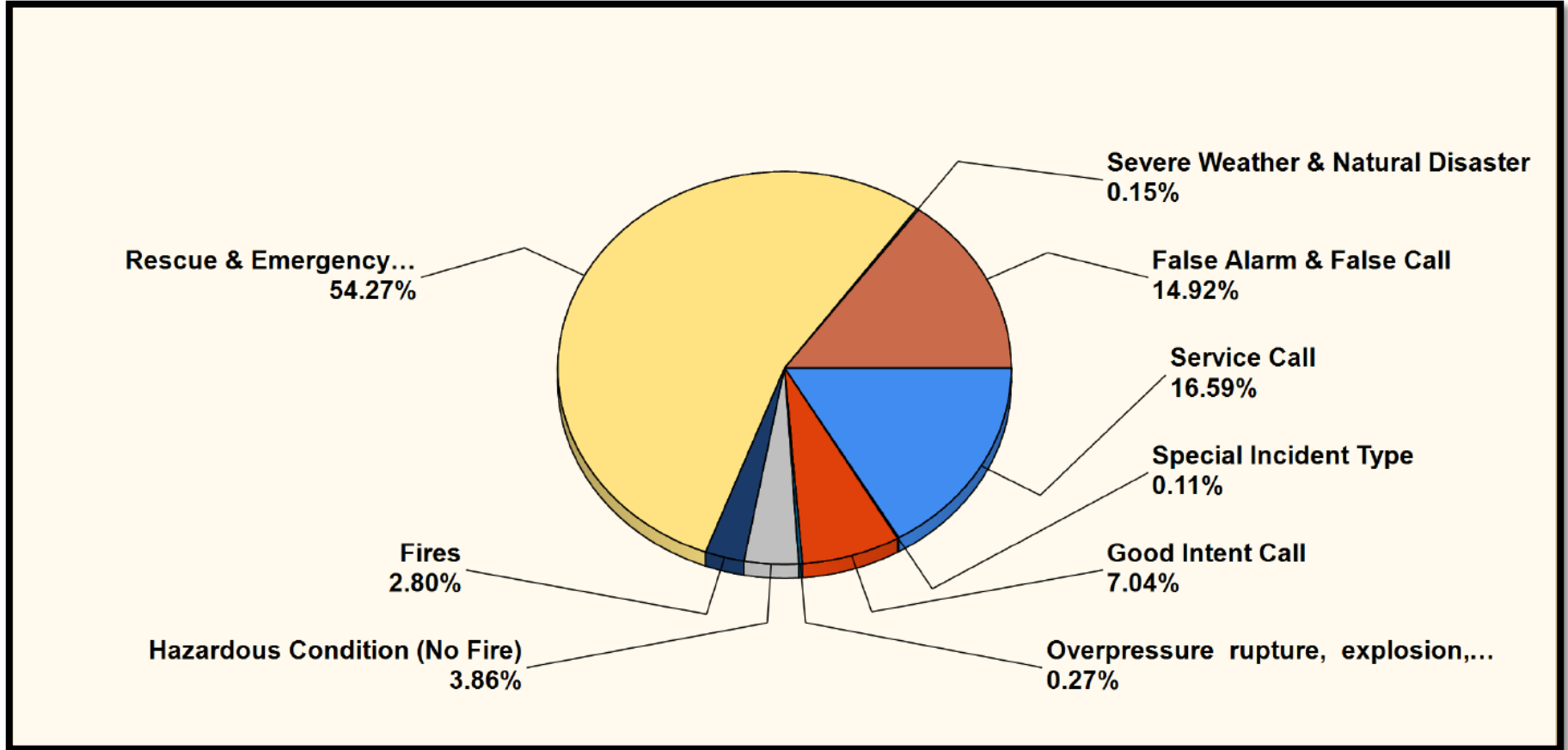


Total Calls for Service

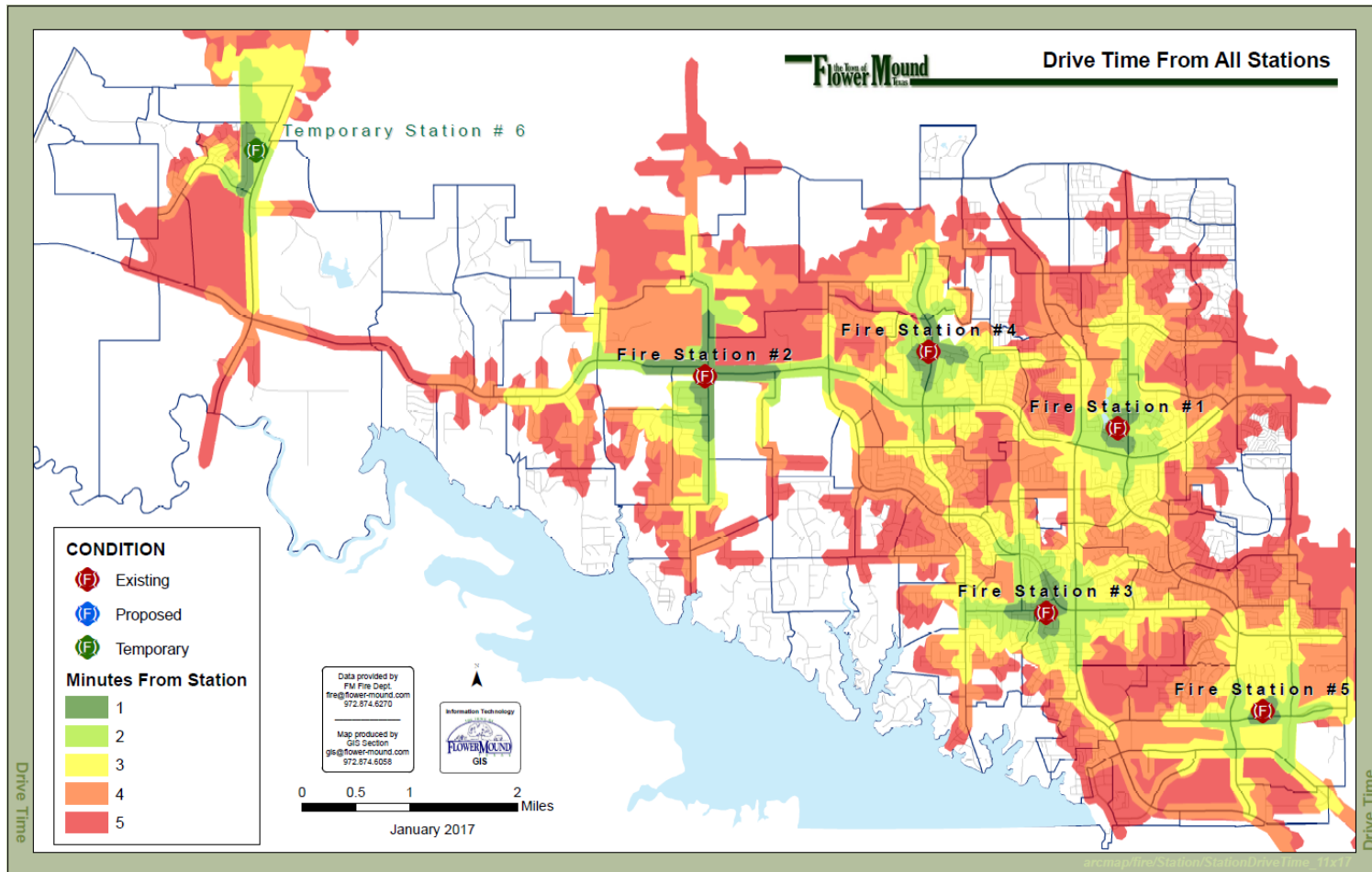
- **4,745 calls for service in 2016
(6.1% increase from previous
year)**
- **2,575 EMS Calls**
- **2,170 Fire/Service Calls**



Total Calls for Service



Drive Time Estimates

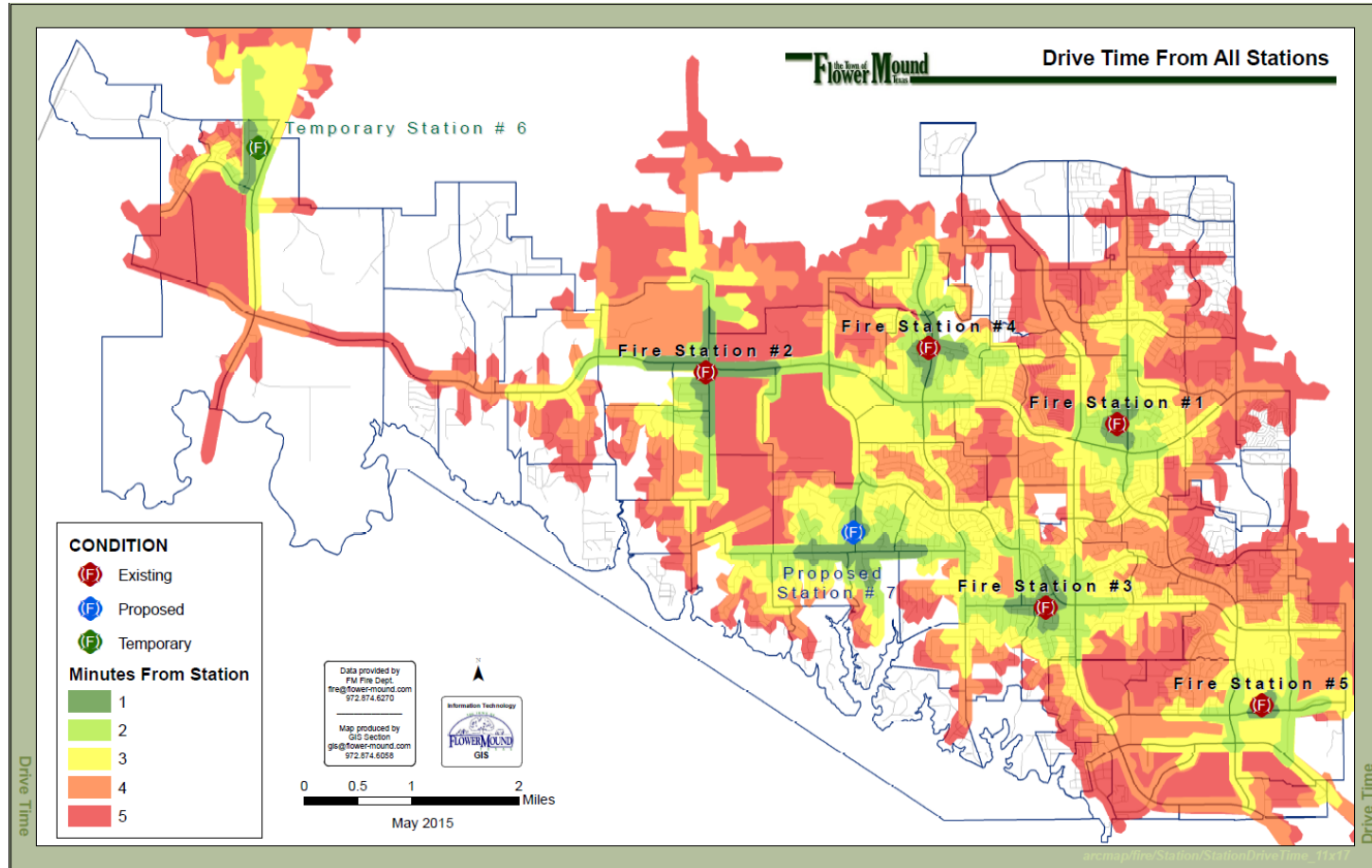


Drive Time

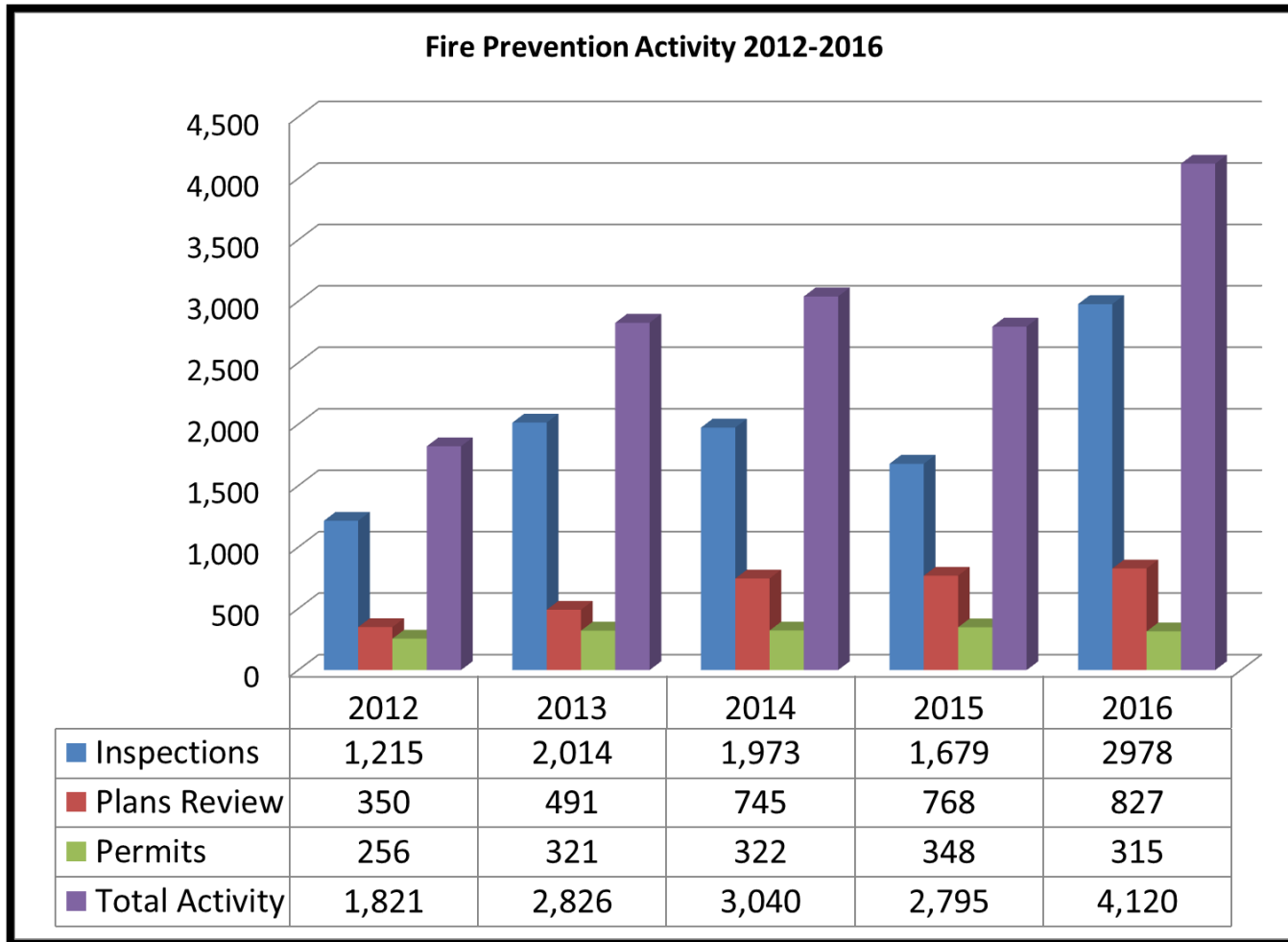
Drive Time



Drive Time Estimates with Station 7



Fire Prevention Efforts



Fire Investigations

- **Fire Investigations – 14**
 - **9 Accidental**
 - **2 Lightning strikes**
 - **2 Vehicle**
 - **1 Arson**



Training

- **Continually training on the latest strategies and tactics in fire suppression, vehicle extrication, and rescue techniques- ISO compliant 240 hours of training per firefighter**
- **Annual live fire training**
- **Wildland Urban Interface Training**
- **Boat Operations**
- **EMS Continuing Education**



Suppression



Emergency Management

- **Texas Division of Emergency Management recognizes the Town's Emergency Operations Plan at the Advanced Level**
- **Conducted an EOC Activation Drill for key Town staff**
- **Special Event permit considerations for service delivery impacts**
- **Large event planning for Independence Fest, Flo Mo Food Truck Fest, and the Christmas Parade & Tree Lighting**



Emergency Management

- Continued coordination on FEMA reimbursement for the 2015 Disaster Declaration
- Project management for Command 500, the Town's joint mobile command vehicle



Community Programs

- **3,200+ attended our Annual Open House**
- **650+ parents and children attended Annual Neighborhood Haunted Station**
- **75 Station Tours- groups toured the fire stations and apparatus**
- **82 On-site visits- Career days, businesses, festivals and various community functions**



Open House



Community Programs

- **Citizens Fire Academy – hands on learning program for Town residents to learn aspects of FMFD operations.**
- **Youth Fire Academy – 2 Summer-time offerings of a week long camp for 7th and 8th graders to learn: history, EMS, Investigations, Apparatus**
- **Monthly “Hot Topics” TV program done in conjunction with Town’s Communications Department**



Community Programs

- **FMFD S.A.F.E Team - Delivered fire safety and severe weather preparedness education to approximately 8,620 LISD students!**



Community Programs

- School Zone Awareness Campaign
- Car Seat Inspections
- “Hands-Only” CPR classes
- Bi-annual Fire Extinguisher Classes



Efficiency

- **Budget**
- **Organizational Structure**
- **Staffing Levels**

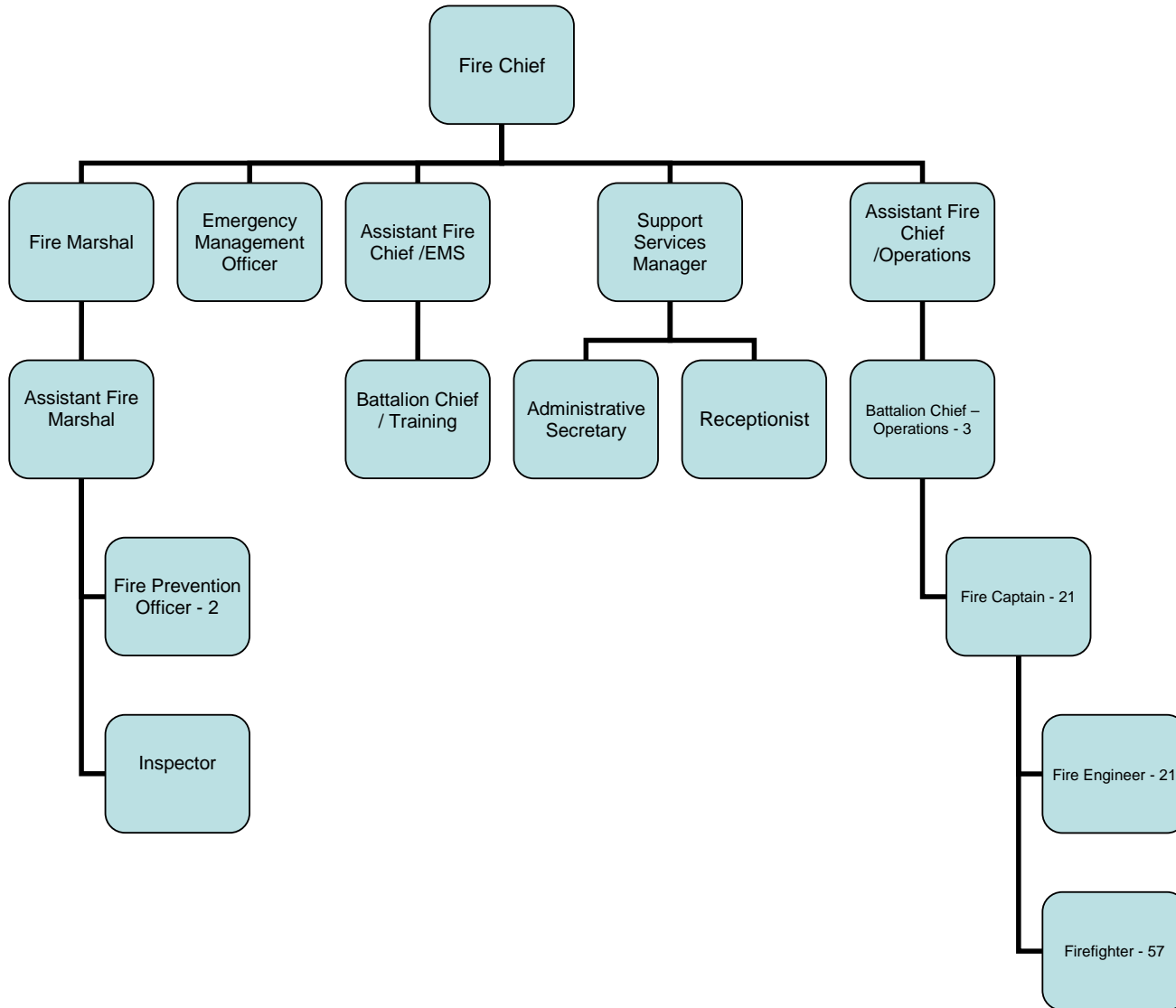


FY 15-16 Budget

- \$12,175,447 General Fund – Fire and Emergency Services
- \$2,644,763 Special Revenue Funds/ Expenditures – Fire District Sales Tax
- \$14,820,210 Total Budget



Organizational Chart



Suppression Staffing

- **102 Firefighters (34 per shift with a minimum staffing of 29 on duty)**
- **These apparatus are staffed each shift:**
 - **6 Engine Companies**
 - **1 Ladder Truck Company**
 - **3 Medic Transport Ambulances**
 - **1 Shift Commander Vehicle**



Looking Forward

- Increased service demands on Ambulances-requiring a 4th unit
- Station #7-Skillern @ Wichita Trail, enter design phase Oct 2017, estimated completion Fall 2019
- Land acquisition for Joint Public Safety Facility/Station 6



Accolades

- Fire News Outstanding Leadership Award
- Life Safety Achievement Award
- International Association of Fire Chiefs “Ready, Set, Go” Program Excellence Award



Police Department Report 2016

Validating the service levels as related
to *equity, effectiveness, and efficiency.*



Equity

- Data regarding customer service and external complaints
- Documentation of accreditation
- Documentation of Texas Commission on Law Enforcement (TCOLE) training standards compliance



Equity

Racial Profiling Complaints

Year	Complaints	Complaints Sustained
2012	1	0
2013	2	0
2014	2	0
2015	1	0
2016	0	0

Internal Affairs Complaints

Year	Complaints	Complaints Sustained
2012	6	4
2013	3	2
2014	2	2
2015	5	2
2016	2	2



Equity

Accreditation

Recognized by Texas Police Chiefs Association Foundation Recognition Program. Voluntarily complied with 166 law enforcement best practices as verified by outside assessors through 2016.

T.C.O.L.E.

January 2017 T.C.O.L.E. official report shows all officers and dispatchers current with licenses and mandatory training requirements.



2016 Department Awards

No.1 "Safest City in Texas"

ValuePenguin, a personal finance research and analysis website, recently named Flower Mound the No. 1 Safest City in Texas for municipalities with a population larger than 50,000, and the 12th Safest City in Texas overall.

"Best of Denton County"

Denton County residents voted Flower Mound Police Chief Andy Kancel as Best Police Officer in the 2016, an award truly reflective of the Police Department as a whole.

"Not All Criminals Are This Stupid" Video

1st Place award from Texas Association of Telecommunications Officers and Advisors, and Texas Association of Municipal Information officers.

School Resource Officer Texas Agency of the Year

Recognized by the Texas Association of School Resource Officers

Top School Resource Officer in Lewisville ISD

SRO Jason Rachal received this honor

Effectiveness

- Review of response times by priority
- Review of case clearance rates
- Review of crime rates
- Review of traffic crash data
- Review of community programs
- Review of annual employee survey
- Review of available citizen survey results



Effectiveness – Response Times

Response Times (Minutes)	2012	2013	2014	2015	2016
Priority 1	5:10	4:49	4:34	4:57	5:20
Priority 2	4:42	4:50	5:14	6:04	6:38
Priority 3	12:18	11:24	13:01	15:04	13:17

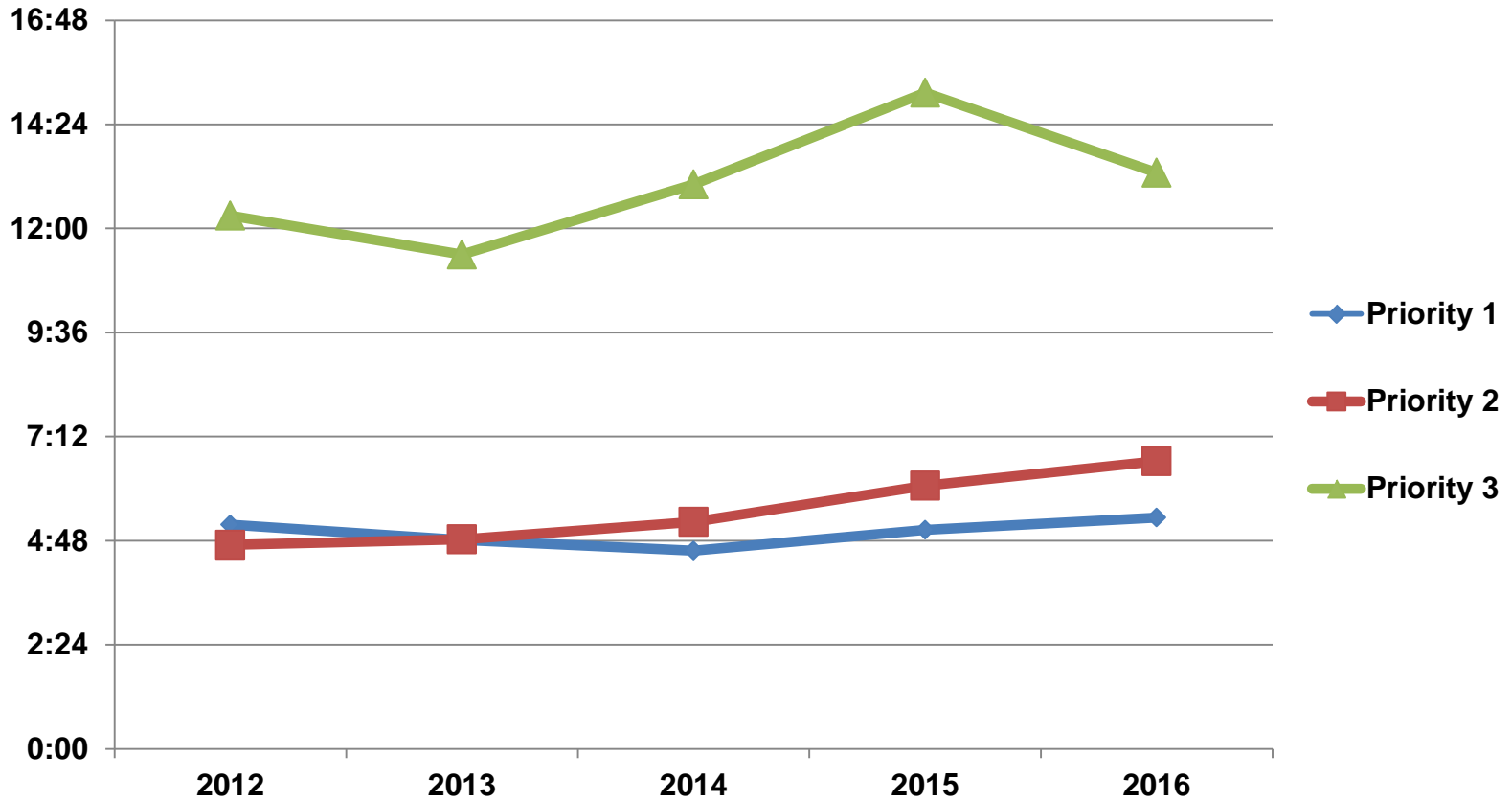
In 2016, officers responded to 40,169 incidents, conducted 13,274 traffic stops, and made 967 arrests.

Examples of priority calls:

- Priority 1; Person with gun, major accident
- Priority 2; Traffic hazard, shoplifting
- Priority 3; Fraud, forgery, criminal mischief



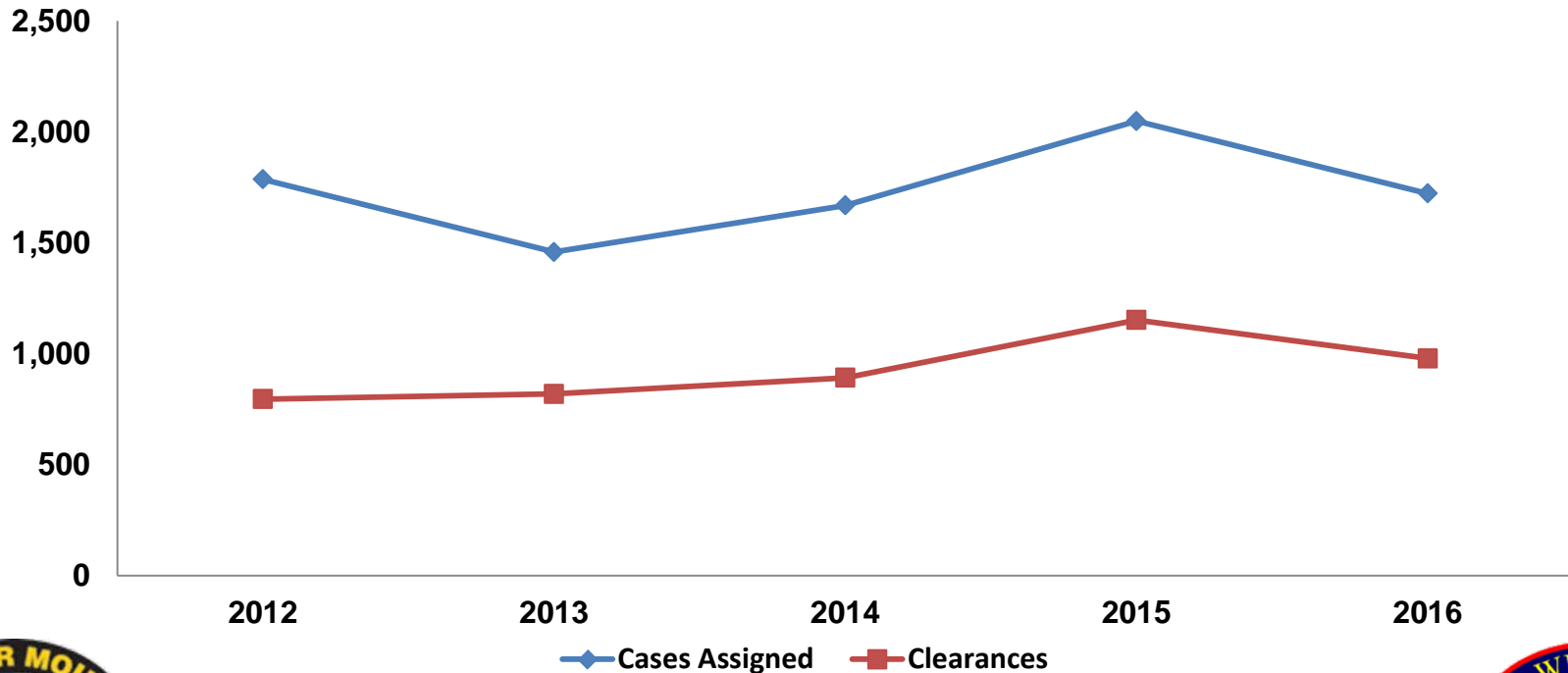
Effectiveness – Response Times



Effectiveness – Investigations

Investigations	2012	2013	2014	2015	2016
Cases Assigned	1,786	1,458	1,668	2,048	1,722
Clearances	796	819	892	1,152	979

Investigations

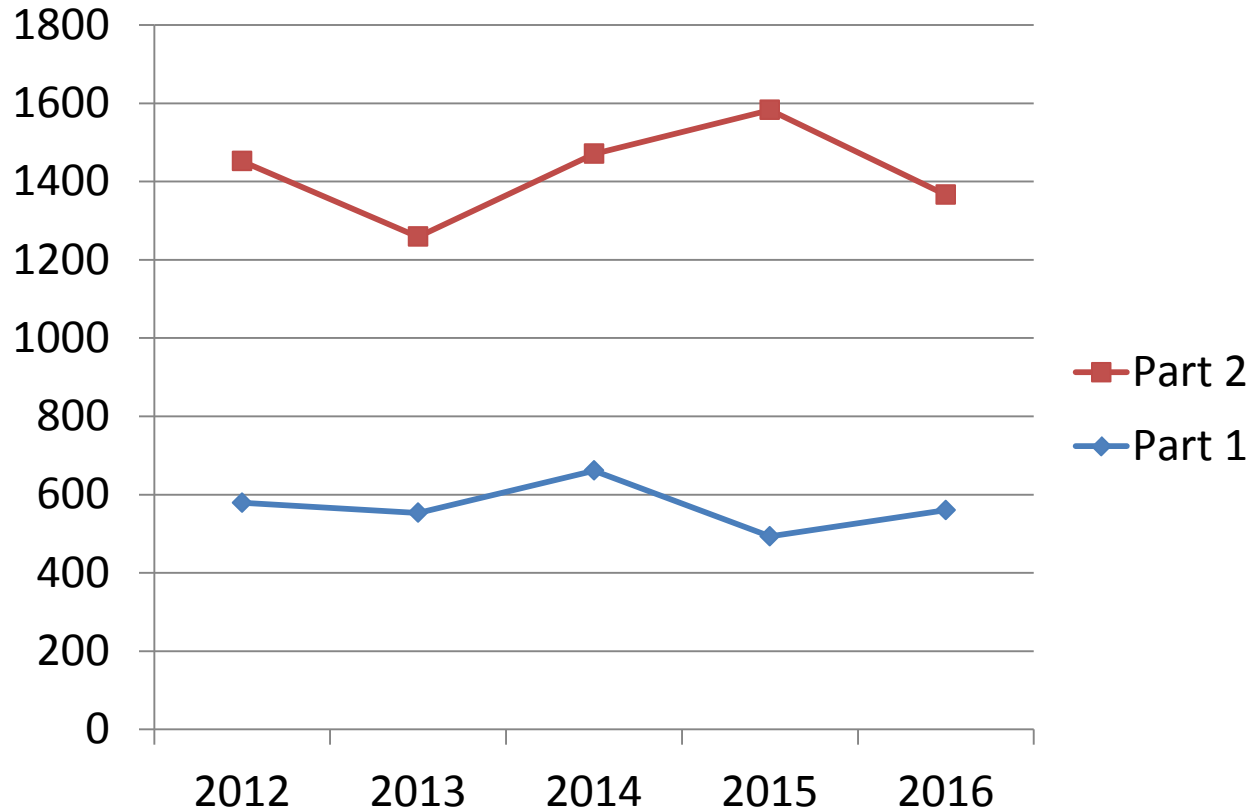


Effectiveness - Crime Rates

	2012	2013	2014	2015	2016
Part 1	579	503	661	493	560
Homicide	0	1	2	0	0
Theft (includes:)					
Larceny/Theft	282	256	320	213	235
BMVs	134	100	200	145	185
Auto Theft	22	15	18	14	25
Residential Burglary	62	53	50	54	46
Business Burglary	53	37	31	31	33
Robbery	5	6	9	4	7
Aggravated Assault	12	23	17	8	18
Sexual Assault	9	12	14	23	11
Part 2	873	706	810	1,090	806
Simple Assault	118	82	89	65	48
Vandalism	250	167	215	163	160
Narcotics	238	242	234	235	269
Fraud (forgery, ID theft, etc.)	267	215	272	627	329
TOTAL Part 1 & Part 2	1452	1209	1471	1583	1366

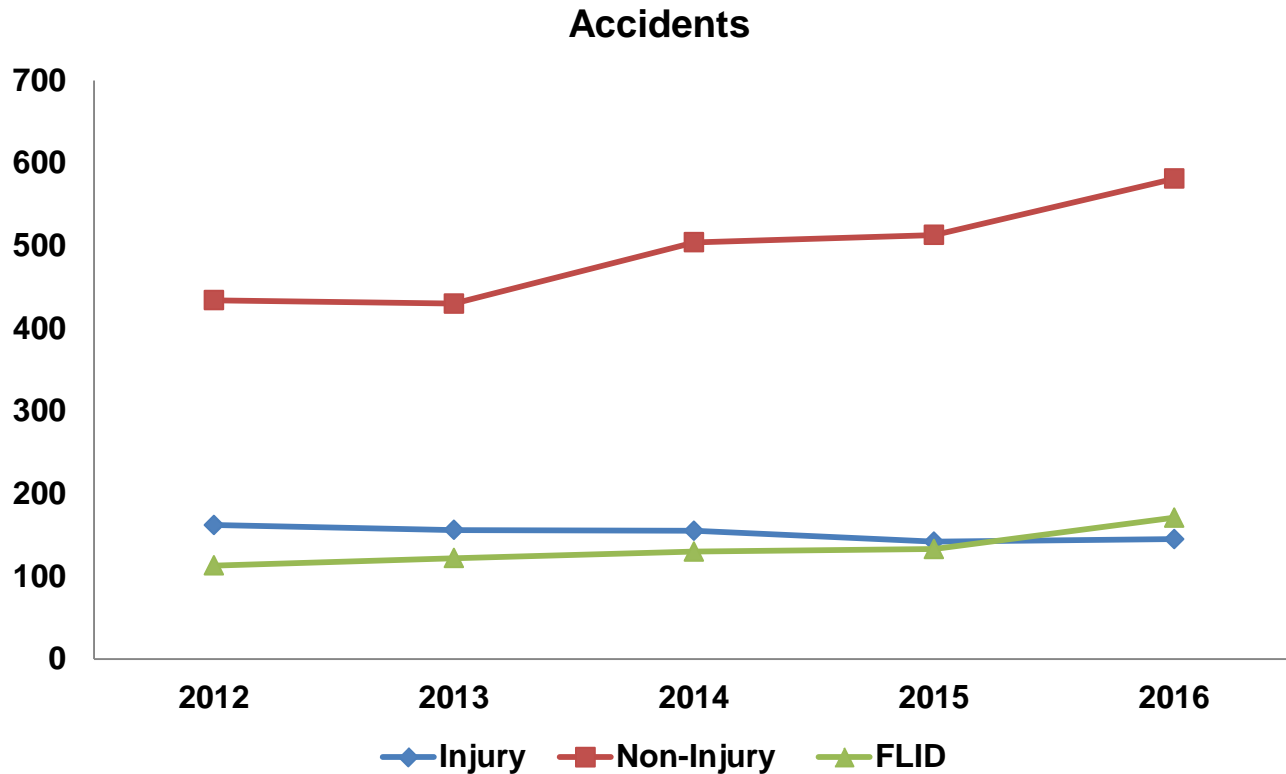


Effectiveness - Crime Rates



Effectiveness – Crash Data

Accidents	2012	2013	2014	2015	2016
Injury	162	156	155	142	145
Non-Injury	434	430	504	513	584
Hit & Run	113	122	130	133	171



Animal Services Activity 2016

Animal Services adopted out 381 animals during 2016, and completed over 20 public educational presentations.

Community Programs

- Annual TCAP event
- Police Pet of the Month
- Animal Services Clear the Shelter Event
- Dog Park Safety Program; seminars/park patrolling



Effectiveness – Community Programs

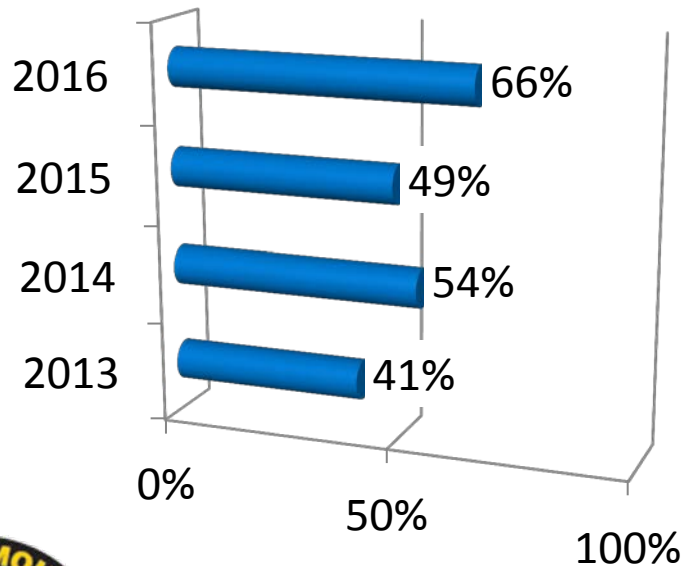
- Citizens Police Academy
- Advanced Citizens Police Academy
- Citizens Public Safety Patrol
- Junior Police Academy
- Crossroads Program
- Neighborhood Watch
- Home Security Inspections
- Business Security Inspections
- Santa Cops
- National Night Out
- **High School Tip Lines***
- On-Line Exchange Zone Established
- Annual Open House
- “Coffee with a Cop”
- Police Bicycle Unit
- Hangtime Program
- Police electronic trading cards
- **“SHARP” Self defense class***
- Texas Special Olympics partner
- Get the “scoop”
- Animal Services Clear the Shelter Event
- Safe Kids – Car Seat Inspection
- Child I.D. Electronic Fingerprint Program
- **Public Relations Video Series “Beyond the Badge”***

* New for 2016



Effectiveness – Employee Survey Results

Job Satisfaction High or Very High

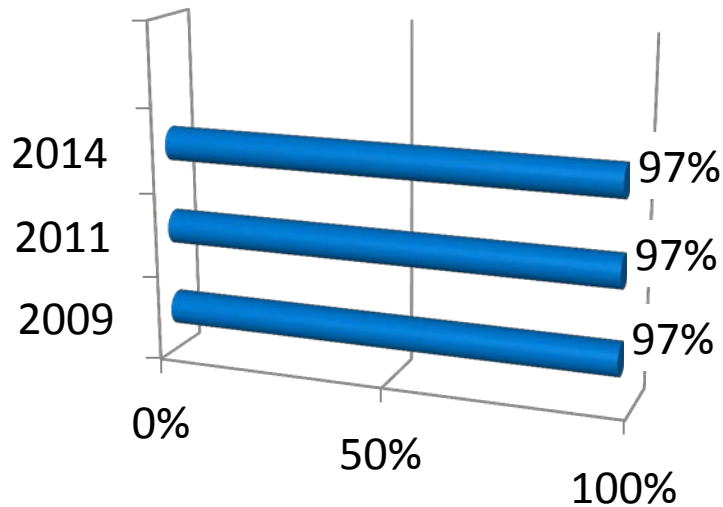


- **79% of employees rated equipment good to excellent**
- **85% of employees rated training good to excellent**



Effectiveness – Citizen Survey Results

Feel Safe in Neighborhood
During the Day



98% Overall feeling of safety;
(2014 survey)



Efficiency

- **Staffing levels**
- **Staffing deployment**
- **Organizational structure**
- **Budget**
- **Use of technology**



Efficiency

2016 Staffing Levels

- Maintained **94%** average police officer staffing
- Maintained officer staffing for eight patrol beats
- Reviewed compensation packages for all police department positions

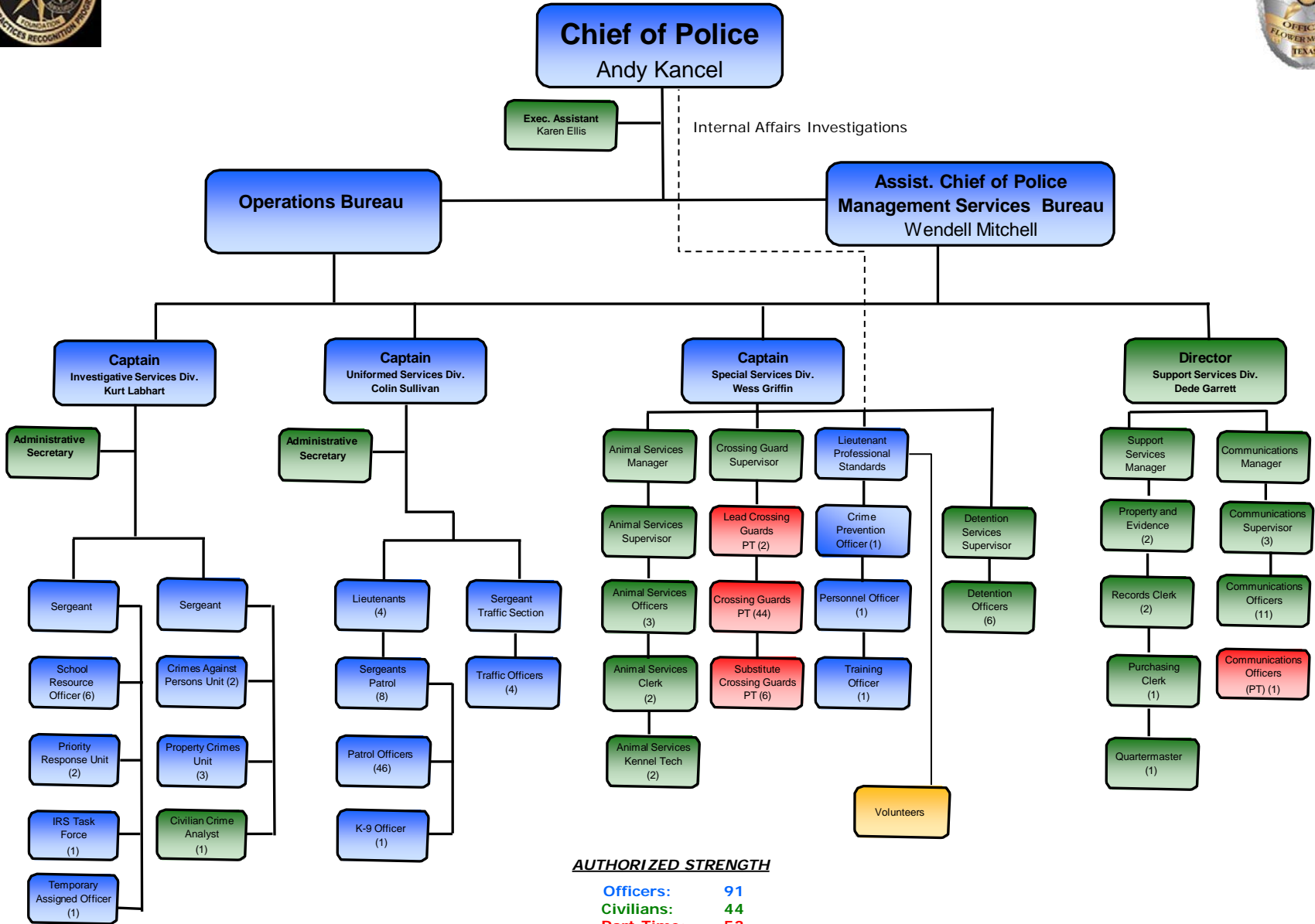
Organizational Structure

- Reviewed command structure, and span of control
- Created two new patrol lieutenant positions; station commander coverage
- Held third annual staff retreat
- Updated five year plan
- Promoted new Captain





ORGANIZATIONAL CHART



AUTHORIZED STRENGTH

Officers: 91
 Civilians: 44
 Part-Time: 53
 Total 188

Efficiency

Budget / Fiscal Responsibility

FY 15/16 Crime District Budget

\$3,699,476

End of Year Balance

\$158,790; **+4.3%** Remaining

FY 15/16 General Fund Budget

\$11,389,249

End of Year Balance

\$263,933 **+2.3%** Remaining

Revenue/Savings Created

- **\$37,200** (Through 11-01-2016) for warrant entry and detention center services
- **\$30,761** received from local seizures
- **\$12,364** received from federal seizures
- **\$23,126 received** CoServ Grant partnership



Efficiency



New Technology for 2016

- P25 complaint digital public safety radio system upgrade
- Use of Smart Boards to increase productivity and reduce paper usage
- New crisis negotiation team throw phone



Looking Forward

- Public safety mobile command unit partially funded through federal seizure funds
- Review/update five and ten year staffing and equipment plans
- New rapid deployment van for SWAT
- New crisis negotiation van
- Online reporting for citizens
- Western public safety facility (Fire Station 6)
- Police building renovation
 - Locker room, fitness room, detention facility, secure parking

Questions or comments?

