



AGENDA

TOWN OF FLOWER MOUND SMARTGROWTH COMMISSION MEETING

FEBRUARY 12, 2018

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. **REGULAR ITEMS**

1. *Minutes of January 23, 2017*

Consider approval of the minutes of the January 23, 2017, SMARTGrowth Commission Regular Session.

2. Presentation of 2017 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.

C. **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: Feb. 8, 2018, at 2:50 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 23RD DAY OF JANUARY, 2017, 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
Perfecto Solis	Vice Chair
Brad Ruthrauff	Commissioner, Place 1
Laile Neal	Commissioner, Place 2
Al Linley	Commissioner, Place 5
Laura Dillon	Commissioner, Place 6
Heth Kendrick	Commissioner, Place 8
David Johnson	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:

Mike McCall	Commissioner, Place 3
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And the following members of Town staff present:

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

A. CALL TO ORDER: 6:24 P.M. [after the CIAC meeting]

B. CITIZEN'S COMMENTS

There were none.

C. REGULAR ITEMS

1. Consider approval of the minutes of the February 8, 2016, SMARTGrowth Commission Regular Session.

Commissioner Deliberation

Vice Chair Solis moved to approve the February 8, 2016, minutes as presented. Commissioner Ruthrauff seconded the motion.

VOTE ON THE MOTION

AYES: Dillon, Solis, Forest, Ruthrauff, Glover, Rembert

NAYS: None

ABSTAIN: Linley, Kendrick, Neal, Johnson

ABSENT: McCall

The motion passed with a vote of 6-4.

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.

Staff Presentation

Eric Greaser, Fire Chief
Wendell Mitchell, Assistant Police Chief

D. ADJOURNMENT: 7:58 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: February 12, 2018

FROM: Doug Powell, Executive Director

ITEM: Presentation of 2017 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.

Police Chief, Andy Kancel, and Fire Chief, Eric Greaser, will present the 2017 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 2016 Annual Report and complete SMARTGrowth Implementation Manual, can be found at:

<http://www.flower-mound.com/945/SMARTGrowth>

III. ATTACHMENT

1. 2017 Presentation

SMARTGrowth Commission

Public Safety Report

February 12, 2018



Police Department Report 2017

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
2013	2	0
2014	2	0
2015	1	0
2016	0	0
2017	1	0

Internal Affairs Complaints

Year	Complaints	Complaints Sustained
2013	3	2
2014	2	2
2015	5	2
2016	2	2
2017	4	3



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 2017.

TCOLE

January 2018 TCOLE official report shows all officers and dispatchers current with licenses and mandatory training requirements.



2017 Department Awards

State of Texas

No. 1 Safest City in Texas; SAFEHOME, a research organization which studies home security

No. 1 Most Livable City in Texas; 24/7 Wall St., a USA TODAY financial news content partner

No. 1 Best Cities for Families; Real estate website, ApartmentList.com

No. 2 Best Places for Young Families in Texas; Financial website NerdWallet

No. 3 Safest Place in Texas; Elite Personal Finance, an online source for financial tips and identity theft protection

No. 7 Safest Cities in Texas; According to SafeWise, a community-focused security organization

No. 10 Safest Cities in Texas; National Council for Home Safety and Security



2017 Department Awards

National

No. 3 Best Places to Build a Forever Home in America; GoodCall®, a personal finance website

No. 5 Best Cities to Raise Kids in the U.S.; The National Council for Home Safety and Security

No. 7 Safest Cities in Nation; National Council for Home Safety and Security

No. 7 Best Small Cities for Families in U.S.; Financial clarity website NerdWallet

No. 13 Most Livable City in America; 24/7 Wall St., a USA TODAY financial news content partner



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)	2013	2014	2015	2016	2017
Priority 1	04:51	04:47	05:00	04:55	05:48
Priority 2	04:50	05:14	06:04	06:38	06:24
Priority 3	11:24	13:02	15:06	13:17	13:48

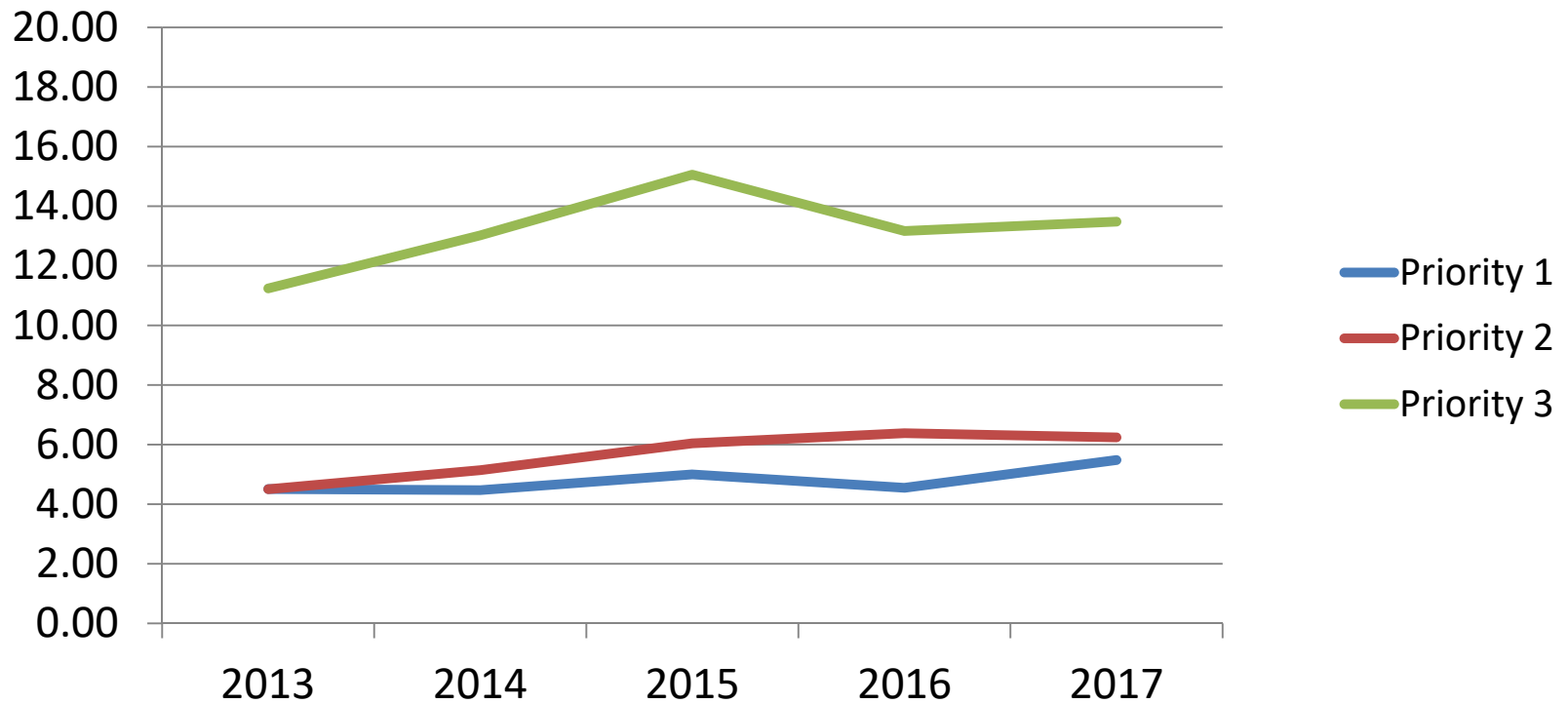
In 2017, officers responded to 45,998 incidents, conducted 14,843 traffic stops, and made 871 arrests.

Examples of priority calls:

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

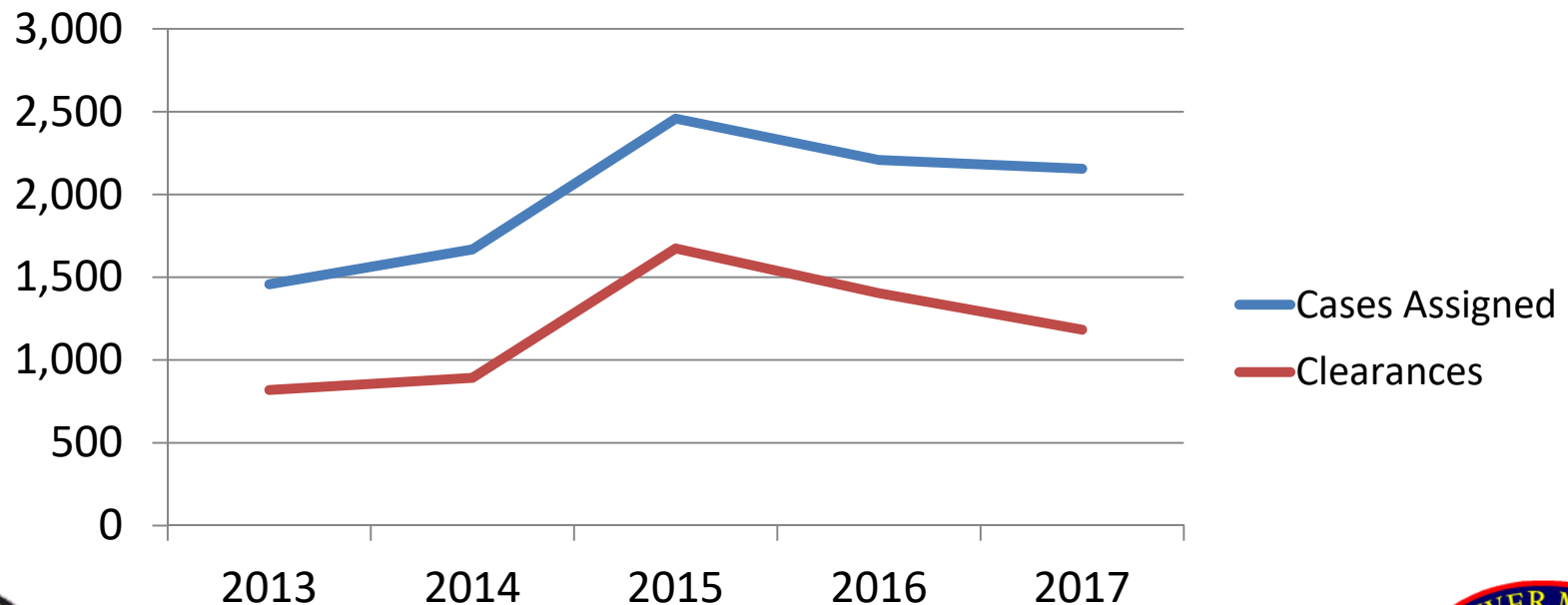


Effectiveness – Response Times



Effectiveness – Investigations

Investigations	2013	2014	2015	2016	2017
Cases Assigned	1,458	1,668	2,458	2,208	2,155
Clearances	819	892	1,674	1,404	1,183



Effectiveness - Crime Rates

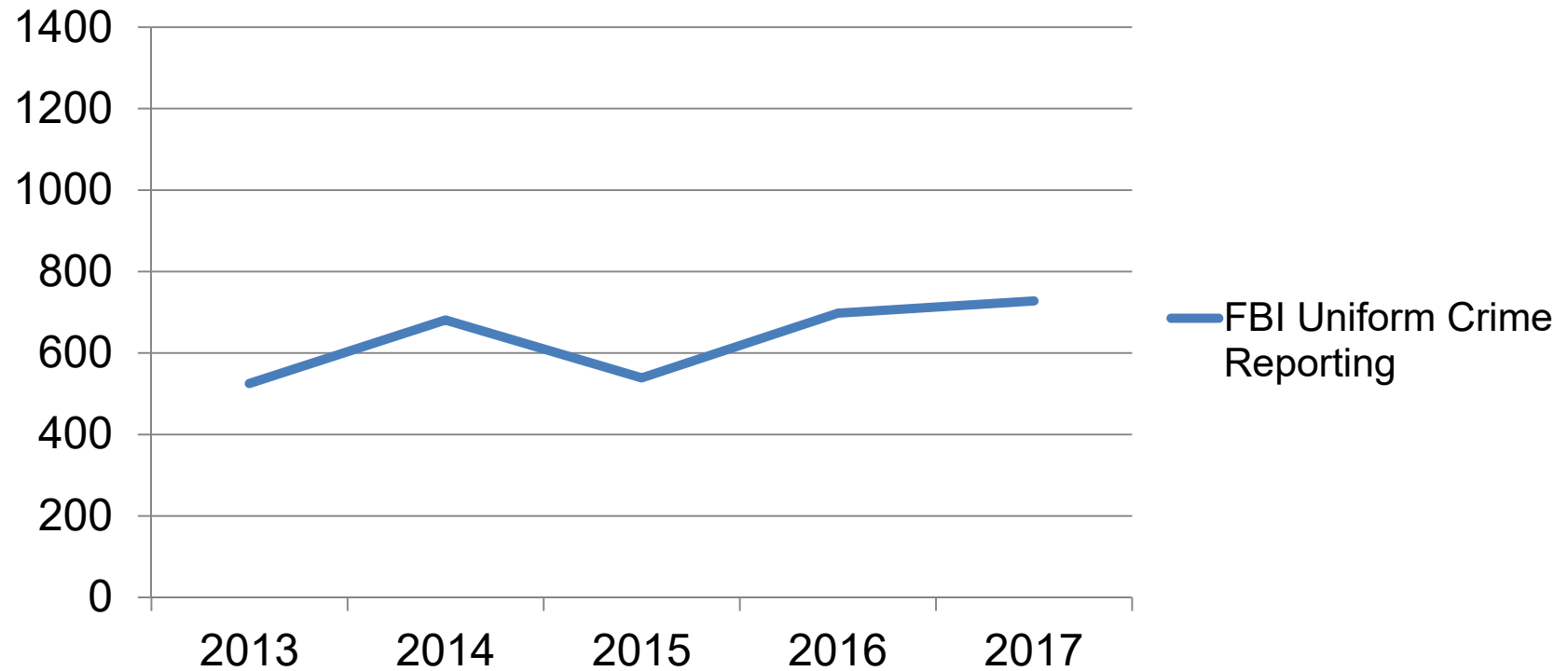
	2013	2014	2015	2016	2017**
Total FBI Uniform Crime Reporting Offenses*	525	681	539	698	728
Homicides	1	2	0	0	1
Sexual Assault	2	7	9	9	9
Robbery	5	8	5	6	4
Aggravated Assault	30	18	20	25	31
Burglary	85	85	80	73	78
Theft – Larceny	381	539	403	553	586
Motor Vehicle Theft	21	22	22	32	19

* UCR totals less arson

**The UCR numbers for 2017 will not be finalized until later this year

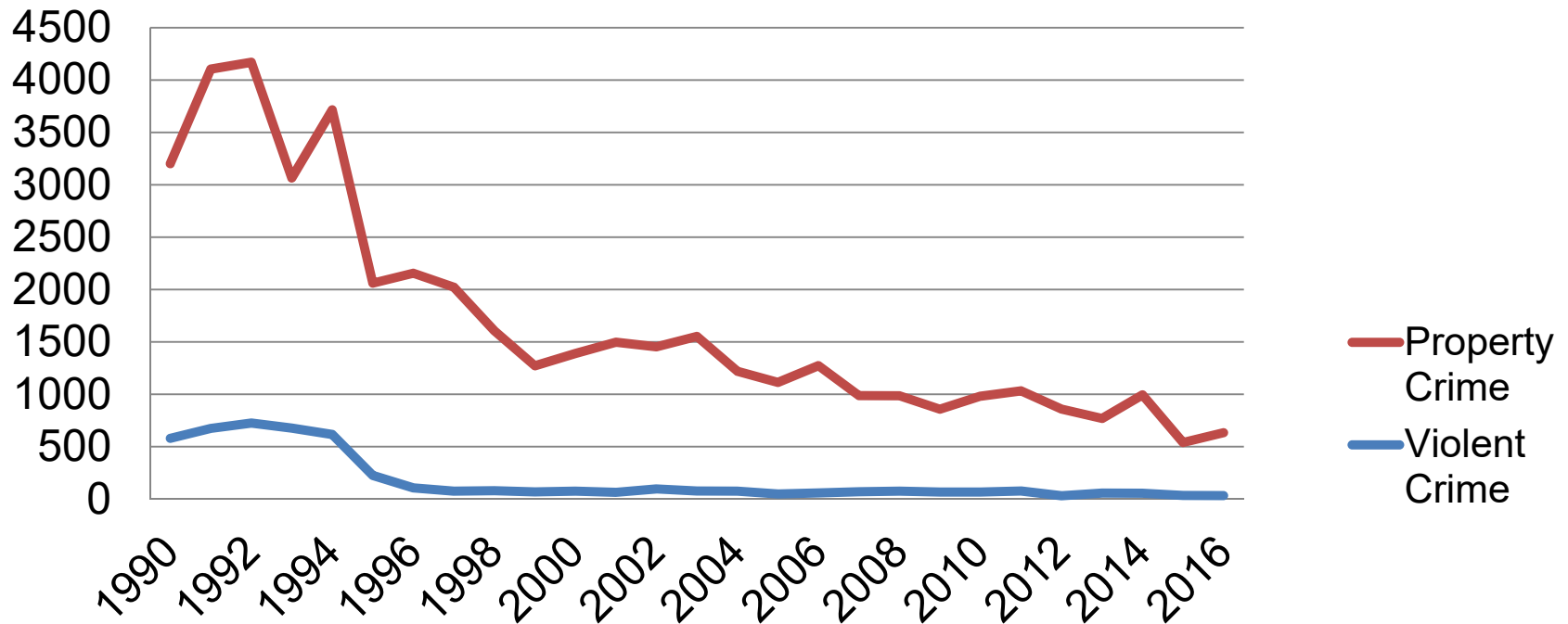


Effectiveness - Crime Rates



Effectiveness - Crime Rates

Crime Rate Per Capita

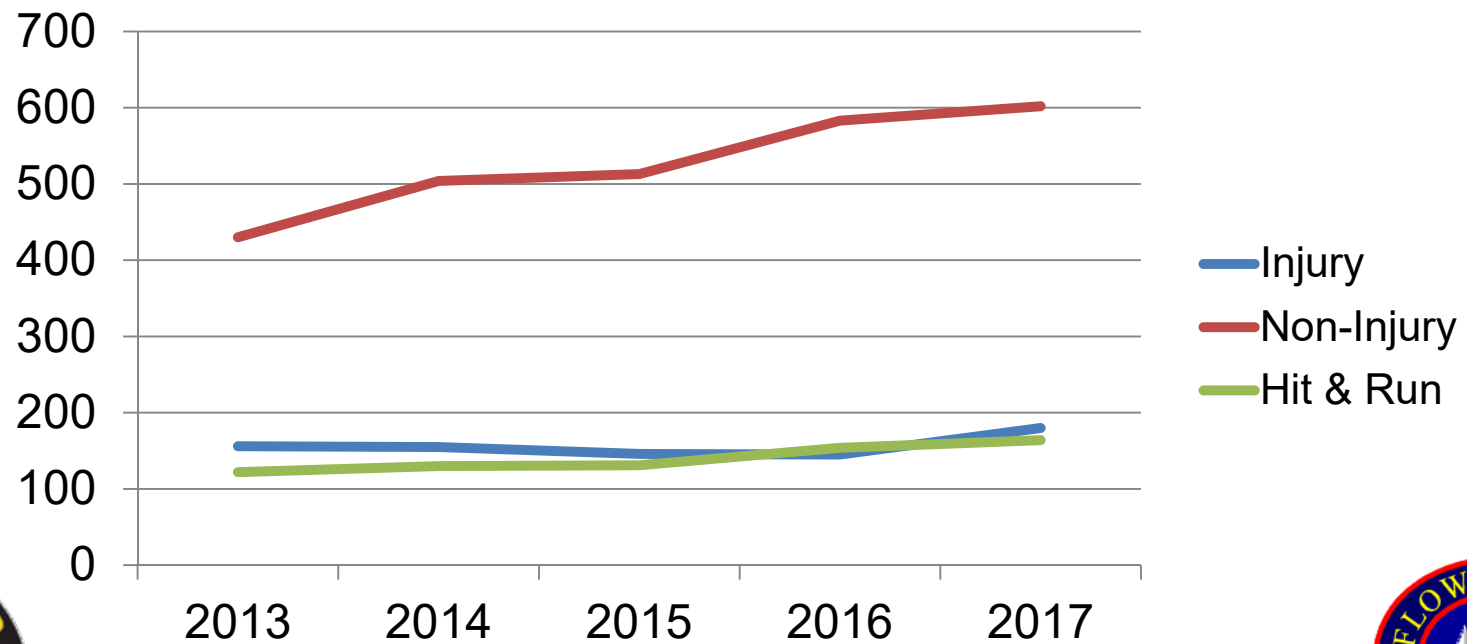


Source: FBI Uniform Crime Report



Effectiveness – Crash Data

Accidents Types	2013	2014	2015	2016	2017
Injury	156	155	146	145	180
Non-Injury	430	504	513	583	602
Hit & Run	122	130	131	154	164



Animal Services Activity 2017

Service Activity	2013	2014	2015	2016	2017
Calls for Service	7,996	8,102	8,073	7,396	6,261
Impoundments	1,228	996	1,141	937	872

Animal Services adopted out 418 animals during 2017, and completed 13 public educational presentations.

Community Programs

- Annual TCAP event
- “Paws and Claus” Fundraiser
- 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
- Annual Open House
- “Coffee with a Cop”
- Police Bicycle Unit
- Annual TCAP event
- Hangtime Program
- Police electronic trading cards
- Police Pet of the Month
- Texas Special Olympics partner
- Police volunteer breakfast
- Get the “scoop”
- Animal Services Clear the Shelter Event
- High School Tip Lines
- Public Relations Video Series “Beyond the Badge”
- “SHARP” Self defense class



Effectiveness – New Community Programs

Volunteer Bike Patrol

The FM CPSP are unarmed, trained volunteers who donate their time and work with the FMPD. They assist and support law enforcement in the reduction of crime and improve overall "quality of life" by increasing the effectiveness of the crime prevention efforts.

Find My Home

This is a program for people who need special assistance if they are alone or lost and are unable to speak or properly identify themselves. The program utilizes a current photo of the individual along with demographic and caregiver information.

Narcan

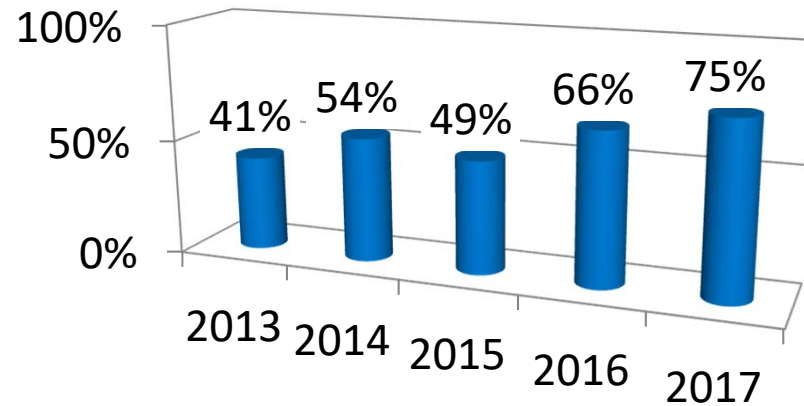
This program equips police officers with a safe and effective product to reverse opioid overdoses.



Effectiveness – Employee Survey Results



Job Satisfaction High or Very High

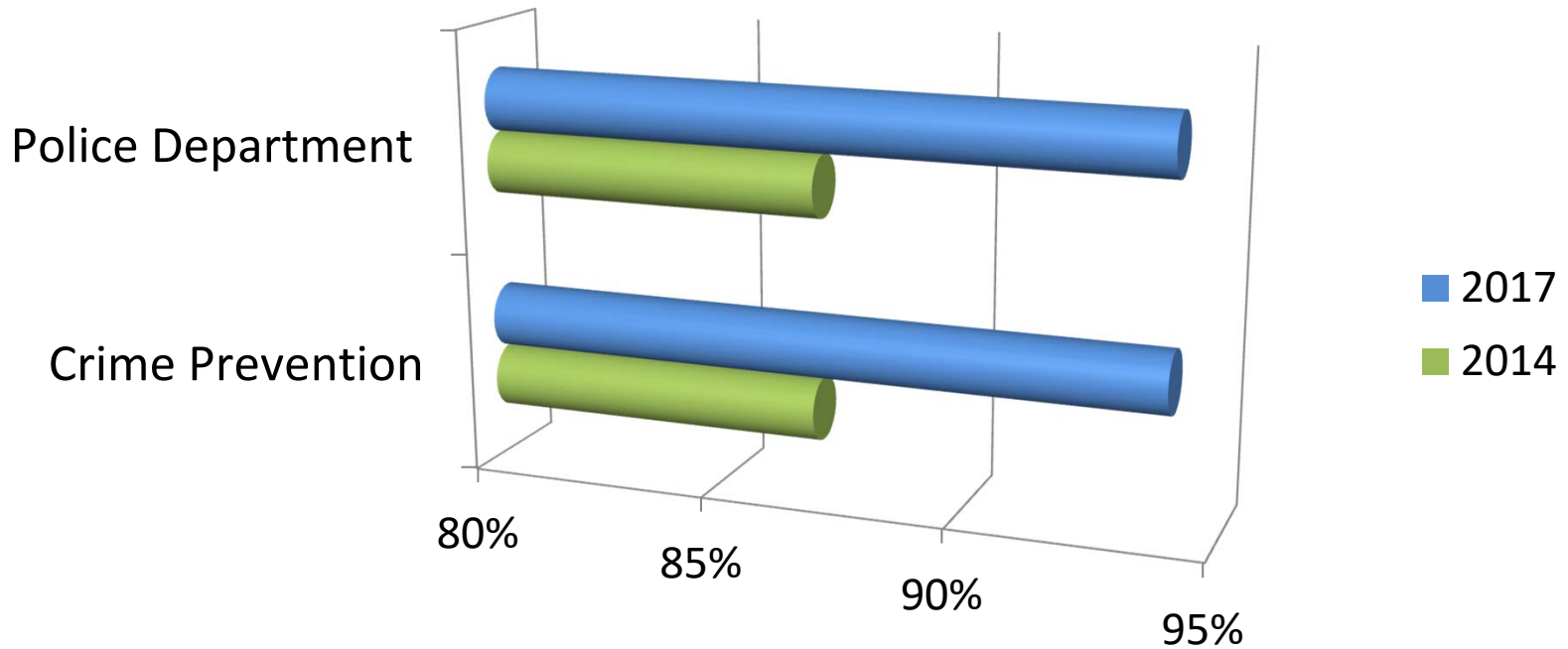


89% of employees rated equipment good to excellent



Effectiveness – Citizen Survey Results

Residents provided the greatest approval increases for the police department and crime prevention.



98% Overall Feeling of Safety



Efficiency

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



Efficiency

2017 Staffing Levels

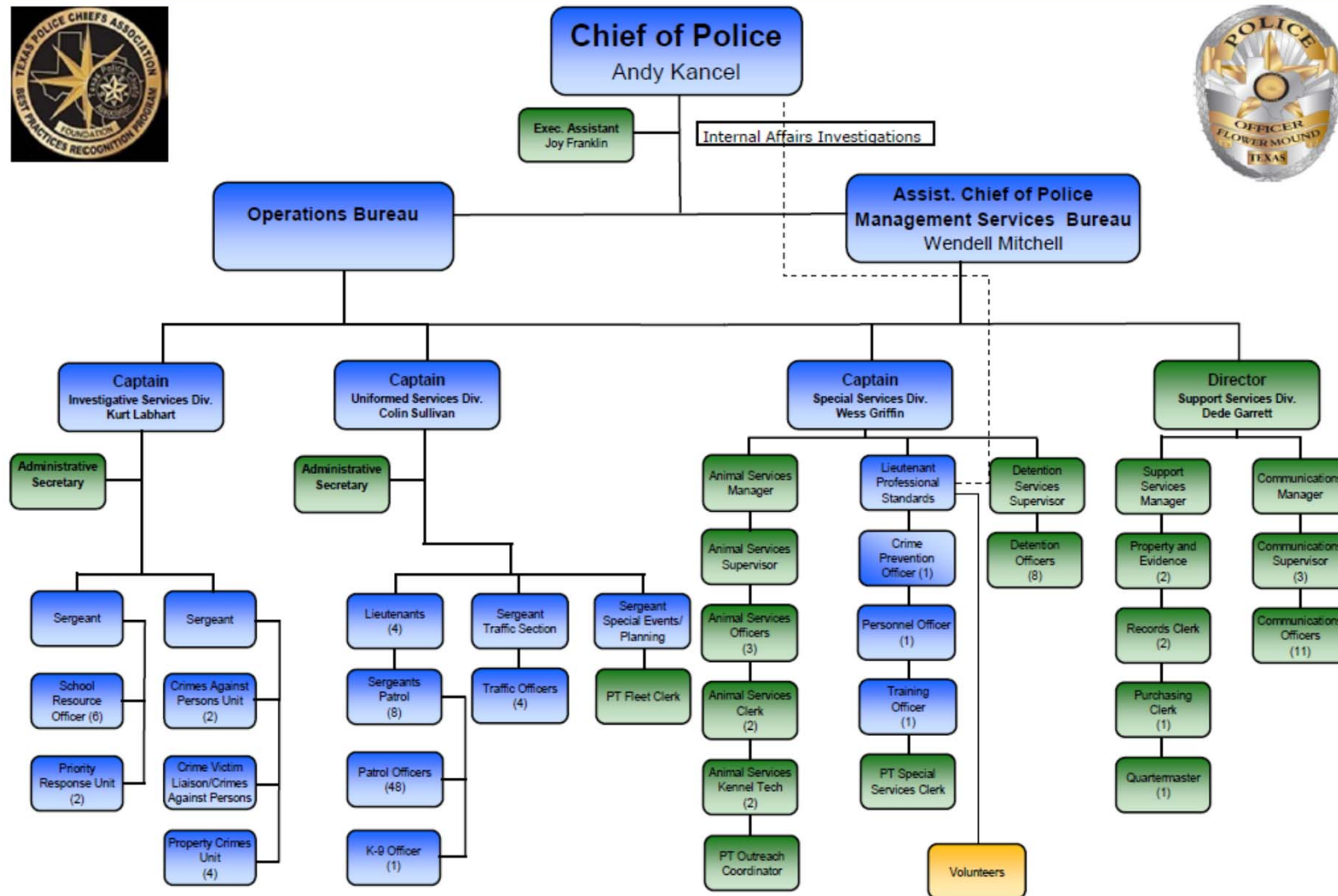
- Maintained over 90% police officer staffing
- Maintained officer staffing for eight patrol beats
- Reviewed compensation packages for all police department positions

Organizational Structure

- Added planning/special events sergeant to effectively oversee Town events and special projects
- Reclassified the civilian crime analyst to a sworn officer that also serves as a crime victim's liaison
- Held fourth annual staff retreat
- Updated five year plan



ORGANIZATIONAL CHART



AUTHORIZED STRENGTH

Officers: 93
 Civilians: 44.5
 Total: 137.5

Revised: 10/1/17

Efficiency

Budget / Fiscal Responsibility

FY 16/17 Crime District Budget

\$2,706,061

End of Year Balance

\$326,291; **+12.06%** Remaining

FY 16/17 General Fund Budget

\$11,262,882

End of Year Balance

\$-37,348 **-.33%** Remaining

Revenue/Savings Created

- **\$19,800** for warrant entry and detention center services
- **\$1,445** received from local seizures



Efficiency



New Technology for 2017

- Use of Body Worn Cameras as part of a one year product trial prior to budget consideration.
- Integration of new smart device citations writers with automated data capture and accident reporting.
- New digital finger printing system that automates submission for both state and federal review and identification.



Looking Forward

- Review/update five and ten year staffing and equipment plans
- Online reporting for citizens
- Police building renovation
 - Parking, training room, and storage



Questions or comments?



SMARTGrowth Commission



Public Safety Report February 12, 2018



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 maintained an PPC/ ISO 2**
- **FMFD anticipating “Best Practices” accreditation from the Texas Fire Chiefs Association**
- **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**

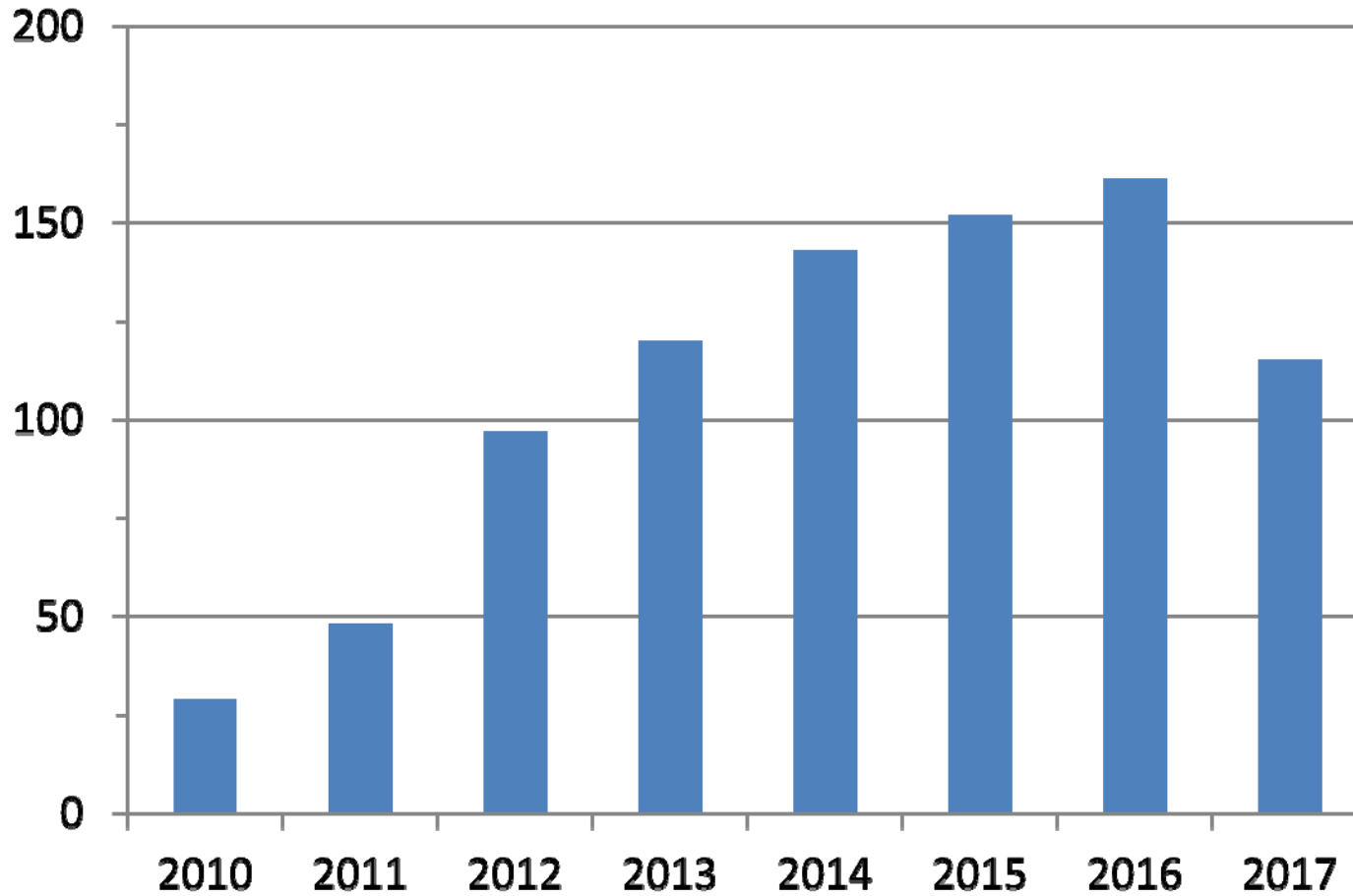


EMS Patients per District

STATION	PATIENT TOTALS
STATION #1 DISTRICT	1177
STATION #2 DISTRICT	158
STATION #3 DISTRICT	262
STATION #4 DISTRICT	321
STATION #5 DISTRICT	282
STATION #6 DISTRICT	71
MUTUAL AID RECEIVED	12
MUTUAL AID GIVEN	152
NO TRANSPORTS	680
TOTAL	3115



All Medics Busy



2010 - 29
2011 - 48
2012 - 97
2013 - 120
2014 - 143
2015 - 152
2016 - 161
2017 - 115



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
(Hospice Home)	3128 Wager	Open	8
Avalon Memory Care	6601 Raintree	Open	10
Rosewood	4141 Long Prairie	Open	80
Cross Timbers Care	3315 Cros Timbers	Open	107
Hollymead	4101 Long Prairie	Open	112
Elan Oaks Memory Care	3281 Long Prairie	Open	103
Avanti Assisted Living	4041 Long Prairie	Open	98



Resident Facility EMS Patients

- 709 beds in assisted living or skilled nursing facilities
- Resulted in 527 EMS calls in 2017
- 18% of EMS calls

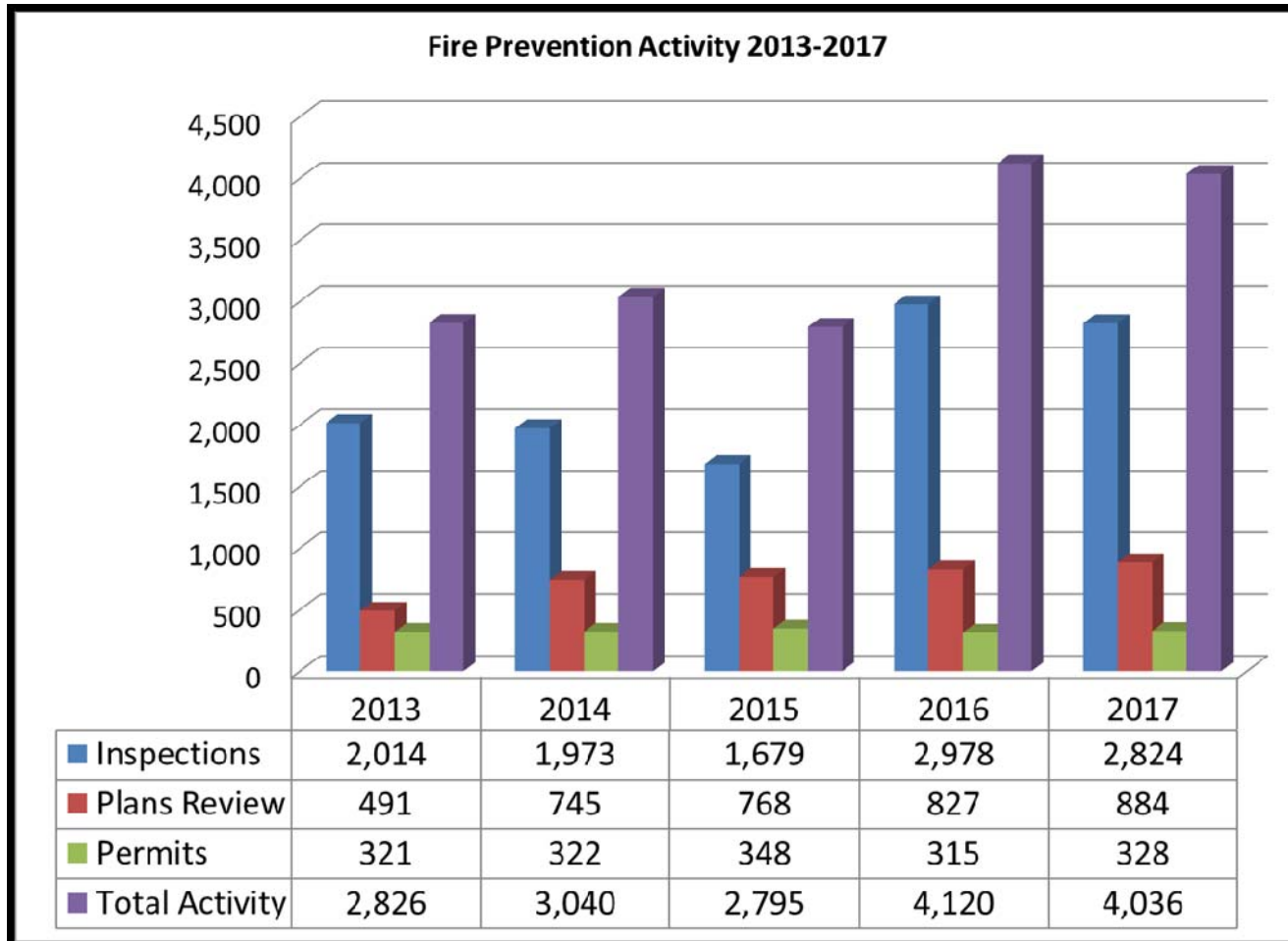


Total Calls for Service

- **FMFD responded to 5,365 calls for service in 2017—a 13% increase from 2016**
- **2,456 calls were for Fire/Service Calls**
- **2,909 calls were for EMS and Rescue**



Fire Prevention Efforts



Fire Prevention Efforts

- **Fire Investigations – 8**
 - 5 Accidental
 - 1 Lightning strikes
 - 2 Arson



Training

- All divisions maintain TCFP and EMS certifications
- 4 additional car seat techs
- Suppression
 - Technical rescue: ropes, swiftwater
 - EMS Continuing Education
 - Approximately 942 hours of Live Fire Training



Training

- **Prevention**
 - Also maintain TCOLE certifications
 - One Fire Prevention Officer received firearms instructor certification
 - Fire Marshal completed the Fire Marshals Professional Development Program through the Bill Blackwood Law Enforcement Institute
- **Emergency Management**
 - Completed the Certified Emergency Manager program



Suppression



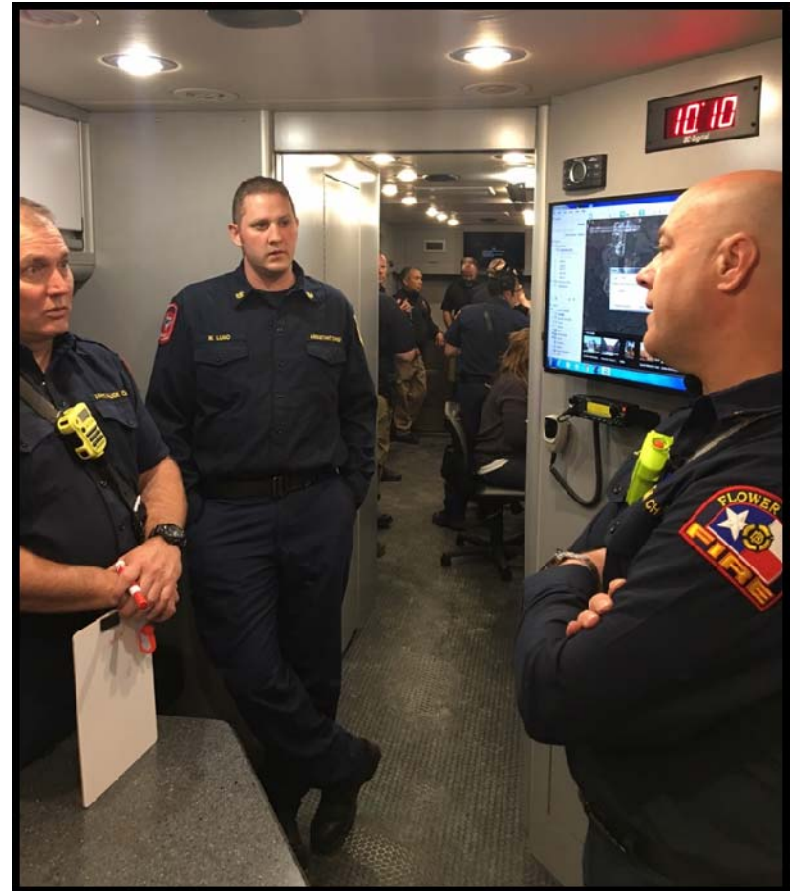
Emergency Management

- Implementation of Command 500 and training of additional operators
- Deployment to Hurricane Harvey
- Hurricane Harvey reimbursement



Emergency Management

- Deployments of Command 500



Community Programs

- **Station Tours – 83 groups toured the fire stations and apparatus**
- **126 on-site visits- Career days, businesses, festivals, and various community functions**



Community Programs

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



Community Programs

- Annual Open House
approximately 3,500 attended
- Monthly “Hot Topics” TV
program done in conjunction
with Town’s Communication
Department



Community Programs

- **Car Seat Inspections**
- **Hands-only CPR classes**
- **Bi-annual Fire Extinguisher Classes**
- **EMT & Paramedic training for NCTC and Byron Nelson High School**
- **LISD student-observer program**



Efficiency

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

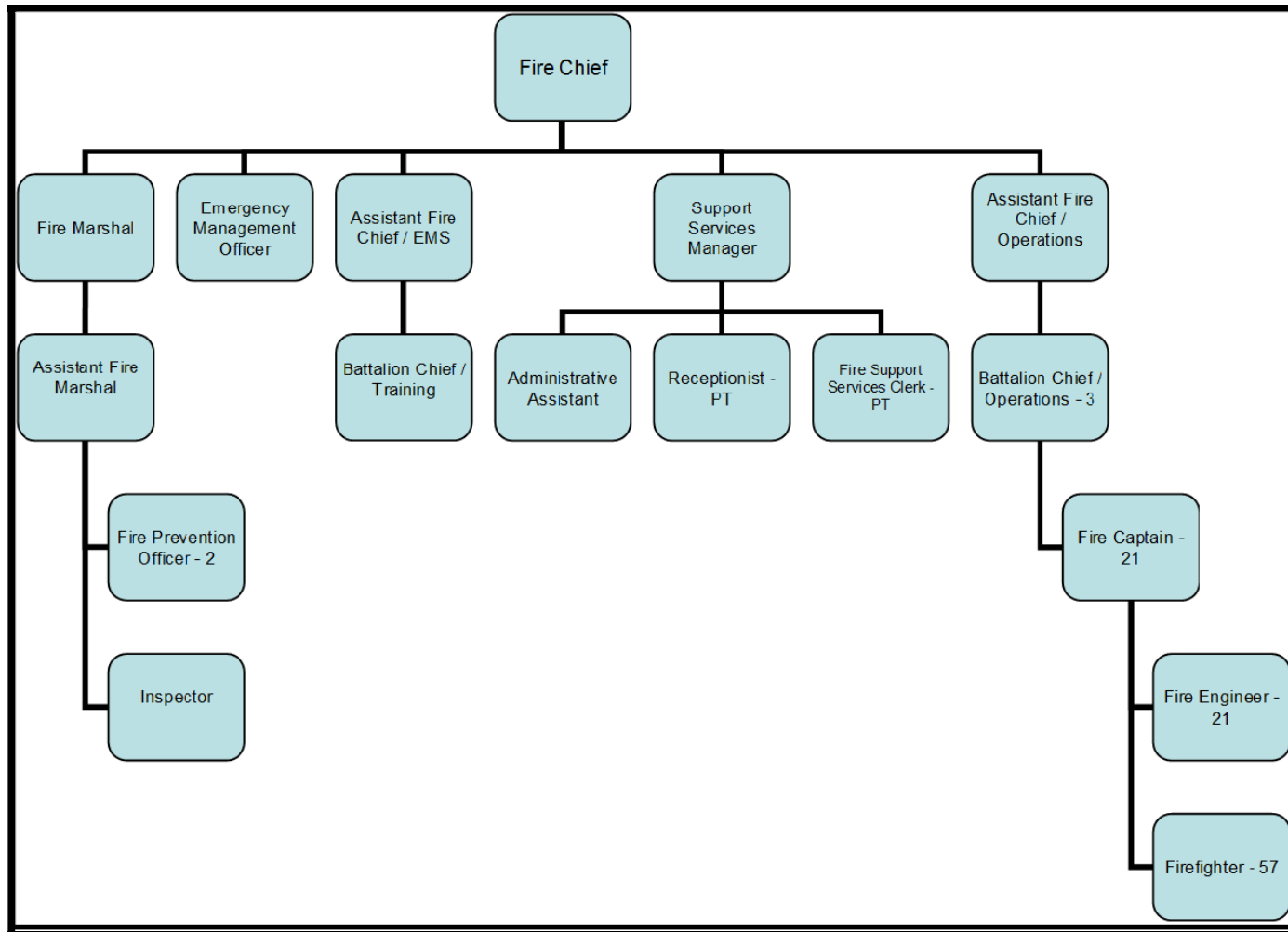


Budget

- **General Fund- Fire and Emergency Services \$13,188,451**
- **Special Revenue Funds/Expenditures- Fire District Sales Tax \$2,959,737**
- **Total Budget \$16,148,188**



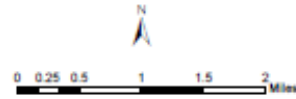
Organizational Chart





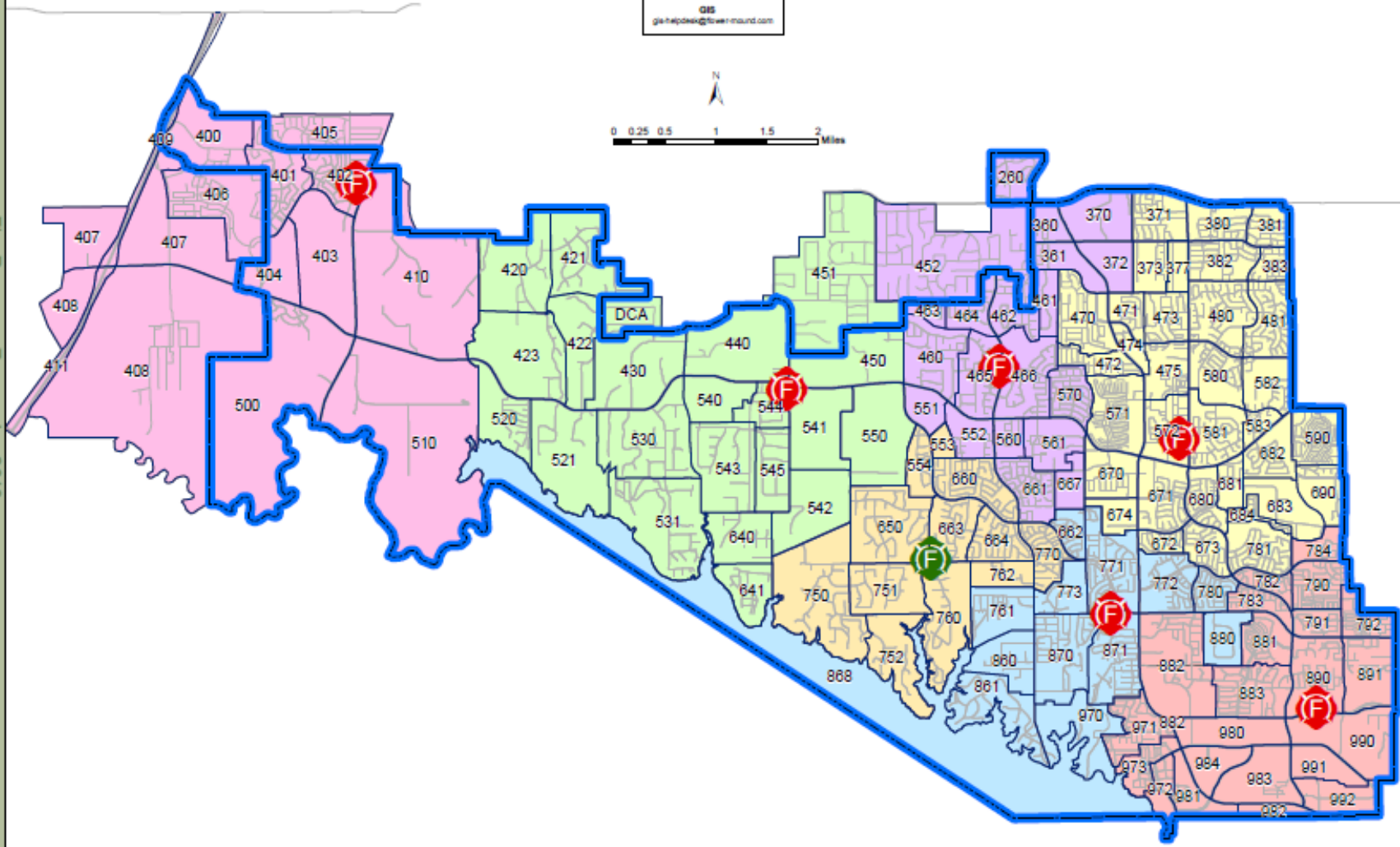
Fire Response Zones

Information Technology
GIS
gis-helpdesk@flower-mound.com



Fire Response Zones - Jan 2018

Fire Response Zones - Jan 2018



Suppression Staffing

- **6 Stations**
- **34 per shift**
- **Minimum staffing-29 per shift**
- **6 Engine Companies**
- **1 Truck Company**
- **3 Medics (Ambulances)**
- **1 Battalion Chief/Shift Commander**



Looking Forward

- **Station #7-Skillern @ Wichita Trail, entering design phase, estimated completion Spring 2020**
- **Land acquisition for Joint Public Safety Facility/Station 6**

