

City of Cedar Hill Department Services



Presented to the City Council
July 20, 2010

Vision Statement



We envision Cedar Hill as a Premier City that retains its distinctive character; where families and businesses flourish in a safe and clean environment.

Mission Statement



The mission of the City of Cedar Hill is to deliver the highest quality municipal services to our citizens and customers consistent with our community values.



Presentation Goals

- Review inventory of services comprehensively
- Reaffirm that services and activities align with City Council's Priorities
- Identify services that are distinctive to Cedar Hill
- Verify resources are allocated appropriately
- Align service delivery with the community's desire to support it financially
- Lay the foundation for discussion at upcoming City Council Retreat



Services Definition

- Services are provided by departments, externally and internally to residents, businesses and our employees
- Services are **outcomes or results**, not processes
- Services provide a measurable contribution to the City Council's priorities

Service Delivery Schedule



**Tuesday,
July 20th**

Fire
Department

Police
Department

**Tuesday,
August 3rd**

Parks &
Recreation

Planning

Neighborhood
Services &
Main Street

**Tuesday,
August 17th**

Municipal
Court

Code
Enforcement

Public Works

**Tuesday,
August 31st**

Utility Billing

Finance

Information
Technology

Human
Resources

**Tuesday,
September 7th**

Library

Animal
Shelter

Public
Relations

Economic
Development

Police Department Services



Patrol



Respond to calls for service and take proactive measures to ensure public safety.

Services

- Provide a timely response to all calls for service and emergency 911 calls, including:
 - Assault, traffic and property offenses
 - Persons and property offenses
 - City ordinance violations
 - Crimes against children and child custody issues
 - Suspicious activities, persons and disturbances / civil unrest
 - CHISD and Cedar Hill State Park police assistance
 - Traffic crashes, traffic offenses and motorist assistance
 - Preliminary death investigations

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Patrol



Services

★ Conduct investigations on ALL incidents

- Maintain a high level of visibility to deter crime by driving through neighborhoods and commercial areas

★ Conduct targeted patrols

- Enforce traffic laws, direct traffic and clear hazards when necessary
- Investigate all reportable injury and non-injury traffic accidents
- Apprehend offenders and transport for incarceration
- Employ targeted enforcement strategies to mitigate certain problematic traffic violations (i.e. “Hot Spot”)
- Provide testimony in court when needed

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Patrol



Services

- Respond to disturbances and civil unrest
- Provide security for City Council meetings
- ★ Provide seasonal crime prevention initiatives, including Theft Prevention flyers
- ★ Remove graffiti
- ★ Provide residential vacation checks
- Provide special event security and traffic control (County Day, Holiday on the Hill, Head for the Hills, Uptown Village Holiday Parade, etc.)

Criminal Investigations



Investigate criminal offenses and present cases to the City or District Attorney for prosecution.

Services

- Document and investigate criminal activity
- Conduct criminal interviews
- Provide resolution to criminal cases
- Execute search warrants and conduct warrant roundups
- Apprehend offenders and transport for incarceration
- Work with local and regional pawn shops to identify and recover stolen property

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Criminal Investigations



Services

- Process and photograph major crime scenes
- Administer sex offender registration and reporting program
- Provide timely feedback to crime victims
- Coordinate and share intelligence information with other law enforcement agencies
- Analyze crime trends
- Provide back-up support to patrol calls

Crime Victim Assistance



Provide outreach resources to victims of a crime.

Services

- Conduct a daily review of offense reports and proactively contact victims with personal injuries
- Provide information / resources to victims:
 - Support completing applications for Crime Victim's Compensation
 - Transportation
 - Referrals to local assistance agencies (food pantries, hospitals, child care, protective orders, shelter, etc.)
- Provide physical, mental and emotional support to victims of crime
- Assist runaways by making contact with families and documenting services provided
- Work with Child Protective Services and follow-up on investigations regarding children

Police and Community Team (PACT)



Provide problem-solving initiatives to citizens, crime watch groups and businesses.

Services

- Serve as primary contact for assigned district
- Manage the Citizen's Police Academy and Citizens on Patrol program
- Support City's Crime Watch Network
- Attend community functions, including neighborhood associations, HOAs, and PIDs
- Make presentations to multiple organizations on crime prevention
- Organize National Night Out

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Police and Community Team (PACT)



Services

- ★ **Conduct monthly sex offender compliance checks** (many other cities conduct checks annually)
- ★ **Offer residential and commercial security assessments**
 - Respond to citizen request cards for special enforcements
 - Serve as liaison with faith-based community partners, retail managers and non-profits
 - Facilitate Help End Auto Theft (HEAT) initiative
 - Provide outreach education to youth groups and schools



Community Service Officers

Respond to lower priority calls for service to maximize the availability of sworn officers.

Services

- Respond to calls that are non-priority
- Provide substitute police presence and visibility
- Prepare offense and incident reports that are non-priority
- Assist patrol with traffic functions
- Assist with special events and special details
- Process emergency protective orders
- Assist with targeted patrol and graffiti abatement

Emergency Response / Hostage Negotiations



Respond to extraordinary circumstances that require highly specialized and trained personnel.

Services

- Respond to and address hostage situations, bomb threats, narcotics operations, civil unrest, evacuations, active shooter incidents, natural disasters, etc.
- Coordinate local and regional Disaster Preparedness initiatives
- Participate in regional training exercises
- Provide tactical training to department members
- Provide a hostage negotiation team
- Assist with special details



Public Service Officers

Serve as the first point of contact for visitors and provide support functions to all divisions, sections, and units of the department.

Services

- Greet and direct customers; answer and direct telephone calls
- Perform fingerprinting services for customers
- Maintain warrants in file and in regional, state, and national crime databases
- Perform audits of all entries of wanted persons, stolen property, missing persons, etc., in regional, state, and national crime databases
- Provide copies of reports and other documents to internal and external customers
- Maintain vehicle impound and towing records



Records

Serve as the repository for police records and information.

Services

- Review all written and electronic reports for accuracy in accordance with Uniform Crime Reporting policies
- File all reports related to incidents and/or arrests
- Maintain, expunge, and destroy all records in accordance with the law
- Process open records requests in accordance with state and local laws
- ★ **Administer alarm program to reduce false alarms**
- ★ **Provide Crash Reports online**
- Prepare and submit monthly Uniform Crime Reporting statistics to the state



Property and Evidence

Manage all impounded property and evidence that is received by the Department.

Services

- Process and account for all incoming property that has been impounded
- Maintain accurate logs of property and persons entering property room
- Release property for court appearances, return to owner and facilitate destruction, when applicable
- Maintain all court orders and documentation related to property
- Process open records requests for district attorney's office and other law enforcement agencies



Animal Control

Enforce Animal Codes and provide timely response to calls for service.

Services

- Respond to calls for service:
 - ★ **Animals at-large**
 - Dangerous dogs / Animal bites
 - Rabies / Bird Flu
 - Dead animals
 - Complaints of cruelty / neglect to animals
 - ★ **Wildlife (squirrels, snakes, raccoons, birds, etc.) in and around residence and at-large**

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Animal Control

Services

- Conduct investigations on animal bites, cruelty and other animal-related violations
- Write citations for non-compliance
- Support Animal Shelter as needed
- Provide, set-up and pick-up animal traps
- Provide public education and community outreach regarding proper pet care
- Prepare documents for prosecuting dangerous animal complaints



Administration

Provide overall guidance and direction to the Police Department.

Services

- Investigate complaints and provide internal affairs
- Strategize police deployment based on crime analysis through organized command staff meetings
- Manage all aspects of hiring process and ensure state and Texas Recognition Program training requirements are met for all police personnel
- Ensure cross-departmental and regional cooperation / shared information

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Administration

Services

- Prepare and implement annual work plan and budget
- Maintain department accreditations
- Process Special Events permits and Rider Request Forms
- Implement and maintain technology in all components of the department
- Establish policy
- Apply for and manage grants

Fire Department Services



Emergency Response - Medical



Deliver professional emergency medical care to all customers by responding to all requests for service.

Services

- Respond to calls for service with Mobile Intensive Care Unit (MICU) capabilities
- Triage patients to determine those with the greatest need
- Conduct patient assessment to determine appropriate treatment
- Perform Basic Life Support (BLS) interventions (check airway, breathing, circulation, blood pressure; CPR; bandaging; splinting; etc.)
- Provide Advanced Life Support (ALS) interventions (IVs, defibrillation, cardiac monitoring, drug administration, etc.)
- Transport to appropriate medical facility for definitive care



Emergency Response - Fire

Provide timely and efficient response and mitigation to fire events.

Services

- Extinguish structure fires (fire suppression):
 - Provide on-site incident command
 - Conduct interior operations, including primary search, hose operations, salvage and overhaul
 - Remove heat and smoke from the structure (ventilation)
 - Set-up a water supply for fire suppression operations
 - Conduct exposure control to prevent the spread of the fire
 - Operate aerial apparatus, as needed

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Emergency Response - Fire

Services

- Extinguish other fires, including grass, vehicles, etc.
- ★ **Perform Hydrant Maintenance Program (2,300+ hydrants twice a year)**
- Conduct Pre-plan Program (24 target hazards annually – i.e. schools, industrial facilities, high-occupancy retail and commercial)

Emergency Response - Rescue



Provide timely and efficient response and mitigation to rescue events.

Services

- Remove trapped occupants from vehicles (use hydraulic rescue equipment)
- Rescue victims trapped in damaged structures (airbags, cribbing, hydraulic tools)
- Conduct open area search and rescue
- Remove victims trapped in high water (swift water and rope equipment)



Community Outreach

Provide non-emergent assistance and services to the community.

Services

- Provide free blood pressure checks
- Install and change batteries for smoke detectors for citizens
- ★ **General aid to citizens: gas, transportation, unlocks at home or vehicle and changing tires**
- Provide Fire Department Chaplain for internal and external support during emergent activities
- Assist citizens with limited mobility (invalid assist)

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Community Outreach

Services

- ★ **Provide Medical Bike Team for City events**
 - Assist with emergency water shut-offs
 - Coordinate Ride-Along Program
 - Provide compliance with the Baby Moses Program
- ★ **Conduct annual Fire Department Open House**
- ★ **Coordinate Community Wildfire Protection Program**



Fire Prevention & Education

Enhance safety through education, code enforcement and investigation.

Services

- Conduct annual Citizen's Fire Academy
- ★ **Provide education programs: Career Day, Elementary Reading, Shattered Dreams and Life and Fire Safety (LAFS) - Clown group**
- Conduct annual inspections and re-inspections of businesses, foster homes, day cares, public schools, propane sites, construction sites, and elevators
- Provide hydrostatic testing for sprinkler systems
- Conduct Certificate of Occupancy inspections
- Conduct Fire Alarm testing
- Issue citations for non-compliance
- ★ **Provide Citizens Emergency Response Team (CERT) training**



Administration

Provide direction and leadership to department operations, including budget, quality control and safety.

Services

- Coordinate regional cooperation and service delivery, including boundary drops, purchasing of supplies and equipment, dispatch, and mutual aid
- ★ **Provide response analysis to enhance service delivery (GIS mapping)**
- Manage and ensure fire and EMS training requirements are met for all personnel
- Maintain ISO rating and requirements
- ★ **Manage ambulance subscription program**

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Administration

Services

- Ensure regulatory compliance
- ★ **Manage the CPR / AED program for City departments**
- Apply for and manage grants
- Prepare and implement annual work plan and budget
- Manage City's Infection Control Program



Emergency Management

Provide properly trained personnel to respond to and recover from natural and man-made disasters.

Services

- Manage the City's Emergency Management Program
- Utilize Regional Emergency Management Administrator to maintain the Emergency Operations Plan Annexes and coordinate drills
- Monitor weather and other hazardous conditions to ensure safety of citizens
- ★ **Coordinate the Storm Spotter Team**
- Manage and operate outdoor warning sirens

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Emergency Management

Provide properly trained personnel to respond to and recover from natural and man-made disasters.

Services

- Coordinate community resource needs following a disaster
- Maintain the City's Emergency Operations Plan
- Plan and conduct disaster exercises and drills
- Train Storm Spotter and Emergency Operations personnel
- Coordinate local and regional response resources

Next Department Services Workshop

**Tuesday,
August 3rd**

Parks &
Recreation

Planning

Neighborhood
Services &
Main Street