

**PLANO CITY COUNCIL
SPECIAL CALLED SESSION
May 4, 2011**

COUNCIL MEMBERS

Phil Dyer, Mayor
Lee Dunlap, Mayor Pro Tem
Pat Miner, Deputy Mayor Pro Tem
Ben Harris
André Davidson
Lissa Smith
Harry LaRosiliere
Jean Callison

STAFF

Bruce Glasscock, City Manager
Frank Turner, Deputy City Manager
LaShon Ross, Deputy City Manager
Diane C. Wetherbee, City Attorney
Diane Zucco, City Secretary

Mayor Dyer called the meeting to order at 6:00 p.m., Wednesday, May 4, 2011, in the Council Chambers of the Municipal Center, 1520 K Avenue. All Council Members were present with the exception of Council Member Callison.

Opening Remarks

City Manager Glasscock spoke to the session as a continuation of departmental updates regarding operations and the impact of reductions taken over the last three years.

Police Department Update

Chief Rushin spoke to the department's performance measures, organizational structure and accreditations. He reviewed the functions of the Patrol Services Division (PSD) made up of 180 sworn officers who perform law enforcement, crime detection and suppression duties; traffic enforcement and education; crash and crime investigation; order maintenance; and respond to calls for service. Chief Rushin spoke to the High Visibility Enforcement Unit implemented in 2006, enhancing efforts of the Patrol Division with eight officers and one sergeant and concentrating on traffic enforcement on high volume major roadways. He spoke to the K9 Unit including 3 officer handlers and their partners whose duties include criminal apprehension, narcotics/building/article searches, and tracking of suspects.

Chief Rushin spoke to the Neighborhood Police Officer Unit created in 1993 and its 13 officers who partner with residents and business owners to improve the quality of life in neighborhoods. He spoke to the Public Safety Unit comprised of 13 officers, 2 police interns, and 2 supervisors who provide services including street patrol, front desk responsibilities and telephone reporting. Chief Rushin spoke to the Crime Prevention Unit representing the education arm of the department and including alumni members of the Plano Citizens Police Academy and 35 different citizen programs. He spoke to community partnerships and savings provided by volunteer services and reviewed School Crossing Guards, the School Liaison Officer Unit and the Traffic Unit. Chief Rushin spoke to the implementation of red-light cameras in 2006; the Training Unit; Warrants/Court Security Unit; Emergency Services Unit; ESU Tactical Team; ESU Bomb Squad; Homeland Security Unit and Criminal Investigative Services Division; Crime Scene Investigations Unit; Property/Evidence Unit; Quartermaster Unit; Accreditation Unit; Crime Analysis Unit; Records Unit; Alarms and Fiscal Affairs; Public Information Office; the Plano City Jail; and the Professional Standards Unit. He spoke to the Office of the Legal Advisor and the Planning and Research Coordinator who guides the department's strategic planning process.

Chief Rushin spoke to the department's General Fund budget comprised of \$53 million with 90% in salaries and benefits; the Plano/Richardson Police Training Center budget of \$267,711; Criminal Investigation Fund with a balance of \$1.2 million; School Crossing Guard Fund budget of \$425,380; Child Safety Fund with a balance of \$1.2 million; Red Light Camera Program with a balance of \$2.7 million and State Law Enforcement Training Fund with a balance of \$142,240. He spoke to utilization of the Service Standard Index (SSI) to determine staffing needs, budget reductions of \$1.4 million in FY 2008/09, \$2.1 million in FY 2009-10, and reductions in FY 2009/10 with reimbursement of 50% of the School Liaison Officer Program in 2010-11 from the school district. Chief Rushin spoke to cost containment factors related to the use of Tahoes versus Crown Victorias and future efficiencies including risk management initiatives; cost sharing; Adopt-a-Cop expansion; citizen volunteers; government payment services; online crash reporting; integration of technology; community partnerships; and reductions in overtime. He spoke to reductions in wearing apparel, minor apparatus, radios, software, training, contracts, and injury prevention. Chief Rushin spoke to future challenges including the economy and budget, morale of Staff, motivation, population density, aging workforce, transportation, cultural differences, technology, legal challenges, and unfunded mandates. He spoke to the potential impact of future budget reductions on education/preventative programs, potential for higher crime rates, longer response times, lost services, and an overall reduced quality of service.

Chief Rushin responded to the Council, advising that Staff works to educate the public regarding the requirements for alarm permits, spoke to CALEA accreditations setting out the framework for operation, and to budget reductions in 2008-09 and 2009-10. He spoke to cooperation between departments of the City to aid officers in their duties including maintenance of streets and the availability of technology allowing officers to complete reports from their vehicles.

City Manager Glasscock spoke to the cooperative efforts between Emergency Management, which focuses on all hazards, as compared to the police who address law enforcement efforts including specific terrorist issues. Chief Rushin spoke to the use of volunteers in the department, revenues received from the red-light camera program earmarked for traffic safety, and volunteer officers participating in the *Adopt-a-Cop* program serving middle schools. He spoke to City opposition to state legislation which would impact monies received from the *Child Safety Fund* and further spoke regarding charge backs for those causing false alarms and state law requiring a signed complaint in order to initiate police action.

Fire Department

Chief Esparza spoke to the department established in 1886 with volunteers and its current status of 330 personnel, response to over 20,000 incidents annually, and national accreditation which allows the department to benchmark its performance against other agencies and reflects the best practices in fire/ambulance services. He spoke to partnerships and agreements, training and equipment and advised that Mutual Aid Agreements include Plano assistance to other entities while ensuring the same in return. Chief Esparza spoke to the Fire Prevention Unit which provides plan review, engineering, inspections, investigations and special projects services and to the Emergency Medical Services Unit including staffing, patient treatment and outcome, and partnerships. He spoke regarding training provided firefighters and their fitness program; the Resource Division which includes facilities, apparatus, and equipment; and community outreach and education including youth oriented programs, educational programs and partnerships.

Chief Esparza spoke to the department's budget of \$43 million with 88.72% in personnel costs, definitions of the duties of fire fighters and their roles established by state statutes, advising that the department is made up of 321 civil service and 10 civilians. He spoke to reductions and efficiencies including in elimination of six positions in FY 2007-08, elimination of positions in FY 2008-09 along with Special Program/Administrative Overtime, reductions in training costs, use of grant funds, reorganization of meetings, and the loss of the Children's Clown Safety Program. He spoke to the elimination of prevention programs and possible consequences, delays in staffing Station #13, and restructured training to allow for computer-based or alternative site classes. Chief Esparza responded to the Council, advising that the department is beginning implementation of the commercial inspection program. He spoke to some increase in response times and services that were provided by the "demand" ambulance.

Public Safety Communications Department

Public Safety Communications Manager Carr advised that the department was established in 1991 and provides a benefit to citizens by centralizing emergency services (911). She spoke to divisions including Dispatch Operations which includes 80 full-time employees (67 of which are 24/7/356) and their accreditation; the level of call volumes (500,000 in 2010) and an average answering time of less than 10 seconds (92.6% in 2010).

Ms. Carr spoke to the department's status as a recognized center for missing and exploited children and as a storm-ready City. Ms. Carr spoke to the increase in cell phone calls and challenges of determining the location of callers. She spoke to the Plano Cable Override System and Regional Public Safety Radio System and advised that the department's budget is \$6.3 million, with revenues from the 9-1-1 wire line and reimbursements and is 20% revenue supported. Ms. Carr spoke to reductions of \$515,000 over the last three years including modification to maintenance agreements, individual line item reductions, and reimbursement to the General Fund. She spoke to current/future issues including the next generation of technology, public expectations, surge capacity and staffing issues including stress/shift work and loss of employees to other entities.

Ms. Carr responded to the Council regarding revenue generated by fees for emergency services and spoke to cost-sharing agreements with other entities who lease radios and frequencies. Ms. Carr further responded that there are fees on both land-line and cell phones.

Conclusion/Next Steps

City Manager Glasscock spoke to the importance of public education and its reduction in departmental budgets as they look to minimize costs. He spoke to its importance as a proactive step in keeping the City safe and to the integration/interdependence of various departments in the organization. Director of Finance Tacke responded to Mayor Pro Tem Dunlap regarding the impact of Department of Treasury decisions on the City's ability to sell bonds.

Nothing further was discussed. Mayor Dyer adjourned the Session at 8:10 p.m.

Phil Dyer, Mayor

ATTEST:

Diane Zucco, City Secretary