

RECEIVED

PUBLIC SAFETY COMMITTEE
DALLAS CITY COUNCIL COMMITTEE AGENDA

2016 FEB 19 AM 10:46

CITY SECRETARY
DALLAS, TEXAS

MONDAY, FEBRUARY 22, 2016
CITY HALL
COUNCIL BRIEFING ROOM, 6ES
1500 MARILLA
DALLAS, TEXAS 75201
11:00 A.M. – 12:30 P.M.

Chair, Council Member Adam Medrano
Vice Chair, Council Member B. Adam McGough
Council Member Sandy Greyson
Council Member Tiffinni A. Young
Council Member Jennifer S. Gates
Council Member Philip T. Kingston

Call to Order

1. Approval of Minutes from the February 8, 2016 Public Safety Committee Meeting

BRIEFINGS

2. DFR Fire Chief Recruitment Update
Assistant City Manager Eric D. Campbell
City Manager's Office
3. K2 & Drug Paraphernalia Shops
Deputy Chief Vernon Hale
Dallas Police Department
4. Dallas Fire-Rescue Department
Critical Incident Stress Management Team
2nd Driver David Lindsey
Dallas Fire-Rescue Department
5. Quality Management Program
Deputy Chief George Gamez
Dallas Fire-Rescue Department
6. Administrative (Fire) Reports
Deputy Chief Tameji Berry
Dallas Fire-Rescue Department
 - A. 4611 North Lindhurst Avenue
 - B. 2920 Saint George Drive
 - C. 1650 Bending Oaks Trail
7. Parking Services - Request for Competitively
Sealed Proposals (RFCSP)
(Briefing Memo)
Assistant Director Donzell Gipson
Dallas Police Department
8. Upcoming Agenda Item(s)

February 24, 2016

- A. Agenda Item 32: A resolution: (1) designating a new hearing officer to hear contested civil red light camera citations under the City's automated red light camera enforcement program and contested school bus stop arm citations under the City's school bus stop arm program; and (2) removing one hearing officer who is no longer employed by the City

- B. *Draft* Addendum Item: Authorize (1) an Interlocal Agreement with the City of Irving for critical aid response in the Cypress Waters area provided on behalf of City of Dallas and its citizens for one year from October 1, 2015 through September 30, 2016, with four, one-year automatic renewals; and (2) a payment of fee per response to the City of Irving

- C. *Draft* Addendum Item: Authorize (1) an application for and acceptance of two Body-Worn Camera Program Grants from the Office of the Governor's Criminal Justice Division to be used to purchase body-worn cameras and related accessories for a period of one year from the execution of the grant agreements; (2) the City's match in the amount of \$17,913 from Urban Area Security Initiative Grant Funds and \$11,250 from the City's Court and Detention Services Current Funds for a total of \$29,163; and (3) execution of the grant agreements

Adjourn

A handwritten signature in black ink that reads "Adam Medrano". The signature is written in a cursive, slightly slanted style.

Adam Medrano, Chair
Public Safety Committee

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. Contemplated or pending litigation, or matters where legal advice is requested of the City Attorney. Section 551.071 of the Texas Open Meetings Act.
2. The purchase, exchange, lease or value of real property, if the deliberation in an open meeting would have a detrimental effect on the position of the City in negotiations with a third person. Section 551.072 of the Texas Open Meetings Act.
3. A contract for a prospective gift or donation to the City, if the deliberation in an open meeting would have a detrimental effect on the position of the City in negotiations with a third person. Section 551.073 of the Texas Open Meetings Act.
4. Personnel matters involving the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear a complaint against an officer or employee. Section 551.074 of the Texas Open Meetings Act.
5. The deployment, or specific occasions for implementation of security personnel or devices. Section 551.076 of the Texas Open Meetings Act.
6. Deliberations regarding economic development negotiations. Section 551.087 of the Texas Open Meetings Act.

NOTICE:

"Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun."

"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta."

"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."

Public Safety Committee Meeting Record

The Public Safety Committee meetings are recorded. Agenda materials are available online at www.dallascityhall.com.
Recordings may be reviewed/copied by contacting the Public Safety Committee Coordinator at 214-670-3316.

Meeting Date: Monday, February 8, 2016 **Convened:** 11:05 A.M. **Adjourned:** 12:51 P.M.

Committee Members Present:

Council Member Adam Medrano, Chair
Council Member B. Adam McGough, Vice Chair
Council Member Sandy Greyson
Council Member Tiffinni A. Young
Council Member Jennifer S. Gates
Council Member Philip T. Kingston

Committee Members Absent:

Other Council Members Present:

Staff Present:

Assistant City Manager Eric D. Campbell, CMO
Police Chief David O. Brown, DPD
Executive Assistant Chief David Pughes, DPD
Assistant Chief Santos Cadena, DPD
Deputy Chief Christina Smith, DPD
Deputy Chief Paul Stokes, DPD
Manager David Hogan, DPD

Senior Corporal Monica Cordova, DPD
Deputy Chief Gilberto Garza, DPD
Lieutenant Mark Stallo, DPD
Assistant Director/City Marshal Ron Everett, CTS
Major Elaine Page, DPD
Deputy Chief Vernon Hale, DPD

AGENDA:

Call to Order

1. **Approval of Minutes from the January 25, 2016 Public Safety Committee Meeting**

Presenter(s): Council Member Medrano, Chair

Information Only:

Action Taken/Committee Recommendation(s):

A motion was made to approve the January 25, 2016 minutes.

Motion made by: Council Member McGough, Vice Chair

Item passed unanimously:

Item failed unanimously:

Motion Seconded by: Council Member Young

Item passed on a divided vote:

Item failed on a divided vote:

2. Dallas Police Department Crime Report

Presenter(s): Police Chief David O. Brown, DPD

Information Only:

Action Taken/Committee Recommendation(s):

This briefing provided the committee with an update on the Crime Report for January 1 – January 31, 2016. Council Member Greyson asked about the data being reported for her district on slide 9. Staff will look into it and check to see if something was overlooked. Council Member Young would like to see another column added to slide 10 to show data on cases that are in between stages. She also has concerns with the level of enforcement/aggressiveness of the officers in her district as it relates to criminal trespassing/panhandling activity. Chair Medrano would like staff to look into ways to move a level 4 aggressive panhandling call to a level 2 call in the short-term.

With regards to “Tent City” the committee would like a memo on expenses to date on this initiative and a full council briefing. Council Member Young would like to know when the “No Trespassing” signs are going to be put up.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

3. Administrative Report – 2015 Dallas Police Department Annual Traffic Contact Data Report (Briefing Memo)

Presenter(s): Deputy Chief Gilberto Garza & Lt. Mark Stallo, DPD

Information Only:

Action Taken/Committee Recommendation(s):

This memo was to make the committee aware of the Annual Traffic Contact Data Report from DPD.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

4. Administrative Report – 2015 Marshal’s Office Annual Traffic Contact Data Report (Briefing Memo)

Presenter(s): Assistant Director/City Marshal Ron Everett, CTS

Information Only:

Action Taken/Committee Recommendation(s):

This memo was to make the committee aware of the Annual Traffic Contact Data Report from the Marshal’s Office.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

5. Criminal Trespass Affidavit Program

Presenter(s): Deputy Chief Paul Stokes, DPD

Information Only:

Action Taken/Committee Recommendation(s):

The committee was updated on the Criminal Trespass Affidavit Program. Chair Medrano and Council Member Young would like to see if the CTA can include other businesses, downtown parking lots, etc. Staff informed the committee that there will need to be an ordinance revision in order for the CTA to expand to include other facilities that are non-convenient stores. Vice Chair McGough would like to see a timeline as to when officers in the field will be able to retrieve CTA information through RMS.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

6. Communications Operations Center (Handling Calls for Service)

Presenter(s): Major Elaine Page, DPD

Information Only:

Action Taken/Committee Recommendation(s):

This briefing has been moved to the PSC on Monday, March 28, 2016.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

7. K2 & Drug Paraphernalia Shops

Presenter(s): Deputy Chief Vernon Hale, DPD

Information Only:

Action Taken/Committee Recommendation(s):

This briefing has been moved to the PSC on Monday, February 22, 2016.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion Seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

APPROVED BY:

ATTEST:

Adam Medrano, Chair
Public Safety Committee

Crystal Lee, Coordinator
Public Safety Committee

Memorandum



DATE: February 19, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **DFR Fire Chief Recruitment Update**

On Monday, February 22, 2016, you will be updated on the DFR Fire Chief Recruitment. The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



DFR Fire Chief Recruitment Update

Public Safety Committee
February 22, 2016



Overview



- Late October 2015, Fire Chief Louie Bright, III announced his retirement, effective March 31, 2016
- City Manager's Office (CMO) directed Human Resources (HR) to initiate a solicitation for professional search firms to assist in a national search for the next Dallas Fire-Rescue (DFR) Fire Chief

Solicitation



- HR contacted 8 search firms, five proposals were received
- Affion Public, headquarters located in Camp Hill, PA (Texas division located in Point Venture, TX) was selected
- January 2016, City of Dallas entered into a contract with Affion Public.
- January 2016, Affion's public representative interviewed the following for relevant criteria for solicitation of candidates.

City Manager	Assistant City Manager
Fire Chief	President, Dallas Firefighters Association
Police Chief	President, Dallas Black Firefighters Association
Human Resource Director	President, Dallas Hispanic Firefighters Association
	University of Texas Southwestern – DFR Emergency Medical Services Medical Director

- National recruitment opened February 4, 2016

Candidate Profile Distribution



- IAFC: <http://www.iafc.org/>
- Daily Dispatch: www.dailydispatch.com
- International Association of Black Professional Fire Fighters:
<http://www.iabpf.org/recruitment.htm>
- The National Association of Hispanic Firefighters (NAHF):
<http://www.nahf.org/>
- International Association of Women in Fire & Emergency Services:
<https://i-women.org/post-a-job/>
- ICMA: http://icma.org/en/icma/career_network/home
- Linked In: <https://www.linkedin.com/>
- Govt Jobs: <http://www.govtjobs.com/>
- TML: <http://www.tml.org/careercenter>
- Careers in Government: <http://www.careersingovernment.com/>

Summary



- National recruitment closes March 4, 2016
- Affion will provide the City Manager with a list of candidates whom they feel best meet the candidate profile and desired characteristics
- The CMO will invite selected candidates to interview (format to be determined)
- Based on those interviewed, Finalists will be selected
- Finalists will be invited to participate in interview/meetings with City Council, Associations, Public Meet and Greet (format to be determined)
- City Manager will receive feedback from City Council, Associations, and Executive Staff and make final decision



Questions?

Memorandum



DATE: February 19, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **K2 & Drug Paraphernalia Shops**

On Monday, February 22, 2016, you will be briefed on K2 & Drug Paraphernalia Shops by Deputy Chief Vernon Hale of the Dallas Police Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
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Elsa Cantu, Assistant to the City Manager – Mayor & Council



K2 & Drug Paraphernalia Shops

Public Safety Committee

February 22, 2016



www.dallaspolice.net

David O. Brown
Chief Of Police

Purpose

- To provide a historical background of K2, identify public safety issues and inform the committee about drug paraphernalia shops

K2 Overview

What is K2?

Synthetic cannabinoids – chemical compounds that mimic the effects of Tetrahydrocannabinol, also known as THC

- A synthetic chemical compound that is sprayed on a product that can be smoked in order to simulate the effect of THC
- Sometimes used to avoid positive drug test for marijuana
- Not marijuana and may not cause same reaction as marijuana

Where it originates from?

- China is the primary source of chemical supply for K2

Side Effects of K2

- Hallucinogenic effects of marijuana (last between 30 mins and 2 hours)
- Panic attacks
- Agitation
- Tachycardia (accelerated heart rate)
- Elevated blood pressure
- Anxiety
- Numbness and tingling
- Vomiting
- Tremors and seizures
- Organ and brain damage

Common Packaging



K2 Presence & Enforcement

Presence

- Public safety responses regarding K2 have increased significantly downtown
 - Pacific / Lamar – West End transfer station
 - Small presence in East Dallas

Enforcement Activities

- Operations began first week of January 2016 in response to overdoses
- Joint effort between Narcotics, Central Patrol Division, El Centro College and District Attorney's Office
- Lab results obtained January 26th with immediate arrest roundup
- Code Seizure – Up In Smoke - 1612 South Ewing – 55 individual packets during Certificate of Occupancy inspection

K2 Arrests

January 26th – 28th

Martin Zamora - B/M
F1 Delivery Controlled Substance



Charles Legans B/M
F1 Delivery Controlled Substance



Dominick Harrell - B/M
F1 Delivery Controlled Substance



Terry Perkins B/M
F1 Delivery Controlled Substance



Drug Paraphernalia Shops

Definition

- Retail outlet specializing in paraphernalia used for consumption of cannabis and / or tobacco

Current City Regulation

- No ordinance regulating smoke / head shops
- Certificate of Occupancy – General Merchandising
- No accurate count of number of shops

Drug Paraphernalia Shops Enforcement

Available enforcement actions

- State legislation regarding Tobacco use
- State legislation regarding possession / distribution of controlled substances
- Civil actions against businesses involved in illegal activities (asset forfeiture)

Gas Pipe Investigation

- Largest K2 distribution case
 - National – Houston, New Mexico and Dallas
 - Federal investigation – distribution of K2 from smoke shops
 - Importing chemicals from China
 - Production of K2 in West Dallas
 - Conspiracy to commit money laundering

Drug Paraphernalia Shops Enforcement

Puff Puff and Pass

- Current investigation initiated in August 2015
- DEA Financial Strike Force
- Two businesses involved in selling K2
- Seized 220 kilos of synthetic cannabinoids, street value of \$55 million
 - \$419,592
 - 2011 Bentley
 - 2007 Mercedes

Addressing the Challenges

- Enact an ordinance to define and regulate drug paraphernalia shops:
 - Create an inspection component
 - Utilize convenience store code as a model
 - Establish “paraphernalia” free zones:
 - Schools
 - Within 1,000 feet of each other
 - Churches
 - Operating hours

Questions?

Memorandum



DATE: February 19, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Dallas Fire-Rescue Department Critical Incident Stress Management Team**

On Monday, February 22, 2016, you will be briefed on the Dallas Fire-Rescue Department Critical Incident Stress Management Team by 2nd Driver, David Lindsey of the Dallas Fire-Rescue Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
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Elsa Cantu, Assistant to the City Manager – Mayor & Council

Dallas Fire-Rescue Department

CRITICAL INCIDENT STRESS MANAGEMENT TEAM



Public Safety Committee
February 22, 2016



BRIEFING OBJECTIVE

- ▶ Discuss the purpose of Dallas Fire-Rescue's (DFR) Critical Incident Stress Management (CISM) team
- ▶ Composition of the CISM team
- ▶ Discuss critical incidents and stress on employees
- ▶ Levels of CISM intervention
- ▶ Discuss when and how to activate the CISM team resources

WHAT IS A CRITICAL INCIDENT?

- ▶ A critical incident - any event during which the human senses are so vivid and disturbing that unusual physical stress or stress reactions can be evoked immediately or over the long-term.
 - ▶ Examples include:
 - ▶ Death of a firefighter
 - ▶ Critical/Fatal injury of a child
 - ▶ Mass casualty incident with a multitude of injuries/deaths
 - ▶ Suicide of a coworker
 - ▶ Serious on-duty injury
 - ▶ Several critical events over a short period of time



PURPOSE OF CISM

- ▶ Multidimensional program intended to maintain and enhance mental health of the DFR employees
- ▶ Through education, CISM interventions seek to help members cope with “critical incidents” which can lead to diminished morale and work performance
- ▶ CISM can be custom tailored so that members who need additional mental health evaluation or assistance can be put in touch with such resources

CISM SESSION PROTOCOL

- ▶ All statements, facts, opinions kept strictly confidential
- ▶ No personnel will be criticized for their reactions
- ▶ Participants are allowed free expression of thought or feeling
- ▶ A CISM intervention is not an investigation or critique of department operations at the incident
- ▶ No recordings or notes are permitted
- ▶ No media coverage is allowed

COMPOSITION OF THE CISM TEAM

- ▶ A volunteer organization comprised of DFR employees who have received training on how to counsel with employees experiencing emotional stress or exposed to stressful situations
- ▶ Members undergo initial and ongoing training via quarterly meetings (covering CISM procedures and protocol)
- ▶ The team is organized and managed by licensed mental health professionals

TRAINING PROGRAM

- ▶ Intensive three-day Group Crisis/Assistance training program with mock sessions and feedback
- ▶ Training of members via the Mitchell Model (developed by Jeff Mitchell and George Everly, 1996)
- ▶ Group intervention and individual assistance training
- ▶ Over half of the team members have obtained training on Advanced Individual Crisis Intervention, Suicide Prevention, Intervention and Post-intervention

LEVELS OF CISM INTERVENTION

- ▶ Crisis concern telephone call - reporting and assessment of needs
- ▶ Defusing - brief and informal sessions
- ▶ Debriefing - more formal discussion lasting one-two hours and facilitated by a mental health professional and peer counseling member
- ▶ Demobilization - used during a prolonged or large-scale event to provide guidance to incident commanders; CISM team members observe personnel for indications of stress
- ▶ One on One - informal but structured intervention for an individual in crisis

ACTIVATION OF CISM

- ▶ Activation is mandatory in certain cases
- ▶ Anyone desiring CISM activation after a critical incident may do so via:



- ❖ Contact CISM Coordinator on cell phone
- ❖ Contact Fire Dispatch to page CISM team

QUESTIONS



Memorandum



DATE:

February 19, 2016

TO:

Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young
Jennifer S. Gates, Philip T. Kingston

SUBJECT:

Quality Management Program

On Monday, February 22, 2016, you will be briefed on the Quality Management Program by Deputy Chief George Gamez of the Dallas Fire-Rescue Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
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Quality Management Program

Public Safety Committee

February 22, 2016



Purpose



- Establish a program where all paramedics are evaluated for completeness and accuracy in patient care documentation and clinical care
- It is the policy of the Dallas Fire-Rescue Department (DFR) to strive for excellence in patient care as reflected in the documentation of patient care reports

Goals



To Ensure:

- Effective, efficient and timely emergency patient care
- Identify the needs of the pre-hospital care providers
- Competence of all practitioners
- Responsiveness to perceived care needs
- Continuous, multi-faceted evaluation of the Emergency Medical Service (EMS) process
- Compliance with all state and local policy requirements
- Professional accountability through participation in Quality Management (QM) activities
- Administrative commitment/support for QM activities
- Monitoring of the process and outcome of patient care
- To improve the medical knowledge and skills of DFR personnel
- To provide institutional structure and organization to promote continuous Quality Improvement (QI) and clinical risk prevention

EMS Quality Management Team



- Quality Management Team consists of the following:
 - Assistant Chief of EMS
 - EMS Deputy Chief
 - Medical Director
 - EMS Section Chief
 - EMS Quality Management (QM) Captain
 - EMS QM Lieutenant
 - EMS QM Coordinator - Civilian
 - EMS Field Supervisors
- Coordinates activities with all levels of field personnel

EMS Quality Management Team



Determines goals, sets policies and implements the Quality Management Plan (QMP):

- Participates in the development of EMS policies, treatment guidelines, operational protocols and training initiatives
- Investigates clinical and operational inquiries from internal and external stakeholders
- Tracks operational and clinical performance through reviewing Electronic Patient Care Reports (EPCR) for compliance with the Standard of Care
- Maintains, compiles and aggregates data which tracks all DFR paramedics, rescues, treatments, customer service and documentation compliance issues
- Identifies outstanding performance deserving of recognition.

Quality Improvement Process



- Prospective
 - Monthly Continuing Medical Education (CME) courses in targeted training areas
- Concurrent
 - Field Officers who directly observe patient care, give immediate feedback, provide training and notification of system changes
- Retrospective
 - Thorough review of past data from monitors, Automatic External Defibrillators (AED), hospital records, EMS dispatch, response time, run volume data and EPCRs

Run Review Procedures



- QM Team currently reviews 3%-5% of the 17,000 monthly patient contacts, about 600 EPCR's per month
- Billing and clinical categories are reviewed for compliance:
 - Demographic information
 - Signs and symptoms
 - Vital signs
 - Proper treatments
 - Appropriate documentation



Run Review Procedures



- Electronic Patient Care Reports (EPCR) are randomly selected from the EPCR administration site
- Graded by using a billing and clinical QM checklist
- Data collected is entered into a database for tracking and analysis
- Feedback is provided to the field paramedic and their EMS Field Supervisor

QM Checklist



- The checklist was developed for reviewing EPCR's
- EPCR's are checked for
 - Completeness and accuracy of documentation
 - Correct clinical care and application of proper treatment guidelines
- Substandard EPCR's are noted and given to the EMS Field Supervisor to review with the responsible paramedics

QM Access Database



QA/QI Start-Up PCR Documentation QM Billing and Clinical

EPCR Documentation and Clinical Care Review

[Click Here To Add New Record](#)

<p>Incident # <input type="text"/></p> <p>Date of Service <input type="text"/></p> <p>Rescue # <input type="text"/></p> <p>Shift <input type="text"/></p> <p>Medic 1 Employee # <input type="text"/></p> <p>Medic 1 Last Name <input type="text"/></p> <p>Medic 1 First Name <input type="text"/></p> <p>Medic 2 Employee # <input type="text"/></p> <p>Medic 2 Last Name <input type="text"/></p> <p>Medic 2 First Name <input type="text"/></p> <p>Field Supervisor <input type="text"/></p> <p>Reviewed By <input type="text"/></p>	<p style="text-align: center;">Aquired Billing Information</p> <p>Full Patient Name <input checked="" type="checkbox"/></p> <p>Date of Birth <input checked="" type="checkbox"/></p> <p>Social Security Number <input checked="" type="checkbox"/></p> <p>Patient Address <input checked="" type="checkbox"/></p> <p>Chief Complaint <input type="checkbox"/></p> <p>Patient Symptoms <input type="checkbox"/></p> <p>Patient History <input type="checkbox"/></p> <p>Medication <input type="checkbox"/></p> <p>Allergies <input type="checkbox"/></p> <p>Sufficient Information for Medical Necessity Determination <input checked="" type="checkbox"/></p> <p>Sufficient Information to make Level of Service Determination <input type="checkbox"/></p> <p>One Complete Set of Vitals (BP, Pulse, Resp) <input type="checkbox"/></p> <p>Proper Patient/Representative Signatures <input type="checkbox"/></p> <p>Legible Signatures of Both Medics <input type="checkbox"/></p>	<p style="text-align: center;">Dallas Fire-Rescue Department Emergency Medical Service Guidelines</p> <p>If Transport refused, was the Patient/ Parent Refusal Signature obtained <input type="checkbox"/></p> <p>LifePack record was NOT attached to EPCR. EACH TIME LIFEPACK IS USED, LIFEPACK RECORD MUST BE ATTACHED TO EPCR <input type="checkbox"/></p>
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<p>Documentation Review Disposition</p> <input type="text"/>	<p>Documented Outcome</p> <input type="text"/>	<p>Clinical Care Review Disposition</p> <input type="text"/>
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Clinical Care Feedback

Documentation Feedback

Field Supervisor Comments

DateReviewed QM ID Number

Feedback to Paramedics



- The EMS Field Supervisor will review the run with the Paramedic to commend, coach, counsel and/or educate to achieve future compliance
- For performance above and beyond expectations, the Paramedic will receive a Commendation Letter, if warranted
- The QM Team may also send Review forms directly to affected paramedic's stations via internal mail

Targeted Improvement Needs



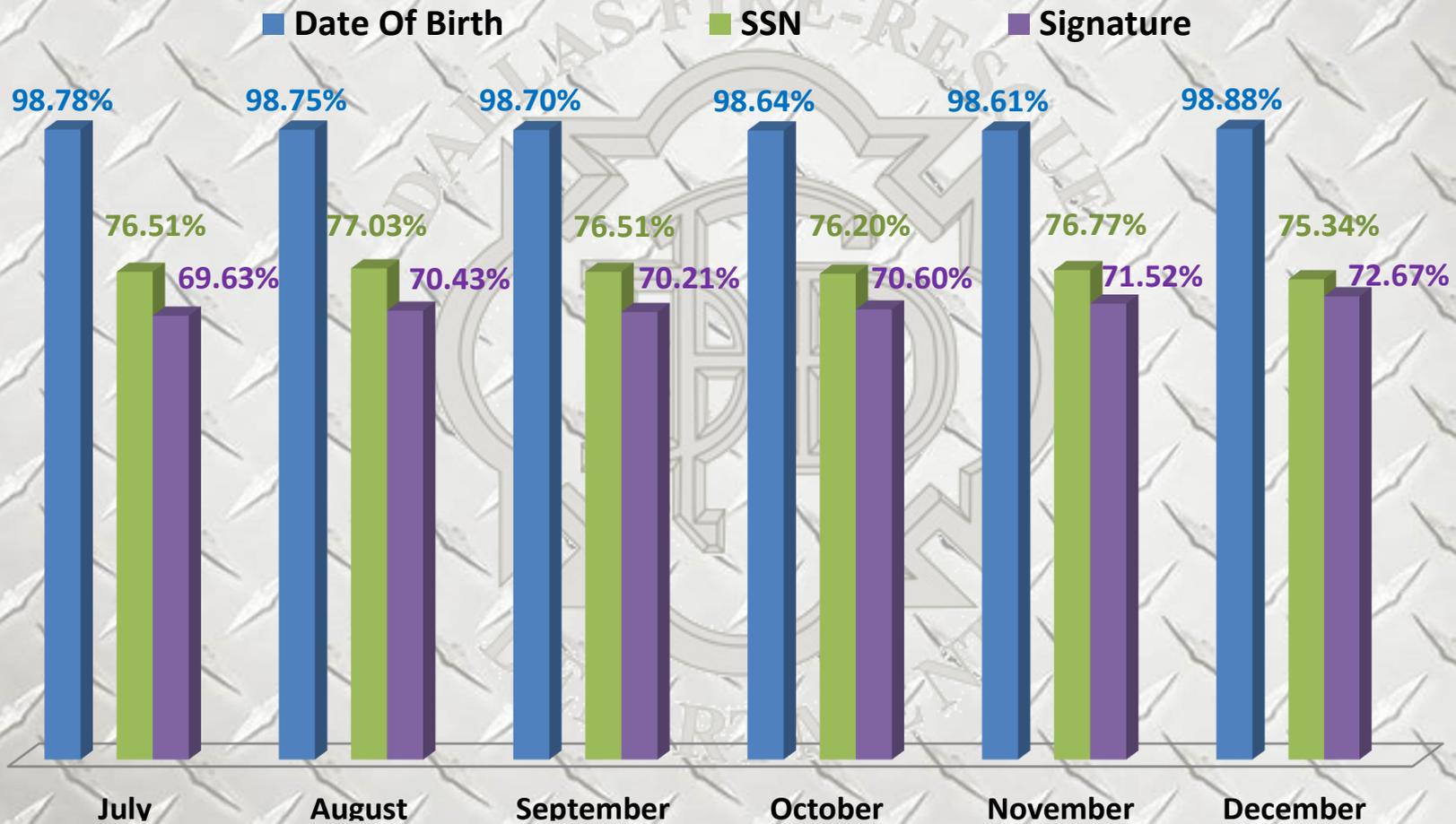
- The QM Database allows for statistical information usage/guidance in future documentation and clinical issues/training modules
- Helps target areas of improvement needing focused attention:
 - E.g.; deficiencies gathering demographics, signatures, deficient skills delivery or clinical care issues
- Individual paramedic history regarding strengths and deficiencies



Improvement Stats



2015 Collection Percentage



Overall Goal of QM Process



- QM process is not intended to be a punitive process
- Training, coaching and mentoring process is followed in order to improve the quality of care and documentation delivered by the individual paramedic
- Repeated non-compliance will result in utilization of progressive discipline process to correct deficient service delivery

Future Steps



- Projected healthcare reform initiative impacts
 - Change from fee-for-service to value-based (performance) reimbursement model
 - Customer satisfaction component



Questions?



Memorandum



DATE: February 19, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Administrative (Fire) Reports**

On Monday, February 22, 2016 you will be briefed on the Administrative (Fire) Reports.

This is an informational memo to provide the Public Safety Committee with a brief description of fire reports for January 8, 2016 – January 19, 2016.

During this period, the following significant fires occurred:

<u>Multiple Alarm Level</u>	<u>Totals</u>
3-Alarm	1
2-Alarm	1

There was 1 (one) injury that occurred as a result of fire incidents.

Eric D. Campbell
Assistant City Manager

[Attachment]

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Elsa Cantu, Assistant to the City Manager – Mayor & Council

Public Safety Committee

Administrative Fire Reports

Summary

February 2016

DATE	ADDRESS	COUNCIL DISTRICT	TYPE	CAUSE	LOSS	ALARM
A. 01/08/16	4611 North Lindhurst Avenue	District 13	2-Story Stone Dwelling	Undetermined	\$1,700,000.00	3 Alarms
B. 01/18/16	2920 Saint George Drive	District 8	1-Story Frame Residence	Undetermined	\$90,000.00	2 Alarms
C. 01/19/16	1650 Bending Oaks Trail	District 5	1-Story Brick Residence	Accidental	\$750.00	1 Alarm

Three Alarm Fire (A)

Date of Fire:	January 8, 2016	Time of Fire	10:49 PM
Response Time	2 Minutes 41 Seconds		
Location	4611 North Lindhurst Avenue	Service Area	Northwest
Bldg. Type	2-Story Stone Dwelling	Council District	13 (Gates)
Business Name	N/A		
Fire Alarm System	Yes	Operational	Yes
Cause	Undetermined		
Value/ Damage Estimate	<u>Value</u>		<u>Damage</u>
	Building:	\$2,200,000.00	\$1,500,000.00
	Content:	\$500,000.00	\$200,000.00
	TOTAL	\$2,700,000.00	\$1,700,000.00
Narrative	<p>This is an undetermined fire that originated in the attic space adjacent to the master bedroom chimney flue. Prior to noticing the fire, the occupants of the structure reported hearing a loud "bang" after utilizing the fireplace. The fire spread throughout the attic then extended through the roof severely damaging the residence causing a significant loss. Firefighting efforts changed from an offensive to a defensive mode for extinguishment. Engine 35 was the first arriving company.</p>		

Two Alarm Fire (B)

Date of Fire:	January 18, 2016	Time of Fire	5:25 PM											
Response Time	2 Minutes 14 Seconds													
Location	2920 Saint George Drive	Service Area	South Central											
Bldg. Type	1-Story Frame Residence	Council District	8 (Wilson)											
Business Name	N/A													
Fire Alarm System	Unknown	Operational	Unknown											
Cause	Undetermined													
Value/ Damage Estimate	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="text-align: center;"><u>Value</u></th> <th style="text-align: center;"><u>Damage</u></th> </tr> </thead> <tbody> <tr> <td>Building:</td> <td style="text-align: right;">\$85,000.00</td> <td style="text-align: right;">\$85,000.00</td> </tr> <tr> <td>Content:</td> <td style="text-align: right;">\$5,000.00</td> <td style="text-align: right;">\$5,000.00</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right; border-top: 1px solid black;">\$90,000.00</td> <td style="text-align: right; border-top: 1px solid black;">\$90,000.00</td> </tr> </tbody> </table>		<u>Value</u>	<u>Damage</u>	Building:	\$85,000.00	\$85,000.00	Content:	\$5,000.00	\$5,000.00	TOTAL	\$90,000.00	\$90,000.00	
	<u>Value</u>	<u>Damage</u>												
Building:	\$85,000.00	\$85,000.00												
Content:	\$5,000.00	\$5,000.00												
TOTAL	\$90,000.00	\$90,000.00												
Narrative	<p>This is an undetermined fire that is still under investigation. The fire was found at the front door and resulted in total damage to the structure and contents. It was not possible to determine all competent sources and ignitions. Flashovers occurred for both the first and second floor when suppression efforts began. Engine 40 was the first arriving company.</p>													

One Alarm Fire (C)

Date of Fire:	January 19, 2016	Time of Fire	12:25 PM
Response Time	4 Minutes 11 Seconds		
Location	1650 Bending Oaks Trail	Service Area	Southeast
Bldg. Type	1-Story Brick Residence	Council District	5 (Callahan)
Business Name	N/A		
Fire Alarm System	Yes	Operational	Yes
Cause	Accidental		
Value/ Damage Estimate	<u>Value</u>		<u>Damage</u>
	Building:	\$58,000.00	\$250.00
	Content:	\$20,000.00	\$500.00
	TOTAL	\$78,000.00	\$750.00
Narrative	<p>This is an accidental fire that originated from combustibles too close to a heat source in a bedroom. The tubing from an oxygen concentrator machine caught fire while in use spreading from the tubing, back to the output port of the machine, and onto the bedroom mattress receiving minor damage. Engine 51 was the first arriving company.</p>		

Memorandum



CITY OF DALLAS

DATE: February 19, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Parking Services - Request for Competitively Sealed Proposals (RFCSP)**

The City of Dallas Parking Services Program is integral to the success of downtown and our other commercial and retail corridors. Parking is a vital part of mobility in our City and helps foster economic development as it interfaces with visitors, residents and businesses. Over the past 10 years, the City has contracted with Xerox State & Local Solutions, Inc. (formerly ACS), to operate and manage the City's metered parking assets and provide ticket processing and collection services.

In the last decade, the parking needs in our City have changed with increased customer demand for more efficient and effective service levels. The acquisition and oversight of parking services has evolved to meet these demands. In preparation for the expiration of our existing contract with Xerox in May 2016, staff hired a consultant in December 2014 to develop specifications for the release of the City's Parking Services RFCSP issued in August 2015. The vendor solicitation period has closed and staff is completing evaluation of the proposals and preparing for contract negotiations. At this time, staff anticipates bringing the recommended award(s) to City Council on March 23, 2016.

Additional information and a brief FAQ are attached.



Eric D. Campbell
Assistant City Manager

[Attachment]

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Parking Services Frequently Asked Questions

What are the contracted parking services/functions?

1. Citations Management
2. Parking Management Services (Parking System Integrator)
 - a. Parking Permits, Meter Hooding, Customer Service Payment Center
 - b. Reports, System integration, and services/operations analysis
3. Parking Meter Maintenance
4. Parking Meter Collections, Reconciliation, and Counting Services
5. Parking Lot Maintenance
6. Delinquent Collections
7. Mobile Applications - Payments
8. Mobile Applications - Mapping

What was the City's approach to contract for services?

The City used a consultant to develop a RFCSP that would incentivize competition, gain reasonable pricing and augment the service level.

The RFCSP allowed vendors to submit proposals for all (8) components or any single component listed above.

A turnkey option was available for components (1-5) where vendors could offer lower pricing due to economies of scale.

The City is evaluating the proposals and will recommend award to the most advantageous proposer by component and/or turnkey, if applicable.

What type of protection does the proposed new contract have to ensure contract performance and minimize risk?

The new proposal was developed in consultation with the City Attorney's Office, and with technical support from a consultant to develop a series of service level agreements (SLA's) to address our risks. Additionally, benchmarking from other cities was utilized on best practices in the industry. The SLA's are by component and have associated liquidated damages for when the vendor does not meet the agreed upon performance level.

How many proposals did the City receive?

The City received proposals from 18 vendors. The number of proposals varied by component:

Component	Proposals	Turnkey
Citations Management	9	4 proposals
Parking Management Services (Parking System Integrator)	6	
Parking Meter Maintenance	6	
Parking Meter Collections, Reconciliation, and Counting Services	5	
Parking Lot Maintenance	6	
Delinquent Collections	9	
Mobile Applications - Payments	7	
Mobile Applications - Mapping	4	

How did staff address the concerns from the previous City Audit?

Last year, the City Auditor's Office conducted an audit of the oversight of the City's Parking Management Contract. The Auditor had four basic concerns that were related to lack of controls/features to allow for adequate contract monitoring with regards to:

1. Formal policies and procedures for monitoring
2. Sufficient number of monitoring activities
3. Process for monitoring specific contract requirements
4. Compliance with Deposit Policy

General performance standards and specific service level agreements (SLA's) for the (8) components were included in the parking services contracts. These will provide a formal and comprehensive method to monitor the Parking Services contracts. Each SLA will define the expected level of service, the service level measurement, the reporting requirements, collection warranties and the resolution of performance issues.

How do other Cities operate parking services?

City	Concession model or share revenue with a vendor	Citation Management Software	Citation Management Support Services	Parking Citation Delinquent Collections	Mobile Payment Vendor	Does a Vendor provide parking meter collection services	Does a vendor provide parking meter counting or reconciliation services	Does a Vendor Provide parking meter maintenance services
Austin, TX	No	Tyler Technologies	in house	Municipal Court	ParkX (not live yet) EasyPark (in car meter)	No	No	No
Chicago, IL	Yes	IBM	in house	Linebarger	Passport	LAZ Parking	LAZ Parking	LAZ Parking
El Paso, TX	No	OMNIPark	In House	GC Services	ParkX	No	City subcontractor - International Bridges	No
Dallas, TX (current)	No	Xerox	Xerox	Xerox	PaybyPhone	Xerox	Xerox	Xerox
Ft. Worth, TX	No	In House Developed System	In house	Municipal Court	ParkMobile	No	No	No
Houston, TX	No	T2 Systems	T2 Systems	Duncan & MSB	ParkMobile	No	No	No
Indianapolis, IN	Yes	Xerox	Xerox	Xerox	ParkMobile	Xerox	Xerox	Xerox
Los Angeles, CA	No	Xerox	Xerox	Xerox	PaybyPhone	Serco	Serco	No
New York, NY	No	<i>unable to confirm - old IBM</i>	<i>unable to confirm - in house</i>	In house	ParkMobile (not live yet)	No	No	No
Philadelphia, PA	No	Xerox	Xerox	Xerox	Xerox	In house (PPA)	In house (PPA)	In house (PPA)
Phoenix, AZ	No	RMS inPURSUIT Field Based Reporting	In house (Municipal Court)	In house - City Fiscal Dept.	Pango	No	No	No
San Antonio, TX	No	Tyler Technologies	in house	Municipal Court	Pango	<i>unable to confirm</i>	<i>unable to confirm</i>	<i>unable to confirm</i>
San Diego, CA	No	Inglewood Citation Management Services	Duncan Solutions	In house	ParkMobile (pilot)	No	No	No
San Francisco, CA	No	Xerox	Xerox	Xerox	ParkMobile	SP Plus	SP Plus	No
San Jose, CA	No	Turbo Data	Turbo Data	Turbo Data	Passport	No	No	No

Source for major cities municipal parking service information: Dixon Resources Unlimited

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TO: Honorable Members of the Public Safety Committee:
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SUBJECT: **Upcoming Agenda Item 32: A resolution: (1) designating a new hearing officer to hear contested civil red light camera citations under the City's automated red light camera enforcement program and contested school bus stop arm citations under the City's school bus stop arm program; and (2) removing one hearing officer who is no longer employed by the City**

Chapter 28 of the Dallas City Code requires that City Council designate hearing officers to adjudicate appeals of school bus stop arm and red light camera citations. To that end, the February 24, 2016 Council agenda includes an item for Council to designate the newly-hired hearing officer, **Carolyn Minor**, as recommended by the City Manager to hear cases for the Automated School Bus Stop Arm program and red-light camera offenses. Ms. Minor replaces outgoing hearing officer, Mary Pagan, whose name will be removed from the list of Council-designated hearing officers by the same Council action.

The Public Works Department is seeking the support and recommendation from the Public Safety Committee to authorize the approval to designate a new hearing officer for adjudicated hearings on two types of civil citations: red-light camera citations and school bus stop-arm citations, which are both enforced with photographic images. The item will be placed on the February 24, 2016, City Council Agenda.



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SUBJECT: **Upcoming Draft Addendum Item B: Authorize (1) an Interlocal Agreement with the City of Irving for critical aid response in the Cypress Waters area provided on behalf of City of Dallas and its citizens for one year from October 1, 2015 through September 30, 2016, with four, one-year automatic renewals; and (2) a payment of fee per response to the City of Irving**

The City of Dallas area surrounding North Lake (also known as Cypress Waters) has experienced growth resulting in the need for the provision of fire and emergency medical service delivery in the area. Currently, Dallas Fire-Rescue provides those services through the staffing of a temporary facility utilizing overtime funding for personnel. This agreement seeks to provide these emergency services in a more cost effective manner.

Specifically, the purpose of this item is to allow the City of Dallas to enter into an interlocal agreement with the City of Irving Fire Department (IFD) for IFD to be the primary provider of twenty-four (24) hour fire and emergency medical response within the Cypress Waters area located within the City of Dallas on a fee per response basis (per Exhibit A of the agreement). This response includes, but is not limited to, grass fires, structure fires, motor vehicle accidents, false alarms, and first response emergency medical and rescue services.

The Dallas Fire-Rescue Department is seeking the support and recommendation from the Public Safety Committee to authorize the approval of this interlocal agreement and payment of fee per response. The item will be placed on the February 24, 2016, City Council Addendum.



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SUBJECT: **Upcoming *Draft* Addendum Item C: Authorize (1) an application for and acceptance of two Body-Worn Camera Program Grants from the Office of the Governor's Criminal Justice Division to be used to purchase body-worn cameras and related accessories for a period of one year from the execution of the grant agreements; (2) the City's match in the amount of \$17,913 from Urban Area Security Initiative Grant Funds and \$11,250 from the City's Court and Detention Services Current Funds for a total of \$29,163; and (3) execution of the grant agreements**

The Texas State Legislature allocated up to \$10 million during the 84th regular session in 2015 to provide funding to aid municipal police departments and county sheriff's offices in establishing or enhancing Body-Worn Camera (BWC) programs. The Office of the Governor's Criminal Justice Division (CJD) is using these funds to award grants that allow law enforcement offices to develop or enhance their Body-Worn Camera Programs by purchasing BWCs and digital storage systems. There is a 25% match requirement.

The City of Dallas has been allocated two awards under the BWC Program:

1. The Dallas Police Department (DPD) will receive up to \$78,850 to purchase 50 cameras and related accessories (Grant No. 3082601). In order to meet the match requirement, DPD will leverage \$17,913 from the Urban Area Security Initiative Grant Funds from the Department of Homeland Security.
2. The Dallas Marshal's Office will receive up to \$45,000 to purchase 32 cameras and related accessories (Grant No. 3101901). In order to meet the match requirement, the Dallas Marshal's Office will allocate \$11,250 from their FY 2015-16 general fund to go towards the purchase.

The Dallas Police Department and the Dallas Marshal's Office are seeking the support and recommendation from the Public Safety Committee to authorize an application for and acceptance of these two BWC Grants. The item will be placed on the February 24, 2016, City Council Addendum.

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