



**City of Dallas**

# **Neighborhood Police Officers (NPOs) Operations Overview**

**Public Safety Committee  
January 9, 2023**

Jesse Reyes, Assistant Chief  
Community Engagement and  
Operations Bureau  
Dallas Police Department  
City of Dallas

# NPOs Unit Mission/ Operations



- Create a positive rapport between the community and the police department through active engagement and visibility within the community
- Provide crime prevention tips and awareness
- Problem solve issues affecting the community
- Improve the quality of life for citizens, visitors and business partners



# Year 2022 Accomplishments



• Calls for Service	3,784
• Community Events	5,784
• City Council Complaints	2,664
• Crime Watch Meetings	1,636
• Business Checks	13,940
• Security Surveys	166
• 311 Complaints	8,201

- 4<sup>th</sup> in the Nation for registered National Night Out events
- Together We Dine events
- Facebook Live show “Morning Wake Up” (Northeast Patrol)
- Adopted a school for backpack and school supply giveaways
- DPD BOLO monthly community newsletter on [Dallaspolice.net](http://Dallaspolice.net)



# Challenges



- Additional Duties not in their scope of service
  - Parades
  - Homeless area clean ups
  - COVID vaccination sites
  - Other non-Departmental directed duties



# 2023 Refocus



- NPO Units will focus on
  - Problem Solving and/or bring resources to help
    - Crime Watch groups
    - Neighborhoods and Businesses
    - Apartment Complexes
- Responsiveness to residents' concerns
- Call Answering
- 311 & Patrol-directed Complaints
- Apartment Managers' meetings



# Next Steps



- Maintain centralized chain of command
- Refocus NPOs on community needs
- Improve delivery of services with patrol
- Engage with our neighborhoods, our apartment communities







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