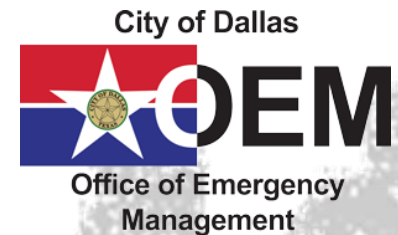# Public Safety Technology Projects

Public Safety Committee

February 10, 2020

Public Safety Departmental Staff

Presentation Overview

- Purpose
- Technology Overview
  - ➤ Information & Technology Services
  - ➤ Dallas Police Department (DPD)
  - ➤ Dallas Fire-Rescue (DFR)
  - ➤ Court & Detention Services (CTS)
  - ➤ Office of Emergency Management (OEM)

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Purpose

- Provide an update of recently implemented public safety technology projects

- To communicate the future technology needs in regards to the operational efficiency of all Public Safety Departments

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Information & Technology Services

Public Safety

Enterprise Interdepartmental Projects - Recently Implemented

- Emergency Call Center Backup
- Body Worn Cameras
- Microsoft Updates
  - Windows 7 to Windows 10 Upgrades
- 2 Factor Authentication for Adult Information Services (AIS)
  - Partnership with Dallas County
- Law Enforcement Agency Portal (LEA)

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Enterprise Interdepartmental Projects - Planned

- Workday
- Telestaff > July 2020
  - ➤ Off Duty Employment & Shift Bidding
- Live Public Safety Dashboard
- P25 Radio project

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Enterprise Interdepartmental Projects - Planned (Cont'd.)

- 911 Grant for ESInet

- City of Dallas/Dallas County CAD Integration

- Buildout of CAD Backup Environment

- FirstNet Deployment

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Enterprise Interdepartmental Projects - Planned

- Drones (Unmanned Aircraft Systems-uAS)
  - ➤ Search and Rescue
    - ☐ Urban search and rescue/ item drop off capability (Life vest, rope, radio, etc.)
  - ➤ Scene Safety and documentation
    - ☐ Thermal aerial view: Hot spots, close up of structural components
    - ☐ Fire Investigations (See Evidence Collection)
  - ➤ Law Enforcement Operations
    - ☐ Missing Person Searches/Suspect Searches/Roof Checks
  - ➤ Evidence Collection
    - ☐ Crime scene reconstruction & accident reconstruction
    - ☐ Environmental and Illegal dumping investigations

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Dallas Police Department

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DPD - Recently Implemented

- Dallas Online Reporting System (DORS)
  - Crime Plan Goals
  - Automated text Message of DORS link for eligible calls
- Starlight
- Text to 911
- IWatch
- Adult information Services (AIS)
- Texas State Fair Haystax Pilot
- Helicopter Video Downlink
- C.R.I.M.E.S

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DPD - Planned

- Body Worn Cameras/Interview Rooms/ Dashboard Cameras
  - ➢1500 Current
  - ➢Goal to expand to 2000
- Mobile Surveillance (Bait Cars)
- Auto Pound Software
- Automated RMS Accountability Audit Reports
- Global Positioning System for Investigators
- Real Time Crime Center (RTCC)
- Starlight Expansion

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DPD - Planned

- Surveillance Camera Project
  - Working with ITS to develop a comprehensive camera deployment strategy
  - 2000 cameras allocated in contract for Police Facility Security
    - Facility site surveys completed
  - Addition of 500 Pole Cameras
    - Data driven
  - 10 Additional Camera Trailers
    - Funded by UASI
    - Will need additional operating funds for maintenance

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Dallas Fire-Rescue Department

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DFR - Recently Implemented

- Current State
- Dynamic Resource Deployment Software (Deccan International LiveMum)
  - Provides dispatchers with recommendations to reallocate resources due to high call volume.
  - Real-time city-wide analysis
  - Improves Response Times
- New Fire Inspection Software (Streamline Automation Systems)
  - Integrates multiple data sources into one database
  - Improves analytics
  - Provides better customer service

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DFR - Recently Implemented

- Apparatus Deployment Analysis Module (ADAM)
  - ➢ Assist with the strategic planning of apparatus placement.
  - ➢ Evaluates potential impacts on performance measures when relocating apparatus.
- Electronic Patient Care Reporting Software (ePCR)
  - ➢ Improves patient care reporting and documentation.
  - ➢ Enhances quality control efforts.
  - ➢ Improves data analytics.

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DFR - Recently Implemented

- MIT Project: Predictive Fire Model
  - Cooperative project between DFR, MIT, and the Office of Innovation.
  - Developed a model to predict instances of fire in commercial buildings.
  - Allows DFR to better prioritize fire inspection and prevention efforts.
- Harvard Project: Station Location Analysis
  - Cooperative project between DFR, Harvard Business School, and the Office of Innovation
  - Enhanced model to determine future station locations
  - Multiple variables analyzed

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DFR - Recently Implemented

- Pinnacle Software Solutions for Maintenance – Clothing & Supply Division
  - ➤Provides effective and efficient inventory and service management for our Fleet, Parts, and Supply divisions.
  - ➤Provides real-time product levels of EMS and station supplies.
  - ➤Improves communication for the status of our apparatus parts and repair orders.

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DFR - Planned

- Transit Signal Priority System
  - ➢ DFR (in cooperation with Transportation) will pilot a signal priority program for fire apparatus on emergency responses.
  - ➢ Gives priority to DFR apparatus at intersections with signal lights
  - ➢ Designed to:
    - o Reduce Response Times
    - o Reduce Collisions
    - o Improve Patient Outcomes
    - o Minimize Property Loss

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DFR - Planned

- Real-time Traffic Analysis Tool Integration
  - ➤ Integration of traffic reporting platforms similar to the "Waze" app.
  - ➤ Provides enhanced route optimization.
  - ➤ Improves response times.

- Fire Inspection Software Upgrade (Brycer)
  - ➤ Fire protection system compliance program
  - ➤ Ensures compliance with inspection, testing, and maintenance of fire protection systems
  - ➤ Provides real-time notifications of fire protection system compliance issues.

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OEM - Recently Implemented

- Haystax formerly known as Digital Sandbox
  - ➤ Recently implemented Common Operating Picture
  - ➤ Precisely geo-located assets displayed in context with other dynamic information like:
  - ➤ Incident alerts, scheduled events and countless dynamic threat and hazard data layers from existing public safety systems.

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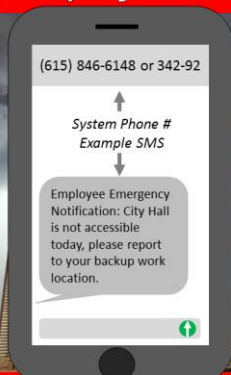# Office of Emergency Management

Public Safety

City of Dallas
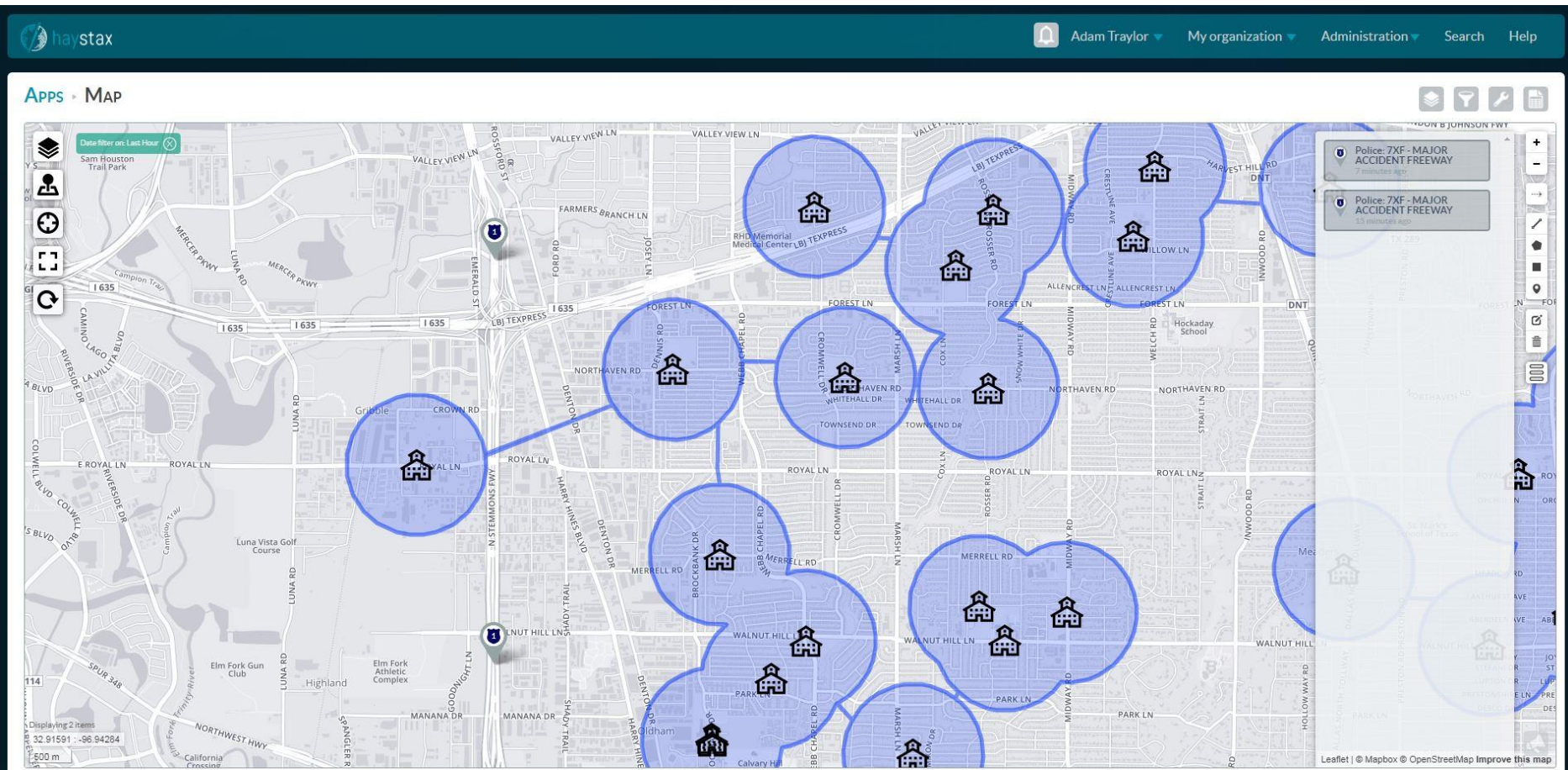
OEM - Recently Implemented

- Employee Notification System
  - Text, Email, and Phone Call Alerts
  - Used for activating teams
    or notifying employees to take immediate
    action following a significant event, such as:
    - Notifying employees of City facility closings
    - Activating/mobilizing operations personnel
    - Changing work assignments during emergencies
  - Current Registration
    - Employees that have signed up: 2278
    - Employees imported: 3687
    - Total: 5965

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Court & Detention Services

Public Safety

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CTS - Recently Implemented

- Live Chat
  - ➤ Website feature that allows individuals to communicate with a court clerk in real time
  - ➤ Access to the court without having to come downtown
- Remote pay locations and 24/7 call center for payments
  - ➤ Over 170 retail locations throughout the City
  - ➤ Bar code convenience
  - ➤ Bilingual call center agents
- Smartboards
  - ➤ Enhanced and streamlined the presentation of evidence such as body camera and dash camera videos

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CTS - Planned

- Dallas Municipal Court Technology Projects:
  - ➤ Text Reminders
  - ➤ Video Court
  - ➤ Jury Duty Module
  - ➤ Court Case Management System Upgrade and Migration

- Marshal's Office/City Security Technology Projects:
  - ➤ Body-Worn Cameras/Dash Cameras
  - ➤ Package Scanner
  - ➤ Expand E-ticket writer and printers
  - ➤ Neighborhood Association Camera Program

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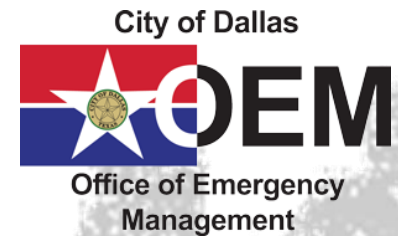
Appendix

- Dallas Online Reporting System (DORS)
- Project Starlight
- Real Time Crime Center (RTCC)

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Technology-Recently Implemented

- Dallas Online Reporting System (DORS)
  - Crime Plan Goals
    - Promote the program to divert 20% of DORS-Eligible calls from a traditional patrol response in 2020
    - Plan to launch an Automated Text Message feature of DORS Link for Eligible Calls via 911
 - Success
    - Officers are available for higher priority calls
    - Estimated to save officers 1.5 hours per report
    - Saved 1,956 hours YTD/ Total reports 1,304 YTD
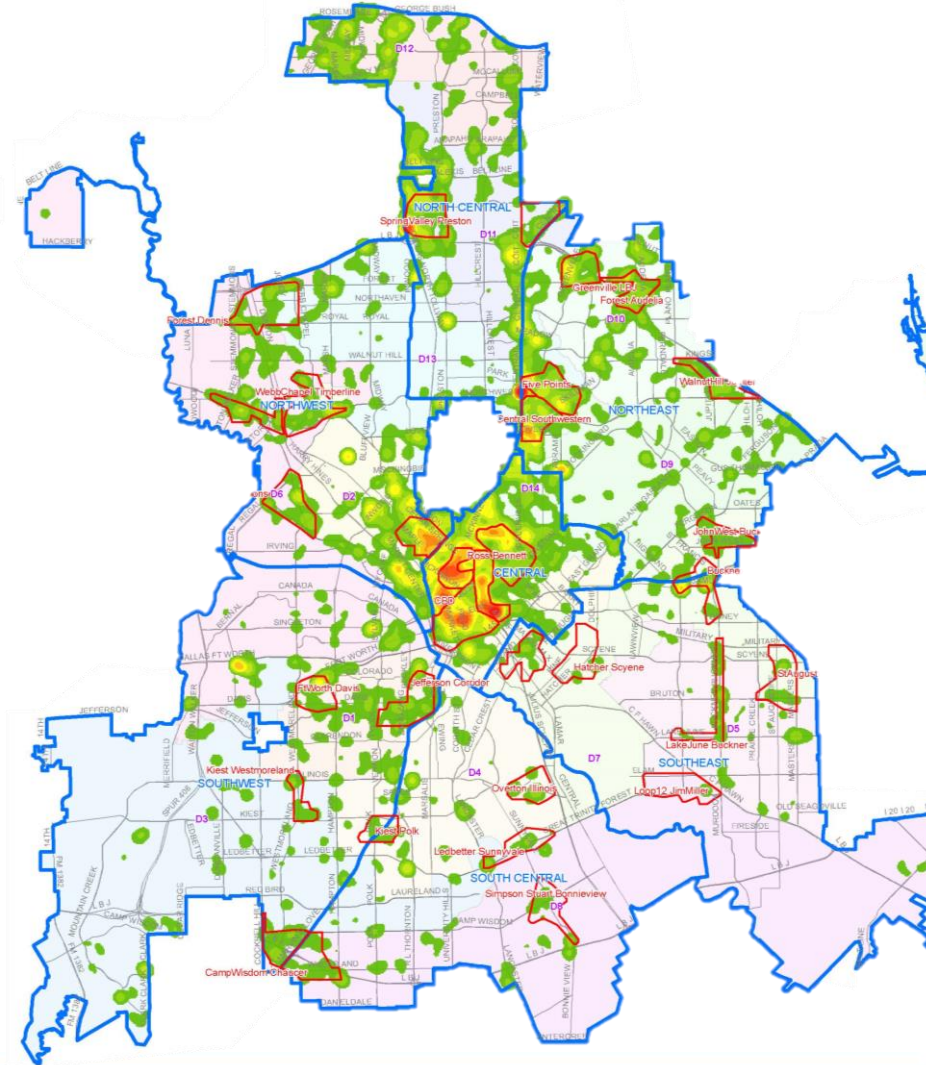   - Report statistics are automated to calculate types of reports, total hours saved, total monetary savings
  - Next Steps
    - Spanish version launched 2/10/2020
    - Addition of more online capable reports (ex. Interference with Child Custody)

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DORS Reports by Month

Total DORS Reports by Month

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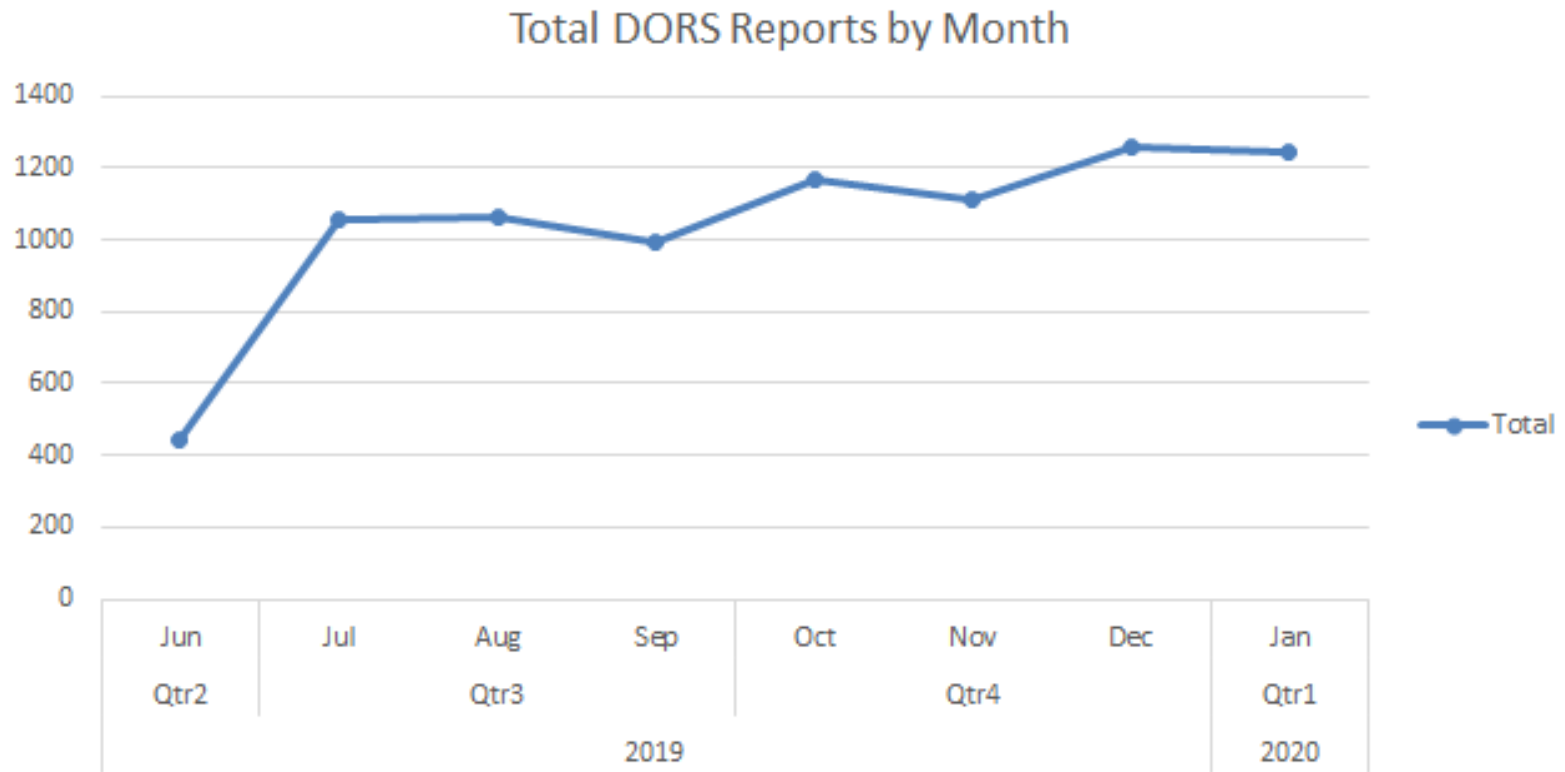
DORS Usage Density Map

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Project Starlight

Dallas Police Department

Project Starlight Program Overview

- Public/private/community policing effort to prevent, deter, respond to, and investigate crime
- Connects live-camera surveillance to Police Communications and the Real Time Crime Center
  - ➤ CAD connection to alert video operator
  - ➤ Analytics Software Implementation
- 3 pilot locations launched November 4, 2019 as a six-month proof-of-concept

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Project Starlight Operational Impact Goals

- Reduce the impact on patrol resources
- Deter crime through marketing awareness, signage, rapid response, and aggressive investigation of offenders with high-resolution video evidence
- Increase safety and communication between DPD and stakeholders
- Improve quality of life and economic development opportunities for community

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Project Starlight Timeline

- Software and hardware install completed 10/4/2019
- Pilot locations selected and signage finalized 9/18/2019
- Training for Real Time Crime Center personnel 10/25/2019
- Camera and signage installation completed 11/2/2019
- Proof-of-concept went live 11/4/2019

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Project Starlight

	November		December		January	
	2018	**2019**	**2018**	**2019**	**2019**	**2020**
11770 Ferguson						
Calls	43	11	43	9	28	21
Offenses	7	0	13	2	6	2
2503 Lemmon						
Calls	22	29	35	22	33	18
Offenses	1	3	6	4	5	0
2911 E Ledbetter						
Calls	9	32	17	18	25	28
Offenses	1	3	2	1	2	2

Public Safety

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Project Starlight-Moving Forward

- Proof of concept extended until November 4, 2020. Under the proof of concept, we will continue to add locations.
- Goal is to add three additional locations by May 2020 with a total of 20 locations by the end of the year.
- DPD will determine the ongoing budgetary items with ITS once the pilot concludes

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Real Time Crime Center (RTCC)

The Dallas Police Department RTCC is the hub for gathering up to the minute intelligence and serves as the mechanism for distributing that information to officers in the field

- Optimizes resource deployment
- Delivers critical and timely information & intelligence
- Part of the Intelligence Lead Policing Unit (ILP)
- Will include multiple camera feed sources

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